Docket No. 20-2618-01

Public Redacted Version

Compilation of Discovery (Data Request) Responses Referenced in the

Direct Testimony of Alyson Anderson (OCS 1D) on Behalf of

The Office of Consumer Services

[redacted]

September 25, 2020

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DPU to Frontier Set 1 with attachment 1
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In the Matter of the Division of Public Utilities Investigation of Citizens Telecom dba Frontier Communications service quality in Utah	)))))))	**DOCKET NO. Undocketed Frontier's Responses to Division of Public Utilities 1st Set of Data Requests to Frontier Communications, Inc. June 11, 2019**
Please send an electronic copy and a copy of your Data Response to:		**Madison Galt - Legal Assistant Division of Public Utilities 160 E 300 S, 4th Floor Salt Lake City, UT 84114** **PLEASE E-MAIL YOUR DATA RESPONSE TO DPU Data Request dpudatarequest@utah.gov**

Citizens Telecommunications Company of Utah, doing business in Utah as Frontier Communications of Utah ("Frontier"), in this undocketed proceeding, submits the following objections and responses to the Division of Public Utilities ("DPU") first set of data requests.

GENERAL OBJECTIONS

1. Frontier objects to each and every Data Request, as well as to each definition and instruction, to the extent it seeks to impose requirements or obligations on Frontier beyond, in addition to, or different from those imposed by federal law, Utah law or agency rules, or the Utah Rules of Civil Procedure.

2. Frontier objects to each and every Data Request to the extent it seeks documents or information protected from discovery by the attorney-client privilege, the work-product doctrine, the community of interest doctrine, a joint defense agreement, or any other applicable privilege, immunity, or doctrine. Frontier also objects to each and every Data Request to the extent it seeks information for which Frontier owes a duty of confidentiality or non-disclosure to a third party in the absence of an appropriate order. Pursuant to this objection, Frontier specifically reserves the right to request the return of such documents or information, without prejudice to any claim of privilege, in the event any such document or information is inadvertently produced. Nothing contained in these responses is intended to be, or in any way constitutes, a waiver of any such applicable privilege, immunity, or doctrine.

3. Frontier objects to each and every Data Request to the extent it is overbroad, unduly burdensome, and/or not reasonably calculated to lead to the discovery of admissible evidence. In particular, and without limitation, Frontier objects to each and every Data Request to the extent it seeks documents or information beyond the relevant subject matter, geographic or temporal scope of this proceeding.

4. Frontier objects to each and every Data Request to the extent it seeks documents or information beyond Frontier's knowledge, possession, custody or control.

5. Frontier objects to each and every Data Request to the extent it seeks documents or information that, by reason of filing with public agencies or otherwise, are in the public domain or are as accessible to the requestor as they are to Frontier.

6. Frontier objects to each and every Data Request to the extent it is vague or ambiguous, and to the extent it seeks documents or information not identified with reasonable particularity.

7. Frontier objects to each and every Data Request to the extent it seeks documents or information not collected or maintained by Frontier in the normal course of business including, but not limited to, documents or information that would require Frontier to undertake special studies or analysis, or to convert data in an existing format to another.

8. Frontier objects to each and every Data Request to the extent it seeks documents or information on services or business activities not subject to the jurisdiction of the instant agency, from an entity not subject to the jurisdiction of the agency and/or not related to the entities and assets that are the subject of this request. Frontier also objects to any Request for Production to the extent it would require the Company to produce personal information protected by the Customer Proprietary Network Information (CPNI) rules promulgated by federal law and the Federal Communications Commission.

9. Frontier expressly reserves the right (but does not undertake any obligation) to supplement, revise, amend, correct, clarify, or otherwise modify its responses at any time. Frontier also reserves the right to assert any other applicable objections to these Request for Production, and to object to any others relating to the subject matter of its responses.

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

Submitted on behalf of Frontier this 19th day of July, 2019.

George Baker Thomson, Jr.
Associate General Counsel
Frontier Communications
1800 41st Street
Everett, WA 98203
425.261.5844
george.thomson@ftr.com

CERTIFCATE OF SERVICE
DOCKET NO. Undocketed

I certify that on July 19, 2019, a true and correct copy of Frontier's Responses to Division of Public Utilities 1st Set of Data Requests to Frontier Communications, Inc. June 11, 2019 in Docket No. Undocketed was served on the following:

By Email:
dpudatarequest@utah.gov
Paul Hicken (phicken@utah.gov)
Bill Duncan (wduncan@utah.gov)

By USPS First Class Mail:
Madison Galt - Legal Assistant
Division of Public Utilities
160 E 300 S, 4th Floor
Salt Lake City, UT 84114

Dated this 19th, day of July, 2019

Shannon Lipp
Legal Assistant

[redacted]

KIRA M. SLAWSON (7081)
BLACKBURN & STOLL, LC
Attorneys for E Fiber Moab, LLC and
E Fiber San Juan, LLC
257 East 200 South, Suite 800
Salt Lake City, Utah 84111
Telephone: (801) 521-7900

BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH

In the Consolidated Matter of the Applications of E Fiber Moab, LLC and E Fiber San Juan, LLC For Certificates of Public Convenience and Necessity to Provide Facilities-Based Local Exchange Service and Be Designated as Carriers Of Last Resort in Certain Rural Exchanges	))))))	Docket No. 20-2618-01

RESPONSES OF E FIBER MOAB, LLC AND E FIBER SAN JUAN, LLC TO THE OFFICE OF CONSUMER SERVICES' THIRD SET OF DATA REQUESTS

3.1 **The FCC's Network Outage Reporting System ("NORS"), 47 CFR Part 4. requires reporting of general outages and outages that impact enhanced 9-1-1 facilities when these outages meet specific thresholds. Specifically, the NORS regulations require (1) notification within two hours of the discovery of the outage, (2) a more detailed initial outage report within 72 hours, and (3) a final outage report within 30 days. For all affiliated companies please provide the following:**

(a) Provide copies of all reports generated in compliance with NORS for the last five years.

(b) Provide copies of all reports generated in compliance with NORS for the last five years concerning outages that of a duration of 30 minutes or more that effected 900,000 or more user minutes as defined by the NORS regulations.

(c) Provide copies of all reports generated in compliance with NORS regulations for the last five years of loss of communications potentially affecting one or more public safety answering points impacting at least 900,000 user-minutes.

Response: Attached as Exhibit OCS DR 3.1 – NORS Outage Report, is a copy of the one and only report generated in compliance with NORS for the last five (5) years for all of the Emery Telcom affiliated companies. There has been one outage (Carbon/Emery Telcom, Inc.) that

occurred during a maintenance window at 12:54 a.m. on March 10, 2017. It was caused by a DS3 cross connect failure impacting SS7 signaling links. The outage affected 6086 customers and lasted 4 hours and 5 minutes.

CERTIFICATE OF SERVICE

I hereby certify that on the 23rd day of September, 2020, I served a true and correct copy of Applicant's Responses to the OCS' Third Set of Data Requests via e-mail transmission to following persons at the e-mail addresses listed below:

Division of Public Utilities
Brenda Salter
Artie Powell
bsalter@utah.gov
dpudatarequest@utah.gov
wpowell@utah.gov

Office of Consumer Services
Michelle Beck
Alyson Anderson
mbeck@utah.gov
akanderson@utah.gov

Assistant Utah Attorneys Generals
Justin Jetter
Robert Moore
jjetter@utah.gov
rmoore@utah.gov

Citizens Telecommunications Company of Utah
Phillip Russell
Gregory Brubaker
prussell@jdrslaw.com
Gregory.c.brubaker@ftr.com

/s/Kira M. Slawson

NORSH Outage Report

This is a read-only copy of a previous version of this outage report.
To update or submit a new version please navigate to the active record of this outage report.

Company	Carbon/Emery Telcom, Inc.	**Outage Number**	17-07537156
Type of Reporting Entity	Wireline Carrier	**Report Type**	Final

Incident Information

Incident Date and Time	2017-03-10 00:54:00	**Time Zone**	Mountain
Date and Time Determined Reportable		**Reason Reportable**	Wireline - 900,000 user-minu
Outage Duration (Hours)	4	**Failure in Other Company?**	No
Outage Duration (Minutes)	5		

Explanation of Outage Duration:

Two DS3s were cross during maintenance/equipment replacement and this disabled the SS7 trunks.

Inside Building Indicator	Yes
E911 Outage	

Services Affected

Cable Telephone	☐
Wireless (not paging)	☐
VoIP	☐
E911	☐
Paging	☐
Satellite	☐
Signaling (SS7)	☑
Wireline	☑
Special Facilities	☐
Other Service	☐

Number of Potentially Affected

Wireline Users Affected	6,086	**Paging Users Affected**	
Wireless Users Affected		**Cable Telephone Users Affected**	
VoIP Users Affected		**Satellite Users Affected**	
DS3s Affected	2		
OC3s Affected			
Number of Blocked Calls		**Blocked Calls Realtime**	☐
		Blocked Calls Historic	☐
Number of Lost SS7 MTP Messages	1,700	**Lost SS7 Messages Realtime**	☑
		Lost SS7 Messages Historic	☐

Mobile Switching Center (MSC) Failed	N/A
State Affected	UTAH
City Affected	Price

More Complete Description of Geographic Area Affected:

Carbon County, Utah

Description of Incident:

DS3 cross connect failure impacting SS7 signaling links.

Description of the Cause(s) of the Outage:

Human error during maintenance to replace a DS3 mux.

Direct Cause	Procedural - Service Provide
Root Cause	Planned maintenance - went
Contributing Factor 1	
Contributing Factor 2	
Lack of Diversity	No

Malicious Activity No

If yes - please explain Malicious Activity:

Name and Type of Failed Equipment

Specific Part of Network Involved

Method(s) Used to Restore Service:

Rollback of connector changes on both DS3's which had been inadvertantly crossed.

Was Telecommunications Service Priority involved in Service Restoration? No

Steps Taken to Prevent Recurrence:

Updated documentation of the physical cross connect cards. Updated cross connects to move the two DS3s into seperate cross connect shelves to reduce the likelyhood of impacting both at the same ime.

Applicable Best Practices that might've prevented Outage or reduced effects:

Best Practices used to mitigate effects of Outage:

Analysis of Best Practice:

Remarks:

Primary Contact Information

Select a User

Name Darren Woolsey

Phone Number 4356360090 **Extension**

Email Address dwoolsey@emerytelcom.com

Address Line 1

Address Line 2

Address Line 3

Secondary Contact Information

Select a User

Name Dave Holzer

Phone Number 4356360009 **Extension**

Email Address dholzer@emerytelcom.com

Address Line 1

Address Line 2

Address Line 3

Response time(ms): 2315, network: 123, server: 771, browser: 1421

Phillip J. Russell (10445)
JAMES DODGE RUSSELL & STEPHENS P.C.
10 West Broadway, Suite 400
Salt Lake City, Utah 84101
Telephone: (801) 363-6363
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Frontier Communications
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Email: gregory.c.brubaker@ftr.com

Attorneys for Citizens Telecommunications Company of Utah d/b/a Frontier Communications

BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH

In the Consolidated Matter of: The Applications of E Fiber Moab, LLC and E Fiber San Juan, LLC for a Certificate of Public Convenience and Necessity to Provide Facilities-Based Local Exchange Service and Be Designated as a Carrier of Last Resort in Certain Rural Exchanges	Docket No. 20-2618-01

FRONTIER COMMUNICATIONS' RESPONSE TO THIRD SET OF DATA REQUESTS TO FRONTIER BY THE OFFICE OF CONSUMER SERVICES

Citizens Telecommunications Company of Utah d/b/a Frontier Communications ("Frontier") hereby responds to the Third Set of Data Request to Frontier Communications from the Office of Consumer Services ("OCS") as follows:

3.1 Describe Frontier's fiber voice services in its regulated exchanges in Utah governed by Frontier's tariff, trace the voice signals from a hypothetical customer in a regulated exchange who makes a call to a number outside the exchange that uses traditional phone service, describe in detail any mechanism that alters the format of voice calls between an analog electrical signal—as transmitted by the customer's handset—and the IP data packets transmitted over Frontier's fiber network and device that alters voice signals from IP data packets to analog electrical signals, indicate the manufacture of any such device,

and the exact location of the device on E Frontier's system, indicate any instance where and when Frontier's fiber network interfaces with broadband internet.

RESPONSE: Frontier objects to this request on the grounds that the documents and materials responsive to this request are not relevant to the issues in this docket and production of the requested materials will not lead to the discovery of admissible evidence. Subject to and without waiving this objection, Frontier states that in Utah it utilizes time-division multiplying ("TDM") switching technology for transmitting and receiving voice signals. Frontier maintains 6 host switches and 21 remote switches in Utah that deliver voice services over copper distribution lines. Frontier delivers voice services from its central office ("CO") either directly over copper lines to subscribers or through generic requirement 303 ("GR303") links to a Digital Loop Carrier ("DLC") that combines the analog and digital signals on the copper lines for service delivery to the subscriber. The signals are not converted to an IP protocol when transmitted. Instead, when a subscriber places a call, it originates from the handset as an analog signal and transmits over the copper line to the Frontier CO. At the CO, the call runs through a routing table to determine its egress route, which would either be a TDM trunk to the next switch or a line on the current switch if the call is local. For a call on a TDM trunk, the trunking runs up to the Tandem supporting the class 5 switch. From there the call is either routed to another Class 5 switch in the LATA or to an IXC carrier via TDM trunking, leaving Frontier's network at the far end.

3.2 The FCC's Network Outage Reporting System ("NORS"), 47 CFR Part 4. requires reporting of general outages and outages that impact enhanced 9-1-1 facilities when these outages meet specific thresholds. Specifically, the NORS regulations require (1) notification within two hours of the discovery of the outage, (2) a more detailed initial outage report within 72 hours, and (3) a final outage report within 30 days.

a) Provide copies of all reports generated in compliance with NORS for the last five years.
b) Provide copies of all reports generated in compliance with NORS for the last five years concerning outages that of a duration of 30 minutes or more that effected 900,000 or more user minutes as defined by the NORS regulations.
c) Provide copies of all reports generated in compliance with NORS regulations for the last five years of loss of communications potentially affecting one or more public safety answering points impacting at least 900,000 user-minutes.

RESPONSE: Frontier objects to this request on the grounds that the documents and materials responsive to this request are not relevant to the issues in this docket and production of the requested materials will not lead to the discovery of admissible evidence. Subject to and without waiving this objection, Frontier produces herewith Attachment OCS 3.2, which contains copies of all reports generated for the Local Exchanges in compliance with NORS for the last five years. The documents produced in Attachment OCS 3.2 contain the information sought in OCS 3.2(a), (b), and (c).

DATED this 16th day of September, 2020.

Certificate of Service
Docket No. 20-2618-01

I hereby certify that a true and correct copy of the foregoing was served by email this 16th day of September 2020 on the following:

DIVISION OF PUBLIC UTILITIES

Artie Powell	wpowell@utah.gov
Brenda Salter	bsalter@utah.gov
Ron Slusher	rslusher@utah.gov
Patricia Schmid	pschmid@agutah.gov
Justin Jetter	jjetter@agutah.gov
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OFFICE OF CONSUMER SERVICES

Michele Beck	mbeck@utah.gov
Alyson Anderson	akanderson@utah.gov
Robert Moore	rmoore@agutah.gov

E FIBER MOAB & E FIBER SAN JUAN

Kira M. Slawson	KiraM@blackburn-stoll.com
Brock Johansen	bjohansen@emerytelcom.com

URTA

Kira M. Slawson	KiraM@blackburn-stoll.com
Brett Anderson	BrettA@blackburn-stoll.com

/s/ *Phillip J. Russell*

Report Title: NORS Outage Report Details
Run Date and Time: 2020-09-10 15:27:18 Eastern Daylight Time
Run by: Teresa Robinson
Table name: u_nors_outage_report

NORS Outage Report

Company:	FRONTIER COMMUNICATIONS	Outage Number:	15-12672221
Type of Reporting Entity:	Wireline Carrier	Report Type:	Final

Reopened Submitted:

false

Previous Report Type:

Initial

Reopen Submitted Comments:

Incident Information

Incident Date and Time:	2015-05-06 08:20:00	Time Zone:	Mountain
Date and Time Determined Reportable:		Reason Reportable:	1350 DS3s minutes
Incident Date and Time:	2015-05-06 12:20:00	Failure in Other Company?:	No
Date and Time Determined Reportable:			
Outage Duration (Hours):	15		
Outage Duration (Minutes):	50		
Explanation of Outage Duration:	All customer traffic restored concurrently or was estimated to be in full operation at 05/07/15 04:10 MT. The total duration of this outage was recorded as 15 hours 50 minutes.		
Inside Building Indicator:	No		
E911 Outage:	E911 Not Affected		

Services Affected

Cable Telephone:

false

Wireless (not paging):

false

VoIP:

false

E911 :

false

Paging:

false

Satellite:

false

Signaling (SS7):

false

Wireline:

true

Special Facilities:

false

Other Service:

false

Other Service Description:

Number of Potentially Affected

Wireline Users Affected:	0	Paging Users Affected:	0
Wireless Users Affected:	0	Cable Telephone Users Affected:	0
VoIP Users Affected:	0	Satellite Users Affected:	0
OC3s Affected:			
Number of Blocked Calls:	0	Blocked Calls Realtime:	false
		Blocked Calls Historic:	false
Number of Lost SS7 MTP Messages:	0	Lost SS7 Messages Realtime:	false
		Lost SS7 Messages Historic:	false
Mobile Switching Center (MSC) Failed:	No		

State Affected:

UTAH

City Affected:

BLANDING

More Complete Description of Geographic Area Affected:

The location of the facility failure was in the Blanding, UT central office service area.

Description of Incident:

120164AN-Transport-Outage: There was an OC48 node failure carrying 4 DS3 level circuits between MOABUTXCH13 and BLNGUT04H00 in Blanding, UT.

Description of the Cause(s) of the Outage:

A contractor digging cut Frontier`s fiber causing the outage.

Direct Cause:

Hardware Failure - Other

Root Cause:

Cable Damage - Digging Error

Contr buting Factor 1:

Contr buting Factor 2:

Lack of Diversity:	Yes
Malicious Activity:	No

If yes - please explain Malicious Activity:

None

Name and Type of Failed Equipment:

FIBER CABLE

Specific Part of Network Involved:

TRANSPORT

Method(s) Used to Restore Service:

Frontier spliced the cut fiber to restore service to the OC48.

Was Telecommunications Service Priority involved in Service Restoration?:	No

Steps Taken to Prevent Recurrence:

The circuit was monitored 24 hours for reoccurring faults which were not presented.

Applicable Best Practices that might've prevented Outage or reduced effects:

7-7-5079

Best Practices used to mitigate effects of Outage:

7-7-5075

Reason for Withdrawal:

Analysis of Best Practice:

There are sufficient best practices to address this event.

Remarks:

None

Assignments

Assignment Reason Assigned #1:		Assignment Reason Assigned #2:	
Assignment Person Assigned #1:		Assignment Person Assigned #2:	
Assignment Other Assigned Reason #1:		Assignment Other Assigned Reason #2:	
Assignment Group Number:			

Primary Contact Information

Select a User:

Name:

Amanda Schoppenhorst

Phone Number:	817-975-9045	Extension:	

Email Address:

nc.fcc.reporting@ncnetwork.net

Address Line 1:

805 Central Expressway South #200

Address Line 2:

Allen, TX 75013

Address Line 3:

Secondary Contact Information

Select a User:

Name:

Phone Number:		Extension:	

Email Address:

Address Line 1:

Address Line 2:

Address Line 3:

Related List Title: Sys Audit List
Table name: sys_audit
Query Condition: Table Name = u_nors_outage_report AND Document Key = 8bf5e0abdbc5f200adcb750e0f9619eb
Sort Order: None

1 Sys Audits

Created	Table Name	Field Name	Document Key	Update count	User	Old value	New value
2017-07-20 22:55:23	u_nors_outage_report	u_incident_date_time	8bf5e0abdbc5f200adcb750e0f9619eb	0	Thomas.Russo		

Related List Title: NORSH Outage Report List
Table name: u_norsh_outage_report
Query Condition: Original Sys Id = 15-12672221 AND Company in (FRONTIER COMMUNICATIONS) .or. Created By User is Teresa Robinson
Sort Order: Outage Number in ascending order

3 NORSH Outage Reports

Report Type	Previous Report Type	Updated by	Updated At
Initial		amanda.pullen@ftr.com	2015-05-07 07:51:00
Notification		nc.fcc.reporting@ftr.com	2015-05-06 20:03:00
Final		amanda.pullen@ftr.com	2015-05-14 09:07:00

Report Title: NORS Outage Report Details
Run Date and Time: 2020-09-10 15:33:50 Eastern Daylight Time
Run by: Teresa Robinson
Table name: u_nors_outage_report

NORS Outage Report

Company:	FRONTIER COMMUNICATIONS	Outage Number:	15-18579502
Type of Reporting Entity:	Wireline Carrier	Report Type:	Final

Reopened Submitted:

false

Previous Report Type:

Initial

Reopen Submitted Comments:

Incident Information

Incident Date and Time:	2015-07-04 19:31:00	Time Zone:	Mountain
Date and Time Determined Reportable:		Reason Reportable:	E911
Incident Date and Time:	2015-07-04 19:31:00	Failure in Other Company?:	No
Date and Time Determined Reportable:			
Outage Duration (Hours):	4		
Outage Duration (Minutes):	46		
Explanation of Outage Duration:	All customer traffic restored concurrently or was estimated to be in full operation at 07/05/15 00:17 MT. The total duration of this outage was recorded as 4 hours 46 minutes.		
Inside Building Indicator:	Yes		
E911 Outage:	ALI Only Affected		

Services Affected

Cable Telephone:

false

Wireless (not paging):

false

VoIP:

false

E911 :

true

Paging:

false

Satellite:

false

Signaling (SS7):

false

Wireline:

true

Special Facilities:

false

Other Service:

false

Other Service Description:

Number of Potentially Affected

Wireline Users Affected:	4,305	Paging Users Affected:	0
Wireless Users Affected:	0	Cable Telephone Users Affected:	0
VoIP Users Affected:	0	Satellite Users Affected:	0
OC3s Affected:			
Number of Blocked Calls:	0	Blocked Calls Realtime:	false
		Blocked Calls Historic:	false
Number of Lost SS7 MTP Messages:	0	Lost SS7 Messages Realtime:	false
		Lost SS7 Messages Historic:	false
Mobile Switching Center (MSC) Failed:	No		

State Affected:

UTAH

City Affected:

MONTICELLO

More Complete Description of Geographic Area Affected:

The location of the ALI (automatic location identification) failure was at the San Juan County PSAP working out of the Monticello, UT central office service area.

Description of Incident:

129181C9-E911: The San Juan County PSAP reported both ALI (automatic location identification) links down in Monticello, UT potentially affecting 30,000 E911 users.

Description of the Cause(s) of the Outage:

A faulty power supply on a channel bank caused the ALI failure.

Direct Cause:

Hardware Failure - Other

Root Cause:

Power Failure (Commercial and/or Back-up) - Other

Contr buting Factor 1:

Contr buting Factor 2:

Lack of Diversity:	No	
Malicious Activity:	No	

If yes - please explain Malicious Activity:

None

Name and Type of Failed Equipment:

ALI LINKS

Specific Part of Network Involved:

ENHANCED SERVICES

Method(s) Used to Restore Service:

The Frontier technician changed out the power supply for the channel bank to restore ALI service to the PSAP.

