

911 Outage Form

**** If the outage impacts atleast 25% or 750 customers of an exchange, then the PUC needs to be notified via their website****

Outage Start Date: 9/4/25 1:35 PM

Outage End Date: 9/4/25 2:45 PM

Total Outage Time: 1HR 10 MIN
(Hours)

Number of Members Affected: Approximately 2746 members

Exchange(s) Impacted: all exchanges

Location of Cause of Outage: SEE ATTACHED EMAIL

Reason For Outage: SEE ATTACHED EMAIL FORM

Eric Kahler

From: PUC <PUCPF@state.sd.us>
Sent: Thursday, September 4, 2025 3:53 PM
To: Eric Kahler
Subject: RE: Potential 911 outage

[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.]

Thanks, Eric.

- *SDPUC Staff*

From: Eric Kahler <ekahler@wrctc.coop>
Sent: Thursday, September 4, 2025 4:51 PM
To: PUC <PUCPF@state.sd.us>
Subject: RE: [EXT] Potential 911 outage

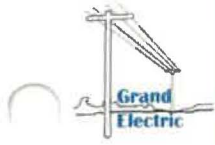
Dear SD PUC Commission,

I wanted to provide you with an update regarding the root cause analysis of the intermittent 911 service outage. After a meeting with our operations team, it has been determined that the disruption was caused by a mislabeled wire that was inadvertently plugged into the wrong piece of equipment. This resulted in a temporary "data storm," causing intermittent service issues.

This task was part of a larger network upgrade project aimed at removing outdated and end-of-life equipment. Throughout the course of the outage, I made it a priority to contact all sheriff's offices in the affected counties where our members reside. Additionally, I reached out to all 911 PSAP call centers that received these calls to ensure they were aware of the outage. Information about the outage was also provided to a local media radio station to broadcast and inform the public. We also provided near-real-time updates via our Facebook page.

Our network operations team will be monitoring the network throughout the evening to ensure it remains in normal operation condition.

If you have any further questions, please don't hesitate to contact me directly. Thank you.



Eric Kahler

CEO/General Manager
801 Coleman Ave | PO Box 39
Bison, SD 57620
Grand Electric Cooperative Inc.
Phone:605-244-5211
West River Cooperative Telephone Company
Phone:605-244-5213
Email: ekahler@wrctc.coop

From: PUC <PUCPF@state.sd.us>
Sent: Thursday, September 4, 2025 3:29 PM
To: Eric Kahler <ekahler@wrctc.coop>
Subject: RE: Potential 911 outage

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Thank you for the continued updates.

- *SDPUC Staff*

From: Eric Kahler <ekahler@wrctc.coop>
Sent: Thursday, September 4, 2025 4:27 PM
To: PUC <PUCPF@state.sd.us>
Subject: RE: [EXT] Potential 911 outage

Dear PUC Commission,

As an added precaution, our operations team reviewed our switch logs to determine if any of our members attempted to dial 911 during the outage. If so, we would have contacted the respective sheriff's offices in those counties. Gratefully, we had no members attempt to dial 911 during the outage. I will provide more information on the root cause once I have it. Thank you.



Eric Kahler

CEO/General Manager
801 Coleman Ave | PO Box 39
Bison, SD 57620
Grand Electric Cooperative Inc.
Phone:605-244-5211
West River Cooperative Telephone Company
Phone:605-244-5213
Email: ekahler@wrctc.coop

From: Eric Kahler
Sent: Thursday, September 4, 2025 3:18 PM
To: PUC <PUCPF@state.sd.us>
Subject: RE: Potential 911 outage

Dear SD PUC Commission,

This email is to inform you that the intermittent service disruption affecting our landline voice customers' ability to dial 911 has now been resolved. Services should be restored

We will convene a meeting with our operations department personnel and all involved engineers in the coming hours to investigate and determine the root cause of the issue. Once we have identified the root cause, I will provide a detailed update in reply to this email.

If you have any questions or require further information, please feel free to reach out to me directly. Thank you.



Eric Kahler

CEO/General Manager
801 Coleman Ave | PO Box 39
Bison, SD 57620
Grand Electric Cooperative Inc.
Phone:605-244-5211
West River Cooperative Telephone Company
Phone:605-244-5213
Email: ekahler@wrctc.coop

From: PUC <PUCPF@state.sd.us>
Sent: Thursday, September 4, 2025 3:03 PM
To: Eric Kahler <ekahler@wrctc.coop>
Subject: RE: Potential 911 outage

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Eric – Thank you for providing this information.

- SDPUC Staff

From: Eric Kahler <ekahler@wrctc.coop>
Sent: Thursday, September 4, 2025 4:01 PM
To: PUC-PUC <PUC@state.sd.us>
Subject: [EXT] Potential 911 outage

Dear SD PUC Commission,

In accordance with South Dakota codified law, I am writing to notify you of a recent disruption in our landline voice customers' ability to dial 911 service. Approximately one hour ago, we began experiencing service disruptions in the West River Cooperative Telephone Company's network, which has likely impacted the ability to make 911 calls. The outage is intermittent, meaning that while voice services work at times, there are instances when they do not.

We currently have engineers from a consulting company who are working to identify the root cause of the problem. We are also coordinating with equipment manufacturers' engineers to examine the different segments and equipment within our network. We have all available internal resources doing everything possible to resolve this issue as quickly as possible, and we will bring in any and all necessary external resources to resolve the issue ASAP.

If you require any further information or would like to reach out to me directly, please do not hesitate to contact me at 605-848-1504. I will provide future updates as we work through identifying the root cause of the problem. Once the issue is resolved, I will also provide a final update regarding the root cause, the approximate total duration of the outage, and the number of potential customers impacted.

Thank you. Please feel free to contact me at any time if you need further information.



Eric Kahler

CEO/General Manager
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Bison, SD 57620
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Phone:605-244-5211
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Email: ekahler@wrctc.coop

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ovly log

DM0000 LOG

REQ srch 4 9 2025 "opls 911"srch 4 9 2025 "opls 911"
DM0011 SYNTAX
OPT #####

REQ srch 4 9 2025 "opls 911"srch 4 9 2025 "opls 911"#####

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NEXT sf

DM0007

NEXT #####

REQ #####

Tests from office