00-129

**Jonathan J. Boynton**
Associate Director-
Federal Regulatory

SBC Telecommunications, Inc.
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Phone 202 326-8884
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September 11, 2000

Mr. Dale Hatfield
Office of Engineering and Technology
Federal Communications Commission
445 12th Street, SW, Room 7-A-340
Washington, DC 20554

Re: **Final Service Disruption Report**

Dear Mr. Hatfield:

Pursuant to the requirements established in the Report and Order in CC Docket No. 91-273 (Amendment of Part 63 of the Commission's Rules to Provide for Notification by Common Carriers of Service Disruptions), **SOUTHWESTERN BELL TELEPHONE COMPANY** submits the attached **Final** Service Disruption Report associated with a service disruption in **Southern Arkansas** on **August 11, 2000**.

An Initial Service Disruption Report was faxed to the FCC's Monitoring Watch Officer on that date.

Please stamp and return the provided copy to confirm your receipt. Please contact me if you have questions regarding this service disruption.

Sincerely,

Jonathan J Boynton

Enclosures

CC: Bob Kimball
Kent Nilsson

**Southwestern Bell**

*A member of the SBC global network*

Retention Period: 6 Years

# FCC SERVICE DISRUPTION REPORT

**Type of Report:** ☐ Initial Report ☐ Update ☒ Final

**Occurred:** Date: 08/11/2000 Time: 17:37 CDT

**Ended:** Date: 08/11/2000 Time: 19:48 CDT

**Duration (in minutes):** 131 minutes

☒ 50,000 or More Customers
☐ 30,000 - 49,999 Customers
☐ Fire incident ≥ 1,000 lines
Special Offices/Facilities
☐ 911
☐ Major/Medium Airport
☐ NCS Request

**Geographic Area Affected:** Southern Arkansas

**Estimated Customers Affected:** 102,609

**Type(s) of Services Affected:** ☐ Local (Intraoffice) ☒ IntraLATA ☒ InterLATA ☐ 800
☐ LIDB ☐ Operator Services ☒ Interexchange ☒ Switched Access (interoffice)
☒ Cellular ☐ International ☐ E911/911 ☒ FAA ☐ All

**Estimated Blocked Calls:** 95,610

**Apparent or Known Cause of the Outage:** At 17:37 CDT, on Friday, August 11, 2000, a fiber optic toll cable LG138 (48 fibers - 4 workers) was damaged by Johnsville San & Gravel 7.4 miles south of the Jefferson central office, Pine Bluff, Arkansas on state Highway 15. Johnsville Sand & Grave while performing road work for the State of Arkansas broke a water main owned by Highway 15 South Water Company. In the process of digging up the water main for Highway 15 South Water they cut our toll fiber cable. The toll cable was buried 2.5 feet underground. There was no current request for a cable locate prior to this construction activity.

The outage isolated 43 Central Offices from the toll network in the Southern Arkansas (29 - SWB & 14 - ICO). Calls to E911 Public Safety Answering Points (PSAP's) completed normally and the only impact to PSAP's was the loss of ANI/ALI during the outage. There are no legal actions pending.

ROOT CAUSE: Cable Damage - Inadequate/No Notification (Dig-Up). Johnsonville Sand & Gravel failed to call for a cable locate.

**Name and Type of Equipment Involved:** Fiber Optic Toll Cable

**Specific Part of Network Involved:** Toll Network

**Methods used to Restore Service:** Used Emergency Fiber Restoration Kit and mechanical splices.

**Steps Taken to Prevent Recurrence:**

1. A diverse route was evaluated and a Business Case was approved. The project was funded for Year 2000 in 1999; however; funding was subsequently removed.

2. A claim for damages was filed against Johnsonville Sand and Gravel.

3. A "Cable Awareness" meeting was conducted on 8/18/00 with Johnsville Sand & Gravel to emphasize the importance of contacting the Arkansas One-Call Center for a cable locate prior to performing any construction work that has the potential to affect a 'high profile' cable.

**Applicable Best Practices:** Southwestern Bell reviewed the Network Reliability: A Report to the Nation, Section A, dated June 1993 and Keeping the Network Alive and Well: Solving the Problem of Cable Dig-Ups, dated February 1996 and evaluated all recommendations and best practices. Based on the Root Cause analysis the most appropriate focus area is:

Keeping the Network Alive and Well
Reference: 5.2 Tactical Implementation Subteam Results and Recommendations

- Recommendation 9: Provide Physical Diversity on Critical Routes When Justified by Thorough Risk/Value Analysis

**Best Practices Used:** Southwestern Bell observes those practices that are consistent with providing outstanding customer service.

**Analysis of Effectiveness of Best Practices:** Recommendation 9 - A Thorough Risk/Value Analysis has been completed and the diverse project is waiting funding.

**Prepared by:** Denise Buschfort **Telephone:** 210-886-4586
**Date submitted:** 09/11/2000 **Time:** 15:20 CDT

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*A member of the SBC global network*

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**Estimated Blocked Calls:** 95,610

**Apparent or Known Cause of the Outage:**

At 17:37 CST on 8-11-2000, Jonesville Sand & Gravel cut fiber LG138 about 7 miles south of Pine Bluff, Arkansas on Highway 15, near the bridge. This isolated 28 SBC offices and 14 independent company offices. E911 was impacted, but not isolated. The cable was not located, nor was a request made. The contractor was assisting the Highway 15 Water Association dig up a broken main.

**Name and Type of Equipment Involved:** Fiber optic toll cable

**Specific Part of Network Involved:** Toll network

**Methods used to Restore Service:** Emergency fiber restoration kit and mechanical splices

**Prepared by:** Denise Buschfort
**Date submitted:** 08/11/2000

**Telephone:** 210-886-4586
**Time:** 20:50 CST