

**Redacted Version**

July 2, 2012

Ms. Marlene H. Dortch (via ECFS)  
Secretary  
Federal Communications Commission  
445 12th Street, SW  
Washington, DC 20554

David Capozzi (via hand delivery)  
Acting General Counsel  
Universal Service Administrative Company  
2000 L St. N.W., Suite 200  
Washington, D.C. 20036

T.W. Patch, Chairman (via electronic filing)  
Regulatory Commission of Alaska  
701 West 8<sup>th</sup> Avenue, Suite 300  
Anchorage, AK 99501-3469

**Re: *Connect America Fund*, WC Docket No. 10-90, and Request for Confidential Treatment Pursuant to 47 C.F.R. §§ 0.457 and 0.459**

Dear Ms. Dortch, Mr. Capozzi, and Chairman Patch:

Pursuant to 47 C.F.R. § 54.313(i), General Communication Inc. (“GCI”) hereby files the enclosed annual Eligible Telecommunications Carrier report for high-cost recipients. As clarified in an order released by the Wireline Competition Bureau (“WCB”) on February 3, 2012,<sup>1</sup> GCI’s report furnishes the information required under 47 C.F.R. § 54.313(a)(2)-(6), and it does so by supplying the corresponding portions of the report that GCI filed with the Regulatory Commission of Alaska (“RCA”) for 2011. As the WCB Order directs, GCI will file comprehensive reports addressing the other applicable requirements in 47 C.F.R. § 54.313 beginning in 2013.

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<sup>1</sup> See *Connect America Fund*, Order, 27 FCC Rcd. 605, 607-08 ¶¶ 5-11 (2012) (directing that ETCs report pursuant to 47 C.F.R. § 54.313(a)(2)-(6) by July 2, that for this year state-designated ETCs can submit corresponding materials provided to state regulators, and that other reporting obligations will take effect in 2013).

GCI is submitting its report in redacted and unredacted forms, and it respectfully requests pursuant to 47 C.F.R. §§ 0.457 and 0.459 that the recipients withhold the unredacted version from any future public inspection and accord it confidential treatment. The unredacted version contains sensitive and detailed information on GCI's wireless line counts broken down by region. If disclosed, this information would harm GCI's position in the market and unfairly advantage GCI's competitors. For this reason, GCI redacted the information from the public version it filed with the RCA earlier this year.

The information merits confidential treatment under Exemption 4 of the Freedom of Information Act (FOIA), 5 U.S.C. § 552(b)(4), which provides that the public disclosure requirement of the statute "does not apply to matters that are ... (4) trade secrets and commercial or financial information obtained from a person and privileged or confidential." 5 U.S.C. § 552(b)(4). Because GCI is submitting commercial information "of a kind that would not customarily be released to the public," this information is "confidential" under Exemption 4 of FOIA. *See Critical Mass Energy Project v. NRC*, 975 F.2d 871, 879 (D.C. Cir. 1992).

In support of this request and pursuant to Section 0.459(b) of the Commission's rules, GCI hereby states as follows:

**1. Identification of Specific Information for Which Confidential Treatment Is Sought (Section 0.459(b)(1))**

GCI seeks confidential treatment with respect to the detailed wireless line count information that has been removed from the redacted version of GCI's report.

**2. Description of Circumstances Giving Rise to the Submission (Section 0.459(b)(2))**

GCI is filing its annual Eligible Telecommunications Carrier report for high-cost recipients, as required by 47 C.F.R. § 54.313.

**3. Explanation of the Degree to Which the Information Is Commercial or Financial, or Contains a Trade Secret or Is Privileged (Section 0.459(b)(3))**

The materials submitted contain sensitive and detail line count information "which would customarily be guarded from competitors." 47 C.F.R. § 0.457. GCI does not make these details publicly available, and their public release would result in a commercial advantage for GCI's competitors. They have been removed from the redacted version of the report filed today and from the redacted version of the report GCI filed with the RCA on April 2, 2012.

