



PublicService Commission <psc@utah.gov>

Fwd: PUC_UT.021920.003_F

1 message

Gary Widerburg <gwiderburg@utah.gov>
To: PublicService Commission <psc@utah.gov>

Thu, Feb 20, 2020 at 2:55 PM

----- Forwarded message -----

From: <Regulatory.NEMC@centurylink.com>
Date: Thu, Feb 20, 2020 at 2:40 PM
Subject: PUC_UT.021920.003_F
To: <gwiderburg@utah.gov>



PUC Report

Report Number : UT.021920.003
Impacted Company : CenturyLink
Date and Time : 19-FEB-2020 14:26:39
Timezone : MST
For Questions Contact : Jennifer Somers 801- 575-1003
Reason for Outage : The Riverton switch was not processing toll calls.
Notification :
Cause of Outage : HUMAN ERROR - PUBLIC
Location of Outage : RIVERTON/UT,KEARNS/UT
Exchange Name / Wire : RVTNUTMA
Center :
Expected Duration : 20-FEB-2020 07:00:00
Actual Duration : 23:44:15
Number of Customers : 8480
Number of Customers/
Cable pair impacted :
Services Affected : FACILITY,TOLL SWITCH ISOLATION
Agencies Notified : PSAP
Significant Update :
Resolution : The fiber was spliced to restore all services.
Restore Date/Time : 20-FEB-2020 04:59:18

--Disclaimer--

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2/20/2020

State of Utah Mail - Fwd: PUC_UT.021920.003_F

Gary Widerburg
Commission Secretary
Public Service Commission of Utah
801-530-6713