

Not Responsive

From: Quill, Robert CITZ:EX
Sent: Thursday, September 19, 2013 10:08 AM
To: Ehle, Dan CITZ:EX
Cc: Mah, Chris K JAG:EX; Murch, Dennis CITZ:EX
Subject: FW: IM312831 - EMBC voice outage
Importance: High

Hello Dan,
Here is the update so far... I asked Lou to deal with this one... (see below)
Cheers,
R.

From: Strobl, Lou CITZ:EX
Sent: Thursday, September 19, 2013 9:59 AM
To: Quill, Robert CITZ:EX
Subject: RE: IM312831 - EMBC voice outage
Importance: High

Talked to TELUS and got some info, but more info that is meaningful will be provided later today. I called Chris and indicated to him what TELUS told me regarding the outage and what was affected (see below).

Basically, TELUS' SS7 network (see below) was down which affected all set up of calls in BC and Alberta. Calls from landlines or cell phones were affected and calls could not be completed. TELUS indicated in the IM that 911 was not affected.

The outage last about 3 hours- about 2300 hrs – 0100 hrs.

TELUS isn't saying much as most likely their legal dept is involved as well as their media relations dept. Don't expect any details or admittance of error from TELUS other than they had a problem with the network that they immediately addressed and fixed in a timely manner.

Signalling System No. 7

*Signalling System No. 7 (SS7) is a set of telephony signaling protocols **which are used to set up most of the world's public switched telephone network telephone calls.** The main purpose is to set up and tear down telephone calls. Other uses include number translation, local number portability, prepaid billing mechanisms, short message service (SMS), and a variety of other mass market services.*

From: Quill, Robert CITZ:EX
Sent: Thursday, September 19, 2013 8:34 AM
To: Mah, Chris K JAG:EX
Cc: Strobl, Lou CITZ:EX; Murch, Dennis CITZ:EX
Subject: FW: IM312831 - EMBC voice outage
Importance: High

Hello Chris,

I've asked Lou Strobl to contact you. Lou is our team lead for Voice Architecture and Infrastructure and manages incidents. Lou will also be contacting TELUS to get the full details on this one.

Thank you so much Lou! ☺

Cheers,
Robert.

From: Quill, Robert CITZ:EX
Sent: Thursday, September 19, 2013 8:27 AM
To: Ehle, Dan CITZ:EX; Mah, Chris K JAG:EX
Cc: Murch, Dennis CITZ:EX
Subject: RE: IM312831 - EMBC voice outage

Hello Dan,

Yes will do. Keep you posted.

Cheers,
R.

From: Ehle, Dan CITZ:EX
Sent: Thursday, September 19, 2013 6:44 AM
To: Quill, Robert CITZ:EX; Mah, Chris K JAG:EX
Cc: Murch, Dennis CITZ:EX
Subject: FW: IM312831 - EMBC voice outage

Hi Robert.

Could you get a detailed update/explanation from TELUS and give Chris Mah a call?

Thanks

From: Sadler, Bobbi JAG:EX
Sent: Thursday, September 19, 2013 6:35 AM
To: Ehle, Dan CITZ:EX; Mah, Chris K JAG:EX
Cc: Hackett, Stu CITZ:EX; Duffy, Chris D JAG:EX
Subject: Re: IM312831 - EMBC voice outage

Thanks for the note Dan. Please work with Chris Mah and brief him. Chris will keep me in the loop as needed. I have also cc'd Chris Duffy for information.

On 2013-09-19, at 6:29 AM, "Ehle, Dan CITZ:EX" <Dan.Ehle@gov.bc.ca> wrote:

Hi Bobbi.

A voice outage last night affected EMBC services (see below). I don't believe it affected 911, but that's not clear from the incident details.

Is this likely to have public exposure? If so I'd like to proactive in briefing those who may be required to comment on it.

Thanks

From: Ehle, Dan CITZ:EX
Sent: Thursday, September 19, 2013 6:21 AM
To: Murch, Dennis CITZ:EX; Quill, Robert CITZ:EX; Strzelecki, Cheryl L CITZ:EX
Subject: FW: IM312831 FW: Update from Telus
Importance: High

Thanks for managing this Cheryl!

09/19/2013 01:09:34 (CLSTRZEL):

See attachment tab for communications if required.

09/19/2013 01:07:19 (CLSTRZEL):

Call received from Cheryl Strzelecki SSBC Customer Service Centre at 0104, Confirmation received that Telus services have been restored.

