



PublicService Commission <psc@utah.gov>

Fwd: PUC_UT.112121.001_W

1 message

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

Wed, Nov 24, 2021 at 11:41 AM

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

From: <Regulatory.NEMC@lumen.com>
Date: Wed, Nov 24, 2021 at 11:37 AM
Subject: PUC_UT.112121.001_W
To: <gwiderburg@utah.gov>

LUMEN[®]**PUC Report**

Report Number : UT.112121.001
Impacted Company : Lumen
Date and Time : 21-NOV-2021 20:41:00
Timezone : MST
For Questions Contact : Jennifer Somers 801- 575-1003
Reason for Outage : The Clearfield Switch was not processing toll calls.
Notification :
Cause of Outage : Defective card
Location of Outage : CLEARFIELD/UT
Exchange Name / Wire : CLFDUTMADC0
Center :
Expected Duration : 22-NOV-2021 20:41:00
Actual Duration : 00:52:00
Number of Customers : 8699
Services Affected : TOLL SWITCH ISOLATION
Agencies Notified :
Significant Update : The card was replaced and service restored prior to needed notifications.
Resolution : The card was replaced.
Restore Date/Time : 21-NOV-2021 21:33:00

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