

WUTC DOCKET: 181051
EXHIBIT: JHJ-16
ADMIT W/D REJECT

Exh. JHJ-16
Docket UT-181051
Witness: Jacque Hawkins-Jones

**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**

JACQUE HAWKINS-JONES

**STAFF OF
WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION**

*CenturyLink Served Public Safety Answering Point Response - Spokane Regional
Emergency Communication*

December 15, 2021

Hawkins-Jones, Jacque (UTC)

From: Wood, Heather <Heather.Wood@srec911.org>
Sent: Tuesday, April 20, 2021 4:51 AM
To: Hawkins-Jones, Jacque (UTC)
Subject: RE: December 2018 CenturyLink 911 outage

External Email



HEATHER WOOD
911 Operations Manager
Spokane Regional Emergency Communications
1620 N Rebecca St.
Spokane, Washington 99217
(509) 532-8960 Desk
(509) 342-6787 Cell
(509) 532-8911 Administration

From: Hawkins-Jones, Jacque (UTC) <jacque.hawkins-jones@utc.wa.gov>
Sent: Monday, April 19, 2021 11:58 AM
To: Wood, Heather <Heather.Wood@srec911.org>
Subject: December 2018 CenturyLink 911 outage

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Hello Heather,

Per our phone call, Utilities and Transportation Commission Staff is gathering information related to the CenturyLink outage that occurred on December 27, 2018. Please provide a response to the questions listed below and include any relative documentation, if necessary.

1. Did your PSAP experience service issues or a complete service outage for any length of time during the December 27, 2018, CenturyLink outage? If so, please identify what service issues your PSAP experienced, when your PSAP began experiencing a service impairment, and when service was restored. **We were not impacted at all.**
2. Did CenturyLink notify your PSAP of the December 27, 2018, outage? If so, who contacted you, how did they contact you, when did they contact you, and what information was provided? **I cannot verify this because we are a new agency now and if we were notified it may have been through email. I cannot access emails from 2018.**
3. Did you receive any follow-up information from CenturyLink throughout the outage? **I cannot verify this either.**
4. Were you contacted by anyone other than CenturyLink during the outage with information pertaining to the December 27, 2018, CenturyLink outage? **Unknown as well.**

5. Did your PSAP communicate with CenturyLink during the outage? If so, how did your PSAP communicate with CenturyLink and how did CenturyLink respond? **I cannot find any documentation of communication with CL.**
6. Did your PSAP receive any information about Washington residents attempting to call 911 during the outage? If so, what information did you receive, how did you receive it, and how did you respond? **We put out a message on our Facebook page acknowledging the outage but that Spokane 911 was not affected.** <https://www.kxly.com/washington-experiences-statewide-911-outage/> Our Facebook post was reposted on that link by KXLY news.
7. Is there any other information or comment you would like to provide related to the CenturyLink December 2018 outage? **I apologize for not having more information however that documentation was likely through email and we are not on the network that Spokane 911 was on back in 2018.**

Please let me know if you have any questions. I understand it may take some time to gather information from 2018, but any information you are able to provide would be appreciated.

Thank you.

Jacque Hawkins-Jones

Compliance Investigator, Consumer Protection

(360) 664-1105 Office

Jacque.Hawkins-Jones@utc.wa.gov



This email/letter states the informal opinions of commission staff, offered as technical assistance, and are not intended as legal advice. We reserve the right to amend these opinions should circumstances change or additional information be brought to our attention. Staff's opinions are not binding on the commission.