

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

From: <Regulatory.NEMC@centurylink.com>

Date: Wed, Aug 27, 2014 at 5:06 AM

Subject: PUC\_UT.082614.008\_I

To: gwiderburg@utah.gov



## PUC Report

Report Number : UT.082614.008

Impacted Company: CENTURYLINK

Date and Time : 26-AUG-2014 20:19:00

TIMEZONE: MDT

For Questions Contact: JIM FARR 801-238-0240

Reason for Outage: The LEEDS switch is not processing toll calls.

Notification:

Cause of Outage: FIBER OUTAGE

Location of Outage: LEEDS/UT

Exchange Name / Wire Center: LEEDS UTMA

Expected Duration: 27-AUG-2014 02:19:00

Actual Duration: 0006:25:00

Number of Customers/ Cable pair impacted: 318

Services Affected: FACILITY,TOLL SWITCH ISOLATION

Agencies Notified:

Significant Update: TOLL ISOLATION WAS NOT DETERMINED UNTIL AFTER THE IMPACT WAS RESTORED.

Resolution: TECHS ROLLED TRAFFIC TO SECONDARY FIBER IN ANOTHER TUBE

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