

CTL Responses to Data Requests
Date: September 14, 2017

Regarding the July 12, 2017 911 outage, please provide:

CP3. Please provide all communication with Washington's Primary Public Safety Answering Points (PSAPs) who were impacted by this outage.

Please see CP-3 Exhibit, attached, which contains a log of phone calls and emails to the PSAPs.

Respondent: Phil Grate

EXHIBIT CP-3

The following 28 PSAPs were notified 7/12/17 around 15:50 PDT. See attached email notification. Note, since the PSAPs weren't notified until after the outage was restored only one notification was done that served as the Initial, Followup (for FCC purposes) and Final notification.

WA-B-CLALLAM COUNTY
WA-BOTHELL PD VERIZON
WA-CLARK REGIONAL COMMUNICATIONS AGENCY/CRESA
WA-COWLITZ COUNTY
WA-GRAYS HARBOR E911
WA-ISLAND COUNTY ICOM
WA-JEFFCOM 9-1-1 Port Hadlock
WA-KING COUNTY SHERIFF RCECC #863
WA-KITSAP COUNTY/CENCOM
WA-KLICKITAT COUNTY
WA-LEWIS COUNTY
WA-MACECOM AKA SHELCOM, AKA MASON COUNTY
WA-NORCOM
WA-PACIFIC COUNTY
WA-REDMOND PD VERIZON
WA-SAN JUAN COUNTY
WA-SEATTLE PD
WA-SKAGIT 911
WA-SKAMANIA COUNTY SHERIFF
WA-SNO-COM VERIZON
WA-SNO-PAC VERIZON
WA-SOUTH SOUND 911
WA-SS911 EASTSIDE DISPATCH
WA-TCOMM 911 formerly CAPCOM THURSTON COUNTY
WA-VALLEY COMM
WA-WA ST PATROL/ PIERCE
WA-WAHKIAKUM COUNTY SHERIFF
WA-WHAT-COMM COMMUNICATIONS - BACKUP

On August 4th WA ST PATROL/ KING COUNTY (WSP-BELLEVUE) was notified (also attached), again with an Initial/Final notification. This PSAP was identified through the information that West provided on missed calls when we were double-checking it against the Incident notification the West provided on the day of the outage.

EXHIBIT CP-3



PSS ID 8375 Initial and Final
Initial and Final ... 911 PSAP Out...

Carolyn Brown
Regulatory Operations Director - Regulatory Compliance
700 W. Mineral Ave.
Littleton, CO 80120
Mailstop: 235106MN00-E19.20
tel: 303-707-7085 cell: 720-313-7741 fax: 402-998-9999
Carolyn.Brown@CenturyLink.com

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Disclose & distribute only to CenturyLink employees having a need to know.
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EXHIBIT CP-3

PSS_ID	Notification Status	Notification Type	Notification Method	Device Address	Sent Timestamp	Completed Timestamp	Failed Timestamp	PSAP_NAME	CTL Completed Timestamp
7834	Completed	Initial and Final	Verbal	206-794-6304		7/12/2017 6:57:14 PM		WA-BOTHELL PD VERIZON WA-B-CLALLAM COUNTY	
7834	Completed	Initial and Final	Verbal	360-774-6279		7/12/2017 7:00:06 PM		WA-CLARK REGIONAL COMMUNICATIO NS AGENCY/CRESA WA-COWLITZ COUNTY	
7834	Completed	Initial and Final	Verbal	360-992-9222		7/12/2017 7:01:07 PM		WA-GRAYS HARBOR E911 WA-ISLAND COUNTY ICOM	
7834	Completed	Initial and Final	Verbal	360-431-4712		7/12/2017 7:02:42 PM		WA-JEFFCOM 9-11 1 Port Hadlock	
7834	Completed	Initial and Final	Verbal	360-533-8765		7/12/2017 7:03:47 PM		WAKING COUNTY SHERIFF RCECC #663	
7834	Completed	Initial and Final	Verbal	360-679-9567		7/12/2017 7:05:09 PM		WAKLICKITAT COUNTY	
7834	Completed	Initial and Final	Verbal	360-774-6279		7/12/2017 7:06:04 PM		WA-KITSAP COUNTY/CENCO M	
7834	Completed	Initial and Final	Verbal	206-205-7621		7/12/2017 7:07:52 PM		WA-LEWIS COUNTY	
7834	Completed	Initial and Final	Verbal	509-773-0579		7/12/2017 7:08:45 PM		WA-MACECOM AKA SHELCOM, AKA MASON COUNTY	
7834	Completed	Initial and Final	Verbal	360-307-5910		7/12/2017 7:10:36 PM		WA-NORCOM	
7834	Completed	Initial and Final	Verbal	360-740-3394		7/12/2017 7:11:55 PM		WA-PACIFIC COUNTY	
7834	Completed	Initial and Final	Verbal	360-426-4441		7/12/2017 7:12:50 PM		WA-SOUTH SOUND 911	
7834	Completed	Initial and Final	Verbal	425-577-5580		7/13/2017 7:13:37 PM		WA-REDMOND PD VERIZON	
7834	Completed	Initial and Final	Verbal	360-875-9397		7/13/2017 5:44:47 AM			
7834	Completed	Initial and Final	Verbal	253-798-7011		7/13/2017 5:45:01 AM			
7834	Completed	Initial and Final	Verbal	425-556-2652		7/13/2017 5:45:15 AM			