**4. Explanation of the Degree to Which the Information Concerns a Service that Is Subject to Competition (Section 0.459(b)(4))**

The wireless communications market in Alaska is highly competitive.

**5. Explanation of How Disclosure of the Information Could Result in Substantial Competitive Harm (Section 0.459(b)(5))**

Disclosure of the redacted passages could result in substantial competitive harm for GCI because they contain detailed information on GCI's customer base, the types of service they purchase, and the regions in which they live. If disclosed, this information would harm GCI's competitive position by revealing details related to its market position to competitors. GCI does not make this information publicly available, and its public release would result in a commercial advantage for GCI's competitors.

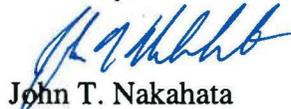
**6. Identification of Any Measures Taken to Prevent Unauthorized Disclosure (Section 0.459(b)(6))**

GCI does not make the redacted information publicly available.

**7. Identification of Whether the Information Is Available to the Public and the Extent of Any Previous Disclosure of the Information to Third Parties (Section 0.459(b)(7))**

GCI does not make the redacted information publicly available.

Sincerely,



John T. Nakahata

*Counsel to General Communication, Inc.*

Enclosures

April 2, 2012

U-12-039

**RECEIVED**

By the Regulatory Commission of Alaska on Apr 02, 2012

T.W. Patch, Chair  
Regulatory Commission of Alaska  
701 West 8<sup>th</sup> Avenue, Suite 300  
Anchorage, Alaska 99501-3469

**Re: REDACTED Annual ETC Report In Compliance With 3 AAC 53.460**

Dear Chair Patch:

I am writing on behalf of GCI Communication Corp d/b/a General Communication, Inc. and GCI ("GCI") to provide the annual reporting information required by 3 AAC 53.460 concerning GCI's ETC designations. GCI is authorized as an ETC to provide CMRS wireless service in 21 ILEC study areas<sup>1</sup> and local exchange service in 10 ILEC study areas<sup>2</sup> in the state. In accordance with the requirements in 3 AAC 53.460, GCI submits the following information:

**3 AAC 53.460. Reporting Requirements.**

**(a) A common carrier designated as an eligible telecommunications carrier shall provide by March 31 of each year**

**(1) an update of the carrier's network deployment plan that details services provided within the eligible telecommunications carrier service area and includes**

**(A) maps detailing progress towards meeting network deployment plan targets.**

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<sup>1</sup> GCI is authorized as an ETC to provide wireless service in the following LEC study areas in the state: Adak Study Area; Mukluk Study Area; Ketchikan Study Area; ACS of Alaska Anchorage Study Area; MTA Study Area; ACS of Alaska Greatland Study Area; ACS of Alaska Juneau Study Area; ACS of Fairbanks Study Area; Glacier State Study Area; Interior Study Area; ASTAC Study Area; Copper Valley Study Area; UUI Study Area; OTZ Telephone Cooperative Study Area; Cordova Telephone Company Study Area; Nushagak Telephone Study Area; Bristol Bay Telephone Study Area; Sitka Study Area; Yukon Study Area; and Alaska Power Telephone Study Area.

<sup>2</sup> GCI is authorized as an ETC to provide local exchange service in the following LEC study areas in the state: ACS of Alaska Anchorage Study Area; ACS of Alaska Great Land Study Area; ACS of Alaska Juneau Study Area; ACS of Fairbanks Study Area; Glacier State Study Area; the Copper Valley Study Area; Ketchikan Study Area; MTA Study Area, ASTAC Study Area, and, the Cordova Study Area.

ALASKA REPORTING REQUIREMENT AND RESPONSE  
REMOVED - NOT RESPONSIVE TO 47 C.F.R. §§ 54.313(a)(2-6)

**(2) a certification that the common carrier provided service throughout its eligible telecommunications carrier service area in the past calendar year to all customers requesting service except as described in (3) of this subsection;**

**GCI RESPONSE:**

Subject to the exceptions noted in Subsection 3 below, GCI hereby certifies that in 2011 it provided Supported Services to all customers requesting service throughout each of the study areas where it has an ETC designation (both wireless and local exchange) consistent with the commitments and obligations expressed in its ETC petitions as approved by the Regulatory Commission of Alaska.

