

INLAND TELEPHONE COMPANY

Corporate Offices

103 South 2nd Street

P.O. Box 171

Roslyn, WA 98941

**INLAND
TELEPHONE**

Telephone: 509.649.2211

Fax: 509.649.3300

April 19, 2022

Via email to telecom-outage@utc.wa.gov

Mr. David W. Danner, Chairman
Ms. Ann Rendahl, Commissioner
Mr. Jay Balasbas, Commissioner

Washington Utilities and Transportation Commission
621 Woodland Square Loop SE
Lacey, WA 98503

Re: **911 and Long Distance Outage of Inland Telephone Company**

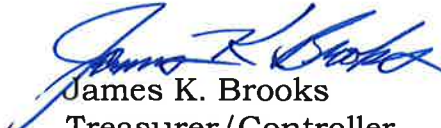
Dear Chairman and Commissioners:

On April 18, 2022, at approximately 9:00 a.m., Inland Telephone Company ("Inland") experienced an outage that affected all of its customers' ability call 911 and to make long distance calls in its Dewatto exchange. Inland dispatched a technician, Kevin Larimer, to assess the outage. Mr. Larimer discovered vandalism within the Centurylink/Lumen ("Lumen") area and immediately reported it to Lumen; creating trouble tickets within their system. Attached to this report is a copy of Mr. Larimer's email to Lumen as well as pictures of the damaged pedestal.

As of April 19, 2022, at 10:10 a.m., the outage has not been resolved by Lumen; approximately 253 customers are affected.

If you should have any questions, please call me at (509) 649-2211.

Sincerely,


James K. Brooks
Treasurer/Controller

Received
Records Management
04/19/22 16:54
State Of WASH.
UTIL. AND TRANSP.
COMMISSION

Subject: Isolation in Dewatto
From: Kevin Larimer <kevin@inlandnet.com>
Date: 4/19/2022, 8:44 AM
To: James Brooks <jbrooks@inlandnet.com>
CC: Amy Wait <amyw@inlandnet.com>

Hi James,

Here is an update on the Dewatto Isolation. Circuits went down on 4/17/22 around 11pm, I came in early identified problem circuits opened up tickets 23617740, 23617761, 23617832 and 23617806. Loaded drove to Dewatto and identified issue to be a vandalized pedestal in the Lumen area see attached. I updated the tickets with what we found and gave directions to the vandalized site. Called numerous times for update and was told it has been dispatched the last time they told me 2 hour eta. Drove to the site first thing this morning and nothing had been done. Below is the email I sent this morning along with same pics to Wendy.Gray@lumen.com, Ryan.Bolte@lumen.com. This was around 8:15am. Just a few moments ago I received a call from their call service there is a dispatch and ETA is 2 hours.

"Hi Wendy,

This is Kevin Larimer with Inland Telephone. I am at our Dewatto Exchange where we have been isolated no 911 for over 24 hours. I opened tickets 24 hours ago and asked that they be escalated, with no response I have called in multiple times and I hear that it has been dispatched and they are going through procedures. After I turned in the tickets and drove over we identified a pedestal that was opened with cables cut. I have attached pictures. The location is less than a 1/2 mile up the NE Elfendahl Pass Road from the Belfair Tahuya Road. I have given this information 24 hours ago and no response yet just that Lumen is going through procedures. Tickets are 23617740, 23617761, 23617832 and 23617806. Can You Please help escalate?

Thanks,

Kevin Larimer "
509-674-9426

— Lumen_5733.JPG



— Lumen_5733.JPG



— Lumen_5732.JPG



— Lumen_5731.JPG



— Lumen_5730.JPG



Lumen_5729.JPG



Kevin Larimer <kevin@inlandnet.com>
Inland Networks

Attachments:

Lumen_5733.JPG	59.1 KB
Lumen_5732.JPG	54.9 KB
Lumen_5731.JPG	59.0 KB
Lumen_5730.JPG	52.1 KB
Lumen_5729.JPG	53.9 KB
kevin.vcf	199 bytes