

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**

VALERIE LOBDELL

**ON BEHALF OF
CENTURYLINK COMMUNICATIONS, LLC**

NOVEMBER 2016 CORRESPONDENCE (CENTURYLINK/WMD/COMTECH)

March 31, 2022

From: Hyett, Vicki
Sent: Thursday, March 17, 2022 11:36 AM
To: Sherr, Adam; Lobdell, Valerie J
Subject: FW: Washington State ESInet Transition Discussion

This looks like a good one.

Vicki

Vicki Hyett
Sr Operations Service Manager
Lumen

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Vicki.Hyett@Lumen.com

Repair Numbers: <https://www.lumen.com/en-us/contact-us-support.html> | Escalations: www.lumen.com/repairescalations

From: Leneweaver, William A (MIL) <Andy.Leneweaver@mil.wa.gov>
Sent: Thursday, November 10, 2016 5:14 PM
Subject: FW: Washington State ESInet Transition Discussion

From: Leneweaver, William A (MIL)
Sent: Thursday, November 10, 2016 5:14 PM
To: Cortez, Dawn (ATG) <DawnC@ATG.WA.GOV>; 'Marc Lawlor' <marc.lawlor@gallitanooconnor.com>; 'Jay Nohl' <Jay.Nohl@comtechtel.com>; Courtney Wilson <Courtney.Wilson@comtechtel.com>; Matt Hayes <Matt.Hayes@comtechtel.com>; Leavengood, Marty L <Marty.Leavengood@centurylink.com>; MIL DL EMD E911 Leadership <e911leadership@mil.wa.gov>; Chung, Wendy <Wendy.Chung@CenturyLink.com>; Scott Mckenzie (CenturyLink) <scott.mckenzie@centurylink.com>; 'Andrew Singer' <Andrew.Singer@comtechtel.com>; Rebecca Yeatman <Rebecca.Yeatman@comtechtel.com>
Subject: FW: Washington State ESInet Transition Discussion

All,

The goal for Monday is to clearly understand the problem, understand what is needed from all parties, identify any/all issues to resolving the problem, and begin determining how to resolve the issues identified.

The base problem is transitioning from the current CenturyLink/West ESInet to the new Comtech TCS ESInet. This transition cannot be completed without the full participation/cooperation of all parties (CenturyLink, West, Comtech TCS and the SECO).

Below please find a list of potential issues/concerns from CenturyLink. As Scott points out below, these may not be all the issues/concerns.

March 31, 2022

Please view this as a read-ahead for our meeting on Monday - so that we can quickly identify, and begin resolving, issues which would delay the transition from the current ESInet to the new ESInet.

Scott also included some additional information in answer to questions I posed to him.

Thank you for your willingness to help provide continued, uninterrupted 911 service to the citizens of Washington.

Andy

William Andrew Leneweaver

Deputy State E911 Coordinator for Enterprise Systems

Washington State E911 Coordinator's Office

20 Aviation Drive, Camp Murray, WA 98430-5020

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From: Mckenzie, Scott S [<mailto:scott.mckenzie@centurylink.com>]

Sent: Thursday, November 10, 2016 2:54 PM

To: Leneweaver, William A (MIL) <Andy.Leneweaver@mil.wa.gov>

Cc: Chung, Wendy <Wendy.Chung@CenturyLink.com>; Leavengood, Marty L <Marty.Leavengood@centurylink.com>

Subject: RE: Washington State ESInet Transition Discussion

Andy,

Here is the list of issues I mentioned on our call Tuesday. These are not all the potential concerns, just examples that came up in CenturyLink's internal discussion Monday. As I indicated on the Tuesday call CTL legal, regulatory and operations are still formulating questions as part of the planned discussions w/ your legal team.

- Contractual change in where we deliver calls today – to Comtech rather than PSAP – requires Amendment?
- Possible waiver / LOL change from State associated w/ the transition
- Delineation of responsibility / liability for reporting with call flow changes
 - At least 3 possible scenarios, simultaneously, over 9-18 month window – might be others
 - CTL/West to PSAP
 - CTL/West to Comtech to PSAP
 - CTL/West to Comtech to PSAP – call fails – reroutes back to Comtech, then West and delivered by CTL/West to backup PSAP
 - Who owns reporting, liability for call delivery, and at what point does responsibility transfer in each scenario

I have spoken to West since we talked and they are still working on assigning resources to review the plan and provide their comments.

As regards the Executive Working Group it is not "new". MIL may not have been aware of this entity, but it's been a part of our process for evaluating larger &/or non-standard opportunities and associated risk for the 14+ years I've worked for CenturyLink. EWG review / approval has been required on *most* 911 and ALL NG911 projects since 2014, driven in large part by the increased risk profile that grew out of the fines associated with the April 2014 outage. Aside from providing requested detail to the support team that prepares the EWG briefing materials I am not privy to how the EWG works and do not attend the meetings. I have no input or visibility into meeting schedules.

As I shared with you Tuesday, I am retiring as of 12/16/16, so I will no longer be part of your support team. Bruce King plans to continue as the Global Relationship Manager assigned to State of WA (and 911 in general in WA). Vicki Hyett and Rick Branum do not report to me and have not shared their plans with me. At this time they remain part of the support team.

Scott

Scott McKenzie

Business Sales Manager

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From: Leneweaver, William A (MIL) [<mailto:Andy.Leneweaver@mil.wa.gov>]
Sent: Wednesday, November 09, 2016 10:16 AM
To: Mckenzie, Scott S; Leavengood, Marty L
Cc: MIL DL EMD E911 Leadership; Cortez, Dawn (ATG); Chung, Wendy; Moisey, Kenneth A (MIL)
Subject: Washington State ESInet Transition Discussion
Importance: High

Scott,

To ensure that I am not subjecting this discussion with any “whisper-down-the-lane” misunderstandings, would you please list out the issues/concerns that CenturyLink has or has identified with the transition services we are requesting of you?

In addition, several times you have mentioned a “new” executive-level review board that is in place to review decisions/activities being undertaken. Would you please describe the process/procedures for that review board to become engaged and how they operate/function to provide oversight/approval? I want to be sure that all involved understand the magnitude and timing involved with this process, so that any risks to the timeliness of the transition can be fully identified, understood and mitigated.

Finally, a question...I have heard within “industry circles” that there may be an upcoming reorganization of 911 functions/services within CenturyLink. Can you confirm that the current team, which supports 911 in the state of Washington – Marty Leavengood, Scott McKenzie, Bruce King, Vicki Hyett and Rick Branum – will remain in place (barring normal personnel transitions)? In other words, will the current CenturyLink team/organizational structure remain in place through the ESInet transition period?

Please let me know by 12:00 noon PST tomorrow, November 10, so that I can share the information before our next meeting. Thanks!

Andy

William Andrew Leneweaver

Deputy State E911 Coordinator for Enterprise Systems

Washington State E911 Coordinator's Office

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