

# April Newsletter



PC: Uriah Blatchford

## Telephone Cooperative, Inc

### **BBTC Direct Internet Access “DIA” Outage Report For Incident on 15 March 2023**

Wednesday 15 March 2023; At approximately 6:30am BBTC Direct Internet Access “DIA” experienced a 100% outage. BBTC IT Engineer Robert Geraghty was able to isolate the problem to equipment in the GCI shelter located in Levelock. Temporary repair was made remotely from King Salmon but limited throughput was unable to support BBTC subscribers in this network. Weather conditions prevented fixed wing aircraft from taking BBTC technicians to Levelock. Crews attempted to charter helicopter with Egli Air Haul, but pilot was out of town.

Thursday 16 March 2023; Weather conditions allowed King Flying Service to fly technicians to Levelock in the morning and temporary work around fully restored BBTC DIA service at 10:30am.

The outage was caused by BBTC owned Aviat aggregation router. This unit combined throughput from Multiple Microwave radios and had malfunctioned, “exact cause of failure is still unknown.”

BBTC engineering has completed microwave transport component analysis and in the coming weeks will perform minor design changes to enhance reliability and create limited redundancy to prevent a similar incident in the future. There will be no service interruptions while enhancement work is being performed.

***Continued on back***

## Cellular Partnership

- We are in a good position, BBCP applied for the Supply Chain Reimbursement Program and was awarded over \$7.5 million dollars to replace the Hauwei radios in our network. BBCP chose the leading manufacturer in the cellular industry for our 4G LTE upgrade, “Ericsson North America” headquartered in Plano TX. The SCRP is only 39.5% funded at this time, BBCP needed to join Rural Independent Network Alliance “RINA” to host the \$4.7 million cellular core until congress fully funds this program. RINA was created by STRATA Networks Cooperative and was established in 1948. Most fortunate is this group is an operating telephone cooperative that understands this business in a rural environment. We will be able to deploy a 4G LTE cellular system that core services have completed commissioning processes and has been operating for years. The new system brings both inbound and outbound AT&T roaming, data, texting and the same phone selections that are available with major carriers.
- 2023 Renewals have been a work in progress as we are trying to make sure we are offering the best service with the best prices. Please keep an eye out for your renewal packet in the near future.



## Announcements

Happy Easter Sunday

**Monthly Board Meeting**

**April 4th, 2023**

**ATA Scholarship Deadline:**

**April 7th, 2023**

**BBTC Scholarship Deadline:**

**April 15th, 2023**

### **Dial Before you Dig**

If you are planning on digging or doing any construction please call us for a free locate. We require a 2 day notice to locate before you start your digging project.

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