

## Notice Regarding Your CenturyLink Service



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### **Changes to your Private Switch Automatic Location Information Database Management Service (PS/ALI)**

#### **\*\* Requires Your Immediate Attention and Action \*\***

You currently subscribe to CenturyLink's Private Switch Automatic Location Identification Database Management Service (PS/ALI) which enables you to update the specific location of telephones within your private telephone system. Emergency 911 Public Safety Answering Points use this information to identify the location of calls to 911 originating from within your telephone system.

On April 8, 2019, CenturyLink sent customers notice of our intent to discontinue PS/ALI in April of 2019. The Washington Utilities and Transportation Commission (UTC) opened Docket No. UT-190262 to review the termination date. CenturyLink will continue to provide PS/ALI until such time as the Washington UTC allows us to discontinue the service. We will recommend that the Washington UTC allow us to discontinue the service May 31, 2020, and will update you with a final date.

Although the discontinuation date is pending, we urge you to take action now to find another vendor of PS/ALI to prevent an interruption in service. An interruption could cause the telephone location information about your telephone system to become inaccurate.

**In order to avoid a service interruption, you should obtain PS/ALI database management services from another vendor as soon as possible but no later than the date CenturyLink discontinues the service. Vendors offering PS/ALI database management service include:**

- West Safety Services <https://www.west.com/safety-services/>
- Red Sky <https://www.redskye911.com/>
- LCSI <http://lcsiinc.com/WPress/lcsi/>
- 911 Secure LLC <http://911secure.com>

**AFTER YOU HAVE FOUND A NEW PS/ALI DATABASE MANAGEMENT VENDOR PLEASE ASK USTO DISCONNECT YOUR CENTURYLINK PS/ALI DATABASE MANAGEMENT SERVICE SO YOUR NEW VENDOR CAN BEGIN PROVIDING SERVICE.**

You may participate in the regulatory process at the Washington UTC and can contact the UTC by email, fax, or web-portal. Contact information is provided below. Please identify the subject as "CenturyLink PS-ALI" or "Docket UT-190262". You may also visit the Commission's website:

Washington UTC  
Mark L. Johnson, Executive Director  
PO Box 47250, Olympia, WA 98504-7250  
Phone: 1-888-333-9882  
Fax: 360-586-1150  
E-Mail: [records@utc.wa.gov](mailto:records@utc.wa.gov)  
Website: [www.utc.wa.gov](http://www.utc.wa.gov)

Should you have questions or concerns, please contact your CenturyLink account representative.