Our servers:

The 204.186.16.116 and 204.186.16.118 addresses at Ironton are on one platform: two redundant servers.

All of our traffic traverses these two servers based on where the call is coming in and the server the customer is registered. This does not cause one way or no audio.

One way audio is caused by an incorrect configuration in the setting of the phone(s) or mostly on the CPE's firewall, and more specifically, ALG (it MUST be shut off).

Calls can go between and the other server and NOT cause a one-way audio. As an example, the inbound call comes is on say SIP2. They are registered to SIP1, so the call goes from SIP2 to SIP1. Then if a call an outbound is initiated (say to a cell phone) it goes out from either server. Again, that does not cause one way audio. This is normal traffic routes.