

Friday Harbor WA

Major Outage Report

Overview

On July 2, 2014 at approximately 01:40 PM (PDT) the Friday Harbor WA switch experienced Toll Isolation after a contractor performing excavation work for the local power company severed CenturyLink's 12 and 36 strand inter-office fiber ("IOF") facilities. The outage Toll & E911 isolated FHHRWAXA, ESNDWAXA, and LOPZWAXA (Friday Harbor, East Sound, and Lopez) impacting approximately 12,568 lines. The outage impacted the Friday Harbor PSAP. The PSAP immediately rerouted calls to restore basic 911 service to customer on Friday Harbor. The outage isolated all 911 services for customers on Lopez Island and Orcas Island until approximately 03:00 PM (PDT) when traffic was successfully rerouted to the Island County PSAP located on Whidbey Island. At this point, CenturyLink's network has returned to normal. CenturyLink is working on adding IOF diversity to protect voice and 911 services from this type of event.

Specific Outage Information

1. **Date and time impact started:** July 2, 2014 at 01:40 PM (PDT)
2. **Date and time impact stopped:** July 2, 2014 at 11:20 PM (PDT)
3. **Duration of impact:** Approximately 9 hours 40 minutes
4. **Incident Synopsis:** Severed IOF caused loss of SS7 switch trunks impacting the public switches ability to process Toll and E911 calls.
5. **Incident Impacts:** During the outage, all E911, toll, and long distance calls on CenturyLink's network were impacted. Toll and long distance callers experienced Fast Busy or Ring No Answer. Emergency calls originating from Friday Harbor had access to basic 911 service. Emergency calls originating from Lopez Island and Orcas Island experienced Fast Busy until approximately 03:00 PM (PDT). After 03:00 PM they had access to basic 911 service.
6. **Incident Root Cause:** A contractor, MEM Enterprise, performing excavation work for the local power company severed CenturyLink's 12 and 36 strand IOF facility at the

intersection of Argyle Ave and Pear Point Rd, Friday Harbor WA. The fiber facilities carry critical SS7 switch trucks required for call processing.

- a. At the location of the damage the IOF facilities have no route redundancy. Once the fiber was severed the SS7 links immediately went out of service resulting in the inability for the switches to process E911, toll, and long distance calls.

7. CenturyLink's Follow Up action: Add route redundancy to protect IOF facilities.

- a. CenturyLink is actively working on installing a radio path between Friday Harbor and Mt. Constitution and Mt Constitution to Bellingham.
- b. CenturyLink is actively seeking route diverse capacity from other providers.

8. Approved Media Statements & Talking Points

July 2, 2014 at 3:39 PM (PDT)

San Juan County Fiber Cut

SAN JUAN COUNTY, Wash. – A fiber cable on San Juan Island has been cut by an outside contractor, which is affecting CenturyLink services throughout the Islands. 911 services are impacted. It is CenturyLink's priority to restore 911 services as soon as possible, as customer safety is our priority. In the event of an emergency, residents on San Juan Island should go to the Friday Harbor Fire Department at 1011 Mullis St., Friday Harbor, residents on Lopez Island are instructed to go to the Lopez Fire Station at 2228 Fisherman Bay Rd. on Lopez Village. Residents on Orcas Island should go to the Orcas Island Fire District at the fire station located at 45 Lavender Lane, Eastsound.

CenturyLink technicians are on site working to repair residential and business services impacted by the fiber cut. They will continue to work around the clock if necessary to restore services. We apologize for any inconvenience this has created for our customers.

July 2, 2014 at 5:46 PM (PDT)

San Juan County fiber cut update

SAN JUAN COUNTY, Wash. – Local CenturyLink technicians continue with restoration efforts. Additional CenturyLink fiber splicers are expected on site at 5:45 pm. We are looking at an estimated time of restoral around 12:00 am.

July 2, 2014 at 9:32 PM (PDT)

San Juan County fiber cut - Evening update

SAN JUAN COUNTY, Wash. – As of 9:00 pm, local calling and 911 services have been restored throughout the Islands. Technicians continue to work on full restoration and will continue to work around the clock as necessary. Estimated time of full restoral is 12:00 am.

July 3, 2014 at 8:46 AM (PDT)

San Juan County fiber restored

SAN JUAN COUNTY, Wash. – As of 9:00 pm last night, local calling and 911 services were restored, and as of 11:25 pm, long distance dialing was restored throughout the Islands. Technicians continue to monitor the situation.

CenturyLink places a priority on customer safety and restoring service. We apologize for any inconvenience this has created for our customers.