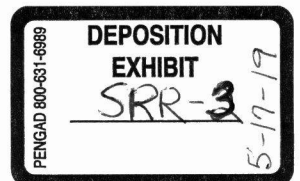


Class	level	Products and Services
Outage	1	HSI/Data
Outage	1	HSI/Data
Outage	1	911/ANI/ALI Failure
Outage	3	HSI/Data,Voicemail/TDM,Commercial/Metro Ethernet,Commercial/Wholesale
Outage	1	HSI/Data
Outage	1	HSI/Data
Outage	1	Voice/TDM
Outage	1	HSI/Data
Outage	1	HSI/Data
Outage	1	Voice/TDM
Outage	1	HSI/Data
Outage	1	Voice/TDM
Outage	1	HSI/Data
Outage	1	HSI/Data,Voice/TDM
Outage	1	Voice/TDM
Outage	1	HSI/Data
Outage	1	HSI/Data
Outage	1	HSI/Data
Outage	2	HSI/Data,Voice/TDM,Commercial/Metro Ethernet
Outage	3	HSI/Data
Outage	1	Voice/TDM
Outage	1	Voice/TDM
Outage	1	Voice/TDM
Outage	1	Voice/TDM
Outage	1	Voice/TDM
Outage	1	Voice/TDM
Outage	1	Voice/TDM
Outage	1	HSI/Data
Outage	1	Voice/TDM
Outage	1	Voice/TDM
Outage	1	Voice/TDM
Outage	1	Voice/TDM
Outage	1	Voice/TDM
Outage	1	Voice/TDM
Outage	2	Voice/TDM
Outage	3	911/Reroute With ANI/ALI
Outage	1	Voice/TDM
Outage	1	Commercial/Metro Ethernet
Outage	1	HSI/Data
Outage	1	Commercial/Metro Ethernet
Outage	1	HSI/Data
Outage	1	HSI/Data
Outage	1	HSI/Data
Outage	1	HSI/Data,Commercial/Metro Ethernet
Outage	2	HSI/Data
Outage	1	Voice/TDM



