

## Orr, Tom

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**From:** Mandella, Mike  
**Sent:** Friday, April 18, 2014 10:28 AM  
**To:** Orr, Tom  
**Subject:** RE: More on the 911 Outage

Roger. I will need to find out how to get on the distro list for these conf calls. I only found out accidentally about a half hour prior to the call (got tipped off by Andie from SNOCOMM). Stay tuned. I will figure it out. I expect a report out after the bits/bytes meeting - just not sure when, but likely at the May 15 meeting at Camp Murray. Mike

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-----Original Message-----

From: Orr, Tom  
Sent: Friday, April 18, 2014 10:07 AM  
To: Mandella, Mike  
Subject: RE: More on the 911 Outage

Mike,

Thanks for the update. Very helpful information. This is an issue I need to be involved in so please let me know of any conference calls or meetings as I will participate. Are the state tech folks going to report out to us? We do have an interest in getting a "bits/bytes" level view of what occurred. Please let me know the progress on the PSAP ID code - that should be with the supervisors. If they do not have it, Zeb will have to drill down on this.

Thanks,

Tom

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From: Mandella, Mike  
Sent: Friday, April 18, 2014 9:44 AM  
To: Orr, Tom  
Subject: More on the 911 Outage

I called in to a conference call yesterday afternoon – hosted by WS State 911 Office. Learned 2 interesting things:  
1. Remember the phrase I asked if you were familiar with? It was a request for “a condition 4”. Well, on the conference call, I learned that many of the PSAP’s called either Century Link or Intrado and requested a condition 4 routing. In every

case, each PSAP was told that “there is no manager available to approve your request”. Not good. Although we did NOT make such a request, this is great information – A) to know we have that option and B) to know we (all PSAPS) have something to work on with the vendors, county, state 911 offices.

2. I also learned that it appears we would need to know our “PSAP ID Code” if we were to