

EXH. SJH-11R
Docket UT-181051
Witness: Stacy J. Hartman

WUTC DOCKET: UT-181051
EXHIBIT: SJH-11C (R)
ADMIT W/D REJECT

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

**WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION,**

Complainant,

v.

**CENTURYLINK COMMUNICATIONS,
LLC,**

Respondent.

DOCKET UT- 181051

**EXHIBIT TO
TESTIMONY OF**

STACY J. HARTMAN

**ON BEHALF OF
CENTURYLINK COMMUNICATIONS, LLC**

STAFF DATA REQUEST 2 (TO COMTECH) ATTACHMENT B

March 31, 2022

REDACTED

Shaded Information is CONFIDENTIAL Per Protective Order in Docket No. UT-181051



Root Cause Analysis

CenturyLink Network Outage and Related E-911 Call Routing Impairment

Event Date: 12-27-2018
MOR Due Date: 01-11-2019

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Amendment History

Version	Date	Author	Amendment
1.0	12-31-2018	Rebecca Miller	First Draft
2.0	01-10-2019	Agastya Kohli	Final Draft

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Chapter 1 Introduction

1.1 Purpose of Document

This Root Cause Analysis addresses [REDACTED]

1.2 Definitions / Terminology

Circuit - A discrete (specific) path between two or more points along which signals can be carried. Unless otherwise qualified, a circuit is a physical path, consisting of one or more wires (or wireless paths) and possibly intermediate switching points. In this document, the term circuit is used to refer to the physical/electrical connectivity provided by third-party vendors like CenturyLink.

