



PublicService Commission <psc@utah.gov>

**Fwd: PUC\_UT.012624.003\_I**

1 message

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

Fri, Jan 26, 2024 at 9:08 AM

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

From: **Lumen Auto Response** <lumen.autoresponse@lumen.com>  
Date: Fri, Jan 26, 2024 at 8:57 AM  
Subject: PUC\_UT.012624.003\_I  
To:



**Report Number** : UT.012624.003  
**Impacted Company** : Lumen  
**Date and Time** : 26-JAN-2024 03:13:00  
**Timezone** : MST  
**For Questions Contact** : Max Backlund 801-389-8506  
**Reason for Outage Notification** : The Salt Lake City Switch is not processing toll calls.  
**Cause of Outage** :  
**Location of Outage** : SALT LAKE CITY/UT  
**Exchange Name / Wire Center** : SLKCUTSODS0  
**Expected Duration** : 27-JAN-2024 03:13:00  
**Actual Duration** : 02:24:56  
**Number of Customers** : 4880  
**Services Affected** : TOLL SWITCH ISOLATION  
**Agencies Notified** : PSAP  
**Significant Update** :  
**Resolution** :  
**Restore Date/Time** :

--Disclaimer--