

MLP Quick Reference for Whip City Fiber Outages

Report Outages Immediately



Call WG+E/WCF Dispatch at 413-572-0000



If phone lines are busy due to a major outage, email us at techsupport@whipcityfiber.com

We Need to Know:

- Is this damaged fiber distribution lines or a downed drop to a home?
- Is this impacting traffic or a safety hazard?
- Are electric utility crews on site?
- Can you e-mail pictures to techsupport@whipcityfiber.com?

*Help us protect your network
+ your community*



**Never touch any downed lines
Keep a safe distance
Avoid driving over lines**

Customer Communication



- ✓ Initial email/text notifying customers of the outage
- ✓ Updates provided as needed
- ✓ Final notice when service is restored
- ✓ MLP Managers will be kept informed via phone/email

WG+E
whip city fiber

Photos



Take from a safe distance, zoom out to show the full scope of damage. E-mail to techsupport@whipcityfiber.com

Please Help Us Work Safely



Only qualified, OSHA-certified personnel are allowed in work zones.

Post-Incident Report



A detailed post-incident report will be provided within days after the outage with cause analysis. Your report will include estimated outage time, total customers impacted, root cause of the outage, an executive summary, photos, and preventative measures/recommendations.