



PublicService Commission <psc@utah.gov>

**Fwd: PUC\_UT.082123.004\_I**

1 message

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

Mon, Aug 21, 2023 at 3:07 PM

----- Forwarded message -----  
From: <Regulatory.NEMC@lumen.com>  
Date: Mon, Aug 21, 2023 at 3:00 PM  
Subject: PUC\_UT.082123.004\_I  
To: <gwiderburg@utah.gov>



**PUC Report**

- Report Number :** UT.082123.004
- Impacted Company :** Lumen
- Date and Time :** 21-AUG-2023 12:56:00
- Timezone :** MDT
- For Questions Contact :** Max Backlund 801-389-8506
- Reason for Outage Notification :** The Hyrum switch is not processing toll calls.
- Cause of Outage :** Under investigating
- Location of Outage :** HYRUM/UT
- Exchange Name / Wire Center :** HYRMUTMARS1
- Expected Duration :** 22-AUG-2023 12:56:00
- Actual Duration :** 02:01:18
- Number of Customers :** 340
- Services Affected :** TOLL SWITCH ISOLATION
- Agencies Notified :**
- Significant Update :**
- Resolution :**
- Restore Date/Time :**

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