Was Telecommunications Service Priority involved in Service Restoration?:	No	

Steps Taken to Prevent Recurrence:

The central office technician monitored the trunks for 2 hours for reoccurring faults which were not presented.

Applicable Best Practices that might've prevented Outage or reduced effects:

7-7-0548

Best Practices used to mitigate effects of Outage:

7-7-5203

Reason for Withdrawal:

Analysis of Best Practice:

There are sufficient best practices to address this event.

Remarks:

Updated the line count from default to accurate number that was not known at time of Notification and Initial reports.

Assignments

Assignment Reason Assigned #1:		Assignment Reason Assigned #2:	
Assignment Person Assigned #1:		Assignment Person Assigned #2:	
Assignment Other Assigned Reason #1:		Assignment Other Assigned Reason #2:	
Assignment Group Number:			

Primary Contact Information

Select a User:

Name:

Amanda Schoppenhorst

Phone Number:	817-975-9045	Extension:	

Email Address:

nc.fcc.reporting@ncnetwork.net

Address Line 1:

805 Central Expressway South #200

Address Line 2:

Allen, TX 75013

Address Line 3:

Secondary Contact Information

Select a User:

Name:

Phone Number:		Extension:	

Email Address:

Address Line 1:

Address Line 2:

Address Line 3:

Related List Title: Sys Audit List
Table name: sys_audit
Query Condition: Table Name = u_nors_outage_report AND Document Key = 0e56e0ebdbc5f200adcb750e0f96190d
Sort Order: None

None

Related List Title: NORSH Outage Report List
Table name: u_norsh_outage_report
Query Condition: Original Sys Id = 15-18579502 AND Company in (FRONTIER COMMUNICATIONS) .or. Created By User is Teresa Robinson
Sort Order: Outage Number in ascending order

3 NORSH Outage Reports

Report Type	Previous Report Type	Updated by	Updated At
Initial		amanda.pullen@ftr.com	2015-07-06 10:07:00
Final		amanda.pullen@ftr.com	2015-07-30 09:45:00
Notification		nc.fcc.reporting@ftr.com	2015-07-04 22:05:00

Report Title: NORS Outage Report Details
Run Date and Time: 2020-09-10 15:36:08 Eastern Daylight Time
Run by: Teresa Robinson
Table name: u_nors_outage_report

NORS Outage Report

Company:	FRONTIER COMMUNICATIONS	Outage Number:	15-20871815
Type of Reporting Entity:	Wireline Carrier	Report Type:	Final

Reopened Submitted:

false

Previous Report Type:

Initial

Reopen Submitted Comments:

Incident Information

Incident Date and Time:	2015-07-27 17:08:00	Time Zone:	Mountain
Date and Time Determined Reportable:		Reason Reportable:	E911
Incident Date and Time:	2015-07-27 17:08:00	Failure in Other Company?:	No
Date and Time Determined Reportable:			
Outage Duration (Hours):	12		
Outage Duration (Minutes):	28		
Explanation of Outage Duration:	All customer traffic restored concurrently or was estimated to be in full operation at 07/28/15 05:36 MT. The total duration of this outage was recorded as 12 hours 28 minutes.		
Inside Building Indicator:	Yes		
E911 Outage:	More than Location Affected		

Services Affected

Cable Telephone:

false

Wireless (not paging):

false

VoIP:

false

E911 :

true

Paging:

false

Satellite:

false

Signaling (SS7):

false

Wireline:

true

Special Facilities:

false

Other Service:

false

Other Service Description:

Number of Potentially Affected

Wireline Users Affected:	4,305	Paging Users Affected:	0
Wireless Users Affected:	0	Cable Telephone Users Affected:	0
VoIP Users Affected:	0	Satellite Users Affected:	0
OC3s Affected:			
Number of Blocked Calls:	0	Blocked Calls Realtime:	false
		Blocked Calls Historic:	false
Number of Lost SS7 MTP Messages:	0	Lost SS7 Messages Realtime:	false
		Lost SS7 Messages Historic:	false
Mobile Switching Center (MSC) Failed:	No		

State Affected:

UTAH

City Affected:

MONTICELLO

More Complete Description of Geographic Area Affected:

The location of the failure was at the San Juan County PSAP in the Monticello, UT central office service area.

Description of Incident:

132785C9-E911 - The San Juan County PSAP was not receiving their wireline calls in Monticello, UT potentially affecting 30,000 E911 users. The PSAP was reporting their wireless calls were coming through without ANI/ALI information. The automatic reroute to the Moab CSO PSAP failed.

Description of the Cause(s) of the Outage:

Frontier technicians found that a faulty power supply in the D4 channel bank in the Monticello, UT central office was blowing the fuses and causing the failure.

Direct Cause:

Hardware Failure - Other

Root Cause:

Power Failure (Commercial and/or Back-up) - Breaker Tripped/Blown Fuses

Contr buting Factor 1:

Other/Unknown

Contr buting Factor 2:

Lack of Diversity:	Yes
Malicious Activity:	No

If yes - please explain Malicious Activity:

None

Name and Type of Failed Equipment:

PSAP

Specific Part of Network Involved:

ENHANCED SERVICES

Method(s) Used to Restore Service:

The technician replaced the defective power supply to the channel bank and restored service to the PSAP. The PSAP was called and verified they were receiving all calls now with ANI/ALI information.

Was Telecommunications Service Priority involved in Service Restoration?:	No	

Steps Taken to Prevent Recurrence:

The central office technician monitored the trunks for 2 hours for reoccurring faults which were not presented.

Applicable Best Practices that might've prevented Outage or reduced effects:

7-7-0548

Best Practices used to mitigate effects of Outage:

7-7-0588

Reason for Withdrawal:

Analysis of Best Practice:

There are sufficient best practices to address this event.

Remarks:

None

Assignments

Assignment Reason Assigned #1:		Assignment Reason Assigned #2:	
Assignment Person Assigned #1:		Assignment Person Assigned #2:	
Assignment Other Assigned Reason #1:		Assignment Other Assigned Reason #2:	
Assignment Group Number:			

Primary Contact Information

Select a User:

Name:

Amanda Schoppenhorst

Phone Number:	817-975-9045	Extension:	

Email Address:

nc.fcc.reporting@ncnetwork.net

Address Line 1:

805 Central Expressway South #200

Address Line 2:

Allen, TX 75013

Address Line 3:

Secondary Contact Information

Select a User:

Name:

Phone Number:		Extension:	

Email Address:

Address Line 1:

Address Line 2:

Address Line 3:

Related List Title: Sys Audit List
Table name: sys_audit
Query Condition: Table Name = u_nors_outage_report AND Document Key = 6766a4ebdbc5f200adcb750e0f961975

Sort Order: None

None

Related List Title: NORSH Outage Report List
Table name: u_norsh_outage_report
Query Condition: Original Sys Id = 15-20871815 AND Company in (FRONTIER COMMUNICATIONS) .or. Created By User is Teresa Robinson
Sort Order: Outage Number in ascending order

3 NORSH Outage Reports

Report Type	Previous Report Type	Updated by	Updated At
Initial		amanda.pullen@ftr.com	2015-07-29 09:22:00
Final		amanda.pullen@ftr.com	2015-08-18 08:27:00
Notification		nc.fcc.reporting@ftr.com	2015-07-27 19:56:00

Report Title: NORS Outage Report Details
Run Date and Time: 2020-09-10 15:39:17 Eastern Daylight Time
Run by: Teresa Robinson
Table name: u_nors_outage_report

NORS Outage Report

Company:	FRONTIER COMMUNICATIONS	Outage Number:	15-24836526
Type of Reporting Entity:	Wireline Carrier	Report Type:	Final

Reopened Submitted:

false

Previous Report Type:

Initial

Reopen Submitted Comments:

Incident Information

Incident Date and Time:	2015-08-31 08:30:00	Time Zone:	Mountain
Date and Time Determined Reportable:		Reason Reportable:	DS3-Simplex greater than 5 Days
Incident Date and Time:	2015-08-31 12:30:00	Failure in Other Company?:	No
Date and Time Determined Reportable:			
Outage Duration (Hours):	1,040		
Outage Duration (Minutes):	39		
Explanation of Outage Duration:	All customer traffic restored concurrently or was estimated to be in full operation at 10/13/15 21:09 MT. The total duration of this outage was recorded as 1,040 hours 39 minutes. This incident was a non-service impacting simplex condition. No partial restoration times apply in this case.		
Inside Building Indicator:	Yes		
E911 Outage:	E911 Not Affected		

Services Affected

Cable Telephone:

false

Wireless (not paging):

false

VoIP:

false

E911 :

false

Paging:

false

Satellite:

false

Signaling (SS7):

false

Wireline:

true

Special Facilities:

false

Other Service:

false

Other Service Description:

Number of Potentially Affected

Wireline Users Affected:	0	Paging Users Affected:	0
Wireless Users Affected:	0	Cable Telephone Users Affected:	0
VoIP Users Affected:	0	Satellite Users Affected:	0
OC3s Affected:			
Number of Blocked Calls:	0	Blocked Calls Realtime:	false
		Blocked Calls Historic:	false
Number of Lost SS7 MTP Messages:	0	Lost SS7 Messages Realtime:	false
		Lost SS7 Messages Historic:	false
Mobile Switching Center (MSC) Failed:	No		

State Affected:

UTAH

City Affected:

TREMONTON

More Complete Description of Geographic Area Affected:

The location of the simplexed, non-service impacted Flashwave 4100ES was in the Tremonton, UT central office service area. Field forces have not determined the number of working circuits, therefore, an estimated value of 48 DS3 level circuits was used for this report.

Description of Incident:

138759AN-Transport-Simplex / There was an OC48 simplex being reported at the TRMNUTXCH42 node potentially affecting 48 DS3 level circuits in Tremonton, UT.

Description of the Cause(s) of the Outage:

Frontier technicians placed this in simplex in order to roll a GigE off the OC48 and onto another node.

Direct Cause:

Simplex Condition - Non-service Affecting

Root Cause:

Planned maintenance to upgrade the system

Contr buting Factor 1:

Contr buting Factor 2:

Lack of Diversity:	No
Malicious Activity:	No

If yes - please explain Malicious Activity:

None

Name and Type of Failed Equipment:

FUJITSU FLASHWAVE 4100ES

Specific Part of Network Involved:

TRANSPORT

Method(s) Used to Restore Service:

The planned activity was completed and service restored to duplex.

Was Telecommunications Service Priority involved in Service Restoration?:	No	

Steps Taken to Prevent Recurrence:

The circuit was monitored 24 hours for reoccurring faults which were not presented.

Applicable Best Practices that might've prevented Outage or reduced effects:

7-7-0407

Best Practices used to mitigate effects of Outage:

7-7-0414

Reason for Withdrawal:

Analysis of Best Practice:

There are sufficient best practices to address this event.

Remarks:

None

Assignments

Assignment Reason Assigned #1:		Assignment Reason Assigned #2:	
Assignment Person Assigned #1:		Assignment Person Assigned #2:	
Assignment Other Assigned Reason #1:		Assignment Other Assigned Reason #2:	
Assignment Group Number:			

Primary Contact Information

Select a User:

Name:

Amanda Schoppenhorst

Phone Number:	817-975-9847	Extension:	

Email Address:

nc.fcc.reporting@ncnetwork.net

Address Line 1:

805 Central Expressway South #200

Address Line 2:

Allen, TX 75013

Address Line 3:

Secondary Contact Information

Select a User:

Name:

Phone Number:		Extension:	

Email Address:

Address Line 1:

Address Line 2:

Address Line 3:

Related List Title: Sys Audit List
Table name: sys_audit
Query Condition: Table Name = u_nors_outage_report AND Document Key = cbc6a42fdbc5f200adcb750e0f961947

Sort Order: None

1 Sys Audits

Created	Table Name	Field Name	Document Key	Update count	User	Old value	New value
2017-07-20 22:55:31	u_nors_outage_report	u_incident_date_time	cbc6a42fdbc5f200adcb750e0f961947	0	Thomas.Russo		

Related List Title: NORSH Outage Report List
Table name: u_norsh_outage_report
Query Condition: Original Sys Id = 15-24836526 AND Company in (FRONTIER COMMUNICATIONS) .or. Created By User is Teresa Robinson
Sort Order: Outage Number in ascending order

4 NORSH Outage Reports

Report Type	Previous Report Type	Updated by	Updated At
Initial		amanda.pullen@ftr.com	2015-10-02 07:28:00
Initial		amanda.pullen@ftr.com	2015-09-06 21:59:00
Final		amanda.pullen@ftr.com	2015-11-02 09:51:00
Notification		nc.fcc.reporting@ftr.com	2015-09-05 10:08:00

Report Title: NORS Outage Report Details
Run Date and Time: 2020-09-10 15:40:29 Eastern Daylight Time
Run by: Teresa Robinson
Table name: u_nors_outage_report

NORS Outage Report

Company:	FRONTIER COMMUNICATIONS	Outage Number:	15-30813217
Type of Reporting Entity:	Wireline Carrier	Report Type:	Final

Reopened Submitted:

false

Previous Report Type:

Initial

Reopen Submitted Comments:

Incident Information

Incident Date and Time:	2015-10-30 03:44:00	Time Zone:	Mountain
Date and Time Determined Reportable:		Reason Reportable:	DS3-Simplex greater than 5 Days
Incident Date and Time:	2015-10-30 03:44:00	Failure in Other Company?:	No
Date and Time Determined Reportable:			
Outage Duration (Hours):	2,452		
Outage Duration (Minutes):	46		
Explanation of Outage Duration:	All customer traffic restored concurrently or was estimated to be in full operation at 02/09/16 07:30 MT. The total duration of this outage was recorded as 2,452 hours 46 minutes. This incident was a non-service impacting simplex condition. No partial restoration times apply in this case.		
Inside Building Indicator:	Yes		
E911 Outage:	E911 Not Affected		

Services Affected

Cable Telephone:

false

Wireless (not paging):

false

VoIP:

false

E911 :

false

Paging:

false

Satellite:

false

Signaling (SS7):

false

Wireline:

true

Special Facilities:

false

Other Service:

false

Other Service Description:

Number of Potentially Affected

Wireline Users Affected:	0	Paging Users Affected:	0
Wireless Users Affected:	0	Cable Telephone Users Affected:	0
VoIP Users Affected:	0	Satellite Users Affected:	0
OC3s Affected:			
Number of Blocked Calls:	0	Blocked Calls Realtime:	false
		Blocked Calls Historic:	false
Number of Lost SS7 MTP Messages:	0	Lost SS7 Messages Realtime:	false
		Lost SS7 Messages Historic:	false
Mobile Switching Center (MSC) Failed:	No		

State Affected:

UTAH

City Affected:

BLANDING

More Complete Description of Geographic Area Affected:

The location of the simplexed, non-service impacted Flashwave 4100 was in the Blanding, UT central office service area. Field forces have not determined the number of working circuits, therefore, an estimated value of 48 DS3 level circuits was used for this report.

Description of Incident:

148137AN-Transport-Simplex - There was an OC48 simplex being reported between BLNGUTXCH11 and MOABUTXCH13 potentially affecting 48 DS3 level circuits in Blanding, UT.

Description of the Cause(s) of the Outage:

The device was never turned up to the right specifications at install and had dirty f bers.

Direct Cause:

Simplex Condition - Non-service Affecting

Root Cause:

Environment (Internal) - Dirt, Dust Contamination

Contr buting Factor 1:

Contr buting Factor 2:

Lack of Diversity:	No
Malicious Activity:	No

If yes - please explain Malicious Activity:

None

Name and Type of Failed Equipment:

FUJITSU FLASHWAVE 4100

Specific Part of Network Involved:

TRANSPORT

Method(s) Used to Restore Service:

The technician cleaned/scoped the fibers to restore service to duplex.

Was Telecommunications Service Priority involved in Service Restoration?:	No	

Steps Taken to Prevent Recurrence:

The circuit was monitored 24 hours for reoccurring faults which were not presented.

Applicable Best Practices that might've prevented Outage or reduced effects:

7-7-0597

Best Practices used to mitigate effects of Outage:

7-P-0782

Reason for Withdrawal:

Analysis of Best Practice:

There are sufficient best practices to address this event.

Remarks:

None

Assignments

Assignment Reason Assigned #1:		Assignment Reason Assigned #2:	
Assignment Person Assigned #1:		Assignment Person Assigned #2:	
Assignment Other Assigned Reason #1:		Assignment Other Assigned Reason #2:	
Assignment Group Number:			

Primary Contact Information

Select a User:

Name:

Amanda Schoppenhorst

Phone Number:	817-975-9847	Extension:	

Email Address:

nc.fcc.reporting@ncnetwork.net

Address Line 1:

805 Central Expressway South #200

Address Line 2:

Allen, TX 75013

Address Line 3:

Secondary Contact Information

Select a User:

Name:

Phone Number:		Extension:	

Email Address:

Address Line 1:

Address Line 2:

Address Line 3:

Related List Title: Sys Audit List
Table name: sys_audit
Query Condition: Table Name = u_nors_outage_report AND Document Key = 8947a86fdbc5f200adcb750e0f961988

Sort Order: None

None

Related List Title: NORSH Outage Report List
Table name: u_norsh_outage_report
Query Condition: Original Sys Id = 15-30813217 AND Company in (FRONTIER COMMUNICATIONS) .or. Created By User is Teresa Robinson
Sort Order: Outage Number in ascending order

4 NORSH Outage Reports

Report Type	Previous Report Type	Updated by	Updated At
Initial		amanda.pullen@ftr.com	2015-11-06 08:00:00
Initial		amanda.pullen@ftr.com	2015-12-02 07:47:00
Final		amanda.pullen@ftr.com	2016-02-25 12:56:00
Notification		nc.fcc.reporting@ftr.com	2015-11-04 03:40:00

Report Title: NORS Outage Report Details
Run Date and Time: 2020-09-10 15:41:26 Eastern Daylight Time
Run by: Teresa Robinson
Table name: u_nors_outage_report

NORS Outage Report

Company:	FRONTIER COMMUNICATIONS	Outage Number:	16-30011423
Type of Reporting Entity:	Wireline Carrier	Report Type:	Final

Reopened Submitted:

false

Previous Report Type:

Initial

Reopen Submitted Comments:

Incident Information

Incident Date and Time:	2016-10-26 20:32:00	Time Zone:	Mountain
Date and Time Determined Reportable:		Reason Reportable:	E911
Incident Date and Time:	2016-10-26 20:32:00	Failure in Other Company?:	No
Date and Time Determined Reportable:			
Outage Duration (Hours):	17		
Outage Duration (Minutes):	28		
Explanation of Outage Duration:	All customer traffic restored concurrently or was estimated to be in full operation at 10/27/2016 14:00 MT. The total duration of this outage was recorded as 17 hours 28 minutes.		
Inside Building Indicator:	No		
E911 Outage:	ALI Only Affected		

Services Affected

Cable Telephone:

false

Wireless (not paging):

false

VoIP:

false

E911 :

true

Paging:

false

Satellite:

false

Signaling (SS7):

false

Wireline:

true

Special Facilities:

false

Other Service:

false

Other Service Description:

Number of Potentially Affected

Wireline Users Affected:	5,845	Paging Users Affected:	
Wireless Users Affected:		Cable Telephone Users Affected:	
VoIP Users Affected:		Satellite Users Affected:	
OC3s Affected:			
Number of Blocked Calls:		Blocked Calls Realtime:	false
		Blocked Calls Historic:	false
Number of Lost SS7 MTP Messages:		Lost SS7 Messages Realtime:	false
		Lost SS7 Messages Historic:	false
Mobile Switching Center (MSC) Failed:	No		

State Affected:

UTAH

City Affected:

MOAB

More Complete Description of Geographic Area Affected:

The location of the ALI (automatic location identification) failure was at the Grand County PSAP working out of the Moab, UT central office service area.

Description of Incident:

207850N9-ANI/ALI Failure - The Grand County PSAP reported their ALI (automatic location identification) links down in Moab, UT potentially affecting 5,845 E911 users.

Description of the Cause(s) of the Outage:

The outage came clear with no known cause for the failure.

Direct Cause:

Hardware Failure - Other

Root Cause:

Insufficient Data - Cleared While Testing

Contr buting Factor 1:

Contr buting Factor 2:

Lack of Diversity:	No	
Malicious Activity:	No	

If yes - please explain Malicious Activity:

None

Name and Type of Failed Equipment:

ALI LINKS

Specific Part of Network Involved:

ENHANCED SERVICES

Method(s) Used to Restore Service:

Moved one ALI circuit from San Juan CSO over to Grand CSO to restore service to a simplex condition.

Was Telecommunications Service Priority involved in Service Restoration?:	No	

Steps Taken to Prevent Recurrence:

The central office technician monitored the trunks for 2 hours for reoccurring faults which were not presented.

Applicable Best Practices that might've prevented Outage or reduced effects:

7-7-0548

Best Practices used to mitigate effects of Outage:

7-7-0588

Reason for Withdrawal:

Analysis of Best Practice:

There are sufficient best practices to address this event.

Remarks:

Corrected the start time of the outage.

Assignments

Assignment Reason Assigned #1:		Assignment Reason Assigned #2:	
Assignment Person Assigned #1:		Assignment Person Assigned #2:	
Assignment Other Assigned Reason #1:		Assignment Other Assigned Reason #2:	
Assignment Group Number:			

Primary Contact Information

Select a User:

Name:

Amanda Schoppenhorst

Phone Number:	817-975-9847	Extension:	

Email Address:

nc.fcc.reporting@ftr.com

Address Line 1:

805 Central Expressway South

Address Line 2:

Suite 200

Address Line 3:

Allen, TX 75013

Secondary Contact Information

Select a User:

Name:

Phone Number:		Extension:	

Email Address:

Address Line 1:

Address Line 2:

Address Line 3:

Related List Title: Sys Audit List
Table name: sys_audit
Query Condition: Table Name = u_nors_outage_report AND Document Key = d268e823db09f200adcb750e0f9619f7
Sort Order: None

None

Related List Title: NORSH Outage Report List
Table name: u_norsh_outage_report
Query Condition: Original Sys Id = 16-30011423 AND Company in (FRONTIER COMMUNICATIONS) .or. Created By User is Teresa Robinson
Sort Order: Outage Number in ascending order

4 NORSH Outage Reports

Report Type	Previous Report Type	Updated by	Updated At
Initial		amanda.pullen@ftr.com	2016-10-28 12:38:32
Notification		nc.fcc.reporting@ftr.com	2016-10-26 23:41:26
Notification		nc.fcc.reporting@ftr.com	2016-10-26 23:41:26
Final		amanda.pullen@ftr.com	2016-11-04 11:29:18

Report Title: NORS Outage Report Details
Run Date and Time: 2020-09-10 15:42:27 Eastern Daylight Time
Run by: Teresa Robinson
Table name: u_nors_outage_report

NORS Outage Report

Company:	FRONTIER COMMUNICATIONS	Outage Number:	17-22211018
Type of Reporting Entity:	Wireline Carrier	Report Type:	Final

Reopened Submitted:

false

Previous Report Type:

Initial

Reopen Submitted Comments:

Incident Information

Incident Date and Time:	2017-08-10 01:00:00	Time Zone:	Mountain
Date and Time Determined Reportable:		Reason Reportable:	E911
Incident Date and Time:	2017-08-10 01:00:00	Failure in Other Company?:	No
Date and Time Determined Reportable:			
Outage Duration (Hours):	6		
Outage Duration (Minutes):	50		
Explanation of Outage Duration:	All customer traffic restored concurrently or was estimated to be in full operation at 08/10/2017 07:50 AM MT. The total duration of this outage was recorded as 6 hours 50 minutes.		
Inside Building Indicator:	Yes		
E911 Outage:	ALI Only Affected		

Services Affected

Cable Telephone:

false

Wireless (not paging):

false

VoIP:

false

E911 :

true

Paging:

false

Satellite:

false

Signaling (SS7):

false

Wireline:

true

Special Facilities:

false

Other Service:

false

Other Service Description:

Number of Potentially Affected

Wireline Users Affected:	5,845	Paging Users Affected:	
Wireless Users Affected:		Cable Telephone Users Affected:	
VoIP Users Affected:		Satellite Users Affected:	
OC3s Affected:			
Number of Blocked Calls:		Blocked Calls Realtime:	false
		Blocked Calls Historic:	false
Number of Lost SS7 MTP Messages:		Lost SS7 Messages Realtime:	false
		Lost SS7 Messages Historic:	false
Mobile Switching Center (MSC) Failed:	No		

State Affected:

UTAH

City Affected:

MOAB

More Complete Description of Geographic Area Affected:

The location of the ANI/ALI (automatic number/location identification) failure was at the Grand County Sheriff's Office PSAP working out of the Moab, UT central office service area.

