OUTAGE ALERT · 13 NOVEMBER 2026

# Microsoft Is Down. Keep Taking Calls.

The one-hour plan for businesses whose phones run through Microsoft Teams, and the lesson for next time.

A global Microsoft 365 fault began at about 5:15am AEDT on Friday 13 November 2026 (MO1550821, EX1550543). Outlook and Exchange Online are worst hit, Teams may fail to connect, and the admin centre has been affected. If Teams is your phone system, customers may not be getting through.

## Why phones went down too

- Teams calls ring in an app that cannot connect
- Teams voicemail is stored in Exchange Online
- Auto attendants and queues run in Teams
- Forwarding is set in Teams or its admin centre

## Australian impact reported

- Medical referrals not sending
- Rail details normally sent by email delayed
- Two-factor codes stuck in unreachable inboxes
- National Cyber Security Coordinator looking into it

## What to do in the next hour

1. **Test Teams on a mobile on 4G or 5G and on the web.** Note who can take calls.
2. **Ring your Teams number provider.** Operator Connect and Direct Routing numbers can often be diverted at their end.
3. **On a Calling Plan?** Set forwarding to a mobile from any device that still connects.
4. **Publish a mobile number** on your website and Google Business Profile.
5. **Ring your key customers yourself** and keep a paper log of calls and expected emails.

## Teams numbers: who can divert them?

| Supplied by | Controls the number | Today |
|---|---|---|
| **Calling Plan** | Microsoft | Forward from any device that connects |
| **Operator Connect** | Your carrier | Ask the carrier to divert |
| **Direct Routing** | SBC provider | Ask them to reroute on the SBC |
| **Separate phone system** | Your phone provider | Calls keep ringing |

### What Microsoft has said

Servers became unexpectedly unavailable and the rest were overloaded. A server health check component was suspected, deployments were paused and servers restarted. The latest update says a core process on affected servers is overwhelmed and recent configuration updates are being investigated. No root cause confirmed, and nothing published points to an attack.

### The lesson

If your phones and your email run on the same platform, they fail together, and the screen you would use to redirect calls fails with them. Keep Microsoft 365 for email if it suits you, but give your phones their own off switch.

### VOCPhone is operating normally

VOCPhone does not run on Microsoft 365. We own and operate our own network in Australia, 99.99% uptime, local team answering today. $0 setup, $0 porting. 1300 663 222.