

Reason for Outage



Date: December 31, 2018

Incident Start Time: December 27, 2018 08:40 GMT

Service Restore Time: December 28, 2018 21:36 GMT

While most services restored on December 28, 2018 at 21:36 GMT, all residual impact restored on or before December 29. Due to the nature of this event restoral times varied.

The information in this communication is confidential and may not be disclosed to third parties or shared further without the express permission of CenturyLink.

CenturyLink experienced a network event beginning on December 27 that impacted voice, IP, and transport services for some of our customers. The event also impacted CenturyLink's visibility to the management network, impairing our ability to troubleshoot and prolonging the duration of the outage.

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Designated Information is Confidential Per Protective Order In Docket UT-170042

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This letter is for informational purposes only and is not meant to be an admission of liability (or otherwise) on the part of CenturyLink. This letter does not amend or otherwise alter your contractual rights or those of CenturyLink. We hope that the information provided has been of assistance. Please do not hesitate to contact your account manager or your Repair Center if you have any further questions.

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