Description of Incident:

255911N9 – The Grand County Sheriff's Office PSAP reported their ALI/ANI (automatic location/number identification) links down in Moab, UT potentially affecting 5,845 E911 users.

Description of the Cause(s) of the Outage:

The Frontier technician found an issue with the modem cable in the central office that was causing the ANI/ALI failure.

Direct Cause:

Hardware Failure - Other

Root Cause:

Other/Unknown

Contr buting Factor 1:

Contr buting Factor 2:

Lack of Diversity:	No
Malicious Activity:	No

If yes - please explain Malicious Activity:

Name and Type of Failed Equipment:

ANI/ALI LINKS

Specific Part of Network Involved:

ENHANCED SERVICES

Method(s) Used to Restore Service:

The central office technician reseated the modem cable to restore ANI/ALI service to the PSAP.

Was Telecommunications Service Priority involved in Service Restoration?:	No

Steps Taken to Prevent Recurrence:

The central office technician monitored the trunks for 2 hours for reoccurring faults which were not presented.

Applicable Best Practices that might've prevented Outage or reduced effects:

7-7-0597

Best Practices used to mitigate effects of Outage:

7-7-0588

Reason for Withdrawal:

Analysis of Best Practice:

There are sufficient best practices to address this event.

Remarks:

None

Assignments

Assignment Reason Assigned #1:		Assignment Reason Assigned #2:	
Assignment Person Assigned #1:		Assignment Person Assigned #2:	
Assignment Other Assigned Reason #1:		Assignment Other Assigned Reason #2:	
Assignment Group Number:			

Primary Contact Information

Select a User:

Name:

Amanda Pullen

Phone Number:	8179759847	Extension:	

Email Address:

nc.fcc.reporting@ftr.com

Address Line 1:

Address Line 2:

Address Line 3:

Secondary Contact Information

Select a User:

Name:

Phone Number:		Extension:	

Email Address:

Address Line 1:

Address Line 2:

Address Line 3:

Related List Title: Sys Audit List
Table name: sys_audit
Query Condition: Table Name = u_nors_outage_report AND Document Key = d2ed28fcdb604700f2f2f6531f9619da
Sort Order: None

29 Sys Audits

Created	Table Name	Field Name	Document Key	Update count	User	Old value	New value
2017-08-10 11:13:55	u_nors_outage_report	u_incident_date_time	d2ed28fcdb604700f2f2f6531f9619da	1	amanda.pullen@ftr.com		
2017-08-10 11:13:55	u_nors_outage_report	u_msc_failed_ind	d2ed28fcdb604700f2f2f6531f9619da	1	amanda.pullen@ftr.com		
2017-08-10 11:13:55	u_nors_outage_report	u_direct_cause	d2ed28fcdb604700f2f2f6531f9619da	1	amanda.pullen@ftr.com		
2017-08-10 11:13:55	u_nors_outage_report	u_mitigating_best_practices	d2ed28fcdb604700f2f2f6531f9619da	1	amanda.pullen@ftr.com		
2017-08-10 11:13:55	u_nors_outage_report	u_malicious_act	d2ed28fcdb604700f2f2f6531f9619da	1	amanda.pullen@ftr.com		
2017-08-10 11:13:55	u_nors_outage_report	u_explanation_outage_duration	d2ed28fcdb604700f2f2f6531f9619da	1	amanda.pullen@ftr.com		
2017-08-10 11:13:55	u_nors_outage_report	u_city_affected	d2ed28fcdb604700f2f2f6531f9619da	1	amanda.pullen@ftr.com		
2017-08-10 11:13:55	u_nors_outage_report	u_lack_of_diversity	d2ed28fcdb604700f2f2f6531f9619da	1	amanda.pullen@ftr.com		
2017-08-10 11:13:55	u_nors_outage_report	u_telcom_service_priority_ind	d2ed28fcdb604700f2f2f6531f9619da	1	amanda.pullen@ftr.com		
2017-08-10 11:13:55	u_nors_outage_report	u_inside_building_ind	d2ed28fcdb604700f2f2f6531f9619da	1	amanda.pullen@ftr.com		
2017-08-10 11:13:55	u_nors_outage_report	u_analysis_best_practices	d2ed28fcdb604700f2f2f6531f9619da	1	amanda.pullen@ftr.com		
2017-08-10 11:13:55	u_nors_outage_report	u_preventative_steps	d2ed28fcdb604700f2f2f6531f9619da	1	amanda.pullen@ftr.com		
2017-08-10 11:13:55	u_nors_outage_report	u_root_cause	d2ed28fcdb604700f2f2f6531f9619da	1	amanda.pullen@ftr.com		
2017-08-10 11:13:55	u_nors_outage_report	u_duration_minutes	d2ed28fcdb604700f2f2f6531f9619da	1	amanda.pullen@ftr.com		
2017-08-10 11:13:55	u_nors_outage_report	u_initial_created	d2ed28fcdb604700f2f2f6531f9619da	1	amanda.pullen@ftr.com		
2017-08-10 11:13:55	u_nors_outage_report	u_restore_method_description	d2ed28fcdb604700f2f2f6531f9619da	1	amanda.pullen@ftr.com		
2017-08-10 11:13:55	u_nors_outage_report	u_outage_report_status	d2ed28fcdb604700f2f2f6531f9619da	1	amanda.pullen@ftr.com		
2017-08-10 11:13:55	u_nors_outage_report	u_cause_description	d2ed28fcdb604700f2f2f6531f9619da	1	amanda.pullen@ftr.com		
2017-08-10 11:13:55	u_nors_outage_report	u_applicable_best_practices	d2ed28fcdb604700f2f2f6531f9619da	1	amanda.pullen@ftr.com		

Created	Table Name	Field Name	Document Key	Update count	User	Old value	New value
2017-08-10 11:13:55	u_nors_outage_report	u_incident_description	d2ed28fcdb604700f2f2f6531f9619da	1	amanda.pullen@ftr.com		
2017-08-10 11:13:55	u_nors_outage_report	u_remarks	d2ed28fcdb604700f2f2f6531f9619da	1	amanda.pullen@ftr.com		
2017-08-10 11:13:55	u_nors_outage_report	u_equipment_failure_description	d2ed28fcdb604700f2f2f6531f9619da	1	amanda.pullen@ftr.com		
2017-08-10 11:13:55	u_nors_outage_report	u_network_part_description	d2ed28fcdb604700f2f2f6531f9619da	1	amanda.pullen@ftr.com		
2017-08-10 11:13:55	u_nors_outage_report	u_e911_affected_ind	d2ed28fcdb604700f2f2f6531f9619da	1	amanda.pullen@ftr.com		
2017-08-10 11:13:55	u_nors_outage_report	u_wireline_affected_ind	d2ed28fcdb604700f2f2f6531f9619da	1	amanda.pullen@ftr.com		
2017-08-10 11:13:55	u_nors_outage_report	u_geographic_description	d2ed28fcdb604700f2f2f6531f9619da	1	amanda.pullen@ftr.com		
2017-08-10 11:13:55	u_nors_outage_report	u_duration_hours	d2ed28fcdb604700f2f2f6531f9619da	1	amanda.pullen@ftr.com		
2017-08-10 11:19:51	u_nors_outage_report	u_outage_report_status	d2ed28fcdb604700f2f2f6531f9619da	2	amanda.pullen@ftr.com		
2017-08-10 11:19:51	u_nors_outage_report	u_final_created	d2ed28fcdb604700f2f2f6531f9619da	2	amanda.pullen@ftr.com		

Related List Title: NORSH Outage Report List
Table name: u_norsh_outage_report
Query Condition: Original Sys Id = 17-22211018 AND Company in (FRONTIER COMMUNICATIONS) .or. Created By User is Teresa Robinson
Sort Order: Outage Number in ascending order

3 NORSH Outage Reports

Report Type	Previous Report Type	Updated by	Updated At
Final	Initial	amanda.pullen@ftr.com	2017-08-10 11:19:51
Initial	Notification	amanda.pullen@ftr.com	2017-08-10 11:13:55
Notification		nc.fcc.reporting@ftr.com	2017-08-10 06:03:38

Report Title: NORS Outage Report Details
Run Date and Time: 2020-09-10 15:43:13 Eastern Daylight Time
Run by: Teresa Robinson
Table name: u_nors_outage_report

NORS Outage Report

Company:	FRONTIER COMMUNICATIONS	Outage Number:	17-23427410
Type of Reporting Entity:	Wireline Carrier	Report Type:	Final

Reopened Submitted:

false

Previous Report Type:

Initial

Reopen Submitted Comments:

Incident Information

Incident Date and Time:	2017-08-21 20:26:00	Time Zone:	Mountain
Date and Time Determined Reportable:	2017-08-22 07:57:00	Reason Reportable:	E911
Incident Date and Time:	2017-08-21 20:26:00	Failure in Other Company?:	No
Date and Time Determined Reportable:	2017-08-22 07:57:00		
Outage Duration (Hours):	18		
Outage Duration (Minutes):	10		
Explanation of Outage Duration:	All customer traffic restored concurrently or was estimated to be in full operation at 08/22/2017 14:36 MT. The total duration of this outage was recorded as 18 hours 10 minutes.		
Inside Building Indicator:	Yes		
E911 Outage:	More than Location Affected		

Services Affected

Cable Telephone:

false

Wireless (not paging):

false

VoIP:

false

E911 :

true

Paging:

false

Satellite:

false

Signaling (SS7):

false

Wireline:

true

Special Facilities:

false

Other Service:

false

Other Service Description:

Number of Potentially Affected

Wireline Users Affected:	5,845	Paging Users Affected:	
Wireless Users Affected:		Cable Telephone Users Affected:	
VoIP Users Affected:		Satellite Users Affected:	
OC3s Affected:			
Number of Blocked Calls:		Blocked Calls Realtime:	false
		Blocked Calls Historic:	false
Number of Lost SS7 MTP Messages:		Lost SS7 Messages Realtime:	false
		Lost SS7 Messages Historic:	false
Mobile Switching Center (MSC) Failed:	No		

State Affected:

UTAH

City Affected:

MOAB

More Complete Description of Geographic Area Affected:

The location of the failure was at the Grand County Sheriff's Office PSAP in the Moab, UT central office service area.

Description of Incident:

257906N9 - The Grand County Sheriff's Office PSAP was down potentially affecting 5,845 E911 users in Moab, UT. Originally the dispatcher at the PSAP said their calls were rerouted to San Juan County, but the PSAP director called the Frontier E911 Customer Care Center at 9:57a ET on 8/22/2017 and reported that landline calls never got rerouted. Once Frontier was notified of the reroute failure, calls were then rerouted to a 10 digit number without ALI information. Wireless calls were coming into the PSAP with no issues.

Description of the Cause(s) of the Outage:

There were two issues causing the landline call outage at the PSAP. The first was an issue with the PSAP's CPE (customer premise equipment). The second issue was due to faulty cards in Frontier's central office and at the PSAP.

Direct Cause:

Hardware Failure - Circuit Pack/Card Failure-Other

Root Cause:

Hardware Failure - Other

Contr buting Factor 1:

Contr buting Factor 2:

Lack of Diversity:	No
Malicious Activity:	No

If yes - please explain Malicious Activity:

Name and Type of Failed Equipment:

PSAP

Specific Part of Network Involved:

ENHANCED SERVICES

Method(s) Used to Restore Service:

Frontier technicians restored service by replacing cards at the PSAP and in Frontier's central office, as well as by rebooting the servers at the PSAP.

Was Telecommunications Service Priority involved in Service Restoration?:	No

Steps Taken to Prevent Recurrence:

The central office technician monitored the trunks for 2 hours for reoccurring faults which were not presented.

Applicable Best Practices that might've prevented Outage or reduced effects:

7-7-0597

Best Practices used to mitigate effects of Outage:

7-7-0588

Reason for Withdrawal:

Analysis of Best Practice:

There are sufficient best practices to address this event.

Remarks:

When the outage was first reported the dispatcher at the PSAP said their calls were rerouted to San Juan County with ANI/ALI following, making the outage not FCC reportable. Frontier was not notified until the next day that landline calls were not properly rerouted. That's when the FCC report was filed. The Frontier technician had been working at the PSAP since the outage first occurred.

Assignments

Assignment Reason Assigned #1:		Assignment Reason Assigned #2:	
Assignment Person Assigned #1:		Assignment Person Assigned #2:	
Assignment Other Assigned Reason #1:		Assignment Other Assigned Reason #2:	
Assignment Group Number:			

Primary Contact Information

Select a User:

Name:

Amanda Pullen

Phone Number:	8179759847	Extension:	

Email Address:

amanda.pullen@ftr.com

Address Line 1:

Address Line 2:

Address Line 3:

Secondary Contact Information

Select a User:

Name:

Phone Number:		Extension:	

Email Address:

Address Line 1:

Address Line 2:

Address Line 3:

Related List Title: Sys Audit List
Table name: sys_audit
Query Condition: Table Name = u_nors_outage_report AND Document Key = 9c9edb28dbb88340577fff1e0f961934
Sort Order: None

27 Sys Audits

Created	Table Name	Field Name	Document Key	Update count	User	Old value	New value
2017-08-23 10:46:50	u_nors_outage_report	u_msc_failed_ind	9c9edb28dbb88340577fff1e0f961934	1	amanda.pullen@ftr.com		
2017-08-23 10:46:50	u_nors_outage_report	u_initial_created	9c9edb28dbb88340577fff1e0f961934	1	amanda.pullen@ftr.com		
2017-08-23 10:46:50	u_nors_outage_report	u_mitigating_best_practices	9c9edb28dbb88340577fff1e0f961934	1	amanda.pullen@ftr.com		
2017-08-23 10:46:50	u_nors_outage_report	u_outage_report_status	9c9edb28dbb88340577fff1e0f961934	1	amanda.pullen@ftr.com		
2017-08-23 10:46:50	u_nors_outage_report	u_explanation_outage_duration	9c9edb28dbb88340577fff1e0f961934	1	amanda.pullen@ftr.com		
2017-08-23 10:46:50	u_nors_outage_report	u_applicable_best_practices	9c9edb28dbb88340577fff1e0f961934	1	amanda.pullen@ftr.com		
2017-08-23 10:46:50	u_nors_outage_report	u_telcom_service_priority_ind	9c9edb28dbb88340577fff1e0f961934	1	amanda.pullen@ftr.com		
2017-08-23 10:46:50	u_nors_outage_report	u_equipment_failure_description	9c9edb28dbb88340577fff1e0f961934	1	amanda.pullen@ftr.com		
2017-08-23 10:46:50	u_nors_outage_report	u_analysis_best_practices	9c9edb28dbb88340577fff1e0f961934	1	amanda.pullen@ftr.com		
2017-08-23 10:46:50	u_nors_outage_report	u_e911_affected_ind	9c9edb28dbb88340577fff1e0f961934	1	amanda.pullen@ftr.com		
2017-08-23 10:46:50	u_nors_outage_report	u_root_cause	9c9edb28dbb88340577fff1e0f961934	1	amanda.pullen@ftr.com		
2017-08-23 10:46:50	u_nors_outage_report	u_geographic_description	9c9edb28dbb88340577fff1e0f961934	1	amanda.pullen@ftr.com		
2017-08-23 10:46:50	u_nors_outage_report	u_restore_method_description	9c9edb28dbb88340577fff1e0f961934	1	amanda.pullen@ftr.com		
2017-08-23 10:46:50	u_nors_outage_report	u_direct_cause	9c9edb28dbb88340577fff1e0f961934	1	amanda.pullen@ftr.com		
2017-08-23 10:46:50	u_nors_outage_report	u_cause_description	9c9edb28dbb88340577fff1e0f961934	1	amanda.pullen@ftr.com		
2017-08-23 10:46:50	u_nors_outage_report	u_malicious_act	9c9edb28dbb88340577fff1e0f961934	1	amanda.pullen@ftr.com		
2017-08-23 10:46:50	u_nors_outage_report	u_incident_description	9c9edb28dbb88340577fff1e0f961934	1	amanda.pullen@ftr.com		
2017-08-23 10:46:50	u_nors_outage_report	u_duration_minutes	9c9edb28dbb88340577fff1e0f961934	1	amanda.pullen@ftr.com		
2017-08-23 10:46:50	u_nors_outage_report	u_lack_of_diversity	9c9edb28dbb88340577fff1e0f961934	1	amanda.pullen@ftr.com		

Created	Table Name	Field Name	Document Key	Update count	User	Old value	New value
2017-08-23 10:46:50	u_nors_outage_report	u_network_part_description	9c9edb28dbb88340577fff1e0f961934	1	amanda.pullen@ftr.com		
2017-08-23 10:46:50	u_nors_outage_report	u_inside_building_ind	9c9edb28dbb88340577fff1e0f961934	1	amanda.pullen@ftr.com		
2017-08-23 10:46:50	u_nors_outage_report	u_wireline_affected_ind	9c9edb28dbb88340577fff1e0f961934	1	amanda.pullen@ftr.com		
2017-08-23 10:46:50	u_nors_outage_report	u_preventative_steps	9c9edb28dbb88340577fff1e0f961934	1	amanda.pullen@ftr.com		
2017-08-23 10:46:50	u_nors_outage_report	u_duration_hours	9c9edb28dbb88340577fff1e0f961934	1	amanda.pullen@ftr.com		
2017-08-23 10:46:50	u_nors_outage_report	u_remarks	9c9edb28dbb88340577fff1e0f961934	1	amanda.pullen@ftr.com		
2017-08-23 11:39:07	u_nors_outage_report	u_outage_report_status	9c9edb28dbb88340577fff1e0f961934	2	amanda.pullen@ftr.com		
2017-08-23 11:39:07	u_nors_outage_report	u_final_created	9c9edb28dbb88340577fff1e0f961934	2	amanda.pullen@ftr.com		

Related List Title: NORSH Outage Report List
Table name: u_norsh_outage_report
Query Condition: Original Sys Id = 17-23427410 AND Company in (FRONTIER COMMUNICATIONS) .or. Created By User is Teresa Robinson
Sort Order: Outage Number in ascending order

3 NORSH Outage Reports

Report Type	Previous Report Type	Updated by	Updated At
Initial	Notification	amanda.pullen@ftr.com	2017-08-23 10:46:49
Notification		amanda.pullen@ftr.com	2017-08-22 10:36:50
Final	Initial	amanda.pullen@ftr.com	2017-08-23 11:39:07

Report Title: NORS Outage Report Details
Run Date and Time: 2020-09-10 15:44:07 Eastern Daylight Time
Run by: Teresa Robinson
Table name: u_nors_outage_report

NORS Outage Report

Company:	FRONTIER COMMUNICATIONS	Outage Number:	17-26625826
Type of Reporting Entity:	Wireline Carrier	Report Type:	Final

Reopened Submitted:

false

Previous Report Type:

Initial

Reopen Submitted Comments:

Incident Information

Incident Date and Time:	2017-09-23 04:36:00	Time Zone:	Mountain
Date and Time Determined Reportable:		Reason Reportable:	E911
Incident Date and Time:	2017-09-23 04:36:00	Failure in Other Company?:	Yes
Date and Time Determined Reportable:			
Outage Duration (Hours):	15		
Outage Duration (Minutes):	57		
Explanation of Outage Duration:	All customer traffic restored concurrently or was estimated to be in full operation at 09/23/2017 20:33 MT. The total duration of this outage was recorded as 15 hours 57 minutes.		
Inside Building Indicator:	No		
E911 Outage:	More than Location Affected		

Services Affected

Cable Telephone:

false

Wireless (not paging):

false

VoIP:

false

E911 :

true

Paging:

false

Satellite:

false

Signaling (SS7):

false

Wireline:

true

Special Facilities:

false

Other Service:

false

Other Service Description:

Number of Potentially Affected

Wireline Users Affected:	8,496	Paging Users Affected:	
Wireless Users Affected:		Cable Telephone Users Affected:	
VoIP Users Affected:		Satellite Users Affected:	
OC3s Affected:			
Number of Blocked Calls:		Blocked Calls Realtime:	false
		Blocked Calls Historic:	false
Number of Lost SS7 MTP Messages:		Lost SS7 Messages Realtime:	false
		Lost SS7 Messages Historic:	false
Mobile Switching Center (MSC) Failed:	No		

State Affected:

UTAH

City Affected:

FILLMORE / DELTA

More Complete Description of Geographic Area Affected:

The location of the failures were in the Fillmore and Delta, UT central office service areas.

Description of Incident:

264888N9 / The Millard County Sheriff's Office PSAP was down potentially affecting 5,890 E911 users in Fillmore, UT. Wireless and landline calls were rerouted to Sevier County in Richfield, UT. There was an OC12 node failure carrying 3 DS3 level circuits between DELTUTXCH02 and SLKCUTXD in Delta, UT. In addition, a DMS-10 host switch was down affecting service for 1,631 working telephone numbers in Delta, UT and the Fillmore, UT DMS-10 remote switch was down affecting 975 working telephone numbers potentially affecting a total of 2,606 working telephone numbers.

Description of the Cause(s) of the Outage:

A fiber cut in CenturyLink's territory 150 miles away was casuing the outages in Frontier's network in both Fillmore and Delta, UT.

Direct Cause:

Hardware Failure - Other

Root Cause:

Cable Damage/Malfunction - Aerial/Non-Buried

Contr buting Factor 1:

Contr buting Factor 2:

Lack of Diversity:	Yes
Malicious Activity:	No

If yes - please explain Malicious Activity:

Name and Type of Failed Equipment:

FIBER CABLE

Specific Part of Network Involved:

ENHANCED SERVICES / TRANSPORT / LOCAL SWITCH

Method(s) Used to Restore Service:

Service restored when CenturyLink replaced the pole and repaired their damaged fiber.

Was Telecommunications Service Priority involved in Service Restoration?:	No

Steps Taken to Prevent Recurrence:

The circuit was monitored 24 hours for reoccurring faults which were not presented.

Applicable Best Practices that might've prevented Outage or reduced effects:

7-7-5079

Best Practices used to mitigate effects of Outage:

7-6-5250

Reason for Withdrawal:

Analysis of Best Practice:

There are sufficient best practices to address this event.

Remarks:

Corrected the start time from 2017-09-23 05:14:00 to 2017-09-23 04:36:00 when the switch went down. Added outage information from NORS report 17-26635841 to this report since they were due to the same outage.