**(3) an explanation of all instances in which a customer was denied supported services and a detailed explanation of the steps taken to provide service;**

**GCI RESPONSE:**

In 2011, in order to control the escalating costs associated with roaming charges, GCI considered curtailing the areas where its customers might utilize roaming for certain areas where GCI had deployed service but relied on its roaming agreement with AT&T to provide service. GCI notified three customers in Tyonek and six customers in Healy

about the possible loss of service, and they transferred their service to AT&T.<sup>5</sup> To date, the change in the scope of roaming that could have affected these customers has not been implemented.

Additionally, based on its extensive network coverage in Anchorage, GCI reduced its use of roaming on another carrier's network in that area. As a result, one customer in Anchorage (Hunter Samson tel. 310-6846) experienced difficulty receiving GCI wireless service at his home. GCI was unable to remedy this situation absent the deployment of a new cell tower, and the customer transferred his service to AT&T.

GCI reports these matters in the event the Commission considers them encompassed by the reporting requirement herein. There are no other service denials to report.

**(4) the number of complaints to the commission or the Federal Communications Commission by study area, comparing the number of complaints to the total number of handsets or lines served by the carrier by study area;**

**GCI RESPONSE:**

GCI provides the following chart in response to this reporting requirement:

Study Area	FCC		RCA		Subscribers	
	Landline	Wireless	Landline	Wireless	Landline	Wireless
ACS Anchorage			8	2	79,677	REDACTED
ACS Fairbanks				2	13,635	REDACTED
MTA			2	1	11,235	REDACTED
UUI				2	0	REDACTED
Glacier State			3	1	6,860	REDACTED
ACS-AK				1	2,324	REDACTED
Sitka Study Area			1		1,169	REDACTED

**(5) a certification that the common carrier is in compliance with applicable customer service standards and consumer protection rules in 3 AAC 53.450;**

**GCI RESPONSE:**

GCI hereby certifies that in 2011 it complied with applicable customer service standards and consumer protection rules in 3 AAC 53.450 in the study areas where it is an authorized ETC.

**(6) certification that the common carrier complies with requirements**

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<sup>5</sup> The names and telephone numbers of these customers are not provided in order to protect their privacy. This information is available to the Staff upon request.

regarding functionality in emergency situations stated at 3 AAC 53.410(a)(12);

**GCI RESPONSE:**

GCI hereby certifies that it complies with requirements regarding functionality in emergency situations stated at 3 AAC 53.410(a)(12) for the areas where it is authorized as an ETC.

(7) copies of any outage reports mandated by the commission or the Federal Communications Commission;

**GCI RESPONSE:**

GCI herein submits GCI Exhibit F.

[REDACTED]

[REDACTED]

ALASKA REPORTING REQUIREMENT AND RESPONSE REMOVED -  
NOT RESPONSIVE TO 47 C.F.R. §§ 54.313(a)(2-6)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**GCI RESPONSE:**

GCI provided this certification in 2009.

If you have any questions about the foregoing, please do not hesitate to contact the undersigned.

Respectfully,

By: /s/ Martin M. Weinstein  
GCI Regulatory Counsel

# Outage Report

Report Number: 11-19256896

Updated Date-Time: 07/11/2011 18:43

Report Type:

Name of Reporting Entity (e.g., Company):

Type of Entity Reporting Disruption:

Date of Incident:

Local Time Incident Began (24 hr clock):

Outage Duration:

Date Outage Determined Reportable:

Local Time Outage Determined Reportable (24 hr clock):

Reason Reportable:

Explanation of Outage Duration (for incidents with partial restoration times)

(None entered)

Inside Building:

E911 Outage - Location Affects:

Failure Occurred in Another Companies Network:

Effects of the Outage

Services Affected

Wireless

Wireline

E911

Paging

Satellite

Signaling (SS7)

Wireline

Special Facilities (Airport, Government, etc.):

