Sinch Digital Interconnect
Enterprise Messaging NOC Notifications - FAQ

This document describes in detail the various parts of the EM NOC notifications and provides answers to frequently asked questions.

STANDARD EM NOC NOTIFICATION

Type of Notification:

New, Pre-notification, Start, Update, Completed, Resolved, Correct, Reminder, Or Emergency

The potential Impact on the SMS traffic. Any Impact will be mentioned as per the example:

MO Traffic: No expected Impact or will be queued at the SMSC Operator end

To obtain further information, you may contact the service desk

PCR number, Sinch reference number

Scheduled start and end date/time. The time is specified in Greenwich Mean Time (GMT)

A description of the issue or activity being completed during the time window. It can be one of the following categories:

- Scheduled or Planned maintenance
- Partner Incident
- SMSC operator connection is unavailable.

URL to check maintenance on Sinch community portal.

External Maintenance Notification

Type / Status	NEW	PCR Number	PSD-8699
Platform / Service	DI SMS 365	Maintenance Type	Scheduled
Start Date & Time (GMT) :	16 Jan 2021 18:00 Hrs.	End Date & Time (GMT) :	16 Jan 2021 19:00 Hrs.

Impact Assessment

Mobile Terminating (MT) Traffic:	Not Impacted	Message Manager:	Not Accessible
Mobile Originated (MO) Traffic:	Not Impacted	Extranet:	Not Impacted
DR Notification:	Not Impacted	Others:	Not Applicable
Description	Digital Interconnect has scheduled a planned maintenance to carry out activities on the internal application.		

If you have any queries related to this incident ,
please contact Service Desk team at < essupport.digitalinterconnect@sinch.com >

This maintenance notification can be viewed in the below link:
https://community.digitalinterconnect.com/t5/Enterprise-Services-Maintenance-Notifications/MAINTENANCE-SCHEDULED-Enterprise-Messaging-DI-SMS-365-16-Jan/m-p/6415

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NOTIFICATIONS FAQ

This section provides answers to frequently asked questions:

	Questions	Answer
Q1	What type of maintenance is being performed?	Please refer to the "**Description**" section of the notification. A typical notification could be a scheduled maintenance activity, an SMSC destination connection is potentially unavailable, or partner incident.
Q2	What occurs during a Network Maintenance?	A network maintenance can include a variety of activities such as patching a server, upgrading hardware, adding a server, etc. These are required maintenances to keep up with the latest security patches, server life span, and traffic growth. In general, we have redundancy across all of our processes so the standard operating procedure is to take the affected server off-line while the primary or secondary server handles the load. No impact to the SMS or MMS traffic is expected unless it is mentioned under the "Impact Assessment" section of the notification. Furthermore, all of our binds are designed to automatically reconnect as needed to process traffic.
Q3	Is the work being performed on the backup site?	With regards to a back-up site, typically only the customers that could be potentially impacted will receive a notification. Please keep in mind that what is a primary site to one customer may be a secondary site to another customer and vice-versa. We will only mention secondary site or primary site when multiple data centers are affected – They are rare and scheduled with advance notice.
Q4	What is the exact time the actual maintenance will occur during a maintenance window?	There is no set time within a maintenance window that a specific activity will occur since any and all maintenance activities can vary.
Q5	Is SMS affected by this maintenance?	This is mentioned in the notification. Please refer to the section "Impact Assessment." The following is a sample impact notification: • MO: No Impact Expected • MT: No Impact Expected • DR: No Impact Expected
Q6	What does the impact "will queue at carrier (or operator) end" mean?	It means that all messages are being queued and will eventually be delivered after the issue is cleared.
Q7	Is there a specific time of the day that Digital Interconnect typically performs maintenance?	Digital Interconnect always select the lowest volume traffic window (worldwide) to schedule our maintenances.

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	Questions	Answer
Q8	What should a customer do in the event a notification is received?	It is recommended that during a maintenance that the customer checks for any anomalies like a drop in traffic or connection errors followed by unsuccessful binds. If one encounters such a situation when the notification indicates to expect no impact, then we recommend that the customer reports the problem by sending an email to the Service Desk: ESsupport.digitalinterconnect@sinch.com.
Q9	Should I contact the EM NOC?	Our NOC is focused on 24x7 monitoring the platform. If there are any questions on notifications, please direct them to the Service Desk. The Service Desk is also a 24x7 team but they are focused on responding to customer tickets.
Q10	What should I do if we suspect an issue during a normal Digital Interconnect maintenance?	Customer action is needed only if it is stated in the maintenance notification. Maintenance notifications are typically only applicable to Digital Interconnect's side, and so it usually does not involve customers unless it is explicitly stated. There are rare occasions when an anomaly will occur and the bind will not automatically reconnect. Our back up servers and redundancy are used as failover if there is traffic impact. In the event we believe our customers are impacted, we send out a notification to customers. However, if you notice an issue, you can reach out to us for assistance by sending an e-mail to the Service Desk: ESsupport.digitalinterconnect@sinch.com.
Q11	What should I do if we are alerted of an SMSC or operator issue?	EM NOC works 24/7 with SMSC's to ensure all the SMSC connectivity run smoothly and will update the customers when the issue is resolved. It is not necessary to contact the Service Desk for such an issue unless the issue continues to occur after the resolution update is sent to the customers.
Q12	Will there be a Root Cause Analysis (RCA) supplied?	An RCA documentation is provided to customers only under special circumstances, that is, severe and major incidences (S1/S2) impacting traffic. In general, notifications are normally a heads-up to alert customers about an upcoming maintenance or of a possible SMSC operator issue. In general, Digital Interconnect will request the root cause from the SMSC and request for preventive measures to be put in place.

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