Assignments

Assignment Reason Assigned #1:		Assignment Reason Assigned #2:	
Assignment Person Assigned #1:		Assignment Person Assigned #2:	
Assignment Other Assigned Reason #1:		Assignment Other Assigned Reason #2:	
Assignment Group Number:			

Primary Contact Information

Select a User:

Name:

Amanda Pullen

Phone Number:	8179759847	Extension:	

Email Address:

nc.fcc.reporting@ftr.com

Address Line 1:

Address Line 2:

Address Line 3:

Secondary Contact Information

Select a User:

Name:

Phone Number:		Extension:	

Email Address:

Address Line 1:

Address Line 2:

Address Line 3:

Related List Title: Sys Audit List
Table name: sys_audit
Query Condition: Table Name = u_nors_outage_report AND Document Key = 397ccc0fdb51cb0026087d321f961910
Sort Order: None

38 Sys Audits

Created	Table Name	Field Name	Document Key	Update count	User	Old value	New value
2017-09-25 09:58:12	u_nors_outage_report	u_cause_description	397ccc0fdb51cb0026087d321f961910	1	amanda.pullen@ftr.com		
2017-09-25 09:58:12	u_nors_outage_report	u_mitigating_best_practices	397ccc0fdb51cb0026087d321f961910	1	amanda.pullen@ftr.com		
2017-09-25 09:58:12	u_nors_outage_report	u_initial_created	397ccc0fdb51cb0026087d321f961910	1	amanda.pullen@ftr.com		
2017-09-25 09:58:12	u_nors_outage_report	u_root_cause	397ccc0fdb51cb0026087d321f961910	1	amanda.pullen@ftr.com		
2017-09-25 09:58:12	u_nors_outage_report	u_outage_report_status	397ccc0fdb51cb0026087d321f961910	1	amanda.pullen@ftr.com		
2017-09-25 09:58:12	u_nors_outage_report	u_e911_affected_ind	397ccc0fdb51cb0026087d321f961910	1	amanda.pullen@ftr.com		
2017-09-25 09:58:12	u_nors_outage_report	u_duration_minutes	397ccc0fdb51cb0026087d321f961910	1	amanda.pullen@ftr.com		
2017-09-25 09:58:12	u_nors_outage_report	u_incident_date_time_display	397ccc0fdb51cb0026087d321f961910	1	amanda.pullen@ftr.com		
2017-09-25 09:58:12	u_nors_outage_report	u_explanation_outage_duration	397ccc0fdb51cb0026087d321f961910	1	amanda.pullen@ftr.com		
2017-09-25 09:58:12	u_nors_outage_report	u_analysis_best_practices	397ccc0fdb51cb0026087d321f961910	1	amanda.pullen@ftr.com		
2017-09-25 09:58:12	u_nors_outage_report	u_wireline_users_affected	397ccc0fdb51cb0026087d321f961910	1	amanda.pullen@ftr.com		
2017-09-25 09:58:12	u_nors_outage_report	u_duration_hours	397ccc0fdb51cb0026087d321f961910	1	amanda.pullen@ftr.com		
2017-09-25 09:58:12	u_nors_outage_report	u_malicious_act	397ccc0fdb51cb0026087d321f961910	1	amanda.pullen@ftr.com		
2017-09-25 09:58:12	u_nors_outage_report	u_failure_other_company_ind	397ccc0fdb51cb0026087d321f961910	1	amanda.pullen@ftr.com		
2017-09-25 09:58:12	u_nors_outage_report	u_msc_failed_ind	397ccc0fdb51cb0026087d321f961910	1	amanda.pullen@ftr.com		
2017-09-25 09:58:12	u_nors_outage_report	u_city_affected	397ccc0fdb51cb0026087d321f961910	1	amanda.pullen@ftr.com		
2017-09-25 09:58:12	u_nors_outage_report	u_incident_description	397ccc0fdb51cb0026087d321f961910	1	amanda.pullen@ftr.com		
2017-09-25 09:58:12	u_nors_outage_report	u_ds3s	397ccc0fdb51cb0026087d321f961910	1	amanda.pullen@ftr.com		
2017-09-25 09:58:12	u_nors_outage_report	u_equipment_failure_description	397ccc0fdb51cb0026087d321f961910	1	amanda.pullen@ftr.com		

Created	Table Name	Field Name	Document Key	Update count	User	Old value	New value
2017-09-25 09:58:12	u_nors_outage_report	u_applicable_best_practices	397ccc0fdb51cb0026087d321f961910	1	amanda.pullen@ftr.com		
2017-09-25 09:58:12	u_nors_outage_report	u_preventative_steps	397ccc0fdb51cb0026087d321f961910	1	amanda.pullen@ftr.com		
2017-09-25 09:58:12	u_nors_outage_report	u_restore_method_description	397ccc0fdb51cb0026087d321f961910	1	amanda.pullen@ftr.com		
2017-09-25 09:58:12	u_nors_outage_report	u_remarks	397ccc0fdb51cb0026087d321f961910	1	amanda.pullen@ftr.com		
2017-09-25 09:58:12	u_nors_outage_report	u_lack_of_diversity	397ccc0fdb51cb0026087d321f961910	1	amanda.pullen@ftr.com		
2017-09-25 09:58:12	u_nors_outage_report	u_wireline_affected_ind	397ccc0fdb51cb0026087d321f961910	1	amanda.pullen@ftr.com		
2017-09-25 09:58:12	u_nors_outage_report	u_direct_cause	397ccc0fdb51cb0026087d321f961910	1	amanda.pullen@ftr.com		
2017-09-25 09:58:12	u_nors_outage_report	u_inside_building_ind	397ccc0fdb51cb0026087d321f961910	1	amanda.pullen@ftr.com		
2017-09-25 09:58:12	u_nors_outage_report	u_geographic_description	397ccc0fdb51cb0026087d321f961910	1	amanda.pullen@ftr.com		
2017-09-25 09:58:12	u_nors_outage_report	u_incident_date_time	397ccc0fdb51cb0026087d321f961910	1	amanda.pullen@ftr.com		
2017-09-25 09:58:12	u_nors_outage_report	u_network_part_description	397ccc0fdb51cb0026087d321f961910	1	amanda.pullen@ftr.com		
2017-09-25 09:58:12	u_nors_outage_report	u_telcom_service_priority_ind	397ccc0fdb51cb0026087d321f961910	1	amanda.pullen@ftr.com		
2017-09-25 11:25:54	u_nors_outage_report	u_incident_description	397ccc0fdb51cb0026087d321f961910	2	amanda.pullen@ftr.com		
2017-09-25 11:25:54	u_nors_outage_report	u_analysis_best_practices	397ccc0fdb51cb0026087d321f961910	2	amanda.pullen@ftr.com		
2017-09-25 11:25:54	u_nors_outage_report	u_final_created	397ccc0fdb51cb0026087d321f961910	2	amanda.pullen@ftr.com		
2017-09-25 11:25:54	u_nors_outage_report	u_outage_report_status	397ccc0fdb51cb0026087d321f961910	2	amanda.pullen@ftr.com		
2017-09-25 11:25:54	u_nors_outage_report	u_preventative_steps	397ccc0fdb51cb0026087d321f961910	2	amanda.pullen@ftr.com		
2017-09-25 11:25:54	u_nors_outage_report	u_applicable_best_practices	397ccc0fdb51cb0026087d321f961910	2	amanda.pullen@ftr.com		
2017-09-25 11:25:54	u_nors_outage_report	u_mitigating_best_practices	397ccc0fdb51cb0026087d321f961910	2	amanda.pullen@ftr.com		

Related List Title: NORSH Outage Report List
Table name: u_norsh_outage_report
Query Condition: Original Sys Id = 17-26625826 AND Company in (FRONTIER COMMUNICATIONS) .or. Created By User is Teresa Robinson
Sort Order: Outage Number in ascending order

3 NORSH Outage Reports

Report Type	Previous Report Type	Updated by	Updated At
Notification		nc.fcc.reporting@ftr.com	2017-09-23 10:10:26
Initial	Notification	amanda.pullen@ftr.com	2017-09-25 09:58:11
Final	Initial	amanda.pullen@ftr.com	2017-09-25 11:25:53

Report Title: NORS Outage Report Details
Run Date and Time: 2020-09-10 15:48:41 Eastern Daylight Time
Run by: Teresa Robinson
Table name: u_nors_outage_report

NORS Outage Report

Company:	FRONTIER COMMUNICATIONS	Outage Number:	ON-00012165
Type of Reporting Entity:	Wireline Carrier	Report Type:	Final

Reopened Submitted:

false

Previous Report Type:

Initial

Reopen Submitted Comments:

Incident Information

Incident Date and Time:	2018-07-17 12:52:00	Time Zone:	Mountain
Date and Time Determined Reportable:		Reason Reportable:	E911
Incident Date and Time:	2018-07-17 12:52:00	Failure in Other Company?:	No
Date and Time Determined Reportable:			
Outage Duration (Hours):	26		
Outage Duration (Minutes):	40		
Explanation of Outage Duration:	All customer traffic restored concurrently or was estimated to be in full operation at 07/18/2018 15:32 MT. The total duration of this outage was recorded as 26 hours 40 minutes.		
Inside Building Indicator:	No		
E911 Outage:	More than Location Affected		

Services Affected

Cable Telephone:

false

Wireless (not paging):

false

VoIP:

false

E911 :

true

Paging:

false

Satellite:

false

Signaling (SS7):

false

Wireline:

true

Special Facilities:

false

Other Service:

false

Other Service Description:

Number of Potentially Affected

Wireline Users Affected:	5,046	Paging Users Affected:	
Wireless Users Affected:		Cable Telephone Users Affected:	
VoIP Users Affected:		Satellite Users Affected:	
OC3s Affected:	1		
Number of Blocked Calls:		Blocked Calls Realtime:	false
		Blocked Calls Historic:	false
Number of Lost SS7 MTP Messages:		Lost SS7 Messages Realtime:	false
		Lost SS7 Messages Historic:	false
Mobile Switching Center (MSC) Failed:	No		

State Affected:

UTAH

City Affected:

MONTICELLO / MOAB

More Complete Description of Geographic Area Affected:

The location of the fiber cut was on Highway 191 at mile post 112 ten miles south of Moab, UT affecting service in the Monticello, Moab, Blanding and LaSalle, UT central office service areas.

Description of Incident:

ON-327314PB - The San Juan County Sheriff's Office was down potentially affecting 4,305 E911 users in Monticello, UT. Landline calls were rerouted at 07/18/18 11:07 AM MT to the admin lines without ALI, however, wireless calls were unable to be rerouted. There was an OC48 circuit failure carrying 1 OC3 level circuits between MOABUTXCH13 and BLNGUTXCH11 in Moab, UT. In addition, the Monticiello switch was SS7 isolated affecting 741 working telephone numbers.

Description of the Cause(s) of the Outage:

An oversized load on a semi truck damaged 1,500 feet of 48 count f ber and broke 3 power poles on Hwy 191 at mile post 112. The fiber flipped up and wrapped around the power cables and was requiring the power company to restore their outage first. The semi driver did not stop. The cut was on a busy highway on top of a hill and required traffic control for safety.

Direct Cause:

Hardware Failure - Other

Root Cause:

Cable Damage/Malfunction - Aerial/Non-Buried

Contr buting Factor 1:

Environment (External) - Vehicular Accident

Contr buting Factor 2:

Lack of Diversity:	Yes
Malicious Activity:	No

If yes - please explain Malicious Activity:

Name and Type of Failed Equipment:

FIBER CABLE

Specific Part of Network Involved:

ENHANCED SERVICES / TRANSPORT / LOCAL SWITCH

Method(s) Used to Restore Service:

Service restored when technicians spliced the cut f ber to restore service to the PSAP, the OC48 and the switch.

Was Telecommunications Service Priority involved in Service Restoration?:	No	

Steps Taken to Prevent Recurrence:

The circuit was monitored 24 hours for reoccurring faults which were not presented.

Applicable Best Practices that might've prevented Outage or reduced effects:

7-7-5079

Best Practices used to mitigate effects of Outage:

7-6-5250

Reason for Withdrawal:

Analysis of Best Practice:

There are sufficient best practices to address this event.

Remarks:

Assignments

Assignment Reason Assigned #1:		Assignment Reason Assigned #2:	
Assignment Person Assigned #1:		Assignment Person Assigned #2:	
Assignment Other Assigned Reason #1:		Assignment Other Assigned Reason #2:	
Assignment Group Number:			

Primary Contact Information

Select a User:

Name:

Amanda Pullen

Phone Number:	817-975-9847	Extension:	

Email Address:

nc.fcc.reporting@ftr.com

Address Line 1:

Address Line 2:

Address Line 3:

Secondary Contact Information

Select a User:

Name:

Phone Number:		Extension:	

Email Address:

Address Line 1:

Address Line 2:

Address Line 3:

Related List Title: Sys Audit List
Table name: sys_audit
Query Condition: Table Name = u_nors_outage_report AND Document Key = 006fc1badb9f5700ad8d388d7c961978
Sort Order: None

39 Sys Audits

Created	Table Name	Field Name	Document Key	Update count	User	Old value	New value
2018-07-18 10:47:15	u_nors_outage_report	u_reason_reportable	006fc1badb9f5700ad8d388d7c961978	1	amanda.pullen@ftr.com		
2018-07-18 10:47:15	u_nors_outage_report	u_incident_date_time_display	006fc1badb9f5700ad8d388d7c961978	1	amanda.pullen@ftr.com		
2018-07-18 10:47:15	u_nors_outage_report	u_duration_minutes	006fc1badb9f5700ad8d388d7c961978	1	amanda.pullen@ftr.com		
2018-07-18 10:47:15	u_nors_outage_report	u_duration_hours	006fc1badb9f5700ad8d388d7c961978	1	amanda.pullen@ftr.com		
2018-07-18 10:47:15	u_nors_outage_report	u_explanation_outage_duration	006fc1badb9f5700ad8d388d7c961978	1	amanda.pullen@ftr.com		
2018-07-18 10:47:15	u_nors_outage_report	u_incident_date_time	006fc1badb9f5700ad8d388d7c961978	1	amanda.pullen@ftr.com		
2018-07-18 11:10:18	u_nors_outage_report	u_malicious_act	006fc1badb9f5700ad8d388d7c961978	2	amanda.pullen@ftr.com		
2018-07-18 11:10:18	u_nors_outage_report	u_root_cause	006fc1badb9f5700ad8d388d7c961978	2	amanda.pullen@ftr.com		
2018-07-18 11:10:18	u_nors_outage_report	u_cause_description	006fc1badb9f5700ad8d388d7c961978	2	amanda.pullen@ftr.com		
2018-07-18 11:10:18	u_nors_outage_report	u_wireline_users_affected	006fc1badb9f5700ad8d388d7c961978	2	amanda.pullen@ftr.com		
2018-07-18 11:10:18	u_nors_outage_report	u_city_affected	006fc1badb9f5700ad8d388d7c961978	2	amanda.pullen@ftr.com		
2018-07-18 11:10:18	u_nors_outage_report	u_geographic_description	006fc1badb9f5700ad8d388d7c961978	2	amanda.pullen@ftr.com		
2018-07-18 11:10:18	u_nors_outage_report	u_incident_description	006fc1badb9f5700ad8d388d7c961978	2	amanda.pullen@ftr.com		
2018-07-18 11:10:18	u_nors_outage_report	u_equipment_failure_description	006fc1badb9f5700ad8d388d7c961978	2	amanda.pullen@ftr.com		
2018-07-18 11:10:18	u_nors_outage_report	u_direct_cause	006fc1badb9f5700ad8d388d7c961978	2	amanda.pullen@ftr.com		
2018-07-18 11:10:18	u_nors_outage_report	u_telcom_service_priority_ind	006fc1badb9f5700ad8d388d7c961978	2	amanda.pullen@ftr.com		
2018-07-18 11:10:18	u_nors_outage_report	u_msc_failed_ind	006fc1badb9f5700ad8d388d7c961978	2	amanda.pullen@ftr.com		
2018-07-18 11:10:18	u_nors_outage_report	u_lack_of_diversity	006fc1badb9f5700ad8d388d7c961978	2	amanda.pullen@ftr.com		
2018-07-18 11:10:18	u_nors_outage_report	u_inside_building_ind	006fc1badb9f5700ad8d388d7c961978	2	amanda.pullen@ftr.com		

Created	Table Name	Field Name	Document Key	Update count	User	Old value	New value
2018-07-18 11:10:18	u_nors_outage_report	u_contributing_factor_1	006fc1badb9f5700ad8d388d7c961978	2	amanda.pullen@ftr.com		
2018-07-18 11:10:18	u_nors_outage_report	u_e911_location	006fc1badb9f5700ad8d388d7c961978	2	amanda.pullen@ftr.com		
2018-07-18 11:10:18	u_nors_outage_report	u_network_part_description	006fc1badb9f5700ad8d388d7c961978	2	amanda.pullen@ftr.com		
2018-07-18 11:10:18	u_nors_outage_report	u_initial_created	006fc1badb9f5700ad8d388d7c961978	2	amanda.pullen@ftr.com		
2018-07-18 11:10:18	u_nors_outage_report	u_e911_affected_ind	006fc1badb9f5700ad8d388d7c961978	2	amanda.pullen@ftr.com		
2018-07-18 11:10:18	u_nors_outage_report	u_outage_report_status	006fc1badb9f5700ad8d388d7c961978	2	amanda.pullen@ftr.com		
2018-07-18 11:10:18	u_nors_outage_report	u_wireline_affected_ind	006fc1badb9f5700ad8d388d7c961978	2	amanda.pullen@ftr.com		
2018-07-19 14:17:02	u_nors_outage_report	u_duration_minutes	006fc1badb9f5700ad8d388d7c961978	3	amanda.pullen@ftr.com		
2018-07-19 14:17:02	u_nors_outage_report	u_incident_description	006fc1badb9f5700ad8d388d7c961978	3	amanda.pullen@ftr.com		
2018-07-19 14:17:02	u_nors_outage_report	u_analysis_best_practices	006fc1badb9f5700ad8d388d7c961978	3	amanda.pullen@ftr.com		
2018-07-19 14:17:02	u_nors_outage_report	u_outage_report_status	006fc1badb9f5700ad8d388d7c961978	3	amanda.pullen@ftr.com		
2018-07-19 14:17:02	u_nors_outage_report	u_restore_method_description	006fc1badb9f5700ad8d388d7c961978	3	amanda.pullen@ftr.com		
2018-07-19 14:17:02	u_nors_outage_report	u_final_created	006fc1badb9f5700ad8d388d7c961978	3	amanda.pullen@ftr.com		
2018-07-19 14:17:02	u_nors_outage_report	u_duration_hours	006fc1badb9f5700ad8d388d7c961978	3	amanda.pullen@ftr.com		
2018-07-19 14:17:02	u_nors_outage_report	u_applicable_best_practices	006fc1badb9f5700ad8d388d7c961978	3	amanda.pullen@ftr.com		
2018-07-19 14:17:02	u_nors_outage_report	u_cause_description	006fc1badb9f5700ad8d388d7c961978	3	amanda.pullen@ftr.com		
2018-07-19 14:17:02	u_nors_outage_report	u_preventative_steps	006fc1badb9f5700ad8d388d7c961978	3	amanda.pullen@ftr.com		
2018-07-19 14:17:02	u_nors_outage_report	u_geographic_description	006fc1badb9f5700ad8d388d7c961978	3	amanda.pullen@ftr.com		
2018-07-19 14:17:02	u_nors_outage_report	u_explanation_outage_duration	006fc1badb9f5700ad8d388d7c961978	3	amanda.pullen@ftr.com		

Created	Table Name	Field Name	Document Key	Update count	User	Old value	New value
2018-07-19 14:17:02	u_nors_outage_report	u_mitigating_best_practices	006fc1badb9f5700ad8d388d7c961978	3	amanda.pullen@ftr.com		

Related List Title: NORSH Outage Report List
Table name: u_norsh_outage_report
Query Condition: Original Sys Id = ON-00012165 AND Company in (FRONTIER COMMUNICATIONS) .or. Created By User is Teresa Robinson
Sort Order: Outage Number in ascending order

3 NORSH Outage Reports

Report Type	Previous Report Type	Updated by	Updated At
Final	Initial	amanda.pullen@ftr.com	2018-07-19 14:17:02
Initial	Notification	amanda.pullen@ftr.com	2018-07-18 11:10:18
Notification		nc.fcc.reporting@ftr.com	2018-07-18 02:57:43

Report Title: NORS Outage Report Details
Run Date and Time: 2020-09-10 15:50:32 Eastern Daylight Time
Run by: Teresa Robinson
Table name: u_nors_outage_report

NORS Outage Report

Company:	FRONTIER COMMUNICATIONS	Outage Number:	ON-00025646
Type of Reporting Entity:	Wireline Carrier	Report Type:	Final

Reopened Submitted:

false

Previous Report Type:

Initial

Reopen Submitted Comments:

Incident Information

Incident Date and Time:	2018-10-19 19:57:00	Time Zone:	Mountain
Date and Time Determined Reportable:		Reason Reportable:	667 OC3 minutes
Incident Date and Time:	2018-10-19 19:57:00	Failure in Other Company?:	Yes
Date and Time Determined Reportable:			
Outage Duration (Hours):	14		
Outage Duration (Minutes):	0		
Explanation of Outage Duration:	All customer traffic restored concurrently or was estimated to be in full operation at 10/20/2018 09:57 AM MT. The total duration of this outage was recorded as 14 hours 0 minutes.		
Inside Building Indicator:	No		
E911 Outage:	More than Location Affected		

Services Affected

Cable Telephone:

false

Wireless (not paging):

false

VoIP:

false

E911 :

true

Paging:

false

Satellite:

false

Signaling (SS7):

false

Wireline:

true

Special Facilities:

false

Other Service:

false

Other Service Description:

Number of Potentially Affected

Wireline Users Affected:	8,303	Paging Users Affected:	
Wireless Users Affected:		Cable Telephone Users Affected:	
VoIP Users Affected:		Satellite Users Affected:	
OC3s Affected:	4		
Number of Blocked Calls:		Blocked Calls Realtime:	false
		Blocked Calls Historic:	false
Number of Lost SS7 MTP Messages:		Lost SS7 Messages Realtime:	false
		Lost SS7 Messages Historic:	false
Mobile Switching Center (MSC) Failed:	No		

State Affected:

UTAH

City Affected:

DELTA / FILLMORE

More Complete Description of Geographic Area Affected:

A fiber cut in Zayo's network near Salt Lake City, UT was causing the outages in Frontier's territories of Delta and Fillmore, UT.

Description of Incident:

356859AN - The Delta (1,495 working telephone numbers) and Fillmore (918 working telephone numbers) DMS10 offices were toll isolated affecting 2,413 working telephone numbers in Utah. There was an OC12 failure carrying 4 OC3 level circuits between DELTUTXCH02 and FLMRUTXCH01 in Delta, UT. The Millard County Sheriff's Office in Fillmore, UT was down with calls rerouted to the Richfield Police Department with ALI/ANI potentially affecting 5,890 E911 users.

Description of the Cause(s) of the Outage:

A fiber cut in Zayo's network caused the outages within Frontier.

Direct Cause:

Cable Damage - Other

Root Cause:

Cable Damage - Other

Contr buting Factor 1:

Contr buting Factor 2:

Lack of Diversity:	Yes	
Malicious Activity:	No	

If yes - please explain Malicious Activity:

Name and Type of Failed Equipment:

FIBER CABLE

Specific Part of Network Involved:

TRANSPORT / LOCAL SWITCH / ENHANCED SERVICES

Method(s) Used to Restore Service:

Service restored when Zayo spliced their fiber.