Other (please specify):

Wireline Users:

Wireless (non-paging) Users:

Paging Users:

Cable Telephony Users:

Satellite Users:

Number Affected

Blocked Calls:

DS3s:

Lost SS7 MTP Messages:

Mobile Switching Center (MSC) Failed:

Geographic Area Affected

Final

GCI

Cable telephony provider

0 Hrs 1057 Time Zone: 55 Min

1350 DS3s minutes

Yes

N/A

TTTTTTTT

(None entered)

7/11/2011

Alaskan

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7/11/2011

1115

0  
0  
0  
0  
0

0 Real-Time:

Historic:

288 Å

0 Real-Time:

Historic:

No

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State, Territory, Commonwealth, or the District of Columbia: ALASKA  
City: Anchorage  
More Complete Description of Geographic Area of Outage  
Sonet fiber optic ring between Anchorage and Eagle River, Alaska.

Description of Incident  
Loss of signal alarms from fiber mux ANCRAKBZH49 in Anchorage, to GCI's Eagle River earth station facility. Techs are investigating to determine cause.

Description of the Cause(s) of the Outage  
Technicians for a dark fiber provider were doing maintenance. They had not provided notification of this planned activity. Impact was to two OC-48 sonet rings and one 10G packet ring.

Direct Cause: The direct cause is the immediate event that results in an outage.

Procedural - Other Vendor - Ad hoc activities, outside scope of MOP

Root Cause: The root cause is the underlying reason why the outage occurred.

Procedural - Other Vendor - Ad hoc activities, outside scope of MOP

Contributing Factors.

None

Contributing Factors.

None

Lack of Diversity Contributed to, or Caused, the Outage:

Malicious Activity:

No                      No

If yes, please explain

N/A

Name and Type of Equipment that Failed:

N/A  
Fiber optic jumper

Specific Part of the Network Involved:

Method(s) Used to Restore Service

Maintenance technicians contacted the dark fiber provider and were informed they were doing planned work.

Was Telecommunications Service Priority (TSP) involved in the Restoration of Service?

No

Steps Taken to Prevent Reoccurrence

Re-confirmed with the dark fiber provider the requirement to provide notification of any work.

Applicable Best Practice that might have prevented the Outage or reduced its effects (See Best Practices)

(None entered)

Best Practices used to mitigate effects of Outage

(None entered)

Analysis of Best Practices

(None entered)

Remarks

No telecommunications traffic was impacted due to sonet protection.

Primary Contact Person:

Larry Whetham  
907-868-7156  
lwhetham@gci.com  
GCI  
2550 Denali St, Suite 1000  
Anchorage, AK 99503  
Derek Welton  
907-868-5383  
dwelton@gci.com  
GCI  
2550 Denali St, Suite 1000  
Anchorage, AK 99503

Phone Number:

E-mail Address:

U.S. Postal Service Address:

Secondary Contact Person:

Phone Number:

E-mail Address:

U.S. Postal Service Address:

# Outage Report

Report Number: 11-32244523

Updated Date-Time: 11/21/2011 18:14

Report Type:

Name of Reporting Entity (e.g., Company):

Type of Entity Reporting Disruption:

Date of Incident:

Local Time Incident Began (24 hr clock):

Outage Duration:

Date Outage Determined Reportable:

Local Time Outage Determined Reportable (24 hr clock):

Reason Reportable:

Explanation of Outage Duration (for incidents with partial restoration times)  
(None entered)

Inside Building:

E911 Outage - Location Affects:

Failure Occurred in Another Companies Network:

Effects of the Outage

À Services Affected

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À Number of Potentially Affected

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Cable Telephony:

Wireless (other than paging):

E911:

Paging:

Satellite:

Signaling (SS7):

Wireline:

Special Facilities (Airport, Government, etc.):

Other (please specify):

Wireline Users:

Wireless (non-paging) Users:

Final

GCI

Facility owner or operator

11/18/2011

335 Time Zone: Alaskan

6 Hrs 40 Min À

11/18/2011

455

1350 DS3s minutes

Yes

N/A

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(None entered)