EXHIBIT CP-3

PSS_ID	Notification Status	Notification Type	Notification Method	Device Address	Sent Timestamp	Completed Timestamp	Failed Timestamp	PSAP_NAME	CTL Completed Timestamp
7834	Completed	Initial and Final	Verbal	360-428-3211	7/13/2017 5:45:30 AM	7/13/2017 5:45:30 AM		WA-SKAGIT 911 WA-SKAMANIA COUNTY SHERIFF	7/13/2017 5:46:11 AM
7834	Completed	Initial and Final	Verbal	509-427-9490	7/13/2017 5:45:43 AM	7/13/2017 5:45:43 AM		WA-SAN JUAN COUNTY	7/13/2017 5:49:34 AM
7834	Completed	Initial and Final	Verbal	360-378-4151	7/13/2017 5:48:56 AM	7/13/2017 5:48:56 AM		WA-SNO-COM	
7834	Completed	Initial and Final	Verbal	425-775-4545	7/13/2017 5:46:15 AM	7/13/2017 5:46:15 AM		VERIZON	
7834	Completed	Initial and Final	Verbal	425-407-3930	7/13/2017 5:46:26 AM	7/13/2017 5:46:26 AM		WA-SNO-PAC	
7834	Completed	Initial and Final	Verbal	206-684-8631	7/13/2017 5:46:38 AM	7/13/2017 5:46:38 AM		VERIZON	
7834	Completed	Initial and Final	Verbal	360-790-8657	7/13/2017 5:46:50 AM	7/13/2017 5:46:50 AM		WA-SEATTLE PD WA-TCOMM 911 formerly CAPCOM THURSTON COUNTY	
7834	Completed	Initial and Final	Verbal	253-372-1490	7/13/2017 5:47:35 AM	7/13/2017 5:47:35 AM		WA-VALLEY COMM	
7834	Completed	Initial and Final	Verbal	360-795-3242	7/13/2017 5:47:48 AM	7/13/2017 5:47:48 AM		WA-WAHKIAKUM COUNTY SHERIFF	
7834	Completed	Initial and Final	Verbal	360-676-6911	7/13/2017 5:48:01 AM	7/13/2017 5:48:01 AM		WA-WHAT-COMM COMMUNICATIO NS - BACKUP	
7834	Completed	Initial and Final	Verbal	253-798-7011	7/13/2017 5:48:13 AM	7/13/2017 5:48:13 AM		WA-SS911 EASTSIDE DISPATCH	
7834	Completed	Initial and Final	Verbal	253-638-3150	7/13/2017 5:48:32 AM	7/13/2017 5:48:32 AM		WA-WA ST PATROL/PIERCE	
7834	Failed	Initial and Final	Email	911@sanjuanco.com telcooutagenotifications@snoc om.org	7/13/2017 5:49:24 AM	7/13/2017 5:49:34 AM	7/13/2017 5:51:03 AM	WA-SAN JUAN COUNTY WA-SNO-COM VERIZON	7/13/2017 5:46:11 AM
7834	Completed	Initial and Final	Email	countydispatcher@cob.org	7/13/2017 5:48:24 AM	7/13/2017 5:48:53 AM		WA-WHAT-COMM COMMUNICATIO NS - BACKUP	7/13/2017 5:48:53 AM

