



PublicService Commission &lt;psc@utah.gov&gt;

**Fwd: PUC\_UT.040219.003\_I**

1 message

**Gary Widerburg** <gwiderburg@utah.gov>  
To: PublicService Commission <psc@utah.gov>

Tue, Apr 2, 2019 at 3:33 PM

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

From: <Regulatory.NEMC@centurylink.com>  
Date: Tue, Apr 2, 2019 at 2:00 PM  
Subject: PUC\_UT.040219.003\_I  
To: <gwiderburg@utah.gov>



## PUC Report

**Report Number** : UT.040219.003  
**Impacted Company** : CenturyLink  
**Date and Time** : 02-APR-2019 09:51:00  
**Timezone** : MDT  
**For Questions Contact** : Jennifer Somers 801- 575-1003  
**Reason for Outage** : The Sprindale Switch is not processing toll calls.  
**Notification** :  
**Cause of Outage** : Equipment - CTL  
**Location of Outage** : SPRINGDALE/UT,LITTLE CREEK MOUNTAIN/UT  
**Exchange Name / Wire** : SPDLUTMARS1  
**Center** :  
**Expected Duration** : 02-APR-2019 13:57:43  
**Actual Duration** : 02:04:24  
**Number of Customers** : 318  
**Number of Customers/**  
**Cable pair impacted** :  
**Services Affected** : TOLL SWITCH ISOLATION  
**Agencies Notified** : PSAP  
**Significant Update** :  
**Resolution** : Software was reloaded.  
**Restore Date/Time** : 02-APR-2019 13:02:00

--Disclaimer--

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4/2/2019

State of Utah Mail - Fwd: PUC\_UT.040219.003\_I

Gary Widerburg  
Commission Secretary  
Public Service Commission of Utah  
801-530-6713