0

0

Â Â	Paging Users:	0
Â Â	Cable Telephony Users:	0
Â Â	Satellite Users:	0
Â	Number Affected	
Â Â	Blocked Calls:	0 Real-Time: <input type="checkbox"/> Historic: <input type="checkbox"/>
Â Â	DS3s:	192 Â
Â Â	Lost SS7 MTP Messages:	0 Real-Time: <input type="checkbox"/> Historic: <input type="checkbox"/>
Â Â	Mobile Switching Center (MSC) Failed:	No Â Â Â

Geographic Area Affected

State, Territory, Commonwealth, or the District of Columbia: ALASKA  
City: Anchorage  
More Complete Description of Geographic Area of Outage  
This facility is one of two GCI undersea fibers that services Alaska.

Description of Incident

Optical card in a Sonet multiplexer failed. No telecommunications traffic is impacted as it switched to protect.

Description of the Cause(s) of the Outage

Failed optical card.  
Direct Cause: The direct cause is the immediate event that results in an outage.  
Hardware Failure - Circuit Pack/Card Failure-Other  
Root Cause: The root cause is the underlying reason why the outage occurred.  
Hardware Failure - Circuit Pack/Card Failure-Other  
Contributing Factors.  
None  
Contributing Factors.  
None

Lack of Diversity Contributed to, or Caused, the Outage: No

Malicious Activity: Unknown Â

Â If yes, please explain  
Â N/A

Name and Type of Equipment that Failed: Sonet Optical Card  
Specific Part of the Network Involved: Sonet Optical Card

Method(s) Used to Restore Service  
Technician dispatched and replaced failed card.

Was Telecommunications Service Priority (TSP) involved in the Restoration of Service? No

Steps Taken to Prevent Reoccurrence

None at this time.

Applicable Best Practice that might have prevented the Outage or reduced its effects (See Best Practices)

(None entered)

Best Practices used to mitigate effects of Outage

(None entered)

Analysis of Best Practices

(None entered)

Remarks

Repair was delayed due to transportation requirements to access the site.

Primary Contact Person:

Phone Number:

E-mail Address:

U.S. Postal Service Address:

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Secondary Contact Person:

Phone Number:

E-mail Address:

U.S. Postal Service Address:

À

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Larry Whetham

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# Outage Report

Report Number: 11-33645020

Updated Date-Time: 12/05/2011 17:14

Report Type:	Final		
Name of Reporting Entity (e.g., Company):	GCI		
Type of Entity Reporting Disruption:	Wireless Carrier		
Date of Incident:		12/2/2011	
Local Time Incident Began (24 hr clock):	3 Hrs	545 Time Zone:	Alaskan
Outage Duration:		15 Min	A
Date Outage Determined Reportable:			12/2/2011
Local Time Outage Determined Reportable (24 hr clock):			815
Reason Reportable:	Wireless - 900,000 user-minutes		
Explanation of Outage Duration (for incidents with partial restoration times) (None entered)			
Inside Building:	Yes		
E911 Outage - Location Affects:	N/A		
Failure Occurred in Another Companies Network:	<input type="checkbox"/>		
Effects of the Outage			
A Services Affected			
A A	Cable Telephony:	<input type="checkbox"/>	
A A	Wireless (other than paging):	<input checked="" type="checkbox"/>	
A A	E911:	<input type="checkbox"/>	
A A	Paging:	<input type="checkbox"/>	
A A	Satellite:	<input type="checkbox"/>	
A A	Signaling (SS7):	<input type="checkbox"/>	
A A	Wireline:	<input type="checkbox"/>	
A A	Special Facilities (Airport, Government, etc.):	<input type="checkbox"/>	
A A	Other (please specify):	(None entered)	
A Number of Potentially Affected	Wireline Users:		0
A A	Wireless (non-paging) Users:		57300
A A	Paging Users:		0
A A	Cable Telephony Users:		0
A A	Satellite Users:		0
A Number Affected	Blocked Calls:	0 Real-Time: <input type="checkbox"/>	Historic: <input type="checkbox"/>
A A	DS3s:	0 A	
A A	Lost SS7 MTP Messages:	0 Real-Time: <input type="checkbox"/>	Historic: <input type="checkbox"/>
A A	Mobile Switching Center (MSC) Failed:	No	A A A
Geographic Area Affected			
State, Territory, Commonwealth, or the			
A District of Columbia:	ALASKA		

