

**Carlton Complex Wildfires**  
**Docket No. UT-141488**  
**CenturyLink's Major Outage Report**

**Overview**

On July 18, 2014 beginning at approximately 4:00 PM PDT CenturyLink's facilities and services in and near Pateros, Winthrop, Twisp, Omak, and Okanogan began to be affected by the Carlton Complex wildfires.

All services have been restored to full capacity as of 3:30pm Saturday the 26<sup>th</sup>.

There were several separate situations in terms of impact:

1. Winthrop (1791 lines), Twisp (1632 lines), and Pateros (632 lines). These three wire centers all lost commercial power, toll&LD, 911 and HSI from Friday the 18<sup>th</sup> until Tuesday the 22<sup>nd</sup>. At that point limited toll, 911, and HSI were restored, except that Pateros did not have toll calling until July 23. All services were back up on July 23 via cooperative efforts to reroute traffic with the help of the Okanogan PUD and Frontier Telecommunications.
2. The other impacted markets were Omak (5222 lines) and Oroville (1519 lines). These two markets were impacted by the loss of approximately 10 miles of PUD fiber between Pateros and Omak. These areas had an alternate route that routed provided limited toll&LD and HSI through a northern route into Canada. 911 services were not impacted. Saturday afternoon, the 26<sup>th</sup>, another route east to Spokane was established, restoring full capacity toll&LD and HSI.
3. With regard to distribution areas that were impacted by the fire, CenturyLink is continuing to dig out and rebuild burnt pedestals and replace aerial cables that have been damaged.

**Specific Outage Information**

1. **Date and time impact started:** July 18, 2014 at 4:00 PM (PDT)
2. **Date and time impact stopped:** July 22, 2014 at 3:30 PM (PDT)
3. **Duration of impact:** Approximately four days (96 hours)

4. **Incident Synopsis:** Wildfires sparked by lightning destroyed CenturyLink-owned and leased facilities, as well as destroying power facilities, causing a loss of all services in Pateros, Twisp, and Winthrop. Services in Omak and Oroville continued at reduced capacity due to damaged facilities where an alternate route was available.
5. **Incident Impacts:** During the outage, all E911, toll, and long distance calls on CenturyLink's network were impacted in the affected areas. Pateros, Twisp, and Winthrop did not have voice calling or internet services for approximately four days, from approximately 4:00 PM PDT on July 18 until approximately 3:30 PM on July 22. Thereafter, services were gradually restored, with 911 and HSI enabled on July 22 in all areas, and toll restored to Pateros on July 23. Omak and Oroville experienced reduced capacity, but had voice calling and 911 during the entire time.
6. **Incident Root Cause:** Wildfires sparked by lightning burned various parts of the network, including some leased interoffice fiber owned by the Okanogan PUD. The fires also caused commercial power to be lost in many areas.
7. **CenturyLink's Follow Up Action:** CenturyLink is in the process of replacing aerial and buried facilities, as well as pedestals, that were damaged or destroyed by fire.
8. **Approved Media Statements & Talking Points:** See Attachments A, B, and C.