Was Telecommunications Service Priority involved in Service Restoration?:	No	

Steps Taken to Prevent Recurrence:

The circuit was monitored 24 hours for reoccurring faults which were not presented.

Applicable Best Practices that might've prevented Outage or reduced effects:

7-7-5079

Best Practices used to mitigate effects of Outage:

7-6-5250

Reason for Withdrawal:

Analysis of Best Practice:

There are sufficient best practices to address this event.

Remarks:

Assignments

Assignment Reason Assigned #1:		Assignment Reason Assigned #2:	
Assignment Person Assigned #1:		Assignment Person Assigned #2:	
Assignment Other Assigned Reason #1:		Assignment Other Assigned Reason #2:	
Assignment Group Number:			

Primary Contact Information

Select a User:

Name:

Amanda Pullen

Phone Number:	817-975-9847	Extension:	

Email Address:

nc.fcc.reporting@ftr.com

Address Line 1:

Address Line 2:

Address Line 3:

Secondary Contact Information

Select a User:

Name:

Phone Number:		Extension:	

Email Address:

Address Line 1:

Address Line 2:

Address Line 3:

Related List Title: Sys Audit List
Table name: sys_audit
Query Condition: Table Name = u_nors_outage_report AND Document Key = 82fae5c9dbddab001d20309f7c961978
Sort Order: None

36 Sys Audits

Created	Table Name	Field Name	Document Key	Update count	User	Old value	New value
2018-10-22 12:37:40	u_nors_outage_report	u_duration_minutes	82fae5c9dbddab001d20309f7c961978	1	amanda.pullen@ftr.com		
2018-10-22 12:37:40	u_nors_outage_report	u_wireline_users_affected	82fae5c9dbddab001d20309f7c961978	1	amanda.pullen@ftr.com		
2018-10-22 12:37:40	u_nors_outage_report	u_timezone	82fae5c9dbddab001d20309f7c961978	1	amanda.pullen@ftr.com		
2018-10-22 12:37:40	u_nors_outage_report	u_e911_location	82fae5c9dbddab001d20309f7c961978	1	amanda.pullen@ftr.com		
2018-10-22 12:37:40	u_nors_outage_report	u_msc_failed_ind	82fae5c9dbddab001d20309f7c961978	1	amanda.pullen@ftr.com		
2018-10-22 12:37:40	u_nors_outage_report	u_inside_building_ind	82fae5c9dbddab001d20309f7c961978	1	amanda.pullen@ftr.com		
2018-10-22 12:37:40	u_nors_outage_report	u_incident_date_time	82fae5c9dbddab001d20309f7c961978	1	amanda.pullen@ftr.com		
2018-10-22 12:37:40	u_nors_outage_report	u_wireline_affected_ind	82fae5c9dbddab001d20309f7c961978	1	amanda.pullen@ftr.com		
2018-10-22 12:37:40	u_nors_outage_report	u_explanation_outage_duration	82fae5c9dbddab001d20309f7c961978	1	amanda.pullen@ftr.com		
2018-10-22 12:37:40	u_nors_outage_report	u_e911_affected_ind	82fae5c9dbddab001d20309f7c961978	1	amanda.pullen@ftr.com		
2018-10-22 12:37:40	u_nors_outage_report	u_incident_date_time_display	82fae5c9dbddab001d20309f7c961978	1	amanda.pullen@ftr.com		
2018-10-22 12:37:40	u_nors_outage_report	u_reason_reportable	82fae5c9dbddab001d20309f7c961978	1	amanda.pullen@ftr.com		
2018-10-22 12:37:40	u_nors_outage_report	u_oc3s	82fae5c9dbddab001d20309f7c961978	1	amanda.pullen@ftr.com		
2018-10-22 12:37:40	u_nors_outage_report	u_incident_description	82fae5c9dbddab001d20309f7c961978	1	amanda.pullen@ftr.com		
2018-10-22 12:37:40	u_nors_outage_report	u_failure_other_company_ind	82fae5c9dbddab001d20309f7c961978	1	amanda.pullen@ftr.com		
2018-10-22 12:37:40	u_nors_outage_report	u_city_affected	82fae5c9dbddab001d20309f7c961978	1	amanda.pullen@ftr.com		
2018-10-22 12:37:40	u_nors_outage_report	u_geographic_description	82fae5c9dbddab001d20309f7c961978	1	amanda.pullen@ftr.com		
2018-10-22 12:37:40	u_nors_outage_report	u_duration_hours	82fae5c9dbddab001d20309f7c961978	1	amanda.pullen@ftr.com		
2018-10-22 12:53:35	u_nors_outage_report	u_telcom_service_priority_ind	82fae5c9dbddab001d20309f7c961978	2	amanda.pullen@ftr.com		

Created	Table Name	Field Name	Document Key	Update count	User	Old value	New value
2018-10-22 12:53:35	u_nors_outage_report	u_direct_cause	82fae5c9dbddab001d20309f7c961978	2	amanda.pullen@ftr.com		
2018-10-22 12:53:35	u_nors_outage_report	u_restore_method_description	82fae5c9dbddab001d20309f7c961978	2	amanda.pullen@ftr.com		
2018-10-22 12:53:35	u_nors_outage_report	u_lack_of_diversity	82fae5c9dbddab001d20309f7c961978	2	amanda.pullen@ftr.com		
2018-10-22 12:53:35	u_nors_outage_report	u_mitigating_best_practices	82fae5c9dbddab001d20309f7c961978	2	amanda.pullen@ftr.com		
2018-10-22 12:53:35	u_nors_outage_report	u_outage_report_status	82fae5c9dbddab001d20309f7c961978	2	amanda.pullen@ftr.com		
2018-10-22 12:53:35	u_nors_outage_report	u_network_part_description	82fae5c9dbddab001d20309f7c961978	2	amanda.pullen@ftr.com		
2018-10-22 12:53:35	u_nors_outage_report	u_initial_created	82fae5c9dbddab001d20309f7c961978	2	amanda.pullen@ftr.com		
2018-10-22 12:53:35	u_nors_outage_report	u_analysis_best_practices	82fae5c9dbddab001d20309f7c961978	2	amanda.pullen@ftr.com		
2018-10-22 12:53:35	u_nors_outage_report	u_malicious_act	82fae5c9dbddab001d20309f7c961978	2	amanda.pullen@ftr.com		
2018-10-22 12:53:35	u_nors_outage_report	u_cause_description	82fae5c9dbddab001d20309f7c961978	2	amanda.pullen@ftr.com		
2018-10-22 12:53:35	u_nors_outage_report	u_equipment_failure_description	82fae5c9dbddab001d20309f7c961978	2	amanda.pullen@ftr.com		
2018-10-22 12:53:35	u_nors_outage_report	u_root_cause	82fae5c9dbddab001d20309f7c961978	2	amanda.pullen@ftr.com		
2018-10-22 12:53:35	u_nors_outage_report	u_applicable_best_practices	82fae5c9dbddab001d20309f7c961978	2	amanda.pullen@ftr.com		
2018-10-22 12:53:35	u_nors_outage_report	u_incident_description	82fae5c9dbddab001d20309f7c961978	2	amanda.pullen@ftr.com		
2018-10-22 12:53:35	u_nors_outage_report	u_preventative_steps	82fae5c9dbddab001d20309f7c961978	2	amanda.pullen@ftr.com		
2018-10-30 13:14:18	u_nors_outage_report	u_final_created	82fae5c9dbddab001d20309f7c961978	3	amanda.pullen@ftr.com		
2018-10-30 13:14:18	u_nors_outage_report	u_outage_report_status	82fae5c9dbddab001d20309f7c961978	3	amanda.pullen@ftr.com		

Related List Title: NORSH Outage Report List
Table name: u_norsh_outage_report
Query Condition: Original Sys Id = ON-00025646 AND Company in (FRONTIER COMMUNICATIONS) .or. Created By User is Teresa Robinson

Sort Order: Outage Number in ascending order

3 NORSH Outage Reports

Report Type	Previous Report Type	Updated by	Updated At
Notification		nc.fcc.reporting@ftr.com	2018-10-20 04:17:12
Final	Initial	amanda.pullen@ftr.com	2018-10-30 13:14:18
Initial	Notification	amanda.pullen@ftr.com	2018-10-22 12:53:35

Report Title: NORS Outage Report Details
Run Date and Time: 2020-09-10 15:52:24 Eastern Daylight Time
Run by: Teresa Robinson
Table name: u_nors_outage_report

NORS Outage Report

Company:	FRONTIER COMMUNICATIONS	Outage Number:	ON-00028355
Type of Reporting Entity:	Wireline Carrier	Report Type:	Final

Reopened Submitted:

false

Previous Report Type:

Initial

Reopen Submitted Comments:

Incident Information

Incident Date and Time:	2018-11-08 17:39:00	Time Zone:	Mountain
Date and Time Determined Reportable:		Reason Reportable:	E911
Incident Date and Time:	2018-11-08 17:39:00	Failure in Other Company?:	No
Date and Time Determined Reportable:			
Outage Duration (Hours):	18		
Outage Duration (Minutes):	51		
Explanation of Outage Duration:	All customer traffic restored concurrently or was estimated to be in full operation at 11/09/2018 12:30 PM MT. The total duration of this outage was recorded as 18 hours 51 minutes.		
Inside Building Indicator:	Yes		
E911 Outage:	More than Location Affected		

Services Affected

Cable Telephone:

false

Wireless (not paging):

false

VoIP:

false

E911 :

true

Paging:

false

Satellite:

false

Signaling (SS7):

false

Wireline:

true

Special Facilities:

false

Other Service:

false

Other Service Description:

Number of Potentially Affected

Wireline Users Affected:	4,305	Paging Users Affected:	
Wireless Users Affected:		Cable Telephone Users Affected:	
VoIP Users Affected:		Satellite Users Affected:	
OC3s Affected:			
Number of Blocked Calls:		Blocked Calls Realtime:	false
		Blocked Calls Historic:	false
Number of Lost SS7 MTP Messages:		Lost SS7 Messages Realtime:	false
		Lost SS7 Messages Historic:	false
Mobile Switching Center (MSC) Failed:	No		

State Affected:

UTAH

City Affected:

MONTICELLO

More Complete Description of Geographic Area Affected:

The location of the failure was at the San Juan County Sheriff's Office PSAP working out of the Monticello, UT central office service area.

Description of Incident:

36262291 - The San Juan County Sheriff's Office PSAP was reporting calls from Blanding, UT were getting a fast busy when calling 911, potentially affecting 4,305 E911 users. The PSAP rerouted their Blanding calls to the admin lines without ALI. All other areas are coming through on their 911 trunks with no issues.

Description of the Cause(s) of the Outage:

The Frontier technician found the trunks in the switch in Blanding , UT were in overload causin the 911 outage.

Direct Cause:

Hardware Failure - Other

Root Cause:

Hardware Failure - Other

Contr buting Factor 1:

Contr buting Factor 2:

Lack of Diversity:	No	
Malicious Activity:	No	

If yes - please explain Malicious Activity:

Name and Type of Failed Equipment:

PSAP

Specific Part of Network Involved:

ENHANCED SERVICES

Method(s) Used to Restore Service:

Frontier's translations team busied out the trunks (bounced the T1 the trunks were on) and the trunks restored. The technician did a number of test calls. All 911 calls from Blanding completed successfully with ANI and ALI.

Was Telecommunications Service Priority involved in Service Restoration?:	No	

Steps Taken to Prevent Recurrence:

The central office technician monitored the trunks for 2 hours for reoccurring faults which were not presented.

Applicable Best Practices that might've prevented Outage or reduced effects:

7-7-0548

Best Practices used to mitigate effects of Outage:

7-7-0588

Reason for Withdrawal:

Analysis of Best Practice:

There are sufficient best practices to address this event.

Remarks:

Assignments

Assignment Reason Assigned #1:		Assignment Reason Assigned #2:	
Assignment Person Assigned #1:		Assignment Person Assigned #2:	
Assignment Other Assigned Reason #1:		Assignment Other Assigned Reason #2:	
Assignment Group Number:			

Primary Contact Information

Select a User:

Name:

Amanda Pullen

Phone Number:	817-975-9847	Extension:	

Email Address:

nc.fcc.reporting@ftr.com

Address Line 1:

Address Line 2:

Address Line 3:

Secondary Contact Information

Select a User:

Name:

Phone Number:		Extension:	

Email Address:

Address Line 1:

Address Line 2:

Address Line 3:

Related List Title: Sys Audit List
Table name: sys_audit
Query Condition: Table Name = u_nors_outage_report AND Document Key = e4c67f1fdb612b00333230fb7c96198d
Sort Order: None

36 Sys Audits

Created	Table Name	Field Name	Document Key	Update count	User	Old value	New value
2018-11-09 11:42:45	u_nors_outage_report	u_cause_description	e4c67f1fdb612b00333230fb7c96198d	1	amanda.pullen@ftr.com		
2018-11-09 11:42:45	u_nors_outage_report	u_initial_created	e4c67f1fdb612b00333230fb7c96198d	1	amanda.pullen@ftr.com		
2018-11-09 11:42:45	u_nors_outage_report	u_e911_affected_ind	e4c67f1fdb612b00333230fb7c96198d	1	amanda.pullen@ftr.com		
2018-11-09 11:42:45	u_nors_outage_report	u_geographic_description	e4c67f1fdb612b00333230fb7c96198d	1	amanda.pullen@ftr.com		
2018-11-09 11:42:45	u_nors_outage_report	u_wireline_affected_ind	e4c67f1fdb612b00333230fb7c96198d	1	amanda.pullen@ftr.com		
2018-11-09 11:42:45	u_nors_outage_report	u_explanation_outage_duration	e4c67f1fdb612b00333230fb7c96198d	1	amanda.pullen@ftr.com		
2018-11-09 11:42:45	u_nors_outage_report	u_wireline_users_affected	e4c67f1fdb612b00333230fb7c96198d	1	amanda.pullen@ftr.com		
2018-11-09 11:42:45	u_nors_outage_report	u_direct_cause	e4c67f1fdb612b00333230fb7c96198d	1	amanda.pullen@ftr.com		
2018-11-09 11:42:45	u_nors_outage_report	u_city_affected	e4c67f1fdb612b00333230fb7c96198d	1	amanda.pullen@ftr.com		
2018-11-09 11:42:45	u_nors_outage_report	u_duration_minutes	e4c67f1fdb612b00333230fb7c96198d	1	amanda.pullen@ftr.com		
2018-11-09 11:42:45	u_nors_outage_report	u_root_cause	e4c67f1fdb612b00333230fb7c96198d	1	amanda.pullen@ftr.com		
2018-11-09 11:42:45	u_nors_outage_report	u_incident_description	e4c67f1fdb612b00333230fb7c96198d	1	amanda.pullen@ftr.com		
2018-11-09 11:42:45	u_nors_outage_report	u_equipment_failure_description	e4c67f1fdb612b00333230fb7c96198d	1	amanda.pullen@ftr.com		
2018-11-09 11:42:45	u_nors_outage_report	u_outage_report_status	e4c67f1fdb612b00333230fb7c96198d	1	amanda.pullen@ftr.com		
2018-11-09 11:42:45	u_nors_outage_report	u_telcom_service_priority_ind	e4c67f1fdb612b00333230fb7c96198d	1	amanda.pullen@ftr.com		
2018-11-09 11:42:45	u_nors_outage_report	u_msc_failed_ind	e4c67f1fdb612b00333230fb7c96198d	1	amanda.pullen@ftr.com		
2018-11-09 11:42:45	u_nors_outage_report	u_duration_hours	e4c67f1fdb612b00333230fb7c96198d	1	amanda.pullen@ftr.com		
2018-11-09 11:42:45	u_nors_outage_report	u_lack_of_diversity	e4c67f1fdb612b00333230fb7c96198d	1	amanda.pullen@ftr.com		
2018-11-09 11:42:45	u_nors_outage_report	u_inside_building_ind	e4c67f1fdb612b00333230fb7c96198d	1	amanda.pullen@ftr.com		

Created	Table Name	Field Name	Document Key	Update count	User	Old value	New value
2018-11-09 11:42:45	u_nors_outage_report	u_malicious_act	e4c67f1fdb612b00333230fb7c96198d	1	amanda.pullen@ftr.com		
2018-11-09 11:42:45	u_nors_outage_report	u_e911_location	e4c67f1fdb612b00333230fb7c96198d	1	amanda.pullen@ftr.com		
2018-11-09 11:42:45	u_nors_outage_report	u_network_part_description	e4c67f1fdb612b00333230fb7c96198d	1	amanda.pullen@ftr.com		
2018-11-25 22:00:09	u_nors_outage_report	u_mitigating_best_practices	e4c67f1fdb612b00333230fb7c96198d	2	amanda.pullen@ftr.com		
2018-11-25 22:00:09	u_nors_outage_report	u_geographic_description	e4c67f1fdb612b00333230fb7c96198d	2	amanda.pullen@ftr.com		
2018-11-25 22:00:09	u_nors_outage_report	u_explanation_outage_duration	e4c67f1fdb612b00333230fb7c96198d	2	amanda.pullen@ftr.com		
2018-11-25 22:00:09	u_nors_outage_report	u_analysis_best_practices	e4c67f1fdb612b00333230fb7c96198d	2	amanda.pullen@ftr.com		
2018-11-25 22:00:09	u_nors_outage_report	u_duration_minutes	e4c67f1fdb612b00333230fb7c96198d	2	amanda.pullen@ftr.com		
2018-11-25 22:00:09	u_nors_outage_report	u_incident_description	e4c67f1fdb612b00333230fb7c96198d	2	amanda.pullen@ftr.com		
2018-11-25 22:00:09	u_nors_outage_report	u_root_cause	e4c67f1fdb612b00333230fb7c96198d	2	amanda.pullen@ftr.com		
2018-11-25 22:00:09	u_nors_outage_report	u_outage_report_status	e4c67f1fdb612b00333230fb7c96198d	2	amanda.pullen@ftr.com		
2018-11-25 22:00:09	u_nors_outage_report	u_restore_method_description	e4c67f1fdb612b00333230fb7c96198d	2	amanda.pullen@ftr.com		
2018-11-25 22:00:09	u_nors_outage_report	u_final_created	e4c67f1fdb612b00333230fb7c96198d	2	amanda.pullen@ftr.com		
2018-11-25 22:00:09	u_nors_outage_report	u_duration_hours	e4c67f1fdb612b00333230fb7c96198d	2	amanda.pullen@ftr.com		
2018-11-25 22:00:09	u_nors_outage_report	u_applicable_best_practices	e4c67f1fdb612b00333230fb7c96198d	2	amanda.pullen@ftr.com		
2018-11-25 22:00:09	u_nors_outage_report	u_cause_description	e4c67f1fdb612b00333230fb7c96198d	2	amanda.pullen@ftr.com		
2018-11-25 22:00:09	u_nors_outage_report	u_preventative_steps	e4c67f1fdb612b00333230fb7c96198d	2	amanda.pullen@ftr.com		

Related List Title: NORSH Outage Report List
Table name: u_norsh_outage_report
Query Condition: Original Sys Id = ON-00028355 AND Company in (FRONTIER COMMUNICATIONS) .or. Created By User is Teresa Robinson

Sort Order: Outage Number in ascending order

3 NORSH Outage Reports

Report Type	Previous Report Type	Updated by	Updated At
Final	Initial	amanda.pullen@ftr.com	2018-11-25 22:00:09
Notification		nc.fcc.reporting@ftr.com	2018-11-08 23:35:18
Initial	Notification	amanda.pullen@ftr.com	2018-11-09 11:42:45

Report Title: NORS Outage Report Details
Run Date and Time: 2020-09-10 15:53:20 Eastern Daylight Time
Run by: Teresa Robinson
Table name: u_nors_outage_report

NORS Outage Report

Company:	FRONTIER COMMUNICATIONS	Outage Number:	ON-00029107
Type of Reporting Entity:	Wireline Carrier	Report Type:	Final

Reopened Submitted:

false

Previous Report Type:

Initial

Reopen Submitted Comments:

Incident Information

Incident Date and Time:	2018-11-13 23:52:00	Time Zone:	Mountain
Date and Time Determined Reportable:		Reason Reportable:	Wireline - 900,000 user-minutes
Incident Date and Time:	2018-11-13 23:52:00	Failure in Other Company?:	No
Date and Time Determined Reportable:			
Outage Duration (Hours):	22		
Outage Duration (Minutes):	16		
Explanation of Outage Duration:	All customer traffic restored concurrently or was estimated to be in full operation at 11/14/2018 22:08 MT. The total duration of this outage was recorded as 22 hours 16 minutes.		
Inside Building Indicator:	No		
E911 Outage:	E911 Not Affected		

Services Affected

Cable Telephone:

false

Wireless (not paging):

false

VoIP:

false

E911 :

false

Paging:

false

Satellite:

false

Signaling (SS7):

false

Wireline:

true

Special Facilities:

false

Other Service:

false

Other Service Description:

Number of Potentially Affected

Wireline Users Affected:	1,150	Paging Users Affected:	
Wireless Users Affected:		Cable Telephone Users Affected:	
VoIP Users Affected:		Satellite Users Affected:	
OC3s Affected:			
Number of Blocked Calls:		Blocked Calls Realtime:	false
		Blocked Calls Historic:	false
Number of Lost SS7 MTP Messages:		Lost SS7 Messages Realtime:	false
		Lost SS7 Messages Historic:	false
Mobile Switching Center (MSC) Failed:	No		

State Affected:

UTAH

City Affected:

DELTA

More Complete Description of Geographic Area Affected:

The location of the fiber cut was 15 miles from Delta affecting service in the Delta, UT central office service area.

Description of Incident:

363941AUTO - There was an OT96 circuit failure between DELTUTXCO02 and FLMRUTXCO02 affecting 1,150 working telephone numbers in Delta, UT.

Description of the Cause(s) of the Outage:

Frontier's f ber was damaged causing the outage.

Direct Cause:

Cable Damage - Other

Root Cause:

Cable Damage - Other

Contr buting Factor 1:

Contr buting Factor 2:

Lack of Diversity:	Yes	
Malicious Activity:	Unknown	

If yes - please explain Malicious Activity:

Name and Type of Failed Equipment:

FIBER CABLE

Specific Part of Network Involved:

LOCAL SWITCH

Method(s) Used to Restore Service:

Service restored when 1,000 feet of fiber was replaced.

Was Telecommunications Service Priority involved in Service Restoration?:	No	

Steps Taken to Prevent Recurrence:

The switch was monitored 12 hours for reoccurring faults which were not presented.

Applicable Best Practices that might've prevented Outage or reduced effects:

7-7-5079

Best Practices used to mitigate effects of Outage:

7-6-5250

Reason for Withdrawal:

Analysis of Best Practice:

There are sufficient best practices to address this event.