City: Anchorage  
More Complete Description of Geographic Area of Outage  
Outage impacted CDMA cellular customers in the Anchorage, Matsu, Juneau and Fairbanks regions of Alaska.

Description of Incident

Inverter and rectifier breakers tripped during quarterly generator maintenance. This impacted GCI's CDMA cellular platform - voice, data and texting for both post-paid and pre-paid customers.

Description of the Cause(s) of the Outage

Technicians were performing quarterly generator maintenance. When the generator came online, it tripped the rectifier and inverter breakers.

Direct Cause: The direct cause is the immediate event that results in an outage.

Power Failure (Commercial and/or Back-up) - Breaker Tripped/Blown Fuses

Root Cause: The root cause is the underlying reason why the outage occurred.

Power Failure (Commercial and/or Back-up) - Breaker Tripped/Blown Fuses

Contributing Factors.

None

Contributing Factors.

None

Lack of Diversity Contributed to, or Caused, the Outage:

No

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No

Malicious Activity:

Ã If yes, please explain

Ã N/A

Name and Type of Equipment that Failed:

Circuit breakers

Specific Part of the Network Involved:

Electrical system

Method(s) Used to Restore Service

Breakers were reset.

Was Telecommunications Service Priority (TSP) involved in the Restoration of Service?

No

Steps Taken to Prevent Reoccurrence

Generator and power technicians are doing a complete checkout of the power system.

Applicable Best Practice that might have prevented the Outage or reduced its effects (See Best Practices)

(None entered)

Best Practices used to mitigate effects of Outage

(None entered)

Analysis of Best Practices

(None entered)

Remarks

Cellular service was restored at 0655 Alaska Time. SMS and Data services weren't fully restored until 0900 Alaska Time.

Primary Contact Person:

Larry Whetham

Phone Number:

907-868-7156

E-mail Address:

lwhetham@gci.com

U.S. Postal Service Address:

GCI

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2550 Denali St, Suite 1000

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Anchorage, AK 99503

Secondary Contact Person:

derek welton

Phone Number:

907-868-5383

E-mail Address:

dwelton@gci.com

U.S. Postal Service Address:

GCI

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2550 Denali St, Suite 1000

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Anchorage, AK 99503

# Outage Report

Report Number: 11-25805230

Updated Date-Time: 10/10/2011 18:59

Report Type:	Final		
Name of Reporting Entity (e.g., Company):	GCI		
Type of Entity Reporting Disruption:	Facility owner or operator		
Date of Incident:		9/14/2011	
Local Time Incident Began (24 hr clock):		2016 Time Zone:	Alaskan
Outage Duration:	4 Hrs	35 Min	Å
Date Outage Determined Reportable:			
Local Time Outage Determined Reportable (24 hr clock):			9/14/2011
Reason Reportable:			2056
Explanation of Outage Duration (for incidents with partial restoration times) (None entered)	1350 DS3s minutes		
Inside Building:	No		
E911 Outage - Location Affects:	N/A		
Failure Occurred in Another Companies Network:	<input type="checkbox"/>		
Effects of the Outage			
Å Services Affected			
Å Cable Telephony:	<input type="checkbox"/>		
Å Wireless (other than paging):	<input type="checkbox"/>		
Å E911:	<input type="checkbox"/>		
Å Paging:	<input type="checkbox"/>		
Å Satellite:	<input type="checkbox"/>		
Å Signaling (SS7):	<input type="checkbox"/>		
Å Wireline:	<input type="checkbox"/>		
Å Special Facilities (Airport, Government, etc.):	<input type="checkbox"/>		
Å Other (please specify):	(None entered)		
Å Number of Potentially Affected			
Å Wireline Users:			0
Å Wireless (non-paging) Users:			0
Å Paging Users:			0
Å Cable Telephony Users:			0
Å Satellite Users:			0
Å Number Affected			
Å Blocked Calls:	0 Real-Time:	<input type="checkbox"/>	Historic: <input type="checkbox"/>
Å DS3s:	384 Å		
Å Lost SS7 MTP Messages:	0 Real-Time:	<input type="checkbox"/>	Historic: <input type="checkbox"/>
Å Mobile Switching Center (MSC) Failed:	No	Å	Å Å
Geographic Area Affected			
Å State, Territory, Commonwealth, or the			
Å District of Columbia:	ALASKA		
Å City:	Fairbanks		
Å More Complete Description of Geographic Area of Outage			
Å This facility runs between Anchorage and Fairbanks Alaska.			

