BUSYBEE
info@mybusybee.net
www.mybusybee.net
(02) 8929-2222 / (02) 8374-9146 / 09178372000
G7 Burgundy Place 8. Gonzales St. Loyola Heights, Quezon City. Ph 1108

BUSYBEE	MYBUSYBEE, INC.	2026

Official Incident Report

1. Header Information

Document No: MBB-ITSCU-IM-050-2026	**Incident No:** #00050
Revision: 0.3	**Department:** ITSCU
Organization: MYBUSYBEE, INC.	
Raised By: V.A. Purchase & Collection Management Corporation	**Received By:** Jeronne and Dexter

2. Incident Details

Report Date: September 11, 2026	**Incident Date:** September 11, 2026	**Incident Hour:** 11:50 AM
Category: API and SMS traffic issue	**SLA Breached:** No	**Duration of Interruption:** N/A

3. Incident Description & Business Impact

Description:

An issue was reported regarding SMS Delivery Receipts (DLR) returning Error 200 with messages remaining stuck in a "Submitted DLR" status via API. Investigation and resolution required addressing multiple layers across API integration, network security, Cloudflare configurations, and telco route performance.

Business Impact:

End-User Deliverability Drop: Non-delivery of messages to invalid, inactive, or network-blocked destination numbers resulted in downstream delivery failures and elevated error rates (Error 8 / Network Blocked).

Resource Waste on Invalid Traffic: Inactive and unknown subscriber destinations consumed network request attempts before traffic scrubbing and route optimization were implemented.

4. People Impacted by the Incident

Name	Role	Equipment Affected
V.A. Purchase subscribers	Subscribers	None

5. Incident Timeline

Details	Date and Time
Issue reported via Viber | Error code 200 and Stuck in Submitted DLR (API)	September 11, 2026
First solution was proposed	September 12, 2026
Local CRM successfully retrieves SMS statuses | AWS Lambda still returns HTTP 403	September 14, 2026
Fixed Cloudflare Browser integrity check by Dexter	September 15, 2026
Tests for DLR status failed	September 17, 2026
Issue resolved on DLR Status	September 21, 2026
Sender ID result by telco: inactive mobile numbers, unknown subscriber, and blocked by network	September 24, 2026
Sender ID result by telco: "Unknown subscriber and error 8 means blocked by network"	September 29, 2026
Determined which route is unreliable and routed user application to tested network	October 6, 2026

6. Corrective Actions & Additional Info

Corrective Actions:

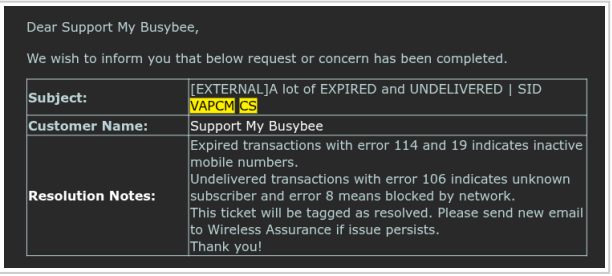
-Guide the API integrator to use Alias Message ID on API.
-Whitelisted the correct IP addresses.
-Resolve the corrupt Cloudflare Browser integrity check.
-Determine which route is unreliable and reroute to the tested network.

Additional Information:

Several issues resolved
-Alias Message ID API requirement.
-Application IP was not whitelisted.
-Issue on Cloudflare Browser integrity check.
-API integration was prioritized before SMS traffic issue.
-Mobile numbers are found to be inactive, unknown subscriber, and blocked.
-The user application is now routed to the tested network.

There are several incorrectly formatted numbers on the contact the resulted to rejected traffic:
July: 23,555
August: 128
September: 11
Total: 23,694

Attached Image:



Dear Support My Busybee,

We wish to inform you that below request or concern has been completed.

Subject:	[EXTERNAL]A lot of EXPIRED and UNDELIVERED | SID VAPCM CS
Customer Name:	Support My Busybee
Resolution Notes:	Expired transactions with error 114 and 19 indicates inactive mobile numbers. Undelivered transactions with error 106 indicates unknown subscriber and error 8 means blocked by network. This ticket will be tagged as resolved. Please send new email to Wireless Assurance if issue persists. Thank you!

7. Authorization

Prepared By:	Recommending Approval:	Final Approver:
Joshua San Antonio Technical Support Date: October 06, 2026	**Timothy Cabasal** ITSCU Head Date: October 06, 2026	**Rico Hernandez** CEO Date: October 06, 2026