

Beehive Telephone Company, Inc.
Description of Outage Affecting Ibapah, UT

1.0 Description of Incident

1.1 Sometime in the early morning of August 13, 2014 lightning struck a remote cabinet providing service to 18 customer near Ibapah. The lightning disabled all service (voice and data) to these 18 customers. Partial service was restored on August 13. Customers at this time were capable of making calls, but were unable receive a ring generation, and were therefore, unaware of incoming calls. This level of outage continued until complete service was restored on August 23 at 1:30 am.

2.0 Timeline of Incident

2.1 On August 13, 2014 at 8:04 am we received the first telephone call from a customer reporting that there was a problem with their phone service. That morning a technician was dispatched from Wendover, UT located 60 miles north of Ibapah, UT. While the technician was traveling to the site of the outage additional customers called our offices to report an outage.

2.2 Upon arriving at the Central Office located in Ibapah, UT our technician determined that the outage was due to a failure at a remote cabinet located approximately nine miles south of the Ibapah Central Office. This remote is located on the Confederated Tribes of the Goshute Reservation, close to their housing offices.

2.3 Our technician initially determined that the cabinet was not working due to a lack of power in the cabinet. The damage power equipment was replaced with redundant power equipment stored at the central office. After restoring power to the remote cabinet, the ring voltage was tested and it was determined that there was no ring voltage. Additionally, there were fail lights on all POTS and ADSL equipment. After the technician determined what equipment needed to be replace he traveled back to Wendover to provision replacements. Some but not all of the equipment was available in Wendover. The technician then traveled back to Ibapah.

- 2.4 Upon returning to Ibapah, the technician replaced three of the four damaged POTS and ADSL cards. Dial tone to the customer at this time was restored, however, there was still no ring voltage. Our customers at this point could make calls out. Unfortunately, due to the lack of ring voltage to the customer's phones, the customers were unaware of incoming calls. Our technicians then left for Wendover.
- 2.5 While traveling to Wendover our technicians were delayed due to flash flooding. The road they were traveling on was flooded out. They then tried to travel around the flood by traveling south to Garrison, UT. While traveling south on Snake Valley Road our technicians got stuck due to flooding. Their truck was disabled. They then hiked approximately six miles to find shelter at the Border Inn in Garrison, UT. The remainder of August 13th was spent at the Border Inn. Photographs of the disabled truck and flooding is attached in Exhibit A.
- 2.6 On August 14 a mechanic repaired the truck. Our technicians arrived back in Wendover 9:00 pm on August 14. Meanwhile, we received calls from customers in Ibapah reporting issues with the phones. An additional technician was dispatched to Ibapah. The technician found the power at the remote cabinet was not functioning. He reinstalled the power equipment. Dial tone was reestablish, but still no ring voltage. Customers could call out but could not receive calls. On August 15-17 our technicians were off the schedule due to excessive hours.
- 2.7 On August 18 one of our technicians traveled to our Grouse Creek Central Office to locate spare parts to repair the remote cabinet. The spare parts at Grouse Creek had already been used for repairs and were not available. Our technician returned to Wendover, UT. Parts were flown in from other parts of the network to repair the cabinet. Our technician returned to Ibapah to repair the cabinet with the necessary parts. He attempted to repair the cabinet but the repair did not work.
- 2.8 Our technicians spent August 19th and 20th on the phone with the equipment manufacturer to evaluate what was wrong with the equipment. It was determined that the lightning had disabled the backplane of the remote cabinet. It was decided at this time that the entire remote

cabinet needed to be replaced. Parts were provisioned for the cabinet on August 21. The cabinet was prebuilt and prepared for transport to Ibapah.

2.9 On August 22 the new cabinet was transported to Ibapah. Installation of the cabinet was delayed due to severe thunderstorms. Installation was finally completed at 1:30 am on August 23.

3.0 Procedures Used to Verify Completion of Repairs

3.1 While at the cabinet our Technician placed tests calls and received test calls from our call center located in Lake Point, UT. He also went to each customer's homes and checked the line at the NID.

Exhibit A
Photographs of Flood