Network Incident ID	NEEDS Equipment Type	CLLI (A Location)	Outage Hrs
242230PB	CALIX ODC2000/HSI - FIBER	MOABUTBJH08	3.03
247749PB	JUNIPER MX10/BRAS/ROUTER/DATA	MOABUTXCOPW	4.22
255911N9		SLKCUTMAHG4	6.83
265663PB	JUNIPER M40E ROUTER/DATA	MOABUTXCOWLW	21.12
268306PB	ADTRAN TA 3000/HSI	MOABUTXDH02	1.03
271654PB	ADTRAN TA 5000/ETHT AGGR/DATA	MOABUTXCOWFV	6.12
271812AN	NTI DMS10 RLCM/IDLC	MOABUTXDRLO	3.07
271811PB	ADTRAN TA 3000/HSI	MOABUTXDH02	4.6
273228PB	JUNIPER MX10/BRAS/ROUTER/DATA	MOABUTXCOPW	1.23
275769AN	NTI DMS10 OPM640/IDLC	MOABUTBIRLO	3.02
275772PB	JUNIPER MX10/BRAS/ROUTER/DATA	MOABUTXCOPW	2.57
275787AN	NTI DMS10 OPM640/IDLC	MOABUTBHR00	1.25
279370PB	ADTRAN TA 3000/HSI	MOABUTXDH02	11.03
283653PB	JUNIPER MX10/BRAS/ROUTER/DATA	MOABUTXCOPW	8.97
285975AN	NTI DMS10 OPM640/IDLC	MOABUTBIRLO	5.35
289164PB	ADTRAN TA 1248A IP/HSI	MOABUTXDH03	5.28
313483PB	CONKLIN FASTMUX/HSI	MOABUTBGH01	22.78
316668PB	CALIX ODC2000/HSI	MOABUTBJH08	5.73
327314PB	FUJITSU FLASHWAVE 4100 /MUX	MOABUTXCH13	26.67
337651AUTO	JUNIPER MX10/BRAS/ROUTER/DATA	MOABUTXCOPW	0.35
374060AUTO	NTI DMS10 RLCM/IDLC	MOABUTXDRLO	7.52
374173AUTO	NTI DMS10 RLCM/IDLC	MOABUTXDRLO	0.23
376508AUTO	NTI DMS10 RLCM/IDLC	MOABUTXDRLO	8.1
378293AUTO	NTI DMS10 HSO/SWC	MOABUTXCDS0	0.72
388224AUTO	NTI DMS10 HSO/SWC	MOABUTXCDS0	3.2
390694AUTO	NTI DMS10 HSO/SWC	MOABUTXCDS0	3.42
390698AUTO	ACTELIS ML-230/ETHT SWITCH/DATA	MOABUTXD0AW	41.07
398517AUTO	NTI DMS10 RLCM/IDLC	MOABUTXDRLO	0.47
398547AUTO	NTI DMS10 RLCM/IDLC	MOABUTXDRLO	0.23
398582AUTO	NTI DMS10 RLCM/IDLC	MOABUTXDRLO	0.5
400718AUTO	NTI DMS10 RLCM/IDLC	MOABUTXDRLO	0.25
401317AN	NTI DMS10 OPM640/IDLC	MOABUTBJRLO	2.52
403661AUTO	SRP/MISC	MOABUTXC00W	3.07
403654N9		MOABUTXCDS0	3.4
404281AUTO	NTI DMS10 RLCM/IDLC	MOABUTXDRLO	10.7
404287AUTO	ACTELIS ML-230/ETHT SWITCH/DATA	MOABUTXD0AW	0.95
404285AUTO	JUNIPER MX10/BRAS/ROUTER/DATA	MOABUTXCOPW	0.5
404349AUTO	ACTELIS ML-230/ETHT SWITCH/DATA	MOABUTXD0AW	21.92
404346AUTO	JUNIPER MX10/BRAS/ROUTER/DATA	MOABUTXCOPW	2
404750AUTO	JUNIPER MX10/BRAS/ROUTER/DATA	MOABUTXCOPW	0.28
404933AUTO	JUNIPER MX10/BRAS/ROUTER/DATA	MOABUTXCOPW	1.25
417987AUTO	ACTELIS ML-230/ETHT SWITCH/DATA	MOABUTXD0AW	5.72
419283AUTO	JUNIPER MX10/BRAS/ROUTER/DATA	MOABUTXCOPW	0.35
427931AUTO	NTI DMS10 OPM640/IDLC	MOABUTBIRLO	0.7

263.32

(1 day)

Cust Count Summary

HSI:168
HSI:120
911:5845
HSI:2500,Voice:1000,Commercial:11
HSI:120
HSI:44
Voice:292
HSI:124
HSI:106
Voice:189
HSI:141
Voice:194
HSI:122
HSI:112,Voice:299
Voice:185
HSI:30
HSI:8
HSI:272
HSI:955,Voice:741,Commercial:1
HSI:0
Voice:290
Voice:290
Voice:290
Voice:273
Voice:290
Voice:291
HSI:0
Voice:278
Voice:292
Voice:292
Voice:292
Voice:76
Voice:2804
911:3523
Voice:279
Commercial:0
HSI:10
Commercial:0
HSI:10
HSI:32
HSI:10
HSI:36,Commercial:1
HSI:766
Voice:153