EXHIBIT CP-3

PSS_ID	Notification Status	Notification Type	Method	Device Address	Sent Timestamp	Completed Timestamp	Failed Timestamp	PSAP NAME	Completed Timestamp
7834	Completed	Initial and Final	Email	CommSupsb@southsound911.org	7/13/2017 5:48:24 AM	7/13/2017 5:48:53 AM		WA-SS911 EASTSIDE DISPATCH	7/13/2017 5:48:53 AM
7834	Completed	Initial and Final	Email	g-d-d1communications@wsp.wa.gov	7/13/2017 5:48:24 AM	7/13/2017 5:48:53 AM		WA-WA ST PATROL/PIERCE	7/13/2017 5:48:53 AM
7834	Completed	Initial and Final	Email	wcs0911@co.wahkiakum.wa.us	7/13/2017 5:47:54 AM	7/13/2017 5:48:05 AM		WA-WAHKIAKUM COUNTY SHERIFF	7/13/2017 5:48:05 AM
7834	Completed	Initial and Final	Email	supervisors@valleycom.org	7/13/2017 5:47:24 AM	7/13/2017 5:47:46 AM		WA-VALLEY COMM	7/13/2017 5:47:46 AM
7834	Completed	Initial and Final	Email	russ.stryers@seattle.gov	7/13/2017 5:46:54 AM	7/13/2017 5:47:23 AM		WA-SEATTLE PD	7/13/2017 5:47:23 AM
7834	Completed	Initial and Final	Email	telcoulagenotifications@snopac911.us	7/13/2017 5:46:54 AM	7/13/2017 5:47:23 AM		WA-TOOMM 911 formerly CAPCOM THURSTON COUNTY	7/13/2017 5:47:23 AM
7834	Completed	Initial and Final	Email	il@icomm911.org	7/13/2017 5:46:54 AM	7/13/2017 5:47:23 AM		WA-SNO-PAC VERIZON	7/13/2017 5:46:33 AM
7834	Completed	Initial and Final	Email	jasonf@co.skamania.wa.us	7/13/2017 5:45:54 AM	7/13/2017 5:46:11 AM		WA-SKAMANIA COUNTY SHERIFF	7/13/2017 5:46:11 AM
7834	Completed	Initial and Final	Email	CommSupsb@southsound911.org	7/13/2017 5:45:24 AM	7/13/2017 5:45:52 AM		WA-SOUTH SOUND 911	7/13/2017 5:45:52 AM
7834	Completed	Initial and Final	Email	911supervisor@redmond.gov	7/13/2017 5:45:24 AM	7/13/2017 5:45:52 AM		WA-REDMOND PD VERIZON	7/13/2017 5:45:52 AM
7834	Completed	Initial and Final	Email	eclleadership@co.skagit.wa.us	7/13/2017 5:45:24 AM	7/13/2017 5:45:52 AM		WA-SKAGIT 911	7/13/2017 5:45:52 AM
7834	Completed	Initial and Final	Email	pc911@co.pacific.wa.us	7/13/2017 7:13:54 PM	7/14/2017 7:14:22 PM		WA-PACIFIC COUNTY	7/14/2017 7:14:22 PM
7834	Completed	Initial and Final	Email	e911outage@norcom.org	7/13/2017 7:13:24 PM	7/13/2017 7:13:59 PM		WA-NORCOM	7/13/2017 7:13:59 PM
7834	Completed	Initial and Final	Email	theteam@macecom.org	7/12/2017 7:12:24 PM	7/12/2017 7:12:41 PM		WA-MAGECOM AKA SHELCOM, AKA MASON COUNTY	7/12/2017 7:12:41 PM
7834	Completed	Initial and Final	Email	dave.anderson@lewiscountywa.gov	7/12/2017 7:10:54 PM	7/12/2017 7:11:20 PM		WA-LEWIS COUNTY	7/12/2017 7:11:20 PM
7834	Completed	Initial and Final	Email	notifications@kitsap911.org	7/12/2017 7:10:24 PM	7/12/2017 7:10:57 PM		WA-KITSAP COUNTY/CENCO	7/12/2017 7:10:57 PM