1.3 Acronyms

PT – Pacific Time

1.4 References

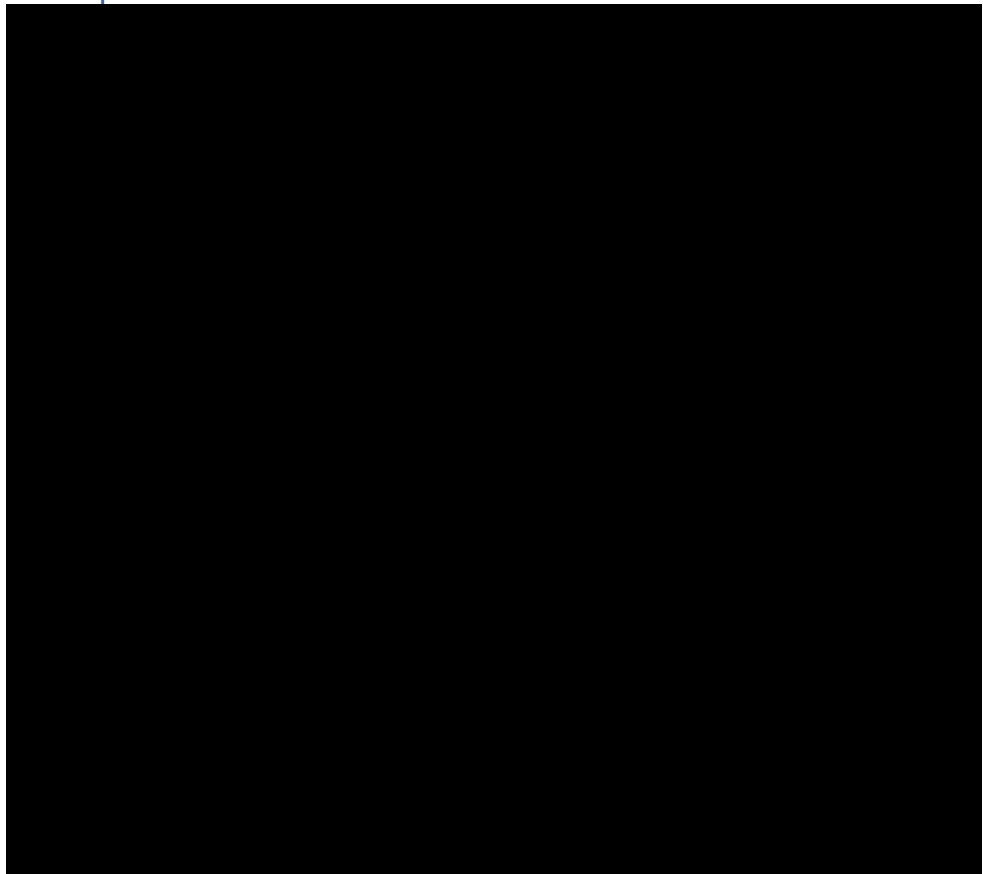
NA

Chapter 2 Root Cause Analysis

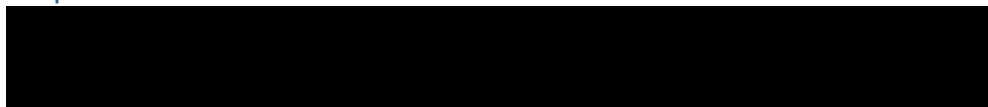
Incident Summary	
Customer Ticket Number	NA
Comtech Ticket Number	TT-0156084
FCC Report Number	[REDACTED]
Date/Time	Incident Start Time:
	Point of Discovery:
	Tier II Escalation:
	Tier III Escalation:
	Vendor Engaged:
	Carriers Notified:
	PSAPs Notified:
	Restoration Time:
	Incident Total Time:
Severity	[REDACTED]
Product (s)	[REDACTED]

2.1 RCA Summary

2.1.1 Description





2.1.2 Impact



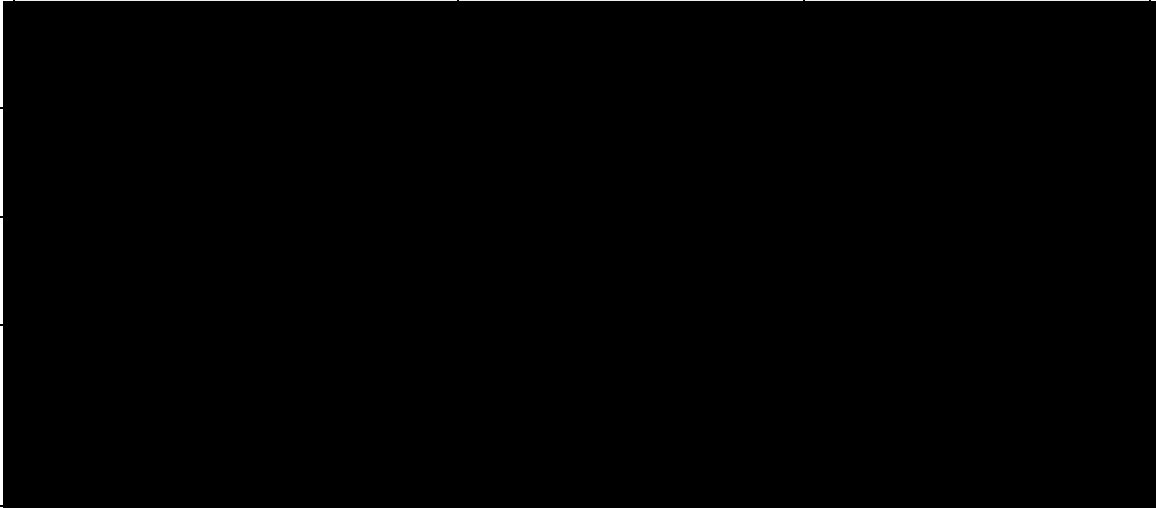
2.1.3 Restoration



2.1.4 Cause

A faulty card in CenturyLink's network was sending out invalid traffic, 


2.2 Corrective & Preventative Actions

Issue No.	Issue Description	Team Assigned	Target Date
1			
2			
3			
4			