Description of Incident

Fiber optic outage on one of two facilities serving Fairbanks, Alaska. There is very limited impact to telecommunications traffic due to protection on the alternate facility.

Description of the Cause(s) of the Outage

Gunshot damage to an aerial fiber optic cable.

Direct Cause: The direct cause is the immediate event that results in an outage.

Cable Damage/Malfunction - Aerial/Non-Buried

Root Cause: The root cause is the underlying reason why the outage occurred.

Cable Damage/Malfunction - Aerial/Non-Buried

Contributing Factors.

None

Contributing Factors.

None

Lack of Diversity Contributed to, or Caused, the Outage:

Malicious Activity:

No

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No

Ã If yes, please explain

Gunshot damage to an aerial fiber optic

Ã cable.

Name and Type of Equipment that Failed:

Aerial Fiber Optic Cable

Specific Part of the Network Involved:

Fiber Optic Cable

Method(s) Used to Restore Service

Technicians moved service to good spare fibers in the same cable.

Was Telecommunications Service Priority (TSP) involved in the Restoration of Service?

No

Steps Taken to Prevent Reoccurrence

This section of fiber optic cable was previously damaged by gunshot in June 2011. At that time, we started working the permission/permitting process to relocate this facility to buried fiber optic cable.

Anticipate final cutover to a buried fiber optic cable to take place in mid-October.

Applicable Best Practice that might have prevented the Outage or reduced its effects (See Best Practices)

(None entered)

Best Practices used to mitigate effects of Outage

(None entered)

Analysis of Best Practices

(None entered)

Remarks

Cut-over to buried cable is scheduled for October 12, 2011.

Primary Contact Person:

Larry Whetham

Phone Number:

907-868-7156

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lwhetham@gci.com

U.S. Postal Service Address:

GCI

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Secondary Contact Person:

derek Welton

Phone Number:

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E-mail Address:

dwelton@gci.com

U.S. Postal Service Address:

GCI

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2550 Denali St, Suite 1000

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Anchorage, AK 99503

# Outage Report

Report Number: 11-13755181

Updated Date-Time: 05/17/2011 17:24

Report Type:

Name of Reporting Entity (e.g., Company):

Type of Entity Reporting Disruption:

Date of Incident:

Local Time Incident Began (24 hr clock):

Outage Duration:

Reason Reportable:

Explanation of Outage Duration (for incidents with partial restoration times)  
(None entered)

Inside Building:

E911 Outage - Location Affects:

Failure Occurred in Another Companies Network:

Effects of the Outage

Services Affected

Wireline:

Wireless:

E911:

Paging:

Satellite:

Signaling (SS7):

Wireline:

Special Facilities (Airport, Government, etc.):

Other (please specify):

Number of Potentially Affected

Wireline Users:

Wireless (non-paging) Users:

Paging Users:

Cable Telephony Users:

Satellite Users:

Number Affected

Blocked Calls:

DS3s:

Lost SS7 MTP Messages:

Mobile Switching Center (MSC) Failed:

Geographic Area Affected

State, Territory, Commonwealth, or the

District of Columbia:

City:

Cable Telephony:

Wireless (other than paging):

