

Michigan TRS Outage Summary

Date of Outage: January 21, 2004

Time: 13:50 – 18:00 (Total Outage 250 Minutes)

A Rockwell switch located in a central office building, 1365 Cass, Detroit, MI failed. This switch provides call processing ability to the two SBC TRS call processing centers which are located in Birmingham, MI and Dearborn, MI. This Rockwell switch is functionally equivalent to the equipment in normal central offices and is equipped with uninterruptible power for emergency use.

Since there are two SBC TRS Centers in MI, each center is capable of handling all Michigan-originated TRS calls. Two centers were purposely established so that if one were to become inoperable, the TRS traffic could be handled by the other office. Both centers are equipped with uninterruptible power supply in the case of a complete power outage.

Due to this network switch failure, TRS calls could not be presented to the on-duty Communications Assistants in either center. Therefore, the MI TRS community had no ability to reach the MI TRS Centers for approximately 250 minutes. During this time, customers would only receive a “fast busy”. SBC estimates, based on historical call trends, that approximately 1,000 call attempts may have occurred during the limited outage period.

SBC notified the Michigan Public Service Commission and the Federal Communications Commission of the outage as it occurred and when service was restored. It was determined the Michigan relay centers did not experience a “network outage”, as defined in the FCC’s rules, therefore no formal report was filed.

The Rockwell switch is scheduled for replacement by mid May. Furthermore, a new emergency call transfer system is in the process of being added to the call flow configuration in an attempt to minimize outage duration if a future network element failure were to occur. This is slated to be in place by 2/20/04.