

**BEFORE THE WASHINGTON  
UTILITIES AND TRANSPORTATION COMMISSION**

WASHINGTON UTILITIES AND  
TRANSPORTATION COMMISSION,

Complainant,

v.

CENTURYLINK COMMUNICATIONS, LLC,

Respondent.

DOCKET UT-181051

WASHINGTON STATE MILITARY  
DEPARTMENT'S RESPONSE IN  
SUPPORT OF PUBLIC'S COUNSEL'S  
MOTION FOR PARTIAL SUMMARY  
DETERMINATION

**I. INTRODUCTION**

1 The Washington State Military Department Enhanced 911 Coordination Office (SECO) files this Response in Support of Public's Counsel's (PCU) Motion for Partial Summary Determination.

**II. STATEMENT OF FACTS**

2 SECO agrees that the facts as recited by PCU are an accurate statement of the contractual relationship between SECO and CenturyLink Communications Company, LLC f/k/a Qwest Communications, LLC (CenturyLink). PCU's statement of facts also accurately describes CenturyLink's contractual obligations at the time of the December 2018, 911 outage in Washington State, and CenturyLink's responsibility to provide statewide 911 services.

3 SECO is a state agency with the responsibility to provide an Emergency Services Internet Protocol 911 Network (ESInet) statewide, over which 911 calls are routed from callers to Public Safety Answering Points (PSAP). SECO contracted in 2009 with CenturyLink to provide the ESInet and related 911 call

services (Contract). In Amendment M of that Contract, CenturyLink agreed to a joint transition plan with TeleCommunications Systems, Inc. d/b/a Comtech TeleCommunications Corp. (Comtech). Per Amendment N, the Contract term did not end until January 30, 2020. Per its contractual agreement, CenturyLink was obligated to provide and to be responsible to ensure that 911 calls could be routed to the designated PSAPs in Washington State at the time of the December 2018 outage. The contract terms were clear that CenturyLink was responsible to provide, among other things, reliable and redundant service. CenturyLink's nationwide outage on its Infinera Network caused circuits used by the Washington State 911 System to be unavailable to route calls resulting in failed 911 calls in Washington State. CenturyLink is responsible for not providing the required contracted 911 services during the December 2018 outage.

### III. ANALYSIS

4 SECO supports PCU's arguments that CenturyLink was a responsible 911 provider at the time of the 911 system outage in December 2018 in Washington State. The 911 system would have been fully functional and have properly routed all 911 calls but for the packet storm that occurred on CenturyLink's national network. Despite, the addition of another 911 service provider to Washington's system, CenturyLink remained a contracted 911 ESInet provider and was contractually required to ensure that 911 calls were able to be routed to the assigned PSAP. Due to the outage in CenturyLink's network, calls were not being routed, which impacted the beneficiaries of the system, people in need of emergency services. CenturyLink committed the violations asserted in the

Complaint and therefore PCU's motion for partial summary determination should be granted.

DATED this 17th day of November 2022.

ROBERT W. FERGUSON  
Attorney General

*/s/ Dawn C. Cortez*

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