

**From:** Axon Evidence noreply@axon.com  
**Subject:** Axon Service Update  
**Date:** October 18, 2022 at 6:32 PM  
**To:** prockenbach@northwestpd.com

AE

Display issues? [View in browser](#)



## AXON SERVICE UPDATE

**Status:** Active

**Approximate Incident Start Time:** 06:30 AM PDT on 10/18/2022

**Incident Type:** Service Unavailable

**Product(s) Impacted:** Axon Evidence

**Service(s) Impacted:** SMS Delivery for MFA

Our SMS provider (Twilio) is currently experiencing an issue that is impacting login to Axon Evidence when using SMS as the primary method for MFA authentication.

Twilio is investigating and working towards a resolution. You can monitor the service by visiting [status.twilio.com](https://status.twilio.com).

Your agency can explore the option of reaching out to Axon Technical Support and working to get the phone number reset from your user profile or have any admin-level user change the delivery method of the MFA to “email” instead of using SMS. This change can be reverted once the outage is resolved.

We appreciate your patience and apologize for any inconvenience this may have caused. If you have any questions, please contact our Support team.

Email: [support@axon.com](mailto:support@axon.com)

North America: 1-800-978-2737 ext 4

UK: +44 1-327-709-666

Australia: 1-800-512-069

New Zealand: 1-800-005-161

International: See our [Contact Us page](#)

Sincerely,

Axon

Protect Life



Axon Enterprise, Inc. 17800 N. 85th St., Scottsdale, AZ 85255-6311, USA | The 'Delta Axon' logo and Axon are trademarks of Axon Enterprise, Inc., some of which are registered in the US and other countries. All Rights Reserved. ©2022 Axon Enterprise, Inc.

[PRIVACY POLICY](#) | [CONTACT US](#) | [UNSUBSCRIBE](#)