CTL

EXHIBIT CP-3

Notification		Notification Type		Notification Method		Device Address		Sent Timestamp		Completed Timestamp		Failed Timestamp		PSAP_NAME		Completed Timestamp	
PSS_ID	Status	Notification Type	Method	Device Address	Sent Timestamp	Completed Timestamp	Failed Timestamp	PSAP_NAME	Completed Timestamp								
7834	Completed	Initial and Final	Email	jamiew@klickitatcounty.org	7/12/2017 7:08:24 PM	7/12/2017 7:08:31 PM		WA-KING COUNTY	7/12/2017 7:08:31 PM								
7834	Completed	Initial and Final	Email	KCE911EMER@KINGCOUNTY.GOV	7/12/2017 7:07:24 PM	7/12/2017 7:07:38 PM		WA-JEFFCOM 9-11 Port Hadlock #863	7/12/2017 7:07:38 PM								
7834	Completed	Initial and Final	Email	ihelpdesk@icpsn.us	7:05:24 PM	7:05:41 PM		WA-ISLAND COUNTY ICOM	7:05:41 PM								
7834	Completed	Initial and Final	Email	lisa@icom911.org	7/12/2017 7:04:54 PM	7:05:20 PM		WA-GRAYS HARBOR E911	7/12/2017 7:05:20 PM								
7834	Completed	Initial and Final	Email	dispatch@gh911.org	7:03:24 PM	7:03:42 PM		WA-COWLITZ COUNTY	7/12/2017 7:03:42 PM								
7834	Completed	Initial and Final	Email	wellsd@co.cowlitz.wa.us	7/12/2017 7:01:54 PM	7:02:18 PM		WA-CLARK REGIONAL COMMUNICATIO NS AGENCY/CRESA	7/12/2017 7:01:00 PM								
7834	Completed	Initial and Final	Email	helpdesk.cresa@clark.wa.gov	7/12/2017 7:00:54 PM	7:01:00 PM		WA-B-CLALLAM COUNTY	7/12/2017 6:58:18 PM								
7834	Completed	Initial and Final	Email	percomsup@co.clallam.wa.us	6:57:54 PM	6:58:18 PM		WA-BOTHELL PD	7/12/2017 6:58:18 PM								
7834	Completed	Initial and Final	Email	trickl.singer@bothellwa.gov	6:56:54 PM	6:57:25 PM		VERIZON	7/12/2017 6:57:25 PM								
					all timestamps areEDT												
Aug 31, 2017 6:12 PM																	

From: 911 Outage Report
Sent: Wednesday, July 12, 2017 5:18 PM
To: 911 OUTAGE DUTY LIST
Subject: FW: Initial and Final 911 PSAP Outage Notification

From: Cave, William
Sent: Wednesday, July 12, 2017 6:18:01 PM (UTC-06:00) Central Time (US& Canada)
To: 911 Outage Report; 911 OUTAGE DUTY LIST
Subject: RE: Initial and Final 911 PSAP Outage Notification

The NTM dev team has been notified of the multiple resends to investigate

Will Cave
 Supervisor, GROC Public Safety Services
 Office: 402-536-7448; Mobile: 612-791-8134
William.Cave@CenturyLink.com

From: 911 Outage Report
Sent: Wednesday, July 12, 2017 6:12 PM
To: 911 OUTAGE DUTY LIST
Subject: FW: Initial and Final 911 PSAP Outage Notification

From: SNO PAC Helpdesk
Sent: Wednesday, July 12, 2017 6:11:50 PM (UTC-06:00) Central Time (US& Canada)
To: 911 Outage Report
Subject: RE: Initial and Final 911 PSAP Outage Notification

We keep getting this email over and over. Please stop.

--
 Steve Lawlor | SNO PAC 911 | O: 425.407.3924 | slawlor@snopac911.us | Help Desk: 425.407.3939

From: CenturyLink [<mailto:911.Outage.Report@centurylink.com>]
Sent: Wednesday, July 12, 2017 4:10 PM
To: *SNOPAC Notify Telco Outage <TelcoOutageNotifications@snopac911.us>
Subject: Initial and Final 911 PSAP Outage Notification



CenturyLink

Initial and Final 911 PSAP Outage Notification

You are receiving this email because you are a designated contact person for outage communications for this facility. There was a network event that may have caused a potential 911 PSAP/Central Office/ALI Outage in your area that has restored prior to this notification. CenturyLink is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. CenturyLink is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

BELOW IS THE BEST-AVAILABLE INFORMATION KNOWN ABOUT THIS EVENT AT THIS TIME. THIS INFORMATION MAY CHANGE AS CENTURYLINK CONTINUES ITS INVESTIGATION.

UT-190209

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file:///C:/Users/mneters/AppData/Local/Microsoft/Windows/Temporary%20Internet%20Fi... 9/13/2017

Cause of 911 Impact	Software configuration
Geographic Scope of Outage	Multiple Washington State PSAP's
Time of Repair	7/12/2017 11:28:00 AM
Action Taken to Minimize 911 Impact	Your PSAP may have been impacted by an outage earlier today that has been resolved. CenturyLink is currently investigating the event.

You may contact CenturyLink by calling the number below and referencing Ticket Number

Ticket Id	Ticket Number
PSS Id	7834
WFA Ticket	MW095369

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

CenturyLink 911 Public Safety Services

200 S 5th St
 Minneapolis MN 55402
 Tel: 800-357-0911 Opt 1

Email: 911.Outage.Report@centurylink.com

*** For 911 Reroute Requests Call 800-357-0911 Opt 1 ***

CONFIDENTIALITY NOTICE: If you are not a designated contact person for outage communications for this facility, you are hereby notified that you are not authorized to read, print, retain, copy, or disseminate this message, any part of it, or any attachments. If you have received this message in error, please delete this message and any attachments from your system without reading the content and notify the sender immediately of the inadvertent transmission. This email may contain confidential or proprietary information and is not to be forwarded outside your organization without the express written consent of CenturyLink.

