



PublicService Commission <psc@utah.gov>

Fwd: PUC_UT.072521.001_I

1 message

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

Mon, Jul 26, 2021 at 8:36 AM

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

From: <Regulatory.NEMC@lumen.com>

Date: Sun, Jul 25, 2021 at 10:00 AM

Subject: PUC_UT.072521.001_I

To: <gwiderburg@utah.gov>**LUMEN[®]****PUC Report****Report Number** : UT.072521.001**Impacted Company** : Lumen**Date and Time** : 25-JUL-2021 07:54:00**Timezone** : MDT**For Questions Contact** : Jennifer Somers 801- 575-1003**Reason for Outage** Multiple Murray, UT switches are isolated and cannot**Notification** : deliver 911/E911 calls to PSAPs.**Cause of Outage** :**Location of Outage** : MURRAY/UT**Exchange Name / Wire Center** : MRRYUTMADS0**Expected Duration** : 25-JUL-2021 11:54:49**Actual Duration** : 01:58:24**Number of Customers** : 6000**Services Affected** : TOLL SWITCH ISOLATION,911**Agencies Notified** : PSAP**Significant Update** :**Resolution** :**Restore Date/Time** :

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