

# NORS OUTAGE REPORTS 2015-2020

Office of Consumer Services  
Docket No. 20-2618-01  
Exhibit OCS 1.1D  
Witness: Alyson Anderson

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Year	FRONTIER Area	Wireline Customers Affected	Outage		Outage Minutes x Customers Affected
			Hours	Minutes	
2015	Monticello, UT	4,305	4	46	1,231,230
2015	Monticello, UT	4,305	12	28	3,220,140
2016	Moab, UT	5,845	17	28	6,125,560
2017	Moab, UT	5,845	6	50	2,396,450
2017	Moab, UT	5,845	18	10	6,371,050
2017	Moab & Monticello, UT	10,150	22	5	13,448,750
2018	Moab & Monticello, UT	5,046	26	40	8,073,600
2018	Monticello, UT	4,305	18	51	4,868,955
2019	Monticello, UT	1	4	38	278
2019	Monticello, UT	3,712	22	27	5,000,064
2020	Moab & Monticello, UT	9,047	7	34	4,107,338
<b>Total Outage-Exchanges</b>		<b>58,406</b>	<b>161</b>	<b>57</b>	<b>54,843,415</b>

Local Exchange Carriers must report an outage to the FCC if the duration of the outage is at least 30 minutes AND the number of “user minutes” potentially affected per outage is equal to or greater than 900,000. “User minutes” are determined by calculating the number of end users potentially affected by the outage times the duration of the outage.

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Year	CARBON/ EMERY TELCOM Area	Wireline Customers Affected	Outage		Outage Minutes x Customers Affected
			Hours	Minutes	
2016					
2017	Carbon/Emery	6,086	4	5	1,491,070
2018					
2019					
2020					
<b>Total Outage-Exchanges</b>		<u><u>6,086</u></u>	<u><u>4</u></u>	<u><u>5</u></u>	<u><u>1,491,070</u></u>

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