

# How To - Report Service Interruption

## Description:

This article will help you how to do the following:

- **Collect all the information needed for Audian to troubleshoot a service impacting event**

## Method:

Please copy the questions below and paste them into your email and send this to [611@Audian.com](mailto:611@Audian.com)

1. Please describe the issue in detail. (If any of the issue below describes what is happening, remove any that do not apply)
    1. When on a call audio is cutting in and out.
      1. Direction: **Inbound** (I cannot hear them), **Outbound** (They cannot hear me, or Both)
    2. When on a call the call drops and my phone goes to its idle screen.
    3. When I try to call the line rings busy.
  2. Who is your internet provider?:  
(**Examples:** Comcast, Zipply, Wave)
  3. Please provide a call example when the issue happened.
    1. Number Called:
    2. Number of Caller:
    3. Time the call was placed:
      - Specific call examples can also be reported using the **Report Call** function of the Call Logs.
- **Link:** [How To - View Call Logs](#)