Outage Report: Utah Public Service Commission

(email to: psc@utah.gov)

Report Number	
Impacted Company	Union Telephone Company
Date and Time	9/8/20 1:00:00
Time Zone	MST
Company Contact	Mike Nelson 307-747-8978
Reason for Outage Notification	Landline 911 Broken
Cause of Outage	Translations table mistake by vendor during installation of new land line switch, which broke 911. No alarms were raised, and no post testing done which led to an extended outage as no one know Land Line 911 was down.
Location of Outage	Manila. Dutch John, Greendale, and Christmas Meadows Landline
Exchange Name/Wire Center	Manila Central Office , Greendale Central Office, Dutch John Central Office, Christmas Meadows Central Office.
Expected Duration	Unexpected
Actual Duration	263 Hours
Number of Customers	563
Number of Customers/Cable Pair Impacted	
Services Affected	Landline 911
Agencies Notified	(include PSAP)
Significant Update	

	The ESRK table was originally set up to match on the source number which should be the ESRK number. When Union first started testing, we could that the DMS switch was sending what looked like the real calling number with 911 as the called number, so it failed as the calling number did not catch the values in the ESRK table. Meta made a temporary change to look at the destination number instead of the source number so Union Wireless could continue testing to the PSAPs to confirm we had good call path, etc.. All of that tested fine. Then on Sept. 8th (FOA GO-NO Go Call) we tried to test calls of the MSC SIP trunks, which do send the actual ESRK number as the calling number. Union announced on Sept. 8th call that the ESRK calls were failing so while we were on the call, Meta looked at it and remembered the temporary change that had been put in place. Meta then basically put the table back the way it was (matching on source) and may have missed a change associated with that. Unfortunately, due to PSAP Limitations turning the snowstorm and Union being laser focused on Meta LL testing (where all 911 calls were working properly) nobody thought to go back and check 911 calls form this particular DMS LL TG, as it had been working previously. Otherwise we would have quickly spotted the issue, and had it fixed.
Resolution	From now through the end of the DMS to Meta Subscriber migration process where there is a major translation change and/or changes made specific to 911, Translations for the recommendation for test would include testing 911 originating scenarios. Once the DMS subscribers have been migrated and the DMS removed, the same recommendations should be left in place, only now with 2 origination scenarios (Meta & MSC).
Restore Date/Time	9/18/20 10:00:00