

BUSYBEE	MYBUSYBEE, INC.	2026
Official Incident Report		

1. Header Information	
Document No: MBB-ITSCU-IM-051-2026	Incident No: #00051
Revision: 0.1	Department: ITSCU
Organization: MYBUSYBEE, INC.	
Raised By: Jen (Dalton)	Received By: Joshua San Antonio

2. Incident Details		
Report Date: October 03, 2026	Incident Date: October 03, 2026	Incident Hour: 1:49 PM
Category: Sender ID no longer valid	SLA Breached: No	Duration of Interruption: N/A

3. Incident Description & Business Impact	
Description: <p>On October 3, 2026, at 1:49 PM, SMS traffic failed to deliver due to the primary Sender ID becoming invalid. The issue was acknowledged and investigated, leading to a refund request for wasted traffic and a formal re-registration process for a new Sender ID with the partner telco.</p>	
Business Impact: <p>Service Disruption: Temporary disruption of outgoing SMS communications utilizing the affected Sender ID between October 3, 2026, and October 6, 2026. Financial Impact: Low to none; wasted traffic was fully refunded to the customer, and rejected traffic was unbilled by the telco provider.</p>	

4. People Impacted by the Incident		
Name	Role	Equipment Affected
Customers	Recipients	None
Dalton	Unable to send updates	None

5. Incident Timeline	
Details	Date and Time
Issue was reported	October 3, 2026 1:49 PM
Acknowledged	October 3, 2026 2:20 PM
Petition on wasted traffic	October 3, 2026 2:49 PM
Acknowledged the Petition	October 3, 2026 3:32 PM
Successfully refunded with approval	October 3, 2026 4:22 PM
Coordinated with the designated CSO for SID registration request	October 3, 2026 6:32 PM
Gathered needed LOAs and requested SID registration	October 4, 2026 9:18 PM
Submitted the SID registration request to the telco	October 5, 2026 1:49 PM
New Sender ID was successfully registered	October 6, 2026 3:22 PM

6. Corrective Actions & Additional Info

Corrective Actions:

Financial Resolution: Processed and approved a refund for all affected/wasted SMS traffic resulting from the invalid Sender ID.
Sender ID Re-registration: Coordinated with the designated Customer Support Officer (CSO) to collect the required Letters of Authorization (LOAs). Submitted the registration request to the telco provider and successfully activated the new Sender ID.

Additional Information:

Root Cause: Invalidation of the existing Sender ID.
Billing Impact: Confirmed that the telco did not charge for any rejected SMS traffic sent during the downtime.
The new sender ID can be use for sending SMS.
Using URLs on SMS is temporarily not available.

7. Authorization

Prepared By:

Joshua San Antonio
Technical Support
Date: October 06, 2026

Recommending Approval:

Timothy Cabasal
ITSCU Head
Date: October 06, 2026

Final Approver:

Rico Hernandez
CEO
Date: October 06, 2026