RS-56

Please explain in detail how the system is geographically redundant and provide network architecture information on failover design between the core processing sites. In CTL's response to data request RS-11, CTL explained that the failover situation occurred at "a point in the application logic that was not designed to perform any automated corrective actions." Is automatic "failover" part of redundancy design?

RESPONSE:

The system has two geographically separate core processing sites that contain application logic to perform call routing functions. The core processing sites operate in an active-active fashion, both processing calls simultaneously and both being capable of processing any given call instance. Additionally, each core site has redundant elements for each function performed such that a single hardware failure at a given site will not impact the core processing site's ability to process calls. Ingress call traffic are collected at regional media gateways and distributed to one of the core processing sites. The regional gateways distribute calls primarily to one of the core processing sites unless that core processing becomes unavailable as indicated by messaging from the core processing site. If a core processing site were to become unavailable an automatic failover would occur such that all calls are sent to another core processing site until that core processing site identified itself as being available.

Enhancing the architecture as a result of lessons learned from the April 10th incident, the core processing sites and regional gateways have been modified such that call traffic sent to a given core processing site that is not processed will be direct to another core processing site.

Respondent: Intrado