Primary Outage Code

Pole/Pad/Non 4 Walls Power Failure
Residential Power Outage
Hardware Failure
Outside Plant
Residential Power Outage
Pole/Pad/Non 4 Walls Power Failure
Hardware Failure
Pole/Pad/Non 4 Walls Power Failure
Residential Power Outage
Pole/Pad/Non 4 Walls Power Failure
Residential Power Outage
Pole/Pad/Non 4 Walls Power Failure
Pole/Pad/Non 4 Walls Power Failure
Pole/Pad/Non 4 Walls Power Failure
Hardware Failure
Outside Plant
Pole/Pad/Non 4 Walls Power Failure
Outside Plant
Change Management
Change Management
Outside Plant
Cleared Prior To Isolation
Cleared Prior To Isolation
Cleared Prior To Isolation
Cleared Prior To Isolation
Hardware Failure
Cleared Prior To Isolation
Cleared Prior To Isolation
Cleared Prior To Isolation
Cleared Prior To Isolation
Cleared Prior To Isolation
Pole/Pad/Non 4 Walls Power Failure
Change Management
Change Management
Change Management
Cleared Prior To Isolation
Cleared Prior To Isolation
Hardware Failure
Hardware Failure
Cleared Prior To Isolation
Cleared Prior To Isolation
Hardware Failure
Change Management
Cleared Prior To Isolation

Sub-Outage Code	Resolution	state	Start Date
Power Supply/Fuse/Breakers	Power Supply/Fuse/Breakers Reset/Replaced	UT	29/5/2017
Residential Power Outage	Residential Power Restored	UT	27/6/2017
Card Trouble	Field Reset/Reseat Card	UT	10/8/2017
Frontier Fiber Cut	Field repaired	UT	27/9/2017
Residential Power Outage	Residential Power Restored	UT	12/10/2017
No Generator	Commercial Power Restored	UT	31/10/2017
Card Trouble	Remote Reset Card	UT	1/11/2017
Battery Failure/Exhaustion	Commercial Power Restored	UT	1/11/2017
Residential Power Outage	Residential Power Restored	UT	9/11/2017
Battery Failure/Exhaustion	Commercial Power Restored	UT	28/11/2017
Residential Power Outage	Residential Power Restored	UT	28/11/2017
Power Supply/Fuse/Breakers	Power Supply/Fuse/Breakers Reset/Replaced	UT	28/11/2017
No Generator	Commercial Power Restored	UT	22/12/2017
Power Supply/Fuse/Breakers	Power Supply/Fuse/Breakers Reset/Replaced	UT	21/1/2018
Battery Failure/Exhaustion	Commercial Power Restored	UT	6/2/2018
Power Supply/Fuse/Breakers	Power Supply/Fuse/Breakers Reset/Replaced	UT	24/2/2018
Copper Trouble	Field Repaired	UT	31/5/2018
Battery Failure/Exhaustion	Commercial Power Restored	UT	12/6/2018
Frontier Fiber Cut	Field repaired	UT	17/7/2018
Expected Outage	CM Completed	UT	20/8/2018
Unapproved & Intentional	CM Completed	UT	18/12/2018
Copper Trouble	Field Repaired	UT	19/12/2018
Cleared Prior To Isolation	Cleared Prior To Isolation	UT	29/12/2018
Cleared Prior To Isolation	Cleared Prior To Isolation	UT	5/1/2019
Cleared Prior To Isolation	Cleared Prior To Isolation	UT	6/2/2019
Cleared Prior To Isolation	Cleared Prior To Isolation	UT	12/2/2019
Card Trouble	Field Reset/Reseat Card	UT	12/2/2019
Cleared Prior To Isolation	Cleared Prior To Isolation	UT	5/3/2019
Cleared Prior To Isolation	Cleared Prior To Isolation	UT	6/3/2019
Cleared Prior To Isolation	Cleared Prior To Isolation	UT	6/3/2019
Cleared Prior To Isolation	Cleared Prior To Isolation	UT	11/3/2019
Power Supply/Fuse/Breakers	Power Supply/Fuse/Breakers Reset/Replaced	UT	13/3/2019
Expected Outage	CM Completed	UT	20/3/2019
Expected Outage	CM Completed	UT	20/3/2019
Expected Outage	CM Completed	UT	21/3/2019
Cleared Prior To Isolation	Cleared Prior To Isolation	UT	21/3/2019
Cleared Prior To Isolation	Cleared Prior To Isolation	UT	21/3/2019
Card Trouble	Field Reset/Reseat Card	UT	21/3/2019
Card Trouble	Field Reset/Reseat Card	UT	21/3/2019
Cleared Prior To Isolation	Cleared Prior To Isolation	UT	23/3/2019
Cleared Prior To Isolation	Cleared Prior To Isolation	UT	23/3/2019
Card Trouble	Field Reset/Reseat Card	UT	15/4/2019
Expected Outage	CM Completed	UT	17/4/2019
Cleared Prior To Isolation	Cleared Prior To Isolation	UT	30/4/2019

