

From: Dietz, Sidney  
Sent: 12/18/2013 4:42:29 PM  
To: 'Campbell, Michael' (Michael.Campbell@cpuc.ca.gov)  
Cc:  
Bcc:  
Subject: RE: Wireless network in San Francisco is down - update

Hahaha! You can also get it free from the city now.

**From:** Campbell, Michael [mailto:Michael.Campbell@cpuc.ca.gov]  
**Sent:** Wednesday, December 18, 2013 4:39 PM  
**To:** Dietz, Sidney  
**Subject:** Fwd: Wireless network in San Francisco is down - update

FYI. Wifi enabled Smartphone web surfing to resume soon.

Begin forwarded message:

**From:** "Quach, Daniel C." <daniel.quach@cpuc.ca.gov>  
**Date:** December 18, 2013, 4:29:28 PM PST  
**To:** ALL SF <ALL\_SF@cpuc.ca.gov>  
**Subject:** RE: Wireless network in San Francisco is down - update  
**Reply-To:** "Quach, Daniel C." <daniel.quach@cpuc.ca.gov>

Comcast technician arrived and reported a fiber cut near Franklin and Golden Gate. Our equipment was tested and working as expected. We were informed it might take up to 48 hours to repair the fiber line.

Thanks

Daniel

CPUC ALERT <[cpuc\\_alert@cpuc.ca.gov](mailto:cpuc_alert@cpuc.ca.gov)> wrote:

Good afternoon,

The Comcast line that supports our wireless network in the San Francisco (505 Van Ness) building is not functioning. We have reported the issue to Comcast and a technician has been dispatched. Their lead time is anywhere from 3pm- 6 pm today.

We will work closely with Comcast once they are on site and provide more updates as we have them.

Thank you for your patience.

Information Technology Services Branch

Administrative Services