INOC-DBA
Hotline Phone System
aka. “The AS Number Phone”
SANOG 7

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What’s it About?

- **INOC-DBA**: Inter-NOC Dial-by-ASN

- Global Voice-over-IP hotline phone system, directly interconnecting NOCs and SIRTs within carriers, ISPs, exchange points, and vendors.
How does it work?

- If you just dial an Autonomous System Number, it’ll ring a predefined group of phones within that A.S. (example: 42)

- If you dial an ASN and an extension number, it’ll ring the phones belonging to that person. (example: 42*WEW)

- Also, well-known extensions for NOC, abuse, routing, SIRT, et cetera.
What is new since Last year

- The provisioning system has been updated
  - New user registration is largely automated

- Some user GUI issues remain
  - User processes are not our priority
    - Assumption is INOC DBA users have more clue

- SIP forwarding to sip:nnn@foo.bar now operational
  - People can now forward calls to their various SIP devices on other networks

- New Documentation on the web
  - Constant process to update. If you have any product specific information, please send them. Will publish it on the website
More new stuff

- Role accounts are now easier to handle
  - You define different termination types for single phone number

- Upgrade to newer software image for the 7960s is now possible, but using a different tftp server

- Operator queue is now on ‘RT’
  - Not the best ticketing system, but we hope responses are more organized

- A few more ring tones,
  - Austin powers’ ‘nerd alert’ is the latest addition, courtesy one of our users
What has not happened

Authentication
- Each time we make up our mind more users request for delays
- I think we'll wait for a while before we do mandatory authentication
- But, if you need conferencing facilities, you need to register.

Backup Service
- We are still testing backup mechanisms
- The easiest solution is to have a second server to which users can register.
- Very likely that the second server will be at LINX.
Stats also available online

https://www.pch.net/inoc-dba/user/stats/index.html

Further stats on end to end call quality is now available, but graphical interpretation not yet available.
Future activities

- To support NAT or not is still a question
  - After much feedbacks at Operational forums, we decided not to spend resources on NAT
  - But, we have an operational STUN server for tests

- SIP Anycast
  - We are not yet anywhere close to implementing this, simply because we cannot make it work.
  - Inputs are appreciated. We use SER as our SIP Proxy.

- Backup proxy
  - This should be done in immediate future.
Current Issues

- Supporting new varieties of Phones
  - I don't have physical access to all varieties of phones.

In May 2005, Routing Outage combined with the PAIX Switch outage took the server offline often. We are looking at creating a fall-back server. Most phone we have seen support a primary and secondary SIP Proxy, thus the immediate plan to install a backup proxy. At a later stage, we'll give thoughts on integrating the two server database.
New Ideas

- Make the conferencing facility available for those who have authentication enabled
  - Done. Send e-mail to ‘operator@pch.net’ for details.
- Create a one-way path for authentication, i.e., if anyone has previously used authentication, deny them service without authentication
- Auto Dial back number
  - There are users who have done this.
How to Participate

- **With your own phones:**
  
  We need your contact info and ASNs.
  http://www.pch.net/inoc-dba/ has 'New User' section

- **With phones from us:**
  
  We are no longer shipping phones regularly. It’s a long wait.
  We need your contact and shipping address, ASNs, and extension number.
Questions / Open Mike
More Information

- General information:
  http://www.pch.net/inoc-dba/

- Mailing-list archive:
  http://www.pch.net/resources/discussion/inoc-dba/archive/

- Who’s participating:
  http://www.pch.net/inoc-dba/directory/

Major Deployments
- Netnod – All IX participants get Phones
- WAIA – All IX participants / WAIA Members get Phones
- .BR – All LIRs of the Brazilian Registry get a Phone
Is it Difficult to Set Up?