OUTAGE ANALYSIS · 13 NOVEMBER 2026

Inside the Microsoft 365 Outage

What broke, why it reached Australia, why Teams calls failed with the email, and what to ask any provider.

> From about 5:15am AEDT on Friday 13 November 2026, Microsoft 365 failed globally under MO1550821 and EX1550543. Exchange Online, Outlook, Teams, SharePoint, Copilot, Intune, Defender, Purview and the admin centre were listed as affected. No root cause has been confirmed.

Timeline, AEDT (approximate)

Time	Microsoft reported
3:17am	EX1550543: Exchange Online mailbox connections failing
5:26am	MO1550821 opens; "elevated load" cited
6:12am	Deployments paused; servers restarted
6:31am	Not a traffic surge: servers unavailable, rest overloaded
7:19am	Health check component suspected
7:56am	Some servers back; config updates investigated
9:11am	Core process overwhelmed; fixes not yet working

The cascade, in four steps

1. **Servers fail health checks** because of a suspected component.
2. **Load balancers pull them** from service, so capacity drops.
3. **The rest take the load**, which looked like "elevated load" at first.
4. **Survivors buckle** and drop out too, until a core process is overwhelmed.

Why Teams calls failed

Link	Exposed today
Microsoft sign-in	Logins affected
Teams client	May fail to connect or load
Auto attendants and queues	Run inside Teams
Voicemail	Stored in Exchange Online, worst hit
Forwarding and admin	Admin centre affected

Why Australia felt it

Sign-in and connection routing are global. Traffic was spread across wider infrastructure. And the fault escalated as the Australian working day began. Data stored in Australia is not the same as a service run in Australia.

Five questions for any provider

1. Can my numbers be diverted without your platform?
2. Does my phone system depend on my email system?
3. Where is the service run from, and who runs it?
4. How will you tell me what is happening?
5. What did your last major incident teach you?

Uniden Voice is running normally

Uniden Voice does not run on Microsoft 365. Designed, built, hosted and supported in Australia. Calls, queues, voicemail, apps and EVOC2 handsets working normally. Australian owned and operated. 1300 881 662.