



PublicService Commission <psc@utah.gov>

Fwd: PUC_UT.072521.001_F

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 7:03 PM

Subject: PUC_UT.072521.001_F

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**
Notification : The Murray switch was not processing calls.**Cause of Outage** : Onsite Engine failure caused the switch to stop processing calls.**Location of Outage** : MURRAY/UT**Exchange Name / Wire**
Center : MRRYUTMADS0**Expected Duration** : 25-JUL-2021 20:00:00**Actual Duration** : 10:23:11**Number of Customers** : 9046**Services Affected** : TOTAL SWITCH FAILURE,TOLL SWITCH ISOLATION,911**Agencies Notified** : PSAP**Significant Update** :**Resolution** : The failed engine was brought back online and the failed Switch Modules were repaired to restore service.**Restore Date/Time** : 07/25/2021 17:22:00

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