



PublicService Commission <psc@utah.gov>

Fwd: PUC_CO.092820.002_F_UT_Revised

1 message

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

Wed, Sep 30, 2020 at 11:50 AM

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

From: <Regulatory.NEMC@lumen.com>
Date: Wed, Sep 30, 2020 at 11:37 AM
Subject: PUC_CO.092820.002_F_UT_Revised
To: <gwiderburg@utah.gov>**LUMEN[®]****PUC Report**

Report Number : CO.092820.002
Impacted Company : CenturyLink
Date and Time : 28-SEP-2020 16:30:00
Timezone : MDT
For Questions Contact : Jennifer Somers 801- 575-1003
NG911 calls could not be delivered when Intrado
Reason for Outage experienced an unexpected impact to their platform during
Notification : a planned change event being performed on devices within
their Englewood, CO and Miami, FL ECMCs.
Cause of Outage : Intrados configuration error
Location of Outage : AZ, CO, MN, ND, NC, SD, and UT
Exchange Name / Wire : Multiple
Center :
Expected Duration : 28-SEP-2020 20:00:00
Actual Duration : 01:17:00
Number of Customers : 671385
Services Affected : 911
Agencies Notified : PSAPs
Significant Update :
Resolution : Intrado reconfigured their network to bypass the impaired
devices, which restored NG911 call processing.
Restore Date/Time : 28-SEP-2020 17:47:00

--Disclaimer--

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