



PublicService Commission <psc@utah.gov>

Fwd: PUC_UT.082123.004_F

1 message

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

Thu, Aug 24, 2023 at 2:49 PM

----- Forwarded message -----
From: <Regulatory.NEMC@lumen.com>
Date: Thu, Aug 24, 2023 at 2:48 PM
Subject: PUC_UT.082123.004_F
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 : The Hyrum switch was unable to process toll calls
Notification :
Cause of Outage : Fiber cut
Location of Outage : HYRUM/UT
Exchange Name / Wire : HYRMUTMARS1
Center :
Expected Duration : 22-AUG-2023 12:56:00
Actual Duration : 24:22:00
Number of Customers : 340
Services Affected : TOLL SWITCH ISOLATION
Agencies Notified : PSAP
Significant Update :
Resolution : The fiber was repaired
Restore Date/Time : 22-AUG-2023 13:18:00

--Disclaimer--