Start Time	End Date	End Time	Time Zone	exchange	Viryanet Ticket #
9:00	29/5/2017	12:02	MT	MOAB	40762976
17:02	27/6/2017	21:15	MT	MOAB	
1:00	10/8/2017	7:50	MT	MOAB UT	42483258
18:37	28/9/2017	15:44	MT	MOAB	
10:58	12/10/2017	12:00	MT	MOAB	43936553
9:00	31/10/2017	15:07	MT	MOAB	44354313
4:11	1/11/2017	7:15	MT	MOAB	44370304
4:31	1/11/2017	9:07	MT	MOAB	44370513
8:16	9/11/2017	9:30	MT	MOAB	
5:06	28/11/2017	8:07	MT	MOAB	44913200
5:16	28/11/2017	7:50	MT	MOAB	
7:01	28/11/2017	8:16	MT	MOAB	44914478
2:16	22/12/2017	13:18	MT	MOAB	45408383
2:14	21/1/2018	11:12	MT	MOAB	45972037 /45972017
5:39	6/2/2018	11:00	MT	MOAB	46294637
7:29	24/2/2018	12:46	MT	MOAB	46673136
13:09	1/6/2018	11:56	MT	MOAB	72801692
18:52	13/6/2018	0:36	MT	MOAB	
12:52	18/7/2018	15:32	MT	MOAB	73998316
4:00	20/8/2018	4:21	MT	MOAB	
11:39	18/12/2018	19:10	MT	MOAB	77702756
1:29	19/12/2018	1:43	MT	MOAB	77713215
10:14	29/12/2018	18:20	MT	MOAB	77893454
21:19	5/1/2019	22:02	MT	MOAB	78036132
2:58	6/2/2019	6:10	MT	MOAB	78715879
13:59	12/2/2019	17:24	MT	MOAB	78869303
14:10	14/2/2019	7:14	MT	MOAB	78871793
23:12	5/3/2019	23:40	ET	MOAB	79336647
0:55	6/3/2019	1:09	MT	MOAB	79336853
3:10	6/3/2019	3:40	MT	MOAB	79337086
20:50	11/3/2019	21:05	MT	MOAB	79463497
8:25	13/3/2019	10:56	MT	MOAB	79491972
0:52	20/3/2019	3:56	MT	MOAB	
0:55	20/3/2019	4:19	MT	Moab and Monticello	
12:38	21/3/2019	23:20	MT	MOAB	79676245
12:48	21/3/2019	13:45	MT	MOAB	
13:10	21/3/2019	13:40	MT	MOAB	
15:46	22/3/2019	13:41	MT	MOAB	79681506
15:55	21/3/2019	17:55	MT	MOAB	79681506
1:38	23/3/2019	1:55	MT	MOAB	
23:38	24/3/2019	0:53	MT	MOAB	
5:47	15/4/2019	11:30	MT	MOAB	80165282
0:24	17/4/2019	0:45	MT	MOAB	
23:42	1/5/2019	0:24	MT	MOAB	80491941

