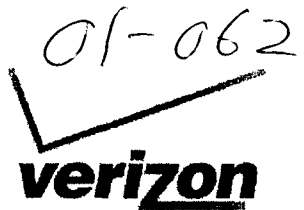


W. Scott Randolph
Director - Regulatory Affairs



Verizon Communications
1300 I Street, NW
Suite 500E
Washington, DC 20005
Phone: 202 515-2530
Fax: 202 336-7922
srandolph@verizon.com

June 13, 2001

Bruce A. Franca
Acting Chief, Office of Engineering and Technology
Federal Communications Commission
445 Twelfth Street, S.W.
7-C153
Washington, DC 20554

RE: Final Service Disruption Report for May 14, 2001 Event

Dear Mr. Franca,

In accordance with the outage reporting thresholds established in CC Docket 91-273, we are enclosing Verizon's Final Service Disruption Report for the outage affecting the Taunton, MA area on May 14, 2001.

If you have any questions regarding this matter, please call me at (202) 515-2530.

Sincerely,



W. Scott Randolph
Director - Regulatory Affairs

Enclosure

cc: R. Kimball
K. Nilsson

WIRE LINE OUTAGE REPORT

Reporting Carrier Verizon	Date of Incident 05/14/2001
Time of Incident 10:42 AM EDT	Geographic Area Affected Taunton, MA
Services Affected <div style="display: flex; justify-content: space-between;"> <div style="width: 40%;"> IntraLATA Intraoffice <input type="checkbox"/> IntraLATA Interoffice <input checked="" type="checkbox"/> InterLATA Interoffice <input checked="" type="checkbox"/> E911 <input checked="" type="checkbox"/> </div> <div style="width: 60%;"> Number of Customers Affected Approximately 60, 200 Number of Blocked Calls 157,906 Outage Duration 46,600 lines for Taunton area for 1 Hr 26 Mins 13,600 lines for Norton area for 3 Hrs 38 Mins </div> </div>	
Background of the Incident <p>On Monday May 14, 2001 at 1042 hours, working fiber optic jumper cables were mistakenly cut in the Taunton (TNTNMAPL***), Massachusetts Central Office (CO) by a Verizon Equipment Installation crew. The cut jumpers caused both the working and protect sides of two fiber systems to fail. One system between Taunton and Brockton carried 24 T3s and the second system between Taunton and Norton carried 7 T3s.</p> <p>An Equipment Installation job to remove obsolete fiber optic multiplexers began in March, 2001. In April, the CO Engineer added work items to the removal job to relieve congestion in the fiber trough. The Equipment Installation group never issued a revised Method of Procedure detailing this additional work. Without the revised MOP detailing the proper procedures and tools for this work activity, the technician mistakenly cut working fiber optic jumpers which connect the multiplexers in the CO.</p> <p>Technicians were dispatched to both the Taunton and Norton COs. Upon arrival in Taunton, the technicians identified the cut fiber jumpers and requested replacements. By 1208 hours, the 24 T3s to Brockton were restored and by 1420 hours, the remaining 7 T3s to Norton were restored. During this disruption, some customers in Southeastern Massachusetts attempting to call 911 would have reached a fast busy until calls were rerouted to the secondary E911 tandem at 1351.</p>	
Direct Cause Procedural- Service Provider- Failure to follow standard procedures/documentation	
Root Cause Procedural- Service Provider- Insufficient supervision/control	
Name and Type of Equipment Alcatel Fiber Optic Multiplexers	Specific Part of the Network Involved Interoffice Facilities
Methods Used to Restore Service Fiber Optic Jumpers were run to restore service temporarily.	

Steps Taken to Prevent Recurrence of the Incident

- The Verizon Equipment Installation issued a Flash notification for personnel to review existing MOPs for compliance with the Safetime Practice
- The Verizon Equipment Installation will issue a Bulletin highlighting the requirements for detailed MOPs, procedures for removing fiber cables, appropriate notification procedures and Safetime policy
- The Verizon Equipment Installation Managers will review the above mentioned Bulletin and Installation Practices with all technicians at face-to face meetings.

Evaluation of Best Practices

PR03: MOPs and Acceptance/Verification Check-Off Sheets for Hardware and Software Growth/Change Activities

Contact Person

William S. Randolph

Telephone Number of Contact Person

202-515-2530

01-062

**VERIZON
FCC NETWORK DISRUPTION
INITIAL REPORT**

TICKET #: ARQ-IF4

1. **DATE AND TIME OF INCIDENT:** 05/14/2001 10:45:00 AM
2. **GEOGRAPHIC AREA AFFECTED:** Taunton, MA TNTNMAPL
3. **MAXIMUM NUMBER OF CUSTOMERS AFFECTED:** 60,000
4. **TYPE OF SERVICES AFFECTED:**
☐ EMERGENCY-SERVICE ☒ INTERLATA ☐ OTHER
☒ INTRALATA ☐ 800 SERVICES
5. **DURATION OF OUTAGE:** 01:25:00
6. **ESTIMATED NUMBER OF BLOCKED CALLS:** N/A
- 7A. **TYPE EQUIPMENT:** Fiber - Non Sonet Equipment **VENDOR:**
- 7B. **APPARENT OR KNOWN CAUSE OF INCIDENT:**
31 T3's down due to facility cut
8. **METHOD USED TO RESTORE SERVICE:**
Not available at this time
9. **STEPS TAKEN TO PREVENT RECURRENCE:**
Not available at this time

Pursuant to Section 0.459 (b) of the Commission Rules, and for reason set forth below,
confidentiality is requested for items:
Reason for confidentiality:

☐ A Request to supplement the showing requested by section 0.459 (b) is hereby made and will be submitted expeditiously.

Request Supplement:

DATE AND TIME OF REPORT: 05/14/2001 12:42:36 PM

CONTACT AND TELEPHONE #: Michael Pearce 800-400-4662

NOTE: Retention period is 6 Years