



STATE OF WASHINGTON  
MILITARY DEPARTMENT  
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State Of WASH.  
UTIL. AND TRANSP.  
COMMISSION

January 25, 2019

Mr. Bruce King  
CenturyLink  
1600 7<sup>th</sup> Avenue  
Seattle, Washington 98191

Dear Mr. King:

This letter is the formal request for service level agreement credits for the E911 Network unavailability December 27-29, 2018 under the CenturyLink IQ Networking Retail Service Level Agreement, as specified in contract E09-196 between the State of Washington and CenturyLink.

As you are aware on the morning of December 27, a nationwide CenturyLink outage occurred to various services. This outage lasted until the morning of December 29. During our initial investigation, it appears that 911 calls were not being received by Washington PSAPs for eight hours and 46 minutes of that time. I am seeking service credits for all network components in accordance with our contract which entitles the Washington State Military Department to one day of service credit for each hour that the network is unavailable, for a maximum of seven days credit. The December invoices for all of the State of Washington's 911 network accounts 80608740, 253-Z22-0632, 86485567, 253-Z22-0427, and 253-Z22-0468 totaled \$750,995.66. We are seeking a credit of \$169,579.67. We are also requesting that CenturyLink provide a list of 911 calls that may have been blocked (encountered fast busy or an announcement that 911 could not be reached) during this outage.

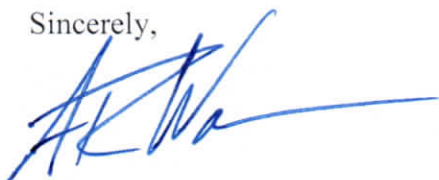
Per the requirements in the SLA Section 4.1 Remedies, Lisa Barbier, Statewide Services Program Manager contacted the number indicated, 1-800-860-1020, to report the Network unavailability and intent to seek service level agreement credits on the morning of January 8, 2019. This letter is a follow-up to that call.

The E911 network is an indispensable and vital service to the citizens of Washington State. The network unavailability was disruptive to my office, the Military Department, the PSAPs, and



citizens statewide. Since I act as the steward for Washington State E911 tax revenues, I believe it is both prudent and fiscally responsible to seek a service credit for the Network unavailability.

Sincerely,

A handwritten signature in blue ink, appearing to read 'A. Wasserman', with a long horizontal flourish extending to the right.

Adam Wasserman  
State E911 Coordinator

cc: Rebecca Beaton, Washington State Utility & Transportation Commission