

DESIGNATED AS EXEMPT PER WAC 480-07-160
TeleCommunication Systems, Inc.
Amended Final Washington UTC Outage Report
January 10, 2022
Page 1 of 2

<u>Report Number:</u>	3
<u>Impacted Company:</u>	TeleCommunications Systems, Inc.
<u>Date and Time:</u>	December 9, 2021 at 15:08 PT
<u>TIMEZONE:</u>	PT
<u>For Questions Contact:</u>	Susan Ornstein, Senior Director, Legal & Regulatory Affairs
<u>Reason for Outage Notification:</u>	Amended Final report
<u>Cause of Outage:</u>	TSYS's transport vendor, NoaNet, suffered an equipment failure on a Juniper core router in their Seattle data center. The failure was on the "A" side of their network and, contrary to expectations, an automatic switchover to the "B" side did not occur.
<u>Location of Outage:</u>	See Final Root Cause Analysis ("Final RCA") at Appendix A, attached hereto as <u>Exhibit 1.</u>
<u>Exchange Name / Wire Center:</u>	n/a
<u>Expected Duration:</u>	1 hour and 22 minutes
<u>Actual Duration:</u>	1 hour and 14 minutes (when first PSAP connections restored) 1 hour and 39 minutes (all PSAP connections fully restored)
<u>Number of Customers/ Cable pair impacted:</u>	See Final RCA at Sec. 2.1.2
<u>Services Affected:</u>	NG911 and E911
<u>Agencies Notified:</u>	Washington Military Department; UTC; FCC
<u>Significant Update:</u>	N/A
<u>Resolution</u>	The vendor NoaNet rebooted the affected router card and brought traffic back online. The following night, NoaNet performed emergency maintenance to replace the failed card to prevent recurrence. NoaNet has since taken the affected router out of service and is utilizing other routers for TSYS traffic.
<u>Restore Date/Time:</u>	16:22 PT (when first PSAP connections restored) 16:45 PT (all PSAP connections fully restored)

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Exhibit 1

REDACTED