

M-2021-3023564

TELEPHONE UTILITY REPORT OF OUTAGE TO
PENNSYLVANIA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU
400 NORTH STREET
HARRISBURG, PA 17120

RCVD PUC SEC BUR
SEP 24 2024 AM 10:55

Phone-In Reports: Always call (717) 941-0003
Email RA-PUCPEMA@pa.gov

An original and one copy of this report are to be mailed to the Secretary's Bureau at the address above, even if an electronic copy has been emailed to the address above.

Information Required:

1. Reporting Utility: Pennsylvania Telephone Company 312-750
Address: 191 Middle Rd
Jersey Shore, PA 17740

2. Name and title of person making report:
Richard Maietta Vice President and General Manager
(Name) *(Title)*

3. Telephone number: (570) 745-7101
(Telephone Number)

4. Date and time initial telephonic report was made to Commission:
9/20/2024 0930 EDT
(Date) *(Time)*

5. Interruption or Outage:
(a) Number of customers affected: about 700, 100% of ILEC

(b) Approximate number of outages for each county affected during the event:
1 outage in LYcoming and Clinton counties (Bastress, Limestone, and Crawford
Townships).

(c) Reason for the interruption or outages: Dump truck tore down Verizon fiber lines
on PA-220 Hwy / I-180 in Woodward Township on 9/17/2024 at approximately 1330 EDT.
Multiple poles were broken and the highway closed in both directions. This isolated PTC
equipment and prevented all extended service area calls including E911 and some long
discance. PTC local calls and outbound PIC'd long distance remained functional.

- (d) Projected time of restoration: Already restored
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- (e) The date and time of the first information of a service interruption: Around 1400 EDT and confirmed by Veriozn as their outage around 1500 EDT on 9/17/2024.
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- (f) The actual time that service was restored to the last affected customer: Around 0300 EDT on 9/18/2024, about 13 hours in total.
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Remarks: Tickets opened with Verizon: PATM010X5S, PAM8005313, PAPA429838
Informed local fire around 1745 EDT on 9/17/2024 of E911 outage.

Pennsylvania Telephone Company
191 Middle Road
Jersey Shore, PA 17740

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Pennsylvania Utility Commission
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