

**BEFORE THE WASHINGTON  
UTILITIES & TRANSPORTATION COMMISSION**

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION,

Complainant,

v.

CENTURYLINK COMMUNICATIONS, LLC,

Respondent.

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DOCKET UT-181051

**BRIAN ROSEN**

**ON BEHALF OF THE  
WASHINGTON STATE OFFICE OF THE ATTORNEY GENERAL  
PUBLIC COUNSEL UNIT**

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**Exhibit BR-9C**

Comtech Root Cause Analysis, CenturyLink Network Outage and Related E-911 Call  
Routing Impairment, MOU Date 01-11-2019, Unredacted Version

**December 15, 2021**

**Shaded Information is Designated Confidential  
per Protective Order in Docket UT-181051**

REDACTED VERSION

Shaded Information is Designated as Exempt per WAC 480-07-160



## 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

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## 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: [REDACTED]
	Point of Discovery: [REDACTED]
	Tier II Escalation: [REDACTED]
	Tier III Escalation: [REDACTED]
	Vendor Engaged: [REDACTED]
	Carriers Notified: [REDACTED]
	PSAPs Notified: [REDACTED]
	Restoration Time: [REDACTED]
	Incident Total Time: [REDACTED]
Severity	[REDACTED]
Product (s)	[REDACTED]

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## 2.1 RCA Summary

### 2.1.1 Description

[Redacted]

### 2.1.2 Impact

[Redacted]

### 2.1.3 Restoration

[Redacted]

### 2.1.4 Cause

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

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## 2.2 Corrective & Preventative Actions

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

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