



PublicService Commission <psc@utah.gov>

Fwd: PUC_UT.012624.003_F

1 message

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

Tue, Jan 30, 2024 at 8:12 AM

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

From: **Lumen Auto Response** <lumen.autoresponse@lumen.com>
Date: Tue, Jan 30, 2024 at 8:11 AM
Subject: PUC_UT.012624.003_F
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 : A portion of the Salt Lake City Switch was not processing toll calls.
Cause of Outage : A fiber disturbance.
Location of Outage : SALT LAKE CITY/UT/
Exchange Name / Wire Center : SLKCUTSODS0
Expected Duration : 27-JAN-2024 03:13:00
Actual Duration : 14:26:00
Number of Customers : 4480
Services Affected : TOLL SWITCH ISOLATION
Agencies Notified :
Significant Update :
Resolution : Services restored without conclusive repair details.
Restore Date/Time : 26-JAN-2024 17:39:00

--Disclaimer--