



PublicService Commission <psc@utah.gov>

**Fwd: PUC\_UT.021820.001\_F**

1 message

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

Fri, Feb 21, 2020 at 7:49 AM

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

From: <Regulatory.NEMC@centurylink.com>  
Date: Thu, Feb 20, 2020 at 3:46 PM  
Subject: PUC\_UT.021820.001\_F  
To: <gwiderburg@utah.gov>



# PUC Report

**Report Number** : UT.021820.001  
**Impacted Company** : CenturyLink  
**Date and Time** : 18-FEB-2020 15:49:00  
**Timezone** : MST  
**For Questions Contact** : Jennifer Somers 801- 575-1003  
**Reason for Outage Notification** : The Springdale Switch was not processing toll calls.  
**Cause of Outage** : UNKNOWN  
**Location of Outage** : SPRINGDALE/UT  
**Exchange Name / Wire Center** : SPDLUTMARS1  
**Expected Duration** : 18-FEB-2020 19:55:36  
**Actual Duration** : 01:00:00  
**Number of Customers** : 316  
**Number of Customers/ Cable pair impacted** :  
**Services Affected** : TOLL SWITCH ISOLATION  
**Agencies Notified** : PSAP  
**Significant Update** : Restored.  
**Resolution** : Self restored.  
**Restore Date/Time** : 18-FEB-2020 16:49:00

--Disclaimer--

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2/21/2020

State of Utah Mail - Fwd: PUC\_UT.021820.001\_F

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