From: 911 Outage Report
Sent: Friday, August 04, 2017 12:00 PM
To: 911 OUTAGE DUTY LIST
Subject: FW: Initial and Final 911 PSAP Outage Notification

From: 911 Outage Report
Sent: Friday, August 04, 2017 1:00:01 PM (UTC-06:00) Central Time (US& Canada)
To: 911 Outage Report
Subject: Initial and Final 911 PSAP Outage Notification



CenturyLink

Initial and Final 911 PSAP Outage Notification

You are receiving this email because you are a designated contact person for outage communications for this facility. There was a network event that may have caused a potential 911 PSAP/Central Office/ALI Outage in your area that has restored prior to this notification. CenturyLink is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. CenturyLink is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

BELOW IS THE BEST-AVAILABLE INFORMATION KNOWN ABOUT THIS EVENT AT THIS TIME. THIS INFORMATION MAY CHANGE AS CENTURYLINK CONTINUES ITS INVESTIGATION.

Cause of 911 Impact	Configuration error during a router upgrade caused 13 callers to reach a busy signal between 07:52 CDT to 10:00 CDT
Geographic Scope of Outage	Wireless callers served by King County
Time of Repair	7/12/2017 10:00:00 AM
Action Taken to Minimize 911 Impact	Corrected configuration

You may contact CenturyLink by calling the number below and referencing Ticket Number

Ticket Id	Ticket Number
PSS Id	8375
WFA Ticket	MW095361

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

CenturyLink 911 Public Safety Services
 200 S 5th St
 Minneapolis MN 55402
 Tel: 800-357-0911 Opt 1

Email: 911.Outage.Report@centurylink.com

*** For 911 Reroute Requests Call 800-357-0911 ***

CONFIDENTIALITY NOTICE: If you are not a designated contact person for outage communications for this facility, you are hereby notified that you are not authorized to read, print, retain, copy, or disseminate this message, any part of it, or any attachments. If you have received this message in error, please delete this message and any attachments from your system without reading the content and notify the sender immediately of the inadvertent transmission. This email may contain confidential or proprietary information and is not to be forwarded outside your organization without the express written consent of CenturyLink.

UT-190209

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From: [Leneweaver, William A \(MIL\)](#)
To: [911 Outage Notification \(Benton\)](#); [911 Outage Notification \(Clallam\)](#); [911 Outage Notification \(Clallam2\)](#); [911 Outage Notification \(Clark\)](#); [911 Outage Notification \(Columbia\)](#); [911 Outage Notification \(Ferry\)](#); [911 Outage Notification \(Grant\)](#); [911 Outage Notification \(Grays Harbor\)](#); [911 Outage Notification \(Jefferson\)](#); [911 Outage Notification \(King\)](#); [911 Outage Notification \(Kitsap\)](#); [911 Outage Notification \(Kittitas\)](#); [911 Outage Notification \(Lincoln\)](#); [911 Outage Notification \(Mason\)](#); [911 Outage Notification \(Okanogan\)](#); [911 Outage Notification \(Pend Oreille\)](#); [911 Outage Notification \(San Juan\)](#); [911 Outage Notification \(Skagit\)](#); [911 Outage Notification \(SNOCOM\)](#); [911 Outage Notification \(SNOPAC\)](#); [911 Outage Notification \(Wahkiakum\)](#); [911 Outage Notification \(Whitcom\)](#); [911 Outage Notification \(WSP\)](#); [JoAnn Boggs \(Pend Oreille\)](#); [West Steve](#); [911 Outage Notification \(Pierce\)](#); [Kellie Pybas \(Pierce\)](#); [Tim Hannah \(SS911\)](#); [Link Tim](#); [Jeff Rodeman \(JBLM\)](#); [Mike Schumacher \(FAFB\)](#); [McCormick Amy](#); [Anderson Heather](#); [Fode Angie](#); [Barb Phinney \(Columbia\)](#); [Brad Coughenour \(Yakima County\)](#); [Cantu Brenda](#); [Grupp Criselia](#); [Mainwaring Darlene](#); [Anderson David](#); [Halloran Dave](#); [Wells Deanna](#); [Deb Flewelling \(King\)](#); [Doug deGraaf \(Benton\)](#); [Fuller, Dave \(CRESA\)](#); [Erickson Greg](#); [Rasmussen Helen](#); [Jones Jackie](#); [Fosse James](#); [Ward Jamie](#); [Fritts Jason](#); [Jo Borden \(Lincoln County\)](#); [Kuhlmeyer Joannie](#); [Hall Karin](#); [Hatton Karl](#); [Slaybaugh Kathleen](#); [Kathy Lombardo \(King\)](#); [Katy Myers \(Clark County\)](#); [Flewelling Keith](#); [Kim Lettrick \(Benton\)](#); [Kim Ott \(San Juan County\)](#); [Kris DeVore \(CRESA\)](#); [Laura Pitarys \(King County\)](#); [LaVonne Webb - \(Stevens\)](#); [Caldwell Lisa](#); [Lorlee Mizell \(Spokane County\)](#); [Janowski Mark](#); [Davis Marlys](#); [Mary Ransier \(Mason\)](#); [Evans Mike](#); [Mike Voss \(Skagit County\)](#); [Worden Mike](#); [Kelly Patti](#); [Richard Kirton \(Kitsap\)](#); [Rick A. Rochleau \(Franklin\)](#); [Rick Anderson \(Stevens\)](#); [Robin DeLazerda \(San Juan\)](#); [Scott Lilly \(Colville Tribes\)](#); [Romberg Steve](#); [Ruley Steven](#); [Tim Martindale \(Pacific County\)](#); [Shaughnessy Tom](#); [Barnes Vanessa](#); [Vicki Thoroughman \(Snohomish\)](#); [Wendy Hill \(Thurston County\)](#)
Cc: [MIL DL E911 Outages](#); [Beaton, Rebecca \(UTC\)](#); [Roth, Jing \(UTC\)](#); [Vicki Hyett \(CenturyLink\)](#)
Subject: Outage Notifications From CenturyLink
Date: Wednesday, July 12, 2017 4:31:59 PM

