



King County

Dow Constantine

King County Executive
401 Fifth Avenue, Suite 800
Seattle, WA 98104-1818

206-263-9600 Fax 206-296-0194
TTY Relay: 711
www.kingcounty.gov

June 30, 2015

Glen F. Post, III
CEO
CenturyLink, Inc.
100 CenturyLink Drive
Monroe, LA 71203

Mary Hester
President
Intrado Communications
1601 Dry Creek Drive
Longmont, CO 80503

Dear Mr. Post and Ms. Hester:

I am writing on behalf of the people of King County on a matter of utmost urgency and concern.

As you know, on May 28 and June 15, King County residents served by our Public Safety Answering Points (PSAPs) experienced an interruption in 911 service while Intrado was performing planned maintenance on an out-of-state router, causing some emergency 911 calls to be blocked.

There are several troubling aspects as to how this matter was handled.

- In both cases, our E911 office was not notified ahead of time that the maintenance was occurring so they could notify the PSAPs to be on heightened alert.
- Following the May 28 outage, Intrado failed to notify our E911 office of the blockage for 24 hours.
- Notification on the June 15 outage was not relayed to us for more than four days.
- During the first incident, Intrado provided some caller phone numbers to our PSAPs, who then called them back.
- We are still waiting for the call-back phone numbers affected by the June 15 outage.

As you are aware, my office immediately escalated this issue to the Washington Utilities and Transportation Commission (WUTC) for action. The State E911 Office has also notified the WUTC and the Attorney General's Office.

STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

2015 JUL -6 AM 8:17

RECEIVED
RECORDS MANAGEMENT

Glen F. Post, Mary Hester
June 30, 2015
Page 2

This is not the first time the people of King County have been subjected to a failure on your part. In April, the Federal Communications Commission announced the largest-ever 911 related fine for the "entirely preventable" six-hour outage in 2014 that affected 11 million people in seven states, including Washington. The WUTC is still investigating this outage.

Incredibly, the compliance order that accompanied the fine included a pledge to provide "prompt notification" of future outages to 911 call centers.

The people of King County and our world-class first responders need rock-solid assurance that access to reliable 911 service will be there on every call without fail.

We find these outages – and CenturyLink and Intrado's lapse in reporting them to us - completely unacceptable. We have requested that all maintenance on the router be halted until Intrado has definitively determined the cause of the outages. We also demand a detailed explanation of what transpired and the plan to ensure that 911 calls are not impacted by maintenance in the future.

I look forward to your timely response.

Sincerely,



Dow Constantine
King County Executive

cc: King County Councilmembers
Scott McKenzie, 911 Sales Manager, CenturyLink
Marty Leavengood, Director - Global Sales, CenturyLink
Marty Valence, Director - Network Operations/911, CenturyLink
Tim Betsch, Director - Customer Team, Intrado Communications
Tim Jenkins, Vice President/General Manager- Wireline, Intrado Communications
Sigfred Dahl, Washington State E911 Coordinator, Washington State Emergency Management Division
Rebecca Beaton, Infrastructure Analyst, Regulatory Services – Telecomm, Washington Utilities & Transportation Commission
Micki Singer, Director, Communications Section, Bothell Police Department
Captain Bob Huebler, Enumclaw Police Department
Deputy Chief Chris Wilson, Issaquah Police Department
Captain Patrick Butschli, King County Sheriff's Office
Executive Director Tom Orr, NORCOM
Communications Manager Kathy McCaughan, Port of Seattle Police Department

Glen F. Post, Mary Hester

June 30, 2015

Page 3

Commander Erik Scairpon, Redmond Police Department

Deputy Chief Michael Teffre, Seattle Fire Department

Captain Ron Rasmussen, Seattle Police Department

Susan Carr, Technical Services Manager, University of Washington Police
Department

Lora Ueland, Executive Director, Valley Communications Center

Jo Baumgartner, Station Manager, Washington State Patrol

Caroline Whalen, County Administrator, King County Department of Executive
Services (DES)

Walt Hubbard, Director, King County Office of Emergency Management (OEM).
DES

Marlys Davis, Program Manager, E-911 Program, OEM, DES