Remarks:

Assignments

Assignment Reason Assigned #1:		Assignment Reason Assigned #2:	
Assignment Person Assigned #1:		Assignment Person Assigned #2:	
Assignment Other Assigned Reason #1:		Assignment Other Assigned Reason #2:	
Assignment Group Number:			

Primary Contact Information

Select a User:

Name:

Amanda Pullen

Phone Number:	8179759847	Extension:	

Email Address:

amanda.pullen@ftr.com

Address Line 1:

Address Line 2:

Address Line 3:

Secondary Contact Information

Select a User:

Name:

Phone Number:		Extension:	

Email Address:

Address Line 1:

Address Line 2:

Address Line 3:

Related List Title: Sys Audit List
Table name: sys_audit
Query Condition: Table Name = u_nors_outage_report AND Document Key = d8b530d5db75a3401d20309f7c96194e
Sort Order: None

25 Sys Audits

Created	Table Name	Field Name	Document Key	Update count	User	Old value	New value
2018-11-15 13:31:18	u_nors_outage_report	u_restore_method_description	d8b530d5db75a3401d20309f7c96194e	1	amanda.pullen@ftr.com		
2018-11-15 13:31:18	u_nors_outage_report	u_incident_description	d8b530d5db75a3401d20309f7c96194e	1	amanda.pullen@ftr.com		
2018-11-15 13:31:18	u_nors_outage_report	u_inside_building_ind	d8b530d5db75a3401d20309f7c96194e	1	amanda.pullen@ftr.com		
2018-11-15 13:31:18	u_nors_outage_report	u_applicable_best_practices	d8b530d5db75a3401d20309f7c96194e	1	amanda.pullen@ftr.com		
2018-11-15 13:31:18	u_nors_outage_report	u_analysis_best_practices	d8b530d5db75a3401d20309f7c96194e	1	amanda.pullen@ftr.com		
2018-11-15 13:31:18	u_nors_outage_report	u_network_part_description	d8b530d5db75a3401d20309f7c96194e	1	amanda.pullen@ftr.com		
2018-11-15 13:31:18	u_nors_outage_report	u_lack_of_diversity	d8b530d5db75a3401d20309f7c96194e	1	amanda.pullen@ftr.com		
2018-11-15 13:31:18	u_nors_outage_report	u_direct_cause	d8b530d5db75a3401d20309f7c96194e	1	amanda.pullen@ftr.com		
2018-11-15 13:31:18	u_nors_outage_report	u_preventative_steps	d8b530d5db75a3401d20309f7c96194e	1	amanda.pullen@ftr.com		
2018-11-15 13:31:18	u_nors_outage_report	u_geographic_description	d8b530d5db75a3401d20309f7c96194e	1	amanda.pullen@ftr.com		
2018-11-15 13:31:18	u_nors_outage_report	u_wireline_affected_ind	d8b530d5db75a3401d20309f7c96194e	1	amanda.pullen@ftr.com		
2018-11-15 13:31:18	u_nors_outage_report	u_cause_description	d8b530d5db75a3401d20309f7c96194e	1	amanda.pullen@ftr.com		
2018-11-15 13:31:18	u_nors_outage_report	u_initial_created	d8b530d5db75a3401d20309f7c96194e	1	amanda.pullen@ftr.com		
2018-11-15 13:31:18	u_nors_outage_report	u_outage_report_status	d8b530d5db75a3401d20309f7c96194e	1	amanda.pullen@ftr.com		
2018-11-15 13:31:18	u_nors_outage_report	u_telcom_service_priority_ind	d8b530d5db75a3401d20309f7c96194e	1	amanda.pullen@ftr.com		
2018-11-15 13:31:18	u_nors_outage_report	u_duration_minutes	d8b530d5db75a3401d20309f7c96194e	1	amanda.pullen@ftr.com		
2018-11-15 13:31:18	u_nors_outage_report	u_root_cause	d8b530d5db75a3401d20309f7c96194e	1	amanda.pullen@ftr.com		
2018-11-15 13:31:18	u_nors_outage_report	u_explanation_outage_duration	d8b530d5db75a3401d20309f7c96194e	1	amanda.pullen@ftr.com		
2018-11-15 13:31:18	u_nors_outage_report	u_equipment_failure_description	d8b530d5db75a3401d20309f7c96194e	1	amanda.pullen@ftr.com		

Created	Table Name	Field Name	Document Key	Update count	User	Old value	New value
2018-11-15 13:31:18	u_nors_outage_report	u_malicious_act	d8b530d5db75a3401d20309f7c96194e	1	amanda.pullen@ftr.com		
2018-11-15 13:31:18	u_nors_outage_report	u_mitigating_best_practices	d8b530d5db75a3401d20309f7c96194e	1	amanda.pullen@ftr.com		
2018-11-15 13:31:18	u_nors_outage_report	u_msc_failed_ind	d8b530d5db75a3401d20309f7c96194e	1	amanda.pullen@ftr.com		
2018-11-15 13:31:18	u_nors_outage_report	u_duration_hours	d8b530d5db75a3401d20309f7c96194e	1	amanda.pullen@ftr.com		
2018-12-03 14:13:49	u_nors_outage_report	u_outage_report_status	d8b530d5db75a3401d20309f7c96194e	2	amanda.pullen@ftr.com		
2018-12-03 14:13:49	u_nors_outage_report	u_final_created	d8b530d5db75a3401d20309f7c96194e	2	amanda.pullen@ftr.com		

Related List Title: NORSH Outage Report List
Table name: u_norsh_outage_report
Query Condition: Original Sys Id = ON-00029107 AND Company in (FRONTIER COMMUNICATIONS) .or. Created By User is Teresa Robinson
Sort Order: Outage Number in ascending order

3 NORSH Outage Reports

Report Type	Previous Report Type	Updated by	Updated At
Notification		amanda.pullen@ftr.com	2018-11-14 14:36:27
Final	Initial	amanda.pullen@ftr.com	2018-12-03 14:13:49
Initial	Notification	amanda.pullen@ftr.com	2018-11-15 13:31:18

Report Title: NORS Outage Report Details
Run Date and Time: 2020-09-10 15:54:25 Eastern Daylight Time
Run by: Teresa Robinson
Table name: u_nors_outage_report

NORS Outage Report

Company:	FRONTIER COMMUNICATIONS	Outage Number:	ON-00047077
Type of Reporting Entity:	Wireline Carrier	Report Type:	Final

Reopened Submitted:

false

Previous Report Type:

Initial

Reopen Submitted Comments:

Incident Information

Incident Date and Time:	2019-03-20 03:15:00	Time Zone:	Mountain
Date and Time Determined Reportable:		Reason Reportable:	Other Special Facilities - (Military, nuclear, etc.)
Incident Date and Time:	2019-03-20 03:15:00	Failure in Other Company?:	No
Date and Time Determined Reportable:			
Outage Duration (Hours):	4		
Outage Duration (Minutes):	38		
Explanation of Outage Duration:	All customer traffic restored concurrently or was estimated to be in full operation at 3/20/2019 7:53 AM MT. The total duration of this outage was recorded as 4 hours 38 minutes.		
Inside Building Indicator:	No		
E911 Outage:	E911 Not Affected		

Services Affected

Cable Telephone:

false

Wireless (not paging):

false

VoIP:

false

E911 :

false

Paging:

false

Satellite:

false

Signaling (SS7):

false

Wireline:

true

Special Facilities:

true

Other Service:

false

Other Service Description:

Number of Potentially Affected

Wireline Users Affected:		1 Paging Users Affected:	
Wireless Users Affected:		Cable Telephone Users Affected:	
VoIP Users Affected:		Satellite Users Affected:	
OC3s Affected:			
Number of Blocked Calls:		Blocked Calls Realtime:	false
		Blocked Calls Historic:	false
Number of Lost SS7 MTP Messages:		Lost SS7 Messages Realtime:	false
		Lost SS7 Messages Historic:	false
Mobile Switching Center (MSC) Failed:	No		

State Affected:

UTAH

City Affected:

MONTICELLO

More Complete Description of Geographic Area Affected:

The location of the failure was in the Monticello, UT central office service area.

Description of Incident:

OP-000002477799 - The Harris FAA DS1 circuit was down in Monticello, UT.

Description of the Cause(s) of the Outage:

A bad cable pair caused the DS1 circuit failure.

Direct Cause:

Cable Damage - Other

Root Cause:

Cable Damage - Other

Contr buting Factor 1:

Contr buting Factor 2:

Lack of Diversity:	No	
Malicious Activity:	No	

If yes - please explain Malicious Activity:

Name and Type of Failed Equipment:

SPECIAL FACILITIES CIRCUIT

Specific Part of Network Involved:

TSP CIRCUIT

Method(s) Used to Restore Service:

The technician repaired the bad cable pair to restore service.

Was Telecommunications Service Priority involved in Service Restoration?:	No	

Steps Taken to Prevent Recurrence:

The central office technician monitored the trunks for 2 hours for reoccurring faults which were not presented.

Applicable Best Practices that might've prevented Outage or reduced effects:

7-7-0548

Best Practices used to mitigate effects of Outage:

7-7-0588

Reason for Withdrawal:

Analysis of Best Practice:

There are sufficient best practices to address this event.

Remarks:

Assignments

Assignment Reason Assigned #1:		Assignment Reason Assigned #2:	
Assignment Person Assigned #1:		Assignment Person Assigned #2:	
Assignment Other Assigned Reason #1:		Assignment Other Assigned Reason #2:	
Assignment Group Number:			

Primary Contact Information

Select a User:

Name:

Amanda Pullen

Phone Number:	8179759847	Extension:	

Email Address:

amanda.pullen@ftr.com

Address Line 1:

Address Line 2:

Address Line 3:

Secondary Contact Information

Select a User:

Name:

Phone Number:		Extension:	

Email Address:

Address Line 1:

Address Line 2:

Address Line 3:

Related List Title: Sys Audit List
Table name: sys_audit
Query Condition: Table Name = u_nors_outage_report AND Document Key = de4a3f25db147700ada2368d7c96197e
Sort Order: None

26 Sys Audits

Created	Table Name	Field Name	Document Key	Update count	User	Old value	New value
2019-03-20 14:05:06	u_nors_outage_report	u_cause_description	de4a3f25db147700ada2368d7c96197e	1	amanda.pullen@ftr.com		
2019-03-20 14:05:06	u_nors_outage_report	u_initial_created	de4a3f25db147700ada2368d7c96197e	1	amanda.pullen@ftr.com		
2019-03-20 14:05:06	u_nors_outage_report	u_outage_report_status	de4a3f25db147700ada2368d7c96197e	1	amanda.pullen@ftr.com		
2019-03-20 14:05:06	u_nors_outage_report	u_preventative_steps	de4a3f25db147700ada2368d7c96197e	1	amanda.pullen@ftr.com		
2019-03-20 14:05:06	u_nors_outage_report	u_duration_minutes	de4a3f25db147700ada2368d7c96197e	1	amanda.pullen@ftr.com		
2019-03-20 14:05:06	u_nors_outage_report	u_wireline_affected_ind	de4a3f25db147700ada2368d7c96197e	1	amanda.pullen@ftr.com		
2019-03-20 14:05:06	u_nors_outage_report	u_explanation_outage_duration	de4a3f25db147700ada2368d7c96197e	1	amanda.pullen@ftr.com		
2019-03-20 14:05:06	u_nors_outage_report	u_equipment_failure_description	de4a3f25db147700ada2368d7c96197e	1	amanda.pullen@ftr.com		
2019-03-20 14:05:06	u_nors_outage_report	u_malicious_act	de4a3f25db147700ada2368d7c96197e	1	amanda.pullen@ftr.com		
2019-03-20 14:05:06	u_nors_outage_report	u_telcom_service_priority_ind	de4a3f25db147700ada2368d7c96197e	1	amanda.pullen@ftr.com		
2019-03-20 14:05:06	u_nors_outage_report	u_msc_failed_ind	de4a3f25db147700ada2368d7c96197e	1	amanda.pullen@ftr.com		
2019-03-20 14:05:06	u_nors_outage_report	u_root_cause	de4a3f25db147700ada2368d7c96197e	1	amanda.pullen@ftr.com		
2019-03-20 14:05:06	u_nors_outage_report	u_incident_description	de4a3f25db147700ada2368d7c96197e	1	amanda.pullen@ftr.com		
2019-03-20 14:05:06	u_nors_outage_report	u_inside_building_ind	de4a3f25db147700ada2368d7c96197e	1	amanda.pullen@ftr.com		
2019-03-20 14:05:06	u_nors_outage_report	u_applicable_best_practices	de4a3f25db147700ada2368d7c96197e	1	amanda.pullen@ftr.com		
2019-03-20 14:05:06	u_nors_outage_report	u_mitigating_best_practices	de4a3f25db147700ada2368d7c96197e	1	amanda.pullen@ftr.com		
2019-03-20 14:05:06	u_nors_outage_report	u_restore_method_description	de4a3f25db147700ada2368d7c96197e	1	amanda.pullen@ftr.com		
2019-03-20 14:05:06	u_nors_outage_report	u_duration_hours	de4a3f25db147700ada2368d7c96197e	1	amanda.pullen@ftr.com		
2019-03-20 14:05:06	u_nors_outage_report	u_lack_of_diversity	de4a3f25db147700ada2368d7c96197e	1	amanda.pullen@ftr.com		

Created	Table Name	Field Name	Document Key	Update count	User	Old value	New value
2019-03-20 14:05:06	u_nors_outage_report	u_direct_cause	de4a3f25db147700ada2368d7c96197e	1	amanda.pullen@ftr.com		
2019-03-20 14:05:06	u_nors_outage_report	u_special_facilities_affected_ind	de4a3f25db147700ada2368d7c96197e	1	amanda.pullen@ftr.com		
2019-03-20 14:05:06	u_nors_outage_report	u_geographic_description	de4a3f25db147700ada2368d7c96197e	1	amanda.pullen@ftr.com		
2019-03-20 14:05:06	u_nors_outage_report	u_analysis_best_practices	de4a3f25db147700ada2368d7c96197e	1	amanda.pullen@ftr.com		
2019-03-20 14:05:06	u_nors_outage_report	u_network_part_description	de4a3f25db147700ada2368d7c96197e	1	amanda.pullen@ftr.com		
2019-03-26 09:57:07	u_nors_outage_report	u_outage_report_status	de4a3f25db147700ada2368d7c96197e	2	amanda.pullen@ftr.com		
2019-03-26 09:57:07	u_nors_outage_report	u_final_created	de4a3f25db147700ada2368d7c96197e	2	amanda.pullen@ftr.com		

Related List Title: NORSH Outage Report List
Table name: u_norsh_outage_report
Query Condition: Original Sys Id = ON-00047077 AND Company in (FRONTIER COMMUNICATIONS) .or. Created By User is Teresa Robinson
Sort Order: Outage Number in ascending order

3 NORSH Outage Reports

Report Type	Previous Report Type	Updated by	Updated At
Final	Initial	amanda.pullen@ftr.com	2019-03-26 09:57:07
Notification		amanda.pullen@ftr.com	2019-03-20 07:09:34
Initial	Notification	amanda.pullen@ftr.com	2019-03-20 14:05:06

Report Title: NORS Outage Report Details
Run Date and Time: 2020-09-10 15:55:08 Eastern Daylight Time
Run by: Teresa Robinson
Table name: u_nors_outage_report

NORS Outage Report

Company:	FRONTIER COMMUNICATIONS	Outage Number:	ON-00066420
Type of Reporting Entity:	Wireline Carrier	Report Type:	Final

Reopened Submitted:

false

Previous Report Type:

Initial

Reopen Submitted Comments:

Incident Information

Incident Date and Time:	2019-07-08 18:25:00	Time Zone:	Mountain
Date and Time Determined Reportable:	2019-07-09 09:26:00	Reason Reportable:	E911
		Failure in Other Company?:	No
Incident Date and Time:	2019-07-08 18:25:00		
Date and Time Determined Reportable:	2019-07-09 09:26:00		
Outage Duration (Hours):	22		
Outage Duration (Minutes):	27		
Explanation of Outage Duration:	All customer traffic restored concurrently or was estimated to be in full operation at 07/09/2019 16:52 MT. The total duration of this outage was recorded as 22 hours 27 minutes.		
Inside Building Indicator:	No		
E911 Outage:	More than Location Affected		

Services Affected

Cable Telephone:

false

Wireless (not paging):

false

VoIP:

false

E911 :

true

Paging:

false

Satellite:

false

Signaling (SS7):

false

Wireline:

true

Special Facilities:

false

Other Service:

false

Other Service Description:

Number of Potentially Affected

Wireline Users Affected:	3,712	Paging Users Affected:	
Wireless Users Affected:		Cable Telephone Users Affected:	
VoIP Users Affected:		Satellite Users Affected:	
OC3s Affected:			
Number of Blocked Calls:		Blocked Calls Realtime:	false
		Blocked Calls Historic:	false
Number of Lost SS7 MTP Messages:		Lost SS7 Messages Realtime:	false
		Lost SS7 Messages Historic:	false
Mobile Switching Center (MSC) Failed:	N/A		

State Affected:

UTAH

City Affected:

MONTICELLO / MOAB

More Complete Description of Geographic Area Affected:

The location of the failures were in the Monticello and Moab, UT central office service areas.

Description of Incident:

46494791 - The San Juan County Sheriff's Office PSAP was down with wireless calls rerouted, but landline calls getting a fast busy with no reroute available potentially affecting 3,348 E911 users in Monticello, UT. There were multiple remote outages in Moab affecting 364 working telephone numbers.

Description of the Cause(s) of the Outage:

Frontier's f ber was cut causing the outages.

Direct Cause:

Cable Damage - Other

Root Cause:

Cable Damage - Other

Contr buting Factor 1:

Contr buting Factor 2:

Lack of Diversity:	Yes
Malicious Activity:	Unknown

If yes - please explain Malicious Activity:

Name and Type of Failed Equipment:

FIBER CABLE

Specific Part of Network Involved:

ENHANCED SERVICES / LOCAL SWITCH

Method(s) Used to Restore Service:

Service restored to the PSAP and remotes when the damaged fiber was repaired.

Was Telecommunications Service Priority involved in Service Restoration?:	No

Steps Taken to Prevent Recurrence:

The switch was monitored 12 hours for reoccurring faults which were not presented.

Applicable Best Practices that might've prevented Outage or reduced effects:

7-7-5079

Best Practices used to mitigate effects of Outage:

7-6-5250

Reason for Withdrawal:

Analysis of Best Practice:

There are sufficient best practices to address this event.

Remarks:

Originally the line count for the PSAP was at 628, but was increased to 3,348 to include the entire county at 2019-07-09 09:26 am MT. Added the switch outages in Moab that were related.

Assignments

Assignment Reason Assigned #1:		Assignment Reason Assigned #2:	
Assignment Person Assigned #1:		Assignment Person Assigned #2:	
Assignment Other Assigned Reason #1:		Assignment Other Assigned Reason #2:	
Assignment Group Number:			

Primary Contact Information

Select a User:

Name:

Amanda Pullen

Phone Number:	8179759847	Extension:	

Email Address:

amanda.pullen@ftr.com

Address Line 1:

Address Line 2:

Address Line 3:

Secondary Contact Information

Select a User:

Name:

Phone Number:		Extension:	

Email Address:

Address Line 1:

Address Line 2:

Address Line 3:

Related List Title: Sys Audit List
Table name: sys_audit
Query Condition: Table Name = u_nors_outage_report AND Document Key = ddbe9c29dba6f3c0577fff1e0f96194b
Sort Order: None

32 Sys Audits

Created	Table Name	Field Name	Document Key	Update count	User	Old value	New value
2019-07-10 09:08:29	u_nors_outage_report	u_assignment	ddbe9c29dba6f3c0577fff1e0f96194b	1	Michael.Caiafa		
2019-07-11 11:04:43	u_nors_outage_report	u_direct_cause	ddbe9c29dba6f3c0577fff1e0f96194b	2	amanda.pullen@ftr.com		
2019-07-11 11:04:43	u_nors_outage_report	u_inside_building_ind	ddbe9c29dba6f3c0577fff1e0f96194b	2	amanda.pullen@ftr.com		
2019-07-11 11:04:43	u_nors_outage_report	u_geographic_description	ddbe9c29dba6f3c0577fff1e0f96194b	2	amanda.pullen@ftr.com		
2019-07-11 11:04:43	u_nors_outage_report	u_incident_date_time_display	ddbe9c29dba6f3c0577fff1e0f96194b	2	amanda.pullen@ftr.com		
2019-07-11 11:04:43	u_nors_outage_report	u_network_part_description	ddbe9c29dba6f3c0577fff1e0f96194b	2	amanda.pullen@ftr.com		
2019-07-11 11:04:43	u_nors_outage_report	u_mitigating_best_practices	ddbe9c29dba6f3c0577fff1e0f96194b	2	amanda.pullen@ftr.com		
2019-07-11 11:04:43	u_nors_outage_report	u_lack_of_diversity	ddbe9c29dba6f3c0577fff1e0f96194b	2	amanda.pullen@ftr.com		
2019-07-11 11:04:43	u_nors_outage_report	u_duration_hours	ddbe9c29dba6f3c0577fff1e0f96194b	2	amanda.pullen@ftr.com		
2019-07-11 11:04:43	u_nors_outage_report	u_outage_report_status	ddbe9c29dba6f3c0577fff1e0f96194b	2	amanda.pullen@ftr.com		
2019-07-11 11:04:43	u_nors_outage_report	u_e911_affected_ind	ddbe9c29dba6f3c0577fff1e0f96194b	2	amanda.pullen@ftr.com		
2019-07-11 11:04:43	u_nors_outage_report	u_duration_minutes	ddbe9c29dba6f3c0577fff1e0f96194b	2	amanda.pullen@ftr.com		
2019-07-11 11:04:43	u_nors_outage_report	u_city_affected	ddbe9c29dba6f3c0577fff1e0f96194b	2	amanda.pullen@ftr.com		
2019-07-11 11:04:43	u_nors_outage_report	u_cause_description	ddbe9c29dba6f3c0577fff1e0f96194b	2	amanda.pullen@ftr.com		
2019-07-11 11:04:43	u_nors_outage_report	u_analysis_best_practices	ddbe9c29dba6f3c0577fff1e0f96194b	2	amanda.pullen@ftr.com		
2019-07-11 11:04:43	u_nors_outage_report	u_initial_created	ddbe9c29dba6f3c0577fff1e0f96194b	2	amanda.pullen@ftr.com		
2019-07-11 11:04:43	u_nors_outage_report	u_malicious_act	ddbe9c29dba6f3c0577fff1e0f96194b	2	amanda.pullen@ftr.com		
2019-07-11 11:04:43	u_nors_outage_report	u_preventative_steps	ddbe9c29dba6f3c0577fff1e0f96194b	2	amanda.pullen@ftr.com		
2019-07-11 11:04:43	u_nors_outage_report	u_msc_failed_id	ddbe9c29dba6f3c0577fff1e0f96194b	2	amanda.pullen@ftr.com		

Created	Table Name	Field Name	Document Key	Update count	User	Old value	New value
2019-07-11 11:04:43	u_nors_outage_report	u_remarks	ddbe9c29dba6f3c0577fff1e0f96194b	2	amanda.pullen@ftr.com		
2019-07-11 11:04:43	u_nors_outage_report	u_explanation_outage_duration	ddbe9c29dba6f3c0577fff1e0f96194b	2	amanda.pullen@ftr.com		
2019-07-11 11:04:43	u_nors_outage_report	u_wireline_affected_ind	ddbe9c29dba6f3c0577fff1e0f96194b	2	amanda.pullen@ftr.com		
2019-07-11 11:04:43	u_nors_outage_report	u_wireline_users_affected	ddbe9c29dba6f3c0577fff1e0f96194b	2	amanda.pullen@ftr.com		
2019-07-11 11:04:43	u_nors_outage_report	u_applicable_best_practices	ddbe9c29dba6f3c0577fff1e0f96194b	2	amanda.pullen@ftr.com		
2019-07-11 11:04:43	u_nors_outage_report	u_incident_date_time	ddbe9c29dba6f3c0577fff1e0f96194b	2	amanda.pullen@ftr.com		
2019-07-11 11:04:43	u_nors_outage_report	u_restore_method_description	ddbe9c29dba6f3c0577fff1e0f96194b	2	amanda.pullen@ftr.com		
2019-07-11 11:04:43	u_nors_outage_report	u_telcom_service_priority_ind	ddbe9c29dba6f3c0577fff1e0f96194b	2	amanda.pullen@ftr.com		
2019-07-11 11:04:43	u_nors_outage_report	u_incident_description	ddbe9c29dba6f3c0577fff1e0f96194b	2	amanda.pullen@ftr.com		
2019-07-11 11:04:43	u_nors_outage_report	u_root_cause	ddbe9c29dba6f3c0577fff1e0f96194b	2	amanda.pullen@ftr.com		
2019-07-11 11:04:43	u_nors_outage_report	u_equipment_failure_description	ddbe9c29dba6f3c0577fff1e0f96194b	2	amanda.pullen@ftr.com		
2019-07-12 12:01:39	u_nors_outage_report	u_outage_report_status	ddbe9c29dba6f3c0577fff1e0f96194b	3	amanda.pullen@ftr.com		
2019-07-12 12:01:39	u_nors_outage_report	u_final_created	ddbe9c29dba6f3c0577fff1e0f96194b	3	amanda.pullen@ftr.com		