Friends, I apologize for the late notification/acknowledgement of this... Many of you have been receiving outage notifications from CenturyLink this afternoon...

I have found out that there was some form of service disruption earlier today in the West ECMC in Englewood, CO that resulted in possibly as many as 222 calls not being delivered due to an error code.

The notifications you are now receiving are from CenturyLink in order to comply with FCC Regulations and they are being generated for each end office that originated calls that potentially failed to process. They are trying to cover the bases to ensure you are aware – defaulting to more notifications then is likely necessary.

As they discover the true scope of the problem and the true number of impacted calls the exact number will likely go down. CenturyLink is aware of your desire to receive a list of the calls that failed to be delivered to your PSAPs and will distribute the call list as soon as it's available.

Andy

William Andrew Leneweaver

Deputy State E911 Coordinator for Enterprise Systems

Washington State E911 Coordination Office

20 Aviation Drive, Camp Murray, WA 98430-5020

Desk: 253-512-7039 | Mobile: 253-302-9214

Email: andy.leneweaver@mil.wa.gov

911 Technical Assistance: e911technicalservices@mil.wa.gov

911 Outages: e911outages@mil.wa.gov | State Alert & Warning Center: [800-258-5990](tel:800-258-5990)



From: [Grate, Phil](#)
To: [Beaton, Rebecca \(UTC\)](#)
Subject: courtesy notification of non-major outage
Date: Friday, July 14, 2017 9:59:09 AM

Rebecca,

This is a courtesy notification of a non-major outage event.

West (formerly Intrado) did a system upgrade / reboot on Wednesday morning that caused potential issues with more than 200 911 calls in the state of Washington.

There are some network rerouting configurations that may reduce the number of affected calls. We are researching the matter.

We notified the PSAPs after the fact and opened an FCC outage report. Once we have all of the final stats, we will update the report.

Regards,

Phil

Phil Grate
Director, Regulatory Affairs
1600 7th Avenue, Seattle, WA 98191
Office 206-345-6224 Wireless 425-301-8411



This communication is the property of CenturyLink and may contain confidential or privileged information. Unauthorized use of this communication is strictly prohibited and may be unlawful. If you have received this communication in error, please immediately notify the sender by reply e-mail and destroy all copies of the communication and any attachments.



STATE OF WASHINGTON

UTILITIES AND TRANSPORTATION COMMISSION

1300 S. Evergreen Park Dr. S.W., P.O. Box 47250 • Olympia, Washington 98504-7250

(360) 664-1160 • TTY (360) 586-8203

August 25, 2017

Philip E. Grate
CenturyLink
1600 7th Ave., Room 1506
Seattle, WA 98191

RE: Data Request

Dear Mr. Grate:

The Utilities and Transportation Commission is conducting an investigation into the July 12, 2017, emergency 911 outage that resulted in failed calls in the state of Washington.

