

**Qwest**  
200 South 5th Street, Suite 2100  
Minneapolis, MN 55402  
Phone 612-663-6911  
Fax 612-663-8331  
john.stanoch@qwest.com

**John M. Stanoch**  
Qwest State President  
Minnesota/North Dakota



February 5, 2010

Lake County Commissioner Thomas Clifford  
5840 Hwy. 61  
Silver Bay, MN 55614

Lake County Commissioner Rick Goutermont  
20 Marks Drive  
Silver Bay, MN 55614

Lake County Commissioner Brad Jones  
723 15th Avenue  
Two Harbors, MN 55616

Lake County Commissioner Paul Bergman  
711 9<sup>th</sup> Avenue  
Two Harbors, MN 55616

Lake County Commissioner Rich Sve  
3648 Hwy. 61  
Two Harbors, MN 55616

Cook County Commissioner Janice Hall  
P.O. Box 484  
Hovland, MN 55606

Cook County Commissioner Fritz Sobanja  
836 Crechville Road  
Grand Marais, MN 55604

Cook County Commissioner Robert Fenwick  
2963 County Road 7  
Grand Marais, MN 55604

Cook County Commissioner Jim Johnson  
P.O. Box 104  
Grand Marais, MN 55604

Cook County Commissioner Bruce Martinson  
8041 W. Hwy. 61  
Schroeder, MN 55613

February 5, 2010

Page 2

Dear Commissioners:

I am writing to provide additional information regarding a fiber outage that occurred on January 26, 2010 in a manhole located at the corner of 2<sup>nd</sup> Street and 2<sup>nd</sup> Avenue in Duluth. We at Qwest are very concerned about this outage. Since the moment we became aware of the outage our priorities have been

(1) restore service; (2) accurately assess why the outage occurred ; and (3) take appropriate steps to ensure a similar outage does not occur in the future.

As of today, we know the following facts:

- This fiber was in place from 1987.
- The City Steam facility is adjacent to the manhole.
- When Qwest network technicians first approached the site, steam was escaping from two manholes at the corner of 2<sup>nd</sup> Avenue and 2<sup>nd</sup> Street.
- Qwest employees opened the manhole cover closest to the damage and the air temperature in the manhole was significantly warmer than normal
- Inside that manhole, materials were deformed due to what appeared to our crew to be heat damage

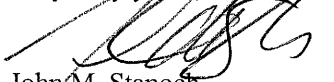
Because of the importance and unusual nature of this outage, Qwest has worked to fully understand its cause. This effort is particularly important because the City has disputed our preliminary assessment of the cause of this damage. We have asked local and out of state experts to examine the damaged fiber and advise us on its cause. That analysis is not fully completed. Once we fully understand how the fiber failed, we will take the appropriate steps to ensure a similar outage does not occur in the future.

This was not a typical fiber cut, where a backhoe or some other piece of equipment slices through fiber and the cause is certain and obvious, and we have been working hard to determine the exact cause of the fiber failure.

You and the citizens of Northeastern Minnesota should know that Qwest takes this matter very seriously and that our local employees worked hard to restore service as quickly as possible and will continue to work hard to serve the area.

I will update you as soon as further definitive information is available.

Very truly yours,



John M. Stanoch  
Qwest President  
Minnesota/North Dakota

Cc: The Honorable Amy Klobuchar  
The Honorable James L. Oberstar  
The Honorable David Dill  
Mr. Bill Richards, Chief of Staff, Office of Congressman James L. Oberstar  
Mr. John Schadl, Communications Director, Office of Congressman James L. Oberstar  
Mr. Jonathan Becker, Office of Senator Amy Klobuchar

February 5, 2010

Page 3

Mr. Daniel Schill, Office of Senator Amy Klobuchar  
Mr. Christopher Swanson  
Ms. Danna MacKenzie, IT Director, Cook County  
Mr. Mike Creger, Editor, Lake County News Chronicle