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February 13, 2020

SENT VIA WEB PORTAL

Mark L. Johnson
Executive Director and Secretary
Washington Utilities and Transportation Commission
621 Woodland Square Loop SE
Lacey, WA 98503

RE: *WUTC v. Qwest Corporation d/b/a CenturyLink QC*
Docket UT-190209

Dear Mr. Johnson:

Enclosed for filing in the above-referenced docket is the Cross-Answering Testimony of Susan M. Baldwin, Exhibit SMB-11T, on behalf of Public Counsel along with a Certificate of Service.

Sincerely,

/s/ Lisa W. Gafken

LISA W. GAFKEN, WSBA No. 31549
Assistant Attorney General
Public Counsel Unit Chief
(206) 464-6595

LWG/KMB

Enclosures

cc: Service List (E-mail)

CERTIFICATE OF SERVICE

DOCKET UT-190209

***WUTC v. Qwest Corporation dba CenturyLink
July 2017 911 Outage Complaint***

I HEREBY CERTIFY that I have this day served *Cross-Answering Testimony of Susan M. Baldwin on behalf of Public Counsel* upon all parties of record in this proceeding, by electronic transmission to the email address(es) or by mailing a true and correct copy, postage prepaid, to each party or party representative listed in the Commission's master service list for this docket.

HC = Receives Highly Confidential; C = Receives Confidential; NC = Receives Non-Confidential

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Dated at Seattle, Washington this 13th day of February 2020.

/s/ Kevin Burdet

KEVIN BURDET

Legal Assistant