To complete this investigation, commission staff requests the following information from CenturyLink related to the outages:

- CP1. The number of affected customers, identified by customer type (commercial or residential), and CenturyLink services affected.
- CP2. Please provide a list of every failed 911 call, including the full telephone number.
- CP3. Please provide all communication with Washington's Primary Public Safety Answering Points (PSAPs) who were impacted by this outage.
- CP4. Please provide documentation of all call backs related to failed calls.
- CP5. A chronology of all internal communications related to the outages, including summaries of phone calls, and copies of any emails or other written correspondence.
- CP6. A chronology of all communications with stakeholders related to the outages (such as commission staff, other federal, state, county, and local governments, the media, and the public). Include summaries of phone calls and copies of any emails or other written correspondence.
- CP7. A chronology of service restoral by location, number of customers, and service type.

Respect. Professionalism. Integrity. Accountability.

CP8. Please provide a summary of any credits for the outages that were/will be provided.

Please provide the name, title, telephone number, and email address of the contact person that our staff can work with directly for questions that may arise concerning any details of the data.

You are required to furnish the above requested documents no later than 5 p.m., Sept. 12, 2017. Extension requests may be granted on a case-by-case basis. A request for extension must be made in writing prior to the deadline and must include the reasons for the extension. Please attach a copy of this letter to the documents for reference.

If you have any questions regarding this request or the level of detail requested, please contact Kristi Ferguson, Compliance Investigator at (360) 664-1108 or kferguso@utc.wa.gov.

Sincerely,



Steven V. King
Executive Director and Secretary

CTL Responses to Data Requests

Date: September 14, 2017

Regarding the July 12, 2017 911 outage, please provide:

CP1. The number of affected customers, identified by customer type (commercial or residential), and CenturyLink services affected.

The service affected was access to 911, which was partially impaired. During this outage 1,405 calls were made to 911 served by the 29 PSAPs. 1,183 of those calls were successful. 201 calls were unsuccessful. Of the 201 unsuccessful calls, 8 were from unique wireline telephone numbers and 193 were from mobile numbers for a total of 201 missed calls. Of the eight unique wireline telephone numbers, it appears as though two (2) are assigned to a residential customer and six (6) are assigned to business customers. However, these are not all CenturyLink customers so CenturyLink cannot be completely certain of this. CenturyLink does not have data regarding whether the wireless numbers are business or residential customers.

Please see Attachment CP1-1 and Confidential Attachment CP 1-2C for additional information about this incident that was previously provided to Ms. Beaton, Regulatory Services Staff, on August 11, 2017. Information in the above portion of this response reflects more accurate data about the outage and updated information will be communicated to Ms. Beaton.

Respondent: Phil Grate



CENTURYLINK
 1600 7th Avenue, Room 1506
 Seattle, Washington 98191
 (206) 345-6224
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 Email: phil.grate@centurylink.com

Phillip E. Grate
 State Regulatory Affairs Director
 Public Policy

August 11, 2017

Via Web Portal

Mr. Steven King
 Executive Director and Secretary
 Washington Utilities and Transportation Commission
 1300 S. Evergreen Park Drive
 Olympia, Washington 98504
 (360) 664-1160

**Re: Docket No. UT-140280
 CenturyLink Major Outage 7/12/2017 NORS Report**

Mr. King:

CenturyLink submits in the above referenced docket the following responses to requests for information posed by Rebecca Beaton, WUTC Regulatory Staff, regarding a CenturyLink Major Outage 7/12/2017 NORS Report (WA service interruption - 2CTLVPSAP071217).

Ms. Beaton submitted requests to me for information on Monday, July 17, 2017 at 8:05 a.m. and on Monday, July 24, 2017 at 3:59 p.m. The following matrix sets forth her requests and CenturyLink's response.

Request	Response
Root cause analysis.	Please see the attached <u>confidential</u> root cause analysis (RCA) prepared by our vendor, West.
UTC outage email report. Please file an outage email on this service impact in the <u>telecom-outage@utc.wa.gov</u> with the number of PSAPs affected, locations, customer number, time of outage and resolution in Pacific Time.	CenturyLink emailed the outage report as per your request at 2:20p.m. (PDT) on July 26, 2017.