Remedy Ticket #

Remedy/OP-000001435907
Remedy/OP-000001482599
60002-17-0018
Remedy/OP-000001628853
Remedy/OP-000001656408
Remedy/OP-000001686364
Remedy/OP-000001687773
Remedy/OP-000001687800
Remedy/OP-000001699258
Remedy/OP-000001723518
Remedy/OP-000001723526
Remedy/OP-000001723571
Remedy/OP-000001758707
Remedy/OP-000001802849, Remedy/OP-000001802871
Remedy/OP-000001825837
Remedy/OP-000001853126
Remedy/OP-000002008121
Remedy/OP-000002032112
Remedy/OP-000002102103
Remedy/OP-000002163606
Remedy/OP-000002352193
Remedy/OP-000002352874
Remedy/OP-000002364219
Remedy/OP-000002372668
Remedy/OP-000002417462
Remedy/OP-000002427389
Remedy/OP-000002427394
Remedy/OP-000002459206
Remedy/OP-000002459233
Remedy/OP-000002459467
Remedy/OP-000002466683
Remedy/OP-000002468716
Remedy/OP-000002477875
60002-19-0004
Remedy/OP-000002480054
Remedy/OP-000002480099
Remedy/OP-000002480174
Remedy/OP-000002480381, Remedy/OP-000002480313
Remedy/OP-000002480313
Remedy/OP-000002481723
Remedy/OP-000002482613
Remedy/OP-000002510861

Remedy/OP-000002535263

site

FEDERAL BLDG: 2450 S INDUSTRIAL WAY, MOAB, UT
CO MOAB: 89 E CENTER ST & 15 N 100 E ST, MOAB, UT
GRAND COUNTY UTAH
CO MOAB: 89 E CENTER ST & 15 N 100 E ST, MOAB, UT
CASTLE VALLEY: 23 POWELL LN, MOAB, UT
CO MOAB: 89 E CENTER ST & 15 N 100 E ST, MOAB, UT
CASTLE VALLEY: 23 POWELL LN, MOAB, UT
CASTLE VALLEY: 23 POWELL LN, MOAB, UT
CO MOAB: 89 E CENTER ST & 15 N 100 E ST, MOAB, UT
CEDAR HILLS: 3255 MURPHY LANE, MOAB, UT
CO MOAB: 89 E CENTER ST & 15 N 100 E ST, MOAB, UT
ALL AMERICAN ACRES: 4240 HEAVEN AVE, MOAB, UT
CASTLE VALLEY: 23 POWELL LN, MOAB, UT
CO MOAB: 89 E CENTER ST & 15 N 100 E ST, MOAB, UT
CEDAR HILLS: 3255 MURPHY LANE, MOAB, UT
CASTLE VALLEY: 23 POWELL LN, MOAB, UT
CASTLETON: .5 MI SE PORKY PINE RANCH, MOAB, UT
FEDERAL BLDG: 2450 S INDUSTRIAL WAY, MOAB, UT
CO MOAB: 89 E CENTER ST & 15 N 100 E ST, MOAB, UT
CO MOAB: 89 E CENTER ST & 15 N 100 E ST, MOAB, UT
CASTLE VALLEY: 23 POWELL LN, MOAB, UT
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CO MOAB: 89 E CENTER ST & 15 N 100 E ST, MOAB, UT
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CASTLE VALLEY: 23 POWELL LN, MOAB, UT
FEDERAL BLDG: 2450 S INDUSTRIAL WAY, MOAB, UT
CO MOAB: 89 E CENTER ST & 15 N 100 E ST, MOAB, UT
Grand CSO UT, San Juan CSO UT
CASTLE VALLEY: 23 POWELL LN, MOAB, UT
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CASTLE VALLEY: 23 POWELL LN, MOAB, UT
CO MOAB: 89 E CENTER ST & 15 N 100 E ST, MOAB, UT
CEDAR HILLS: 3255 MURPHY LANE, MOAB, UT