

Todd Miller
VP National Network Operations
700 W Mineral Avenue
Littleton CO 80120
Todd.Miller@CenturyLink.com
(720) 578 2775



Dear Mr. Constantine:

Thank you for your letter of concern regarding the two incidents affecting King County 911 services in May and June. I have attached the detailed Incident Reports that were written by Intrado for each instance. These documents provide a detailed review of what happened and include a complete list of the calls that were affected by each incident and a list of the action items that resulted from the root cause analysis that was done.

CenturyLink and Intrado have been working closely together to improve our processes for testing and executing planned activity in the network with the goal of preventing similar issues in the future. These improvements include more robust lab testing of software, improved executive review and risk assessment of all proposed changes to the network, and movement of all work on the Intrado core network into the off-peak maintenance window. These improvements include a communications plan to provide advance notification to the PSAPs prior to any future planned maintenance

Please be assured that both CenturyLink and Intrado are working very diligently to improve the reliability of the 911 infrastructure that supports the citizens of King County as well as the rest of the State of Washington. The reliability of 911 service is a high priority and we are confident that we are taking the right action to improve our performance.

Sincerely,

A handwritten signature in blue ink, appearing to read "Todd Miller", is written over a horizontal line.

Todd Miller

Vice President
National Network Operations
FCC 911 Compliance Officer
CenturyLink

cc: Mary Hester, President, Intrado Communications
Glen F Post, CEO, CenturyLink
Maxine Moreau, EVP, CenturyLink
John Jones, SVP, CenturyLink
Matt Rotter, SVP, CenturyLink
Mark Reynolds, VP, CenturyLink
Dow Constantine, King County Executive
King County Councilmembers
Scott McKenzie, 911 Sales Manager, CenturyLink
Marty Leavengood, Director, CenturyLink

100 CenturyLink Drive
Monroe, LA 71203
Tel: 318.388.9000
www.centurylink.com

Marty Valence, Director, CenturyLink
Tim Betsch, Director, Intrado Communications
Tim Jenkins, VP/GM, Intrado Communications
Sigfred Dahl, Washington State E911 Coordinator, Washington State Emergency
Management Division
Rebecca Beaton, Infrastructure Analyst, Regulatory Services – Telcomm, Washington Utilities
and 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
Tom Orr, Executive Director, NORCOM
Kathy McCaughan, Communications Manager, Port of Seattle Police Department
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, E911 Program, OEM, DES

REDACTED

REDACTED

REDACTED

CONFIDENTIAL

REDACTED

REDACTED