00-117

ride the light SM

Qwest®

**Qwest**
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**Elridge A. Stafford**
Executive Director-Federal Regulatory

August 25, 2000

Mr. Dale Hatfield
Chief, Office of Engineering and Technology
Federal Communications Commission
445 12th Street, S.W., Room 7-C155
Washington, D.C. 20554

RE: CFR 47, Section 63.100
Final Service Disruption Report, Cottonwood, AZ
CTWDAZMADC0

Dear Mr. Hatfield:

On July 26, 2000, Qwest[1] experienced a Service Outage in Cottonwood, AZ. In accordance with the reporting rules, CFR 47, Section 63.100, enclosed is Qwest's Final Service Disruption Report for this outage.

Please contact me if you have questions concerning this report.

Sincerely,

Elridge A. Stafford

Attachment

cc: Mr. Robert Kimball
Mr. Doug Sicker

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[1] On June 30, 2000, U S WEST, Inc., the parent and sole shareholder of U S WEST Communications, Inc., merged with and into Qwest Communications International, Inc. Further, on July 6, 2000, U S WEST Communications, Inc. was renamed Qwest Corporation.

# Final Service Disruption Report

**Reporting Company:** Qwest

**Location of Disruption:** Cottonwood, AZ (CTWDAZMADC0)

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**1. Date and Time of Incident:**
July 26, 2000, at 1343 MST

**2. Geographic Area Affected:**
Jerome and Mingus Mountain areas of Arizona.

**3. Estimated Number of Customers Affected:**
Approximately 600 Qwest customers were affected by the outage.

**4A. Types of Services Affected:**
FAA circuits serving the Phoenix, Sky Harbor Airport were affected. All services for the 600 Qwest customers were also affected.

**4B. 911 Service Affected**
911 service for 600 Qwest customers on the pair gain systems were affected.

**5. Duration of Outage**
Service was restored at 1608 MST for a total duration of 2 hours 25 minutes.

**6. Estimated Number of Blocked Calls:**
The number of calls that may have been attempted by the 600 Qwest customers that were isolated from the Central Office, are unknown.

**7A. Root Cause of the Incident:**
The root cause of the incident was contractor error.

Repairs to cable damaged on July 19 were incomplete; slack had been left in aerial cable. While working to lash the slack to the strand, a contractor dropped the splice case and fractured the cables inside which served the FAA circuits and the local pair gain systems.

**7B. Name and Type of Equipment:**
Fiber optic cable

**7C. Specific Part of Network Affected:**
Loop Facilities.

**8. Method(s) Used to Restore Service:**
The following steps were taken to restore service:

- The cable was fusion spliced.

**9. Steps Taken to Prevent Recurrence of Outage:**
The following steps have been or will be taken to prevent recurrence of this problem:

The contractor was not employed to open the splice case or work directly on cable. Therefore, per current guidelines, the contractor was not obligated to notify Qwest that work would be performed that day.

- The contractor release process, which requires notification only for work performed directly on fiber, will be reviewed and changed as appropriate.

**10A. Applicable Best Practice(s):**
Qwest reviewed *Network Reliability: A Report to the Nation*, June 1993 and evaluated all recommendations and best practices by focus area. Based on the root cause analysis, the most appropriate focus areas are:

Section B – Signaling Network Systems
Reference 6.1.1 – Root Cause Analysis

**10B. Best Practice(s) Used:**
Section B – Signaling Network Systems
Reference 6.1.1 – Root Cause Analysis

**10C. Analysis of Effectiveness of Best Practice(s):**
Section B – Signaling Network Systems
Reference 6.1.1 – Root Cause Analysis
While this recommendation is specific to Signaling Networks, Qwest currently requires a root cause analysis on all significant network failures.

**Contact Person:**
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Washington, D. C. 20036
Telephone (202) 429-3134

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# FCC INITIAL REPORT
## QWEST - Large Scale Abnormal Condition Report (LSACR)
## Service Disruption Report

00-117

[X] 120 MINUTE REPORT [ ] 3 DAY REPORT

ACR #: AZ.000726.010

Date Of Incident: 07/26/00 Time Of Incident: 13:43 MST

Geographic Area Directly Affected: PRESCOTT, AZ - COTTONWOOD AZ
[Cities, LATA(s), States(s)]

CLLI code(s) for affected area: PRSCAZMA, CJWDAZMADS0,

Estimated Number of Customers Affected: UNDER INVESTIGATION
[i.e. Access lines in the switch, LATA(s) or States(s)]

Types of Services Affected (e.g. Local, Toll, 800, 911, FAA, etc.): FAA - SKY HARBOR AIRPORT

Duration of Outage (Hours & Minutes): ONGOING

Estimated Number of Blocked Calls: UNDER INVESTIGATION

Apparent Cause of Incident: UNDER INVESTIGATION

Method Used to Restore Service: UNDER INVESTIGATION

Steps Taken to Prevent Recurrence: UNDER INVESTIGATION

CONTACT PERSON: Kenneth Cartmell-Exec. Dir-Fed Regulatory Ph: 202-429-3136
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Tim Mason
Vice President - NROC
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Qwest
700 W. Mineral, Littleton, CO 80120

-or-

Dave Rygh
Director - Network Management Center
Ph: 303-707-5608
Qwest
700 W. Mineral, Littleton, CO 80120

Date Reported to FCC: 07/26/00

Time Reported to FCC: 16:20 MST
(Include AM/PM, Time Zone)

Person Faxing Report: CHRIS BASQUEZ

Time Confirmed with FCC:

Telephone Number: 800-879-1200

FCC Contact Name:

**PRI FAX: Monitoring Watch Officer (202) 418-2812-Confirm at (202) 632-6975**
*Secondary FAX: Monitoring Watch Officer (301) 725-2521 - Confirm at (301) 725-2278*
*(To be used only at the direction of the Primary Fax Monitoring Watch Officer)*

**Also FAX to:** Qwest Federal Relations Office at (202) 296-5157
**Also FAX to:** Karen Eccli/Jane Quigley (303) 707-2229
**Also FAX to:** Glenda Weibel (206) 345-2129
**Also FAX to:** Bev Sharpe (303) 694-1719

Form Issue Date: 07/14/00