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Request	Response
Root cause analysis. Please add a cover sheet with the reference details as vendor "West" prepared information.	This letter serves as the requested cover sheet for the requested <u>confidential</u> root cause analysis, which is attached. Our vendor, West, prepared the root cause analysis.
Pacific Time for outage (start and end).	Start: 12-JUL-2017, 05:52:00 End: 12-JUL-2017, 08:39:00
Number of missed 911 calls.	222 calls to 911 were missed.
Customer impact number.	During this outage a 1,405 calls were made to 911 served by the 29 PSAPs. 1,183 of those calls were successful. 222 calls were unsuccessful. Of the 222 unsuccessful calls, 8 were from unique wireline telephone numbers and 140 were from unique mobile callback numbers for a total of 148 wireline and wireless customers impacted.
Number of WA PSAPs impacted.	CenturyLink understands the following PSAPs were potentially affected by the July 12, 2017 event, with those that experienced missed 911 calls marked with an asterisk: Bothell Police Department; *Pencom-Clallam County; *Clark Regional Emergency Services Agency; *Cowlitz County 9-1-1 Center; Grays Harbor Communications; Island County Emergency Services Communications Center; *JEFFCOM 9-1-1 Communications; *King County – Sheriff; *Kitsap County; *Klickitat County Sheriff's Office; *Lewis County 9-1-1 Communications Division; MASON County (Shelton Police Department Macecom); *NORCOM-King County (Bellevue Police Department Communications); Pacific County Communications; Puyallup Communications; Redmond Police Department; *Seattle Police Department; *Skagit County; *Skamania County Sheriff's Office; San Juan County Sheriff's Office; *SNOCOM - Snohomish County; SNO PAC - Snohomish County; *South Sound 911; *Thurston County-CAPCOM; *Valley Communications Center; *Washington State Patrol – King County; *Washington State Patrol-Tacoma; Wahkiakum County Sheriff's Office; and *What-Comm Communications Center.

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Request	Response
Contact name and number for report	Phil Grate, 425-301-8411

Questions regarding this response can be directed to me.

Sincerely,



Philip E. Grate

PEG/jga

Enclosure

Regarding the July 12, 2017 911 outage, please provide:

CP1. The number of affected customers, identified by customer type (commercial or residential), and CenturyLink services affected.

Amended response October 9 , 2017:

The service affected was access to 911, which was partially impaired. During this outage 1,405 calls were made to 911 served by the 29 PSAPs. 1,183 of those calls were successful. 222 calls were unsuccessful. Of the 222 unsuccessful calls, 8 were from unique wireline telephone numbers and 193 were from mobile numbers for a total of 201 unique telephone numbers. Of the eight unique wireline telephone numbers, it appears as though two (2) are assigned to a residential customer and six (6) are assigned to business customers. However, these are not all CenturyLink customers so CenturyLink cannot be completely certain of this. CenturyLink does not have data regarding whether the wireless numbers are business or residential customers.

The service affected was access to 911, which was partially impaired. During this outage 1,405 calls were made to 911 served by the 29 PSAPs. 1,183 of those calls were successful. 201 calls were unsuccessful. Of the 201 unsuccessful calls, 8 were from unique wireline telephone numbers and 193 were from mobile numbers for a total of 201 missed calls. Of the eight unique wireline telephone numbers, it appears as though two (2) are assigned to a residential customer and six (6) are assigned to business customers. However, these are not all CenturyLink customers so CenturyLink cannot be completely certain of this. CenturyLink does not have data regarding whether the wireless numbers are business or residential customers.

Please see Attachment CP1-1 and Confidential Attachment CP 1-2C for additional information about this incident that was previously provided to Ms. Beaton, Regulatory Services Staff, on August 11, 2017. Information in the above portion of this response reflects more accurate data about the outage and updated information will be communicated to Ms. Beaton.

Respondent: Phil Grate

Regarding the July 12, 2017 911 outage, please provide:

CP2. Please provide a list of every failed 911 call, including the full telephone number.

Amended Response October 9, 2017:

CenturyLink received the attachment to CP-2 from West and we have reached out to determine the time zone reflected on this document. CenturyLink will follow up on this response by Thursday, October 12, 2017.

Response: See Confidential Exhibit CP-2. This spreadsheet, provided by West, contains lists of both the wireline and wireless calls identified in CP-1.

On the wireless calls we can only provide the P/ANI that was provided by the wireless provider and not the actual calling number. The calling number is not provided until the call is routed to the PSAP and an ALI bid is made to get the information regarding the call. Since the calls never completed the ALI bid was never completed. The wireless carriers may have this information for their customers, but CenturyLink does not.

Respondent: Phil Grate

Regarding the July 12, 2017 911 outage, please provide:

CP5. A chronology of all internal communications related to the outages, including summaries of phone calls, and copies of any emails or other written correspondence.

Amended Response October 9, 2017:

Please see Confidential Exhibit CP-5, which includes the emails associated with the July 12, 2017 911 outage. CenturyLink does not maintain records of phone calls or call logs.

Response: Please see CP-5 exhibit, attached.

Respondent: Phil Grate