Carrier Routing Issues

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Carrier routing issues can occur in our modern day of SIP/VOIP calling. There are complex systems in the back end of the telephony network to ensure phone calls can reach their destination. With this being said, issues can arise when calls from one carrier to another cannot get through.

It is crucial to understand that when a call is being forwarded to a DVE Cloud service or a caller can not reach the callee (you) it is due to a call routing issue with the originating carrier. Receiving SIP services do not establish the call route, this is done before they start ringing in a sense. This is an exclusion of incorrect configuration of on site equipment.

Three highly likely possibilities of not receiving calls:

1. PBX is not configured correctly and the trunks are not registered or haven't been setup to route calls to internal extensions. **This can be diagnosed most of the time by checking the PBX logs to see if the call even reaches the PBX or not - If the PBX never receives a request then it is not going to ring anything.**

2. If reason 1 is not the issue then this is another likely problem: The caller's service provider has internal/backend routing issues into our upstream network. These routes are established on the callers end however since they are not correctly configured, the callers carrier can not find a destination to route the call to. **This can be diagnosed by attempting to call the service from two different carriers. e.g. call from an AAPT service and a Telstra service - If both fail then its highly likely the DVE Cloud number is configured incorrectly - If one works and the other doesn't, then there is an issue with the callers carrier that is not getting through.**

3. Call Forwarding issues/carrier routing: Another rare scenario that can happen is call forwarding not working from any carrier to your DVE Cloud number. There is a possibility that the carrier/host of the originating number (your advertised number that hasn't ported to DVE Cloud yet) is having call routing issues. This means technically it doesn't matter what provider the caller is with, because all calls are forwarding through the problem carrier that can't route into your DVE Cloud number. **This can be diagnosed by calling the temporary landing number directly which can be provided by DVE Cloud. If you can call the number directly from a service having issues and it comes in, it means the callers provider is working, however the forwarding provider of the main originating number is not.**

Please note that DVE Cloud do not take responsibility for incoming voice routing issues with other carriers. If DVE Cloud provides a landing number it is imperative to realise that we do not block incoming calls on any level. This means if someone is calling from one carrier/service provider and it works, but then someone else calls from a different carrier and it doesn't work, there is an issue with the problem carriers routing.

Do keep in mind, while these issues are out of DVE Cloud's control and can't be directly fixed, we do understand the importance of your customers being able to reach you and therefore will assist and leverage all our available resources to have the problem fixed.

While this is not a common problem, and rarely occurs, as a customer we believe it is important to be aware of these issues in the SIP/VOIP world to avoid any unexpectedness.