Ruby Outage FAQ
Last updated: May 17, 2022

We wanted to provide a detailed update regarding our sustained service interruption.

Why was my Ruby service down?
On the evening of May 8, 2022, one of Ruby's service providers, Opus Interactive, experienced a cyberattack that caused service interruptions to our call and chat services. We were able to reroute some systems around our vendor on the evening of May 9; however, Opus Interactive had taken down all systems to all their hosting facilities to complete their remediation procedures. Unfortunately, this took our services back down and they remained down until May 12. Since May 9, 2022, Ruby actively began working on an independent path, rebuilding all our systems in a new location.

Have all services been resumed?
Our reception services are back online and our receptionists have been successfully answering calls for our customers since 7:05am PT on May 12. On May 13, as of 6:20am PT chat services were reactivated and are now live based on your preference settings. As of May 13, at 7:55am PT, both the Ruby app and online portal (my.ruby.com) are back online. As of May 14, at 8:45am, all voicemails received between May 8 and that time were delivered.

What did my callers experience during the outage?
If you did not un-forward your calls to Ruby, your calls were set by default to ring to your afterhours solution. Most customers had their afterhours setting so that calls go directly to voicemail. While your customers could leave voicemails, they could not be distributed until our systems were back up.

What did my website chatters experience during the outage?
The chat box on your website did not display during the outage, so visitors did not detect a problem. Since chat was not active on your site during the outage, there are no outstanding messages for you to review.

Was there additional impact to Ruby systems or data?
We have no evidence of access or corruption at this time. Not only does Ruby maintain monitors and anti-virus protection on all our production systems, but those monitors were also clean at the time of the outage. Further, the attackers targeted the virtual machine infrastructure at our hosting provider which enabled them to take down the entire infrastructure. Opus has a forensics team onsite performing scans on their systems and they too have indicated there is no evidence of access to any client systems. Should there have been access, please rest assured your data would still be safe as all client data is encrypted and only Ruby maintains the keys to decrypt data.

How will Ruby be handling the downtime?
Ruby will be issuing service credits for the impacted time. As soon as our systems are fully operational, we will follow up with customers and issue the appropriate credits.

How will updates on the outage be communicated to me going forward?
We will provide updates on https://www.ruby.com/status as appropriate. And when ready, we will send a final "All Clear" email and in-app message to our customers.

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