E911:

Paging:

Satellite:

Signaling (SS7):

Wireline:

Special Facilities (Airport, Government, etc.):

Other (please specify):

Wireline Users:

Wireless (non-paging) Users:

Paging Users:

Cable Telephony Users:

Satellite Users:

Blocked Calls:

DS3s:

Lost SS7 MTP Messages:

Mobile Switching Center (MSC) Failed:

ALASKA

Anchorage

Final

GCI

Facility owner or operator

0 Hrs  
1350 DS3s minutes

1046 Time Zone:  
47 Min

Yes

N/A

(None entered)

5/17/2011

Alaskan  
A

0

0

0

0

0

0 Real-Time:

192 A

0 Real-Time:

No

Historic:

Historic:

Ã More Complete Description of Geographic Area of Outage

Ã This facility carries traffic from Alaska to the Lower-48.

Description of Incident

OC-192 between Seward, Alaska and Warrenton, OR is down. Technicians are troubleshooting but it appears to be a failed optical transmit/receive card. There is limited impact to traffic as it has switched to another facility.

Description of the Cause(s) of the Outage

Failed SLTM (Submarine Landing Terminal Module) card.

Direct Cause: The direct cause is the immediate event that results in an outage.

Hardware Failure - Circuit Pack/Card Failure-Other

Root Cause: The root cause is the underlying reason why the outage occurred.

Hardware Failure - Circuit Pack/Card Failure-Other

Contributing Factors.

None

Contributing Factors.

None

Lack of Diversity Contributed to, or Caused, the Outage:

Malicious Activity:

Ã If yes, please explain

Ã N/A

Name and Type of Equipment that Failed:

Specific Part of the Network Involved:

Method(s) Used to Restore Service

Technicians troubleshot and replaced the failed module.

Was Telecommunications Service Priority (TSP) involved in the Restoration of Service?

Steps Taken to Prevent Reoccurrence

None at this time.

Applicable Best Practice that might have prevented the Outage or reduced its effects (See Best Practices)

(None entered)

Best Practices used to mitigate effects of Outage

(None entered)

Analysis of Best Practices

(None entered)

Remarks

(None entered)

Primary Contact Person:

Phone Number:

E-mail Address:

U.S. Postal Service Address:

Ã

Ã

Secondary Contact Person:

Phone Number:

E-mail Address:

U.S. Postal Service Address:

Ã

Ã

No

Ã

No

SLTM card

SLTM Card

No

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Report Number: 11-35644146

Notified Date-Time: 12/22/2011 12:15

Report Type:

Name of Reporting Entity (e.g., Company):

Type of Entity Reporting Disruption:

Date of Incident:

Local Time Incident Began (24 hr clock):

Date Outage Determined Reportable:

Local Time Outage Determined Reportable (24 hr clock):

Reason Reportable:

E911 Outage - Location Affects:

Failure Occurred in Another Companies Network:

Effects of the Outage

Number of Potentially Affected

Wireline Users:

Wireless (non-paging) Users:

Paging Users:

Cable Telephony Users:

Satellite Users:

Number Affected

Blocked Calls:

DS3s:

Lost SS7 MTP Messages:

Geographic Area Affected

State, Territory, Commonwealth, or the

District of Columbia:

City:

Description of Incident

The fiber optic inter-connection between GCI and the local LEC microwave system is down. Suspect either a outside plant fiber issue or a sonet node card failure. Technicians are continuing to troubleshoot. Local traffic remains up. Only traffic into and out of Cordova is down.

Primary Contact Person:

Phone Number:

E-mail Address:

Notify

GCI

Facility owner or operator

149 Time Zone:

12/22/2011

Alaskan

12/22/2011

810

1350 DS3s minutes

Real-Time:

Historic:

Historic:

Real-Time:

3 Real-Time:

Real-Time:

Wireline Users:

Wireless (non-paging) Users:

Paging Users:

Cable Telephony Users:

Satellite Users:

Blocked Calls:

DS3s:

Lost SS7 MTP Messages:

ALASKA

Cordova

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