Related List Title: NORSH Outage Report List
Table name: u_norsh_outage_report
Query Condition: Original Sys Id = ON-00066420 AND Company in (FRONTIER COMMUNICATIONS) .or. Created By User is Teresa Robinson
Sort Order: Outage Number in ascending order

3 NORSH Outage Reports

Report Type	Previous Report Type	Updated by	Updated At
Notification		amanda.pullen@ftr.com	2019-07-09 11:38:33
Final	Initial	amanda.pullen@ftr.com	2019-07-12 12:01:39
Initial	Notification	amanda.pullen@ftr.com	2019-07-11 11:04:43

Report Title: NORS Outage Report Details
Run Date and Time: 2020-09-10 15:57:21 Eastern Daylight Time
Run by: Teresa Robinson
Table name: u_nors_outage_report

NORS Outage Report

Company:	FRONTIER COMMUNICATIONS	Outage Number:	ON-00096042
Type of Reporting Entity:	Wireline Carrier	Report Type:	Final

Reopened Submitted:

false

Previous Report Type:

Initial

Reopen Submitted Comments:

Incident Information

Incident Date and Time:	2019-11-28 08:50:00	Time Zone:	Mountain
Date and Time Determined Reportable:		Reason Reportable:	Wireline - 900,000 user-minutes
Incident Date and Time:	2019-11-28 08:50:00	Failure in Other Company?:	No
Date and Time Determined Reportable:			
Outage Duration (Hours):	96		
Outage Duration (Minutes):	21		
Explanation of Outage Duration:	All customer traffic restored concurrently or was estimated to be in full operation at 12/02/2019 09:11 AM MT. The total duration of this outage was recorded as 96 hours 21 minutes.		
Inside Building Indicator:	No		
E911 Outage:	E911 Not Affected		

Services Affected

Cable Telephone:

false

Wireless (not paging):

false

VoIP:

false

E911 :

false

Paging:

false

Satellite:

false

Signaling (SS7):

false

Wireline:

true

Special Facilities:

false

Other Service:

false

Other Service Description:

Number of Potentially Affected

Wireline Users Affected:	420	Paging Users Affected:	
Wireless Users Affected:		Cable Telephone Users Affected:	
VoIP Users Affected:		Satellite Users Affected:	
OC3s Affected:			
Number of Blocked Calls:		Blocked Calls Realtime:	false
		Blocked Calls Historic:	false
Number of Lost SS7 MTP Messages:		Lost SS7 Messages Realtime:	false
		Lost SS7 Messages Historic:	false
Mobile Switching Center (MSC) Failed:	N/A		

State Affected:

UTAH

City Affected:

FIELDING

More Complete Description of Geographic Area Affected:

The location of the failure was in the Fielding, UT central office service area.

Description of Incident:

597264 - A DCO remote switch failed and affected service for 420 working telephone numbers in Fielding, UT.

Description of the Cause(s) of the Outage:

A commercial power outage caused the remote to go down.

Direct Cause:

Hardware Failure - Other

Root Cause:

Power Failure (Commercial and/or Back-up) - Extended Commercial Power Failure

Contr buting Factor 1:

Contr buting Factor 2:

Lack of Diversity:	No
Malicious Activity:	No

If yes - please explain Malicious Activity:

Name and Type of Failed Equipment:

SC DCO REMOTE

Specific Part of Network Involved:

LOCAL SWITCH

Method(s) Used to Restore Service:

Technicians placed a generator on site and had to reload the switch to restore service.

Was Telecommunications Service Priority involved in Service Restoration?:	No

Steps Taken to Prevent Recurrence:

The switch was monitored 12 hours for reoccurring faults which were not presented.

Applicable Best Practices that might've prevented Outage or reduced effects:

7-7-5204

Best Practices used to mitigate effects of Outage:

7-7-5203

Reason for Withdrawal:

Analysis of Best Practice:

There are sufficient best practices to address this event.

Remarks:

Assignments

Assignment Reason Assigned #1:		Assignment Reason Assigned #2:	
Assignment Person Assigned #1:		Assignment Person Assigned #2:	
Assignment Other Assigned Reason #1:		Assignment Other Assigned Reason #2:	
Assignment Group Number:			

Primary Contact Information

Select a User:

Name:

Amanda Pullen

Phone Number:	817-975-9847	Extension:	

Email Address:

nc.fcc.reporting@ftr.com

Address Line 1:

Address Line 2:

Address Line 3:

Secondary Contact Information

Select a User:

Name:

Phone Number:		Extension:	

Email Address:

Address Line 1:

Address Line 2:

Address Line 3:

Related List Title: Sys Audit List
Table name: sys_audit
Query Condition: Table Name = u_nors_outage_report AND Document Key = 54b0e327db150050ad8d388d7c9619f3
Sort Order: None

30 Sys Audits

Created	Table Name	Field Name	Document Key	Update count	User	Old value	New value
2019-12-02 09:55:50	u_nors_outage_report	u_restore_method_description	54b0e327db150050ad8d388d7c9619f3	1	amanda.pullen@ftr.com		
2019-12-02 09:55:50	u_nors_outage_report	u_duration_hours	54b0e327db150050ad8d388d7c9619f3	1	amanda.pullen@ftr.com		
2019-12-02 09:55:50	u_nors_outage_report	u_incident_description	54b0e327db150050ad8d388d7c9619f3	1	amanda.pullen@ftr.com		
2019-12-02 09:55:50	u_nors_outage_report	u_inside_building_ind	54b0e327db150050ad8d388d7c9619f3	1	amanda.pullen@ftr.com		
2019-12-02 09:55:50	u_nors_outage_report	u_applicable_best_practices	54b0e327db150050ad8d388d7c9619f3	1	amanda.pullen@ftr.com		
2019-12-02 09:55:50	u_nors_outage_report	u_analysis_best_practices	54b0e327db150050ad8d388d7c9619f3	1	amanda.pullen@ftr.com		
2019-12-02 09:55:50	u_nors_outage_report	u_network_part_description	54b0e327db150050ad8d388d7c9619f3	1	amanda.pullen@ftr.com		
2019-12-02 09:55:50	u_nors_outage_report	u_lack_of_diversity	54b0e327db150050ad8d388d7c9619f3	1	amanda.pullen@ftr.com		
2019-12-02 09:55:50	u_nors_outage_report	u_direct_cause	54b0e327db150050ad8d388d7c9619f3	1	amanda.pullen@ftr.com		
2019-12-02 09:55:50	u_nors_outage_report	u_preventative_steps	54b0e327db150050ad8d388d7c9619f3	1	amanda.pullen@ftr.com		
2019-12-02 09:55:50	u_nors_outage_report	u_geographic_description	54b0e327db150050ad8d388d7c9619f3	1	amanda.pullen@ftr.com		
2019-12-02 09:55:50	u_nors_outage_report	u_e911_location	54b0e327db150050ad8d388d7c9619f3	1	amanda.pullen@ftr.com		
2019-12-02 09:55:50	u_nors_outage_report	u_cause_description	54b0e327db150050ad8d388d7c9619f3	1	amanda.pullen@ftr.com		
2019-12-02 09:55:50	u_nors_outage_report	u_initial_created	54b0e327db150050ad8d388d7c9619f3	1	amanda.pullen@ftr.com		
2019-12-02 09:55:50	u_nors_outage_report	u_outage_report_status	54b0e327db150050ad8d388d7c9619f3	1	amanda.pullen@ftr.com		
2019-12-02 09:55:50	u_nors_outage_report	u_city_affected	54b0e327db150050ad8d388d7c9619f3	1	amanda.pullen@ftr.com		
2019-12-02 09:55:50	u_nors_outage_report	u_telcom_service_priority_ind	54b0e327db150050ad8d388d7c9619f3	1	amanda.pullen@ftr.com		
2019-12-02 09:55:50	u_nors_outage_report	u_duration_minutes	54b0e327db150050ad8d388d7c9619f3	1	amanda.pullen@ftr.com		
2019-12-02 09:55:50	u_nors_outage_report	u_wireline_affected_ind	54b0e327db150050ad8d388d7c9619f3	1	amanda.pullen@ftr.com		

Created	Table Name	Field Name	Document Key	Update count	User	Old value	New value
2019-12-02 09:55:50	u_nors_outage_report	u_explanation_outage_duration	54b0e327db150050ad8d388d7c9619f3	1	amanda.pullen@ftr.com		
2019-12-02 09:55:50	u_nors_outage_report	u_equipment_failure_description	54b0e327db150050ad8d388d7c9619f3	1	amanda.pullen@ftr.com		
2019-12-02 09:55:50	u_nors_outage_report	u_malicious_act	54b0e327db150050ad8d388d7c9619f3	1	amanda.pullen@ftr.com		
2019-12-02 09:55:50	u_nors_outage_report	u_mitigating_best_practices	54b0e327db150050ad8d388d7c9619f3	1	amanda.pullen@ftr.com		
2019-12-02 09:55:50	u_nors_outage_report	u_msc_failed_ind	54b0e327db150050ad8d388d7c9619f3	1	amanda.pullen@ftr.com		
2019-12-02 09:55:50	u_nors_outage_report	u_root_cause	54b0e327db150050ad8d388d7c9619f3	1	amanda.pullen@ftr.com		
2019-12-04 08:28:46	u_nors_outage_report	u_duration_minutes	54b0e327db150050ad8d388d7c9619f3	2	amanda.pullen@ftr.com		
2019-12-04 08:28:46	u_nors_outage_report	u_explanation_outage_duration	54b0e327db150050ad8d388d7c9619f3	2	amanda.pullen@ftr.com		
2019-12-04 08:28:46	u_nors_outage_report	u_final_created	54b0e327db150050ad8d388d7c9619f3	2	amanda.pullen@ftr.com		
2019-12-04 08:28:46	u_nors_outage_report	u_outage_report_status	54b0e327db150050ad8d388d7c9619f3	2	amanda.pullen@ftr.com		
2019-12-04 08:28:46	u_nors_outage_report	u_duration_hours	54b0e327db150050ad8d388d7c9619f3	2	amanda.pullen@ftr.com		

Related List Title: NORSH Outage Report List
Table name: u_norsh_outage_report
Query Condition: Original Sys Id = ON-00096042 AND Company in (FRONTIER COMMUNICATIONS) .or. Created By User is Teresa Robinson
Sort Order: Outage Number in ascending order

3 NORSH Outage Reports

Report Type	Previous Report Type	Updated by	Updated At
Final	Initial	amanda.pullen@ftr.com	2019-12-04 08:28:46
Notification		nc.fcc.reporting@ftr.com	2019-11-29 22:40:47
Initial	Notification	amanda.pullen@ftr.com	2019-12-02 09:55:50

Report Title: NORS Outage Report Details
Run Date and Time: 2020-09-10 15:58:12 Eastern Daylight Time
Run by: Teresa Robinson
Table name: u_nors_outage_report

NORS Outage Report

Company:	FRONTIER COMMUNICATIONS	Outage Number:	ON-00131918
Type of Reporting Entity:	Wireline Carrier	Report Type:	Final

Reopened Submitted:

false

Previous Report Type:

Initial

Reopen Submitted Comments:

Incident Information

Incident Date and Time:	2020-05-18 19:36:00	Time Zone:	Mountain
Date and Time Determined Reportable:		Reason Reportable:	E911
Incident Date and Time:	2020-05-18 19:36:00	Failure in Other Company?:	No
Date and Time Determined Reportable:			
Outage Duration (Hours):	7		
Outage Duration (Minutes):	34		
Explanation of Outage Duration:	All customer traffic restored concurrently or was estimated to be in full operation at 05/19/2020 03:10 MT. The total duration of this outage was recorded as 7 hours 34 minutes.		
Inside Building Indicator:	No		
E911 Outage:	More than Location Affected		

Services Affected

Cable Telephone:

false

Wireless (not paging):

false

VoIP:

false

E911 :

true

Paging:

false

Satellite:

false

Signaling (SS7):

false

Wireline:

true

Special Facilities:

false

Other Service:

false

Other Service Description:

Number of Potentially Affected

Wireline Users Affected:	9,047	Paging Users Affected:	
Wireless Users Affected:		Cable Telephone Users Affected:	
VoIP Users Affected:		Satellite Users Affected:	
OC3s Affected:			
Number of Blocked Calls:		Blocked Calls Realtime:	false
		Blocked Calls Historic:	false
Number of Lost SS7 MTP Messages:		Lost SS7 Messages Realtime:	false
		Lost SS7 Messages Historic:	false
Mobile Switching Center (MSC) Failed:	N/A		

State Affected:

UTAH

City Affected:

MOAB / MONTICELLO

More Complete Description of Geographic Area Affected:

The location of the failure was in the Moab, UT central office area affecting service in Moab and Monticello, UT.

Description of Incident:

734061E911/734171 – The following PSAPs were down: Grand County Sheriff's Office PSAP (2,895 E911 users) in Moab, UT and the San Juan County Sheriff's Office PSAP (3,348 E911 users) in Monticello, UT affecting a total of 6,243 E911 users affected. Landline calls were not rerouted. The Grand County Sheriff's Office had wireless calls rerouted by CenturyLink to the Price/Carbon PSAP. The San Juan County Sheriff's Office PSAP wireless calls were not been rerouted. A DMS10 failed and affected service for 2,804 working telephone numbers in Moab, UT.

Description of the Cause(s) of the Outage:

The Frontier technician found the breakers for all three rectifiers had tripped and found many other breakers tripped throughout the CO also tripped.

Direct Cause:

Hardware Failure - Other

Root Cause:

Power Failure (Commercial and/or Back-up) - Unidentified Power Surge

Contr buting Factor 1:

Power Failure (Commercial and/or Back-up) - Breaker Tripped/Blown Fuses

Contr buting Factor 2:

Power Failure (Commercial and/or Back-up) - Rectifier Failure

Lack of Diversity:	No
Malicious Activity:	No

If yes - please explain Malicious Activity:

Name and Type of Failed Equipment:

PSAP

Specific Part of Network Involved:

ENHANCED SERVICES

Method(s) Used to Restore Service:

Service restored when the tripped breakers were reset.

Was Telecommunications Service Priority involved in Service Restoration?:	No		

Steps Taken to Prevent Recurrence:

The central office technician monitored the trunks for 2 hours for reoccurring faults which were not presented.

Applicable Best Practices that might've prevented Outage or reduced effects:

7-7-0597

Best Practices used to mitigate effects of Outage:

7-7-5203

Reason for Withdrawal:

Analysis of Best Practice:

There are sufficient best practices to address this event.

Remarks:

Added outage information from NORS report ON-00131950.

Assignments

Assignment Reason Assigned #1:		Assignment Reason Assigned #2:	
Assignment Person Assigned #1:		Assignment Person Assigned #2:	
Assignment Other Assigned Reason #1:		Assignment Other Assigned Reason #2:	
Assignment Group Number:			

Primary Contact Information

Select a User:

Name:

Amanda Pullen

Phone Number:	6822202645	Extension:	

Email Address:

ccsc911technicians@ftr.com

Address Line 1:

Address Line 2:

Address Line 3:

Secondary Contact Information

Select a User:

Name:

Phone Number:		Extension:	

Email Address:

Address Line 1:

Address Line 2:

Address Line 3:

Related List Title: Sys Audit List
Table name: sys_audit
Query Condition: Table Name = u_nors_outage_report AND Document Key = c27a9cba1b3c18108807dd39bc4bcb02
Sort Order: None

40 Sys Audits

Created	Table Name	Field Name	Document Key	Update count	User	Old value	New value
2020-05-21 10:54:24	u_nors_outage_report	u_duration_minutes	c27a9cba1b3c18108807dd39bc4bcb02	1	amanda.pullen@ftr.com		
2020-05-21 10:54:24	u_nors_outage_report	u_telcom_service_priority_ind	c27a9cba1b3c18108807dd39bc4bcb02	1	amanda.pullen@ftr.com		
2020-05-21 10:54:24	u_nors_outage_report	u_cause_description	c27a9cba1b3c18108807dd39bc4bcb02	1	amanda.pullen@ftr.com		
2020-05-21 10:54:24	u_nors_outage_report	u_root_cause	c27a9cba1b3c18108807dd39bc4bcb02	1	amanda.pullen@ftr.com		
2020-05-21 10:54:24	u_nors_outage_report	u_initial_created	c27a9cba1b3c18108807dd39bc4bcb02	1	amanda.pullen@ftr.com		
2020-05-21 10:54:24	u_nors_outage_report	u_outage_report_status	c27a9cba1b3c18108807dd39bc4bcb02	1	amanda.pullen@ftr.com		
2020-05-21 10:54:24	u_nors_outage_report	u_preventative_steps	c27a9cba1b3c18108807dd39bc4bcb02	1	amanda.pullen@ftr.com		
2020-05-21 10:54:24	u_nors_outage_report	u_msc_failed_ind	c27a9cba1b3c18108807dd39bc4bcb02	1	amanda.pullen@ftr.com		
2020-05-21 10:54:24	u_nors_outage_report	u_mitigating_best_practices	c27a9cba1b3c18108807dd39bc4bcb02	1	amanda.pullen@ftr.com		
2020-05-21 10:54:24	u_nors_outage_report	u_explanation_outage_duration	c27a9cba1b3c18108807dd39bc4bcb02	1	amanda.pullen@ftr.com		
2020-05-21 10:54:24	u_nors_outage_report	u_duration_hours	c27a9cba1b3c18108807dd39bc4bcb02	1	amanda.pullen@ftr.com		
2020-05-21 10:54:24	u_nors_outage_report	u_direct_cause	c27a9cba1b3c18108807dd39bc4bcb02	1	amanda.pullen@ftr.com		
2020-05-21 10:54:24	u_nors_outage_report	u_equipment_failure_description	c27a9cba1b3c18108807dd39bc4bcb02	1	amanda.pullen@ftr.com		
2020-05-21 10:54:24	u_nors_outage_report	u_malicious_act	c27a9cba1b3c18108807dd39bc4bcb02	1	amanda.pullen@ftr.com		
2020-05-21 10:54:24	u_nors_outage_report	u_incident_date_time	c27a9cba1b3c18108807dd39bc4bcb02	1	amanda.pullen@ftr.com		
2020-05-21 10:54:24	u_nors_outage_report	u_restore_method_description	c27a9cba1b3c18108807dd39bc4bcb02	1	amanda.pullen@ftr.com		
2020-05-21 10:54:24	u_nors_outage_report	u_analysis_best_practices	c27a9cba1b3c18108807dd39bc4bcb02	1	amanda.pullen@ftr.com		
2020-05-21 10:54:24	u_nors_outage_report	u_incident_description	c27a9cba1b3c18108807dd39bc4bcb02	1	amanda.pullen@ftr.com		
2020-05-21 10:54:24	u_nors_outage_report	u_contributing_factor_1	c27a9cba1b3c18108807dd39bc4bcb02	1	amanda.pullen@ftr.com		

Created	Table Name	Field Name	Document Key	Update count	User	Old value	New value
2020-05-21 10:54:24	u_nors_outage_report	u_inside_building_ind	c27a9cba1b3c18108807dd39bc4bcb02	1	amanda.pullen@ftr.com		
2020-05-21 10:54:24	u_nors_outage_report	u_applicable_best_practices	c27a9cba1b3c18108807dd39bc4bcb02	1	amanda.pullen@ftr.com		
2020-05-21 10:54:24	u_nors_outage_report	u_incident_date_time_display	c27a9cba1b3c18108807dd39bc4bcb02	1	amanda.pullen@ftr.com		
2020-05-21 10:54:24	u_nors_outage_report	u_network_part_description	c27a9cba1b3c18108807dd39bc4bcb02	1	amanda.pullen@ftr.com		
2020-05-21 10:54:24	u_nors_outage_report	u_wireline_affected_ind	c27a9cba1b3c18108807dd39bc4bcb02	1	amanda.pullen@ftr.com		
2020-05-21 10:54:24	u_nors_outage_report	u_lack_of_diversity	c27a9cba1b3c18108807dd39bc4bcb02	1	amanda.pullen@ftr.com		
2020-05-21 10:54:24	u_nors_outage_report	u_contributing_factor_2	c27a9cba1b3c18108807dd39bc4bcb02	1	amanda.pullen@ftr.com		
2020-05-21 10:54:24	u_nors_outage_report	u_e911_affected_ind	c27a9cba1b3c18108807dd39bc4bcb02	1	amanda.pullen@ftr.com		
2020-05-21 10:54:24	u_nors_outage_report	u_geographic_description	c27a9cba1b3c18108807dd39bc4bcb02	1	amanda.pullen@ftr.com		
2020-05-21 10:54:24	u_nors_outage_report	u_city_affected	c27a9cba1b3c18108807dd39bc4bcb02	1	amanda.pullen@ftr.com		
2020-05-21 13:15:31	u_nors_outage_report	u_incident_date_time_display	c27a9cba1b3c18108807dd39bc4bcb02	2	amanda.pullen@ftr.com		
2020-05-21 13:15:31	u_nors_outage_report	u_explanation_outage_duration	c27a9cba1b3c18108807dd39bc4bcb02	2	amanda.pullen@ftr.com		
2020-05-21 13:15:31	u_nors_outage_report	u_remarks	c27a9cba1b3c18108807dd39bc4bcb02	2	amanda.pullen@ftr.com		
2020-05-21 13:15:31	u_nors_outage_report	u_incident_description	c27a9cba1b3c18108807dd39bc4bcb02	2	amanda.pullen@ftr.com		
2020-05-21 13:15:31	u_nors_outage_report	u_duration_hours	c27a9cba1b3c18108807dd39bc4bcb02	2	amanda.pullen@ftr.com		
2020-05-21 13:15:31	u_nors_outage_report	u_wireline_users_affected	c27a9cba1b3c18108807dd39bc4bcb02	2	amanda.pullen@ftr.com		
2020-05-21 13:15:31	u_nors_outage_report	u_duration_minutes	c27a9cba1b3c18108807dd39bc4bcb02	2	amanda.pullen@ftr.com		
2020-05-21 13:15:31	u_nors_outage_report	u_incident_date_time	c27a9cba1b3c18108807dd39bc4bcb02	2	amanda.pullen@ftr.com		
2020-05-26 05:33:02	u_nors_outage_report	u_incident_description	c27a9cba1b3c18108807dd39bc4bcb02	3	amanda.pullen@ftr.com		

Created	Table Name	Field Name	Document Key	Update count	User	Old value	New value
2020-05-26 05:33:02	u_nors_outage_report	u_final_created	c27a9cba1b3c18108807dd39bc4bcb02	3	amanda.pullen@ftr.com		
2020-05-26 05:33:02	u_nors_outage_report	u_outage_report_status	c27a9cba1b3c18108807dd39bc4bcb02	3	amanda.pullen@ftr.com		

Related List Title: NORSH Outage Report List
Table name: u_norsh_outage_report
Query Condition: Original Sys Id = ON-00131918 AND Company in (FRONTIER COMMUNICATIONS) .or. Created By User is Teresa Robinson
Sort Order: Outage Number in ascending order

4 NORSH Outage Reports

Report Type	Previous Report Type	Updated by	Updated At
Final	Initial	amanda.pullen@ftr.com	2020-05-26 05:33:02
Initial	Initial	amanda.pullen@ftr.com	2020-05-21 13:15:31
Initial	Notification	amanda.pullen@ftr.com	2020-05-21 10:54:24
Notification		ccsc911technicians@ftr.com	2020-05-19 01:19:32

Report Title: NORS Outage Report Details
Run Date and Time: 2020-09-10 15:59:11 Eastern Daylight Time
Run by: Teresa Robinson
Table name: u_nors_outage_report

NORS Outage Report

Company:	FRONTIER COMMUNICATIONS	Outage Number:	ON-00136655
Type of Reporting Entity:	Wireline Carrier	Report Type:	Final

Reopened Submitted:

false

Previous Report Type:

Initial

Reopen Submitted Comments:

Incident Information

Incident Date and Time:	2020-06-06 00:35:00	Time Zone:	Mountain
Date and Time Determined Reportable:		Reason Reportable:	Wireline - 900,000 user-minutes
Incident Date and Time:	2020-06-06 00:35:00	Failure in Other Company?:	No
Date and Time Determined Reportable:			
Outage Duration (Hours):	38		
Outage Duration (Minutes):	46		
Explanation of Outage Duration:	All customer traffic restored concurrently or was estimated to be in full operation at 06/07/2020 15:21 MT. The total duration of this outage was recorded as 38 hours 46 minutes.		
Inside Building Indicator:	No		
E911 Outage:	E911 Not Affected		

Services Affected

Cable Telephone:

false

Wireless (not paging):

false

VoIP:

false

E911 :

false

Paging:

false

Satellite:

false

Signaling (SS7):

false

Wireline:

true

Special Facilities:

false

Other Service:

false

Other Service Description:

Number of Potentially Affected

Wireline Users Affected:	420	Paging Users Affected:	
Wireless Users Affected:		Cable Telephone Users Affected:	
VoIP Users Affected:		Satellite Users Affected:	
OC3s Affected:			
Number of Blocked Calls:		Blocked Calls Realtime:	false
		Blocked Calls Historic:	false
Number of Lost SS7 MTP Messages:		Lost SS7 Messages Realtime:	false
		Lost SS7 Messages Historic:	false
Mobile Switching Center (MSC) Failed:	N/A		

State Affected:

UTAH

City Affected:

FIELDING

More Complete Description of Geographic Area Affected:

The location of the failure was in the Fielding, UT central office service area.

