



Mendocino County Fiber Outage Overview

On Sunday, August 3, 2014, a vehicular accident along the rural Comptche-Ukiah Road in Mendocino County caused a fiber cut of 400 feet of AT&T aerial fiber optic cable. The outage affected a reported eight communities along the Mendocino County coast and caused a loss of some cell service for three inland areas in the county. The duration of the outage was just over 45 hours, beginning August 3 at 17:28:00 and ending August 5 at 14:42:55.

The outage described above was not reported by AT&T to the Public Safety Communications. AT&T, Verizon and Frontier notify CalOES Public Safety Communications staff when catastrophic network outages impair E9-1-1 service to the public. This includes community isolations where individuals cannot call 9-1-1 due to a network failure or inability for a Public Safety Answering Point (PSAP) to process 9-1-1 emergency calls, including the inability to transfer or redirect emergency calls to another PSAP. Upon inquiry, AT&T provided the summary information to the Public Safety Communications 9-1-1 Emergency Communications Branch:

- No PSAPs were impacted
- 888 U-Verse area Telephone Numbers were affected
- No trouble tickets for 9-1-1 issues were generated for the Mendocino County PSAPs which include (Cal Fire Howard Forest, CHP Ukiah, Mendocino County Sheriff, Ukiah Police Department, and Willits Police Department)

Per AT&T, the event was not 9-1-1 related or affecting and the National Resolution Center (NRC) reported that AT&T customers were able to dial 9-1-1. AT&T identified that when a network service disruption occurs on the customer side of the carriers 9-1-1 selective routers, the 9-1-1 call does not reach the selective router and cannot be routed to a PSAP. In this instance, the incoming 9-1-1 call is not received at the 9-1-1 Selective Router; therefore, the will not be recorded as an undeliverable 9-1-1 call to the PSAP.

The Broadband Alliance of Mendocino County (BAMC) on October 15, 2014, filed an Ex Parte Notice to the FCC. The BAMC published its findings with regard to the August 3 incident, including results from a survey conducted documenting the impacts to Mendocino County residents. Results of the survey reported out of 741 responses as of October 8, 2014, 285 residents reported losing their regular ability to place a 9-1-1 call. This included:

- 4 actual life-threatening medical emergencies
- 39 disabled or elderly residents
- 42 self-reports where respondents affirmed they felt that an internet and phone service outage such as the one experienced on August 3-5, 2014 was a threat to their safety
- 14 residents in the area of Laytonville who were potentially threatened by the Lodge Complex fire and who lost the ability to receive status updates on the fire through any form of communication (including texting, placing a phone call, or using internet services to send/receive email or search for updates)

CalOES is working with the FCC, California Public Utilities Commission and AT&T to ensure 9-1-1 outage reports include outages that occur on the customer side of the selective router.

January 26, 2015