

# NORSH Outage Report

This is a read-only copy of a previous version of this outage report.  
To update or submit a new version please navigate to the active record of this outage report.

Company: Carbon/Emery Telcom, Inc.      Outage Number: 17-07537156  
Type of Reporting Entity: Wireline Carrier      Report Type: Final

## Incident Information

Incident Date and Time: 2017-03-10 00:54:00      Time Zone: Mountain  
Date and Time Determined Reportable:      Reason Reportable: Wireline - 900,000 user-minu  
Outage Duration (Hours): 4      Failure in Other Company?: No  
Outage Duration (Minutes): 5  
Explanation of Outage Duration:

Two DS3s were cross during maintenance/equipment replacement and this disabled the SS7 trunks.

Inside Building Indicator: Yes  
E911 Outage:

## Services Affected

- Cable Telephone
- Wireless (not paging)
- VoIP
- E911
- Paging
- Satellite
- Signaling (SS7)
- Wireline
- Special Facilities
- Other Service

## Number of Potentially Affected

Wireline Users Affected: 6,086      Paging Users Affected:   
Wireless Users Affected:   
VoIP Users Affected:   
DS3s Affected: 2      Cable Telephone Users Affected:   
OC3s Affected:   
Number of Blocked Calls:   
Satellite Users Affected:

Number of Lost SS7 MTP Messages: 1,700

Mobile Switching Center (MSC) Failed: N/A

State Affected: UTAH

City Affected: Price

### More Complete Description of Geographic Area Affected:

Carbon County, Utah

### Description of Incident:

DS3 cross connect failure impacting SS7 signaling links.

### Description of the Cause(s) of the Outage:

Human error during maintenance to replace a DS3 mux.

Direct Cause: Procedural - Service Provide

Root Cause: Planned maintenance - went

Contributing Factor 1:

Contributing Factor 2:

Lack of Diversity: No

Blocked Calls Realtime

Blocked Calls Historic

Lost SS7 Messages Realtime

Lost SS7 Messages Historic

Malicious Activity

If yes - please explain Malicious Activity:

Name and Type of Failed Equipment

Specific Part of Network Involved

Method(s) Used to Restore Service:

Rollback of connector changes on both DS3's which had been inadvertently crossed.

Was Telecommunications Service Priority involved in Service Restoration?

Steps Taken to Prevent Recurrence:

Updated documentation of the physical cross connect cards. Updated cross connects to move the two DS3s into seperate cross connect shelves to reduce the likelihood of impacting both at the same time.

Applicable Best Practices that might've prevented Outage or reduced effects:

Best Practices used to mitigate effects of Outage:

Analysis of Best Practice:

Remarks:

### Primary Contact Information

Select a User

Name

Phone Number

Extension

Email Address

Address Line 1

Address Line 2

Address Line 3

### Secondary Contact Information

Select a User

Name

Phone Number

Extension

Email Address

Address Line 1

Address Line 2

Address Line 3