Description of Incident:

751836 - There was a Remote Line Unit (RLU) with 420 working telephone numbers down in Fielding, UT.

Description of the Cause(s) of the Outage:

A commercial power outage caused the RLU failure in Fielding.

Direct Cause:

Hardware Failure - Other

Root Cause:

Power Failure (Commercial and/or Back-up) - Extended Commercial Power Failure

Contr buting Factor 1:

Contr buting Factor 2:

Lack of Diversity:	No	
Malicious Activity:	No	

If yes - please explain Malicious Activity:

Name and Type of Failed Equipment:

DCO REMOTE

Specific Part of Network Involved:

LOCAL SWITCH

Method(s) Used to Restore Service:

Service restored when commercial power returned to the area.

Was Telecommunications Service Priority involved in Service Restoration?:	No	

Steps Taken to Prevent Recurrence:

The switch was monitored 12 hours for reoccurring faults which were not presented.

Applicable Best Practices that might've prevented Outage or reduced effects:

7-7-5204

Best Practices used to mitigate effects of Outage:

7-7-5203

Reason for Withdrawal:

Analysis of Best Practice:

There are sufficient best practices to address this event.

Remarks:

Assignments

Assignment Reason Assigned #1:		Assignment Reason Assigned #2:	
Assignment Person Assigned #1:		Assignment Person Assigned #2:	
Assignment Other Assigned Reason #1:		Assignment Other Assigned Reason #2:	
Assignment Group Number:			

Primary Contact Information

Select a User:

Name:

Amanda Pullen

Phone Number:	6822202645	Extension:	

Email Address:

nc.fcc.reporting@ftr.com

Address Line 1:

Address Line 2:

Address Line 3:

Secondary Contact Information

Select a User:

Name:

Phone Number:		Extension:	

Email Address:

Address Line 1:

Address Line 2:

Address Line 3:

Related List Title: Sys Audit List
Table name: sys_audit
Query Condition: Table Name = u_nors_outage_report AND Document Key = a03d6fb01b519c10003c43f1f54bcbb3
Sort Order: None

30 Sys Audits

Created	Table Name	Field Name	Document Key	Update count	User	Old value	New value
2020-06-09 09:57:18	u_nors_outage_report	u_duration_minutes	a03d6fb01b519c10003c43f1f54bcbb3	1	amanda.pullen@ftr.com		
2020-06-09 09:57:18	u_nors_outage_report	u_mitigating_best_practices	a03d6fb01b519c10003c43f1f54bcbb3	1	amanda.pullen@ftr.com		
2020-06-09 09:57:18	u_nors_outage_report	u_cause_description	a03d6fb01b519c10003c43f1f54bcbb3	1	amanda.pullen@ftr.com		
2020-06-09 09:57:18	u_nors_outage_report	u_root_cause	a03d6fb01b519c10003c43f1f54bcbb3	1	amanda.pullen@ftr.com		
2020-06-09 09:57:18	u_nors_outage_report	u_initial_created	a03d6fb01b519c10003c43f1f54bcbb3	1	amanda.pullen@ftr.com		
2020-06-09 09:57:18	u_nors_outage_report	u_malicious_act	a03d6fb01b519c10003c43f1f54bcbb3	1	amanda.pullen@ftr.com		
2020-06-09 09:57:18	u_nors_outage_report	u_timezone	a03d6fb01b519c10003c43f1f54bcbb3	1	amanda.pullen@ftr.com		
2020-06-09 09:57:18	u_nors_outage_report	u_msc_failed_ind	a03d6fb01b519c10003c43f1f54bcbb3	1	amanda.pullen@ftr.com		
2020-06-09 09:57:18	u_nors_outage_report	u_analysis_best_practices	a03d6fb01b519c10003c43f1f54bcbb3	1	amanda.pullen@ftr.com		
2020-06-09 09:57:18	u_nors_outage_report	u_explanation_outage_duration	a03d6fb01b519c10003c43f1f54bcbb3	1	amanda.pullen@ftr.com		
2020-06-09 09:57:18	u_nors_outage_report	u_duration_hours	a03d6fb01b519c10003c43f1f54bcbb3	1	amanda.pullen@ftr.com		
2020-06-09 09:57:18	u_nors_outage_report	u_equipment_failure_description	a03d6fb01b519c10003c43f1f54bcbb3	1	amanda.pullen@ftr.com		
2020-06-09 09:57:18	u_nors_outage_report	u_state_affected	a03d6fb01b519c10003c43f1f54bcbb3	1	amanda.pullen@ftr.com		
2020-06-09 09:57:18	u_nors_outage_report	u_incident_date_time	a03d6fb01b519c10003c43f1f54bcbb3	1	amanda.pullen@ftr.com		
2020-06-09 09:57:18	u_nors_outage_report	u_restore_method_description	a03d6fb01b519c10003c43f1f54bcbb3	1	amanda.pullen@ftr.com		
2020-06-09 09:57:18	u_nors_outage_report	u_e911_location	a03d6fb01b519c10003c43f1f54bcbb3	1	amanda.pullen@ftr.com		
2020-06-09 09:57:18	u_nors_outage_report	u_incident_description	a03d6fb01b519c10003c43f1f54bcbb3	1	amanda.pullen@ftr.com		
2020-06-09 09:57:18	u_nors_outage_report	u_direct_cause	a03d6fb01b519c10003c43f1f54bcbb3	1	amanda.pullen@ftr.com		
2020-06-09 09:57:18	u_nors_outage_report	u_inside_building_ind	a03d6fb01b519c10003c43f1f54bcbb3	1	amanda.pullen@ftr.com		

Created	Table Name	Field Name	Document Key	Update count	User	Old value	New value
2020-06-09 09:57:18	u_nors_outage_report	u_applicable_best_practices	a03d6fb01b519c10003c43f1f54bcbb3	1	amanda.pullen@ftr.com		
2020-06-09 09:57:18	u_nors_outage_report	u_incident_date_time_display	a03d6fb01b519c10003c43f1f54bcbb3	1	amanda.pullen@ftr.com		
2020-06-09 09:57:18	u_nors_outage_report	u_network_part_description	a03d6fb01b519c10003c43f1f54bcbb3	1	amanda.pullen@ftr.com		
2020-06-09 09:57:18	u_nors_outage_report	u_wireline_affected_ind	a03d6fb01b519c10003c43f1f54bcbb3	1	amanda.pullen@ftr.com		
2020-06-09 09:57:18	u_nors_outage_report	u_lack_of_diversity	a03d6fb01b519c10003c43f1f54bcbb3	1	amanda.pullen@ftr.com		
2020-06-09 09:57:18	u_nors_outage_report	u_outage_report_status	a03d6fb01b519c10003c43f1f54bcbb3	1	amanda.pullen@ftr.com		
2020-06-09 09:57:18	u_nors_outage_report	u_preventative_steps	a03d6fb01b519c10003c43f1f54bcbb3	1	amanda.pullen@ftr.com		
2020-06-09 09:57:18	u_nors_outage_report	u_geographic_description	a03d6fb01b519c10003c43f1f54bcbb3	1	amanda.pullen@ftr.com		
2020-06-09 09:57:18	u_nors_outage_report	u_telcom_service_priority_ind	a03d6fb01b519c10003c43f1f54bcbb3	1	amanda.pullen@ftr.com		
2020-06-30 13:10:59	u_nors_outage_report	u_final_created	a03d6fb01b519c10003c43f1f54bcbb3	2	amanda.pullen@ftr.com		
2020-06-30 13:10:59	u_nors_outage_report	u_outage_report_status	a03d6fb01b519c10003c43f1f54bcbb3	2	amanda.pullen@ftr.com		

Related List Title: NORSH Outage Report List
Table name: u_norsh_outage_report
Query Condition: Original Sys Id = ON-00136655 AND Company in (FRONTIER COMMUNICATIONS) .or. Created By User is Teresa Robinson
Sort Order: Outage Number in ascending order

3 NORSH Outage Reports

Report Type	Previous Report Type	Updated by	Updated At
Notification		nc.fcc.reporting@ftr.com	2020-06-07 08:00:41
Final	Initial	amanda.pullen@ftr.com	2020-06-30 13:10:59
Initial	Notification	amanda.pullen@ftr.com	2020-06-09 09:57:18

Report Title: NORS Outage Report Details
Run Date and Time: 2020-09-10 15:45:03 Eastern Daylight Time
Run by: Teresa Robinson
Table name: u_nors_outage_report

NORS Outage Report

Company:	FRONTIER COMMUNICATIONS	Outage Number:	17-27070801
Type of Reporting Entity:	Wireline Carrier	Report Type:	Final

Reopened Submitted:

false

Previous Report Type:

Initial

Reopen Submitted Comments:

Incident Information

Incident Date and Time:	2017-09-27 18:40:00	Time Zone:	Mountain
Date and Time Determined Reportable:		Reason Reportable:	E911
Incident Date and Time:	2017-09-27 18:40:00	Failure in Other Company?:	No
Date and Time Determined Reportable:			
Outage Duration (Hours):	22		
Outage Duration (Minutes):	5		
Explanation of Outage Duration:	All customer traffic restored concurrently or was estimated to be in full operation at 09/28/2017 16:45 MT. The total duration of this outage was recorded as 22 hours 5 minutes.		
Inside Building Indicator:	No		
E911 Outage:	ALI Only Affected		

Services Affected

Cable Telephone:

false

Wireless (not paging):

false

VoIP:

false

E911 :

true

Paging:

false

Satellite:

false

Signaling (SS7):

false

Wireline:

true

Special Facilities:

false

Other Service:

false

Other Service Description:

Number of Potentially Affected

Wireline Users Affected:	10,150	Paging Users Affected:	
Wireless Users Affected:		Cable Telephone Users Affected:	
VoIP Users Affected:		Satellite Users Affected:	
OC3s Affected:			
Number of Blocked Calls:		Blocked Calls Realtime:	false
		Blocked Calls Historic:	false
Number of Lost SS7 MTP Messages:		Lost SS7 Messages Realtime:	false
		Lost SS7 Messages Historic:	false
Mobile Switching Center (MSC) Failed:	No		

State Affected:

UTAH

City Affected:

MOAB / MONTICELLO

More Complete Description of Geographic Area Affected:

The location of the failures were at the Grand County Sheriff's Office PSAP in the Moab, UT central office service area, and at the San Juan County Sheriff's Office PSAP in the Monticello, UT central office service area.

Description of Incident:

265652N9 – The Grand County Sheriff's Office (5,845 E911 users) in Moab, UT and the San Juan County Sheriff's Office PSAP (4,305 E911 users) in Monticello, UT reported their ALI/ANI (automatic location/number identification) links down potentially affecting a total of 10,150 E911 users.

Description of the Cause(s) of the Outage:

Frontier's f ber was cut by a directional bore underneath a sidewalk in Moab, UT causing the ANI/ALI failures at the PSAPs. Only data circuits were being affected.

Direct Cause:

Hardware Failure - Other

Root Cause:

Cable Damage - Digging Error

Contr buting Factor 1:

Contr buting Factor 2:

Lack of Diversity:	Yes	
Malicious Activity:	No	

If yes - please explain Malicious Activity:

Name and Type of Failed Equipment:

FIBER CABLE

Specific Part of Network Involved:

ENHANCED SERVICES

Method(s) Used to Restore Service:

Frontier technicians repaired the damaged fiber to restore ANI/ALI service to the PSAPs.

Was Telecommunications Service Priority involved in Service Restoration?:	No	

Steps Taken to Prevent Recurrence:

The central office technician monitored the trunks for 2 hours for reoccurring faults which were not presented.

Applicable Best Practices that might've prevented Outage or reduced effects:

7-7-5079

Best Practices used to mitigate effects of Outage:

7-7-5075

Reason for Withdrawal:

Analysis of Best Practice:

There are sufficient best practices to address this event.

Remarks:

Corrected the state from Colorado to Utah.

Assignments

Assignment Reason Assigned #1:		Assignment Reason Assigned #2:	
Assignment Person Assigned #1:		Assignment Person Assigned #2:	
Assignment Other Assigned Reason #1:		Assignment Other Assigned Reason #2:	
Assignment Group Number:			

Primary Contact Information

Select a User:

Name:

Amanda Pullen

Phone Number:	8179759847	Extension:	

Email Address:

nc.fcc.reporting@ftr.com

Address Line 1:

Address Line 2:

Address Line 3:

Secondary Contact Information

Select a User:

Name:

Phone Number:		Extension:	

Email Address:

Address Line 1:

Address Line 2:

Address Line 3:

Related List Title: Sys Audit List
Table name: sys_audit
Query Condition: Table Name = u_nors_outage_report AND Document Key = 542ed7dcdb698b00f2f2f6531f9619ad
Sort Order: None

40 Sys Audits

Created	Table Name	Field Name	Document Key	Update count	User	Old value	New value
2017-09-28 11:33:30	u_nors_outage_report	u_restore_method_description	542ed7dcdb698b00f2f2f6531f9619ad	1	amanda.pullen@ftr.com		
2017-09-28 11:33:30	u_nors_outage_report	u_mitigating_best_practices	542ed7dcdb698b00f2f2f6531f9619ad	1	amanda.pullen@ftr.com		
2017-09-28 11:33:30	u_nors_outage_report	u_incident_description	542ed7dcdb698b00f2f2f6531f9619ad	1	amanda.pullen@ftr.com		
2017-09-28 11:33:30	u_nors_outage_report	u_duration_hours	542ed7dcdb698b00f2f2f6531f9619ad	1	amanda.pullen@ftr.com		
2017-09-28 11:33:30	u_nors_outage_report	u_direct_cause	542ed7dcdb698b00f2f2f6531f9619ad	1	amanda.pullen@ftr.com		
2017-09-28 11:33:30	u_nors_outage_report	u_inside_building_ind	542ed7dcdb698b00f2f2f6531f9619ad	1	amanda.pullen@ftr.com		
2017-09-28 11:33:30	u_nors_outage_report	u_applicable_best_practices	542ed7dcdb698b00f2f2f6531f9619ad	1	amanda.pullen@ftr.com		
2017-09-28 11:33:30	u_nors_outage_report	u_incident_date_time_display	542ed7dcdb698b00f2f2f6531f9619ad	1	amanda.pullen@ftr.com		
2017-09-28 11:33:30	u_nors_outage_report	u_network_part_description	542ed7dcdb698b00f2f2f6531f9619ad	1	amanda.pullen@ftr.com		
2017-09-28 11:33:30	u_nors_outage_report	u_analysis_best_practices	542ed7dcdb698b00f2f2f6531f9619ad	1	amanda.pullen@ftr.com		
2017-09-28 11:33:30	u_nors_outage_report	u_lack_of_diversity	542ed7dcdb698b00f2f2f6531f9619ad	1	amanda.pullen@ftr.com		
2017-09-28 11:33:30	u_nors_outage_report	u_outage_report_status	542ed7dcdb698b00f2f2f6531f9619ad	1	amanda.pullen@ftr.com		
2017-09-28 11:33:30	u_nors_outage_report	u_e911_affected_ind	542ed7dcdb698b00f2f2f6531f9619ad	1	amanda.pullen@ftr.com		
2017-09-28 11:33:30	u_nors_outage_report	u_geographic_description	542ed7dcdb698b00f2f2f6531f9619ad	1	amanda.pullen@ftr.com		
2017-09-28 11:33:30	u_nors_outage_report	u_city_affected	542ed7dcdb698b00f2f2f6531f9619ad	1	amanda.pullen@ftr.com		
2017-09-28 11:33:30	u_nors_outage_report	u_cause_description	542ed7dcdb698b00f2f2f6531f9619ad	1	amanda.pullen@ftr.com		
2017-09-28 11:33:30	u_nors_outage_report	u_wireline_affected_ind	542ed7dcdb698b00f2f2f6531f9619ad	1	amanda.pullen@ftr.com		
2017-09-28 11:33:30	u_nors_outage_report	u_initial_created	542ed7dcdb698b00f2f2f6531f9619ad	1	amanda.pullen@ftr.com		
2017-09-28 11:33:30	u_nors_outage_report	u_malicious_act	542ed7dcdb698b00f2f2f6531f9619ad	1	amanda.pullen@ftr.com		

Created	Table Name	Field Name	Document Key	Update count	User	Old value	New value
2017-09-28 11:33:30	u_nors_outage_report	u_preventative_steps	542ed7dcdb698b00f2f2f6531f9619ad	1	amanda.pullen@ftr.com		
2017-09-28 11:33:30	u_nors_outage_report	u_duration_minutes	542ed7dcdb698b00f2f2f6531f9619ad	1	amanda.pullen@ftr.com		
2017-09-28 11:33:30	u_nors_outage_report	u_remarks	542ed7dcdb698b00f2f2f6531f9619ad	1	amanda.pullen@ftr.com		
2017-09-28 11:33:30	u_nors_outage_report	u_explanation_outage_duration	542ed7dcdb698b00f2f2f6531f9619ad	1	amanda.pullen@ftr.com		
2017-09-28 11:33:30	u_nors_outage_report	u_root_cause	542ed7dcdb698b00f2f2f6531f9619ad	1	amanda.pullen@ftr.com		
2017-09-28 11:33:30	u_nors_outage_report	u_equipment_failure_description	542ed7dcdb698b00f2f2f6531f9619ad	1	amanda.pullen@ftr.com		
2017-09-28 11:33:30	u_nors_outage_report	u_state_affected	542ed7dcdb698b00f2f2f6531f9619ad	1	amanda.pullen@ftr.com		
2017-09-28 11:33:30	u_nors_outage_report	u_incident_date_time	542ed7dcdb698b00f2f2f6531f9619ad	1	amanda.pullen@ftr.com		
2017-09-28 11:33:30	u_nors_outage_report	u_msc_failed_ind	542ed7dcdb698b00f2f2f6531f9619ad	1	amanda.pullen@ftr.com		
2017-09-28 11:33:30	u_nors_outage_report	u_telcom_service_priority_ind	542ed7dcdb698b00f2f2f6531f9619ad	1	amanda.pullen@ftr.com		
2017-09-29 13:16:07	u_nors_outage_report	u_duration_hours	542ed7dcdb698b00f2f2f6531f9619ad	2	amanda.pullen@ftr.com		
2017-09-29 13:16:07	u_nors_outage_report	u_duration_minutes	542ed7dcdb698b00f2f2f6531f9619ad	2	amanda.pullen@ftr.com		
2017-09-29 13:16:07	u_nors_outage_report	u_final_created	542ed7dcdb698b00f2f2f6531f9619ad	2	amanda.pullen@ftr.com		
2017-09-29 13:16:07	u_nors_outage_report	u_restore_method_description	542ed7dcdb698b00f2f2f6531f9619ad	2	amanda.pullen@ftr.com		
2017-09-29 13:16:07	u_nors_outage_report	u_preventative_steps	542ed7dcdb698b00f2f2f6531f9619ad	2	amanda.pullen@ftr.com		
2017-09-29 13:16:07	u_nors_outage_report	u_outage_report_status	542ed7dcdb698b00f2f2f6531f9619ad	2	amanda.pullen@ftr.com		
2017-09-29 13:16:07	u_nors_outage_report	u_cause_description	542ed7dcdb698b00f2f2f6531f9619ad	2	amanda.pullen@ftr.com		
2017-09-29 13:16:07	u_nors_outage_report	u_mitigating_best_practices	542ed7dcdb698b00f2f2f6531f9619ad	2	amanda.pullen@ftr.com		
2017-09-29 13:16:07	u_nors_outage_report	u_applicable_best_practices	542ed7dcdb698b00f2f2f6531f9619ad	2	amanda.pullen@ftr.com		

Created	Table Name	Field Name	Document Key	Update count	User	Old value	New value
2017-09-29 13:16:07	u_nors_outage_report	u_explanation_outage_duration	542ed7dcdb698b00f2f2f6531f9619ad	2	amanda.pullen@ftr.com		
2017-09-29 13:16:07	u_nors_outage_report	u_analysis_best_practices	542ed7dcdb698b00f2f2f6531f9619ad	2	amanda.pullen@ftr.com		

Related List Title: NORSH Outage Report List
Table name: u_norsh_outage_report
Query Condition: Original Sys Id = 17-27070801 AND Company in (FRONTIER COMMUNICATIONS) .or. Created By User is Teresa Robinson
Sort Order: Outage Number in ascending order

3 NORSH Outage Reports

Report Type	Previous Report Type	Updated by	Updated At
Initial	Notification	amanda.pullen@ftr.com	2017-09-28 11:33:30
Final	Initial	amanda.pullen@ftr.com	2017-09-29 13:16:07
Notification		nc.fcc.reporting@ftr.com	2017-09-27 22:40:01