Additionally, see following message received from Bruce Conley, BCAS regarding status of 911 services.

EMBC Emergency Coordination Centre staff have confirmed all toll free lines appear to be operational. Deployed duty staff are standing down and ECC operations are returning to normal staffing level.

This will be the FINAL message from EMBC concerning this event.

09/19/2013 01:06:34 (CLSTRZEL):

Will monitor until the morning.

09/19/2013 01:05:40 (CLSTRZEL):

****SUSPENDED****

Ticket suspended by CLSTRZEL.

09/19/2013 01:04:07 (CLSTRZEL):

Called Andrew Bryan to advise all Services have been restored.

09/19/2013 01:02:30 (CLSTRZEL):

Gary Michalchuk called to advise all Service have been restored.

09/19/2013 01:01:21 (CLSTRZEL):

Called 387-7000 # 3, spoke with help desk.

09/19/2013 00:56:57 (CLSTRZEL):

Called Andrew Bryan to advised of the Telus update.

He also advised they can see there lines starting to come back but are not sure if there local or the toll free, and what the transfer status will be...but knows Telus is still working on the issues....No ETR

09/19/2013 00:45:47 (CLSTRZEL):

Gary Michalchuk called to advise services are starting to come back on line, seeing toll free numbers, Tech's continue to work on the issue. No ETR.

09/19/2013 00:21:41 (CLSTRZEL):

updated Incident title:

Telus outage, BC and Alberta

09/19/2013 00:19:50 (CLSTRZEL):

Called Andrew Bryan and advised of the Telus update.

09/19/2013 00:18:23 (CLSTRZEL):

Called Stu Hacket and advise of the situation.

09/19/2013 00:17:28 (CLSTRZEL):

Called Gary Michalchuk, he advised they have identified the route cause and are currently working on the situation. No ETR at this time.

09/18/2013 23:59:36 (CLSTRZEL):

e-mail sent to:

PSSG EMBC ALL EM STAFF; Lapointe, Lisa JAG:EX; 77000 Shared Services BC Service Desk CITZ:EX; Conley, Bruce EHS:EX; Mike Webb; Jason JASCHINSKY; David Bertoia; Ivan Kusal (ivan.kusal@telus.com); Strzelecki, Cheryl L CITZ:EX

09/18/2013 23:58:54 (CLSTRZEL):

Email from Andrew:

Received call from Bruce Conley, BCAS Manager Telecommunications at 2345 hrs.

Bruce advised:

- 911 calls appear to be getting through;
- Internally, sporadic access to both landline and cellular for calls made by BCAS staff.

BCAS technical staff involved, BCAS will provide point of contact.

09/18/2013 23:56:10 (CLSTRZEL):

Spoke with Andrew, from what they can see the 911 services is reachable, they do not know the outdifficulties experienced once that caller is transfered to police, ambulance or fire lines...Advised i shoudl get an update from Telus in the next 10 minutes and would call him back...

09/18/2013 23:49:36 (CLSTRZEL):

Tried Dan Ehle, reached voice mail.

09/18/2013 23:46:27 (CLSTRZEL):

Received e-mail from Andrew Bryan:

Received call at 2319 hrs from Ivan Kusal, Telus Business Continuity in Calgary.

Ivan advised:

- Issue appears to be emanating out of Edmonton;
- May relate to a network change implemented earlier this evening;

- Conference bridge is up and key technical staff are "working the problem";
- It is known that BOTH toll free numbers AND 911 services are impacted;
- Suggestions was that problem resolution "should not be long".

Emergency Coordination Centre toll free numbers are not functioning.

Recommend all calls to the ECC use local number 250-952-4554.

EMBC Emergency Coordination Centre will remain in contact with Telus Business Continuity pending resolution

09/18/2013 23:45:32 (CLSTRZEL):

Called Denis, received voice mail, left message advising.

09/18/2013 23:39:58 (CLSTRZEL):

Received out of office for Rosemarie, Denis Murch is her contact.

09/18/2013 23:38:44 (CLSTRZEL):

Called Rosemarie Hayes, reached voice mail, left message advising of the situation and Gary was our Telus contact at this time.

09/18/2013 23:32:39 (CLSTRZEL):

Sent Dan Ehle an e-mail to call me along with a very light description of the issue.

09/18/2013 23:28:04 (CLSTRZEL):

Between 11:00 and 11:30...Tried calling 877-215-1099 and received fast busy, called CSC Hotline, received dead air. Called Telus SAM team, reached fast busy. Called Gary Michalchuk Telus, 250 812-8109 and advised. Gary will follow up with his team and advise.....Called Lynne Rhysler, spoke with Lynne....Called Dan Ehle received voice mail left a message for him to call me back.....Gary called and advised he can see there are issues within BC and Alberta and their team are aware and looking into the issue. Gary will call Dave Bertoia...

09/18/2013 23:07:15 (JUTHOMSO):

Six attempts to reach Telus at 877 215 1099 have failed - cut to fast busy - tested from desk phones and cell phones.

issue seems to be province wide,

contacted Cheryl Strzelecki; she is making additional attempts to raise incident with Telus,

We tested 611 from a Telus phone - also cut to fast busy

Andrew Bryan is contacting Telus business continuity in Calgary directly, and will follow up with me here.

From: Ehle, Dan CITZ:EX

Sent: Thursday, September 19, 2013 6:10 AM

To: 'David Bertoia'; Gary Michalchuk

Cc: Murch, Dennis CITZ:EX; Strzelecki, Cheryl L CITZ:EX

Subject: Fw: IM312831 FW: Update from Telus

Importance: High

Gary, Dave,

An update asap please.

From: Strzelecki, Cheryl L CITZ:EX

Sent: Wednesday, September 18, 2013 11:36 PM

To: 77000 Shared Services BC Service Desk CITZ:EX; Ehle, Dan CITZ:EX; Rehler, Lynne CITZ:EX

Cc: Frykas, Todd ISMC:EX; Yalland, Richard ISMC:EX

Subject: RE: IM312831 FW: Update from Telus

Thank you,

Cheryl

From: 77000 Shared Services BC Service Desk CITZ:EX
Sent: Wednesday, September 18, 2013 11:34 PM
To: Strzelecki, Cheryl L CITZ:EX; Ehle, Dan CITZ:EX; Rehsler, Lynne CITZ:EX
Cc: Frykas, Todd ISMC:EX; Yalland, Richard ISMC:EX
Subject: IM312831 FW: Update from Telus
Importance: High

Update below

Justin Thomson
Shared Services Service Desk
Phone: 250.387.7000
Toll Free: 1-866-660-0811
Email: 77000@gov.bc.ca

From: Bryan, Andrew J JAG:EX
Sent: Wednesday, September 18, 2013 11:29 PM
To: PSSG EMBC ALL EM STAFF; Lapointe, Lisa JAG:EX; 77000 Shared Services BC Service Desk CITZ:EX; Conley, Bruce EHS:EX; Mike Webb; Jason JASCHINSKY; David Bertoia
Cc: Ivan Kusal (ivan.kusal@telus.com)
Subject: Update from Telus
Importance: High

Received call at 2319 hrs from Ivan Kusal, Telus Business Continuity in Calgary.

Ivan advised:

- Issue appears to be emanating out of Edmonton;
- May relate to a network change implemented earlier this evening;
- Conference bridge is up and key technical staff are "working the problem";
- It is known that BOTH toll free numbers AND 911 services are impacted;
- Suggestions was that problem resolution "should not be long".

Emergency Coordination Centre toll free numbers are not functioning.

Recommend all calls to the ECC use local number 250-952-4554.

EMBC Emergency Coordination Centre will remain in contact with Telus Business Continuity pending resolution.

A.J. (Andrew) Bryan
Emergency Management
Technology Specialist

EMERGENCY MANAGEMENT BRITISH COLUMBIA

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2261 Keating Cross Road
Saanichton BC V8M 2A5 CANADA
www.embc.gov.bc.ca
Ph 250.952.4896 Fax 250.952.4888
E-mail: andrew.bryan@gov.bc.ca

Fisher, Sandra L MTIC:EX

From: Bryan, Andrew J JAG:EX
Sent: September-19-13 12:24 AM
To: PSSG EMBC ALL EM STAFF; Lapointe, Lisa JAG:EX; 77000 Shared Services BC Service Desk MTIC:EX; Conley, Bruce EHS:EX; Mike Webb; Jason JASCHINSKY; David Bertoia; Ivan Kusal (ivan.kusal@telus.com); Strzelecki, Cheryl L MTIC:EX; Pires, Christine EHS:EX
Subject: Update - SSBC
Importance: High

Received call from Cheryl Strzelecki, Manager SSBC Customer Service Centre at 0015 hrs.

Outcome of call with Telus technical staff as follows:

- Root cause has been identified;
- Telus unable to provide an ETA at this time.

A.J. (Andrew) Bryan

Emergency Management
Technology Specialist

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andrew.bryan@pep.gov.bc.ca

Amateur Radio Callsign: VE7KSN

24 Hour Emergency Reporting 1.800.663.3456

"If you don't like change, you're going to like irrelevance even less."

—General Eric Shinseki, retired Chief of Staff, U. S. Army

Fisher, Sandra L MTIC:EX

From: Bryan, Andrew J JAG:EX
Sent: September-18-13 11:56 PM
To: PSSG EMBC ALL EM STAFF; Lapointe, Lisa JAG:EX; 77000 Shared Services BC Service Desk MTIC:EX; Conley, Bruce EHS:EX; Mike Webb; Jason JASCHINSKY; David Bertoia; Ivan Kusal (ivan.kusal@telus.com); Strzelecki, Cheryl L MTIC:EX
Subject: Update - Telus Outage - BC Ambulance Service
Importance: High

Received call from Bruce Conley, BCAS Manager Telecommunications at 2345 hrs.

Bruce advised:

- 911 calls appear to be getting through;
- Internally, sporadic access to both landline and cellular for calls made by BCAS staff.

BCAS technical staff involved, BCAS will provide point of contact.

A.J. (Andrew) Bryan

Emergency Management
Technology Specialist

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Fisher, Sandra L MTIC:EX

From: Bryan, Andrew J JAG:EX
Sent: September-19-13 12:01 AM
To: PSSG EMBC ALL EM STAFF; Lapointe, Lisa JAG:EX; 77000 Shared Services BC Service Desk MTIC:EX; Conley, Bruce EHS:EX; Mike Webb; Jason JASCHINSKY; David Bertoia; Ivan Kusal (ivan.kusal@telus.com); Strzelecki, Cheryl L MTIC:EX
Subject: Update - Telus Outage - SSBC

Received call from Cheryl Strzelecki, Manager SSBC Customer Service Centre at 2350 hrs.

Cheryl advised that SSBC staff will be on call with Telus technical staff at approx, 2400 hrs. She will call the ECC and provide an update following discussion with Telus.

A.J. (Andrew) Bryan

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Technology Specialist

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Fisher, Sandra L MTIC:EX

From: Bryan, Andrew J JAG:EX
Sent: September-19-13 1:05 AM
To: PSSG EMBC ALL EM STAFF; Lapointe, Lisa JAG:EX; 77000 Shared Services BC Service Desk MTIC:EX; Conley, Bruce EHS:EX; Mike Webb; Jason JASCHINSKY; David Bertoia; Ivan Kusal (ivan.kusal@telus.com); Strzelecki, Cheryl L MTIC:EX; Pires, Christine EHS:EX; McCaffrey, Julianne GCPE:EX
Subject: Update - Telus Outage
Importance: High

Call received from Cheryl Strzelecki SSBC Customer Service Centre at 0104, Confirmation received that Telus services have been restored.

Additionally, see following message received from Bruce Conley, BCAS regarding status of 911 services.

EMBC Emergency Coordination Centre staff have confirmed all toll free lines appear to be operational. Deployed duty staff are standing down and ECC operations are returning to normal staffing level.

This will be the FINAL message from EMBC concerning this event.

From: Conley, Bruce EHS:EX
Sent: Thursday, September 19, 2013 0:52 AM
To: Bryan, Andrew J JAG:EX
Subject: Fwd: TELUS Network Service Interruption Sept 18, 2013

Bruce Conley

Begin forwarded message:

From: Linda Lawson <Linda.Lawson@telus.com>
Date: 19 September, 2013 12:51:09 AM PDT
To: (list removed)
Subject: RE: TELUS Network Service Interruption Sept 18, 2013

TELUS has resolved the network service interruption affecting the BC 911 Primary and Secondary Centers. If you are still having issues please call into the TELUS Repair 604-688-1911 or 1800-664-1911. If you have any questions please contact me.

Linda LAWSON
Client Service Manager II

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Vancouver, BC V6B 3K9
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Member of the **TELUS** team
the future is friendly®

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andrew.bryan@pep.gov.bc.ca

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Fisher, Sandra L MTIC:EX

From: LaRoy, Suzanne C JAG:EX
Sent: October-09-13 4:39 PM
To: PSSG EMBC ALL EM STAFF
Subject: Rogers cellular network outage

FYI.

Apparently there is a national Rogers cellular network outage at this time.

Suzanne LaRoy

Emergency Management Analyst

Emergency Management BC