

October 20, 2011

To whom it may concern:

[REDACTED], a Washington corporation providing healthcare services in [REDACTED] is moving its Executive Offices from [REDACTED] [REDACTED]. In addition we are consolidating shared services currently located at [REDACTED] to this location. We are referring to this location as our "Shared Services Center."

The first two phases will include approximately 1100 staff members moving to this location. Current plans include each staff member having a DID for voice and quite possibly a second DID for eFax functionality. The main location will include several function based call centers to serve the [REDACTED] [REDACTED]. Additional phases are under consideration at this time and include the possibility of additional locations in Vancouver close to the Shared Services Center location. In addition, other yet to be disclosed growth opportunities are being consider and will likely require DIDs.

[REDACTED] is requesting [REDACTED] DIDs, a dedicated prefix that is local to Vancouver WA.

We request that these DIDs be available prior to December 12, 2011, to allow for dial plan development, setup and testing.

Staff members begin moving in to this location on January 16, 2012.

DIDs that are currently in use at our [REDACTED] locations in [REDACTED] may be returned over time. How many and when is completely unknown at this time as it will depend on the structure of some of the shared services being moved to Vancouver (e.g. we may maintain local numbers and have a central number at the Shared Services Center in Vancouver WA.) and how this transition transpires. At this time it is a very dynamic process. It will also depend on growth activities at our hospital locations. Healthcare is in a huge state of flux at this point and predicting the future is difficult at best.

Sincerely,

[REDACTED]

[REDACTED]

November 16, 2011

To whom it may concern:

RE: Supplemental Information for [REDACTED] request dated October 20, 2011

Healthcare is in a huge state of flux thanks to changes mandated by the federal government, advancements in technology and consumer demand. Because of these changes it's difficult at best to predict the future. Our request for [REDACTED] DIDs under a single dedicated NXX (prefix) is to allow us the flexibility to best respond to those needs for our business, our [REDACTED]

We believe a dedicated NXX and [REDACTED] is needed because of the following:

- We need to lay out a dial plan for the Greater Vancouver area that gives us room to grow and flexibility to quickly meet our business and clinical demands and opportunities.
- Allows us to have 4 digit extension to extension dialing with all of our locations in the Greater Vancouver area. This means we need unique numbers within a single area code and NXX (prefix.)
- We need a dial plan that has growth potential for at least 5 years.
- The first two phases of staff moving to our Shared Services Center [REDACTED] will include approximately [REDACTED]. Current plans include each caregiver having a DID for voice calls. Expected DID demand [REDACTED].
- We are considering assigning each of those [REDACTED] at the SSC an additional DID for eFax functionality. Expected DID demand 1100+.
- The SSC location will have common areas, conference rooms, waiting areas and shared work rooms. Expected DID demand for these common and shared areas for the first two phases will be [REDACTED] DIDs.
- The planning efforts for additional phases and growth at the SSC are only just now beginning and additional DID demand cannot be estimated at this time.
- Additional locations in the Vancouver are also under consideration for both permanent staff and temporary contractors. Both will need desk phones and fax capabilities. DID demand cannot be estimated at this time.
- [REDACTED] is in the midst of a multiyear transition to electronic time and attendance system. Part of that includes a likely migration to where all timekeepers across [REDACTED] will have to fax timesheets to a central location for electronic archiving. For indexing purposes



each timekeeper will need a unique fax number to fax those timesheets to. Expected DID demand would be [REDACTED]

- The SSC location will include several function based call centers to serve the [REDACTED]
Most of these agents will be located at the SSC but others will be physically located at other [REDACTED] but may have Shared Service Center DIDs/extensions. Estimated need will be [REDACTED] DIDs.
- [REDACTED] is diligently pursuing centralized services and a common phone numbers across all locations. Our desire is to have centralized numbers for centralized services regardless of their physical location. We have already implemented a [REDACTED] wide phone number for our IT Help Desk and another for our Human Resource function. Our vision is to add additional services and functions using DIDs from our Vancouver NXX. Expected need will be [REDACTED] DIDs.
- Growth is a primary objective of [REDACTED] at this time. One recent acquisition is [REDACTED] in Vancouver and their ever-growing [REDACTED] and ancillary services. A dedicated NXX would allow us to redeploy and expand DIDs usage for those locations and their [REDACTED] employees in the greater Vancouver area.
- In addition, other yet to be disclosed growth opportunities are under consideration and will likely require DIDs either for locations in the Vancouver area or for support staff at the Vancouver SSC. Estimated DID impact is unknown.
- Finally, a dedicated NXX would be an enhancement to our promotional and branding activities. Southwest Washington is a new market area for [REDACTED] to serve. Having all phone numbers under a single prefix will soon have that prefix recognized by the community as belonging to [REDACTED]

Sincerely,

[REDACTED]