

Ticket	DTG	Century Link Remedy Ticket #	Century Link Technician	# of sites impacted	Length of interruption in minutes	Cumulative lost productivity time	Root cause
1	6/8/12 7:56 AM	6591546	Charles Harris	8	30	240	No explanation of outage
2	6/14/2012 17:12 PM	6683256	Charles Harris	8	19	152	Century link replaced flash card in a MUX
3	6/19/12 8:00 AM	65761194	June Harper	8	13	104	No explanation of outage
4	7/4/12 5:45 AM	6998560	George Holliday	8	3240	25920	9 days of hourly service disruptions. Fixed by code upgrade on Century link equipment on 7/12/2012
5	7/20/12 12:34 AM	7269151	Carvin Johnson	8	15	120	Caused by Century Link technician doing work during day.
6	7/25/12 11:06 AM	7345853	June Harper	1	12	12	No explanation of outage
7	8/9/12 10:50 PM	7600636	Charles Harris	8	11	88	Suspect Weather
8	9/2/12 9:54 AM	8023257	Charles Harris	8	11	88	No explanation of outage
9	9/6/12 10:05 AM	8065684	Charles Harris	8	74	592	3 outages over two day period. Century Links serving terminals protection module failure/replaced at 11:22
10	9/12/12 1:05 AM	None	Kevin Banks	7	64	448	Century Link emergency fiber repair
11	9/19/2012 14:58 PM	8291973	Charles Harris	1	37	37	3 outages in one day. Problem at the Century Link Central Office.
12	9/21/12 7:55 AM	None	Charles Harris	1	14	14	No explanation of outage
13	9/28/12 2:01 PM	8432760	June Harper	8	30	240	No explanation of outage
14	10/2/12 12:42 AM	None assigned	Kevin Banks	8	73	584	Flapping trunk port on Century Link network
15	10/10/12 0:30 AM	8612915	Brian Aites	8	30	240	No explanation of outage
16	10/11/12 7:24 AM	8637583	Charles Harris	8	22	176	No explanation of outage
17	10/12/12 1:17 AM	8653953	June Harper	8	3	24	No explanation of outage
				Minutes	3,698	29,079	
				Hrs	62	485	
				Days	8	61	