Report Title:	NORS Outage Report Details
Run Date and Time:	2022-05-09 12:13:36 Eastern Daylight Time
Run by:	Gerardo Lopez
Table name:	u_nors_outage_report

NORS Outage Report

Company:	Northwest Fiber, LLC	Outage Number:	ON-00345511
Type of Reporting Entity:	Wireline Carrier	Report Type:	Final

Reason for Withdrawal:

Reopened Submitted:

false

Previous Report Type:

Initial

Reopen Submitted Comments:

Incident Information

Incident Date and Time:	2022-05-02 02:32:00	Time Zone:	Pacific
Date and Time Determined Reportable:	2022-05-05 09:08:00	Reason Reportable:	Wireline - 900,000 user-minutes
Incident Date and Time:	2022-05-02 02:32:00	Failure in Other Company?:	No
Outage Duration (Hours):	90		
Outage Duration (Minutes):	12		
Explanation of Outage Duration:			
Inside Building Indicator:	No		
E911 Outage:	E911 Not Affected		

Services Affected

Cable Telephone:

false

Wireless (not paging):

false

VoIP:

false

E911 :

false

Paging:

false

Satellite:

false

Signaling (SS7):

false

Wireline:

true

Special Facilities:

false

Other Service:

false

Other Service Description:

Number of Potentially Affected

Wireline Users Affected:	285	Paging Users Affected:	
Wireless Users Affected:		Cable Telephone Users Affected:	
VoIP Users Affected:		Satellite Users Affected:	
OC3s Affected:			

Number of Blocked Calls:		Blocked Calls Realtime:	false
		Blocked Calls Historic:	false
Number of Lost SS7 MTP Messages:		Lost SS7 Messages Realtime:	false
		Lost SS7 Messages Historic:	false

| Mobile Switching Center (MSC) Failed: | No |

State Affected:

WASHINGTON

City Affected:

Lake Stevens

More Complete Description of Geographic Area Affected:

10300 20TH ST SE LAKE STEVENS, WA 98205

Description of Incident:

On site cable was stolen at Lake Stevens location in Washington. Cable needed to be placed by construction and both ends spliced as well, currently new cable is palced splicers are working on splicing both ends of the cable currenlty.

Description of the Cause(s) of the Outage:

Direct Cause:

Cable Damage - Other

Root Cause:

Cable Damage - Other

Contributing Factor 1:

Contributing Factor 2:

| Lack of Diversity: | Yes |
| Malicious Activity: | Yes - Physical event |

If yes - please explain Malicious Activity:

On site cable was stolen at Lake Stevens location in Washington. Cable needed to be placed by construction and both ends spliced. Once new cable was placed and spliced services were restored.

Name and Type of Failed Equipment:

Specific Part of Network Involved:

Method(s) Used to Restore Service:

Was Telecommunications Service Priority involved in Service Restoration?:	No

Steps Taken to Prevent Recurrence:

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

Best Practices used to mitigate effects of Outage:

Reason for Withdrawal:

Analysis of Best Practice:

Remarks:

Primary Contact Information

Select a User:

Name:

Jessica Epley

Phone Number:	1-5034310458	Extension:

Email Address:

jessica.epley@ziply.com

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:

Related List Title:	Sys Audit List
Table name:	sys_audit
Query Condition:	Table Name = u_nors_outage_report AND Document Key = 5d5d0ad51b5b4910cc2f2f82f54bcb64
Sort Order:	None

Related List Title:	NORSH Outage Report List
Table name:	u_norsh_outage_report
Query Condition:	Original Sys Id = ON-00345511
Sort Order:	None

3 NORSH Outage Reports

Report Type	Previous Report Type	Updated by	Updated At
Final	Initial	gerardo.lopez@ziply.com	2022-05-09 12:11:19
Initial	Notification	gerardo.lopez@ziply.com	2022-05-05 12:54:36
Notification		gerardo.lopez@ziply.com	2022-05-05 12:48:45