



## King County

### Dow Constantine

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WASH. UT. & TP. COMM

July 17, 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 in response to a serious interruption of 911 service on July 8, 2015 and in follow up to my letter of June 30, 2015 regarding 911 service outages on May 28 and June 15, 2015 in King County. I requested a plan from you to ensure 911 calls are not impacted by maintenance in the future and while I appreciate your correspondence of July 10 providing additional data on the May and June outages, the information provided to date falls short of my expectation of a complete plan.

On July 8, 2015, there was another 911 outage caused by a subcontractor to Intrado performing scheduled, unannounced maintenance. This outage took out one-half of the 911 service to the Seattle Police Department Public Safety Answering Point (PSAP). Simultaneously, the router on the 911 network that serves the other half of this PSAP's 911 service failed, resulting in a total loss of all 911 service for more than six hours. This is completely unacceptable for the busiest PSAP in the state.

I want to make it clear that the plan to ensure that 911 calls are not impacted by maintenance must extend to all components and all vendors who provide any component of the statewide 911 system that serves King County. I also want to make it clear that all maintenance of the network serving King County must be halted until this plan has been received and accepted by King County and Washington State.

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I want to emphasize again the importance of ensuring that the people of King County are provided with reliable 911 service for every call made, without fail.

I look forward to receipt of your plan that addresses these critical life safety issues.

Sincerely,



Dow Constantine  
King County Executive

cc: King County Councilmembers  
The Honorable Ed Murray, Mayor, City of Seattle  
Caroline Whalen, Director, Department of Executive Services, King County  
Walt Hubbard, Director, Office of Emergency Management, King County  
Marlys Davis, E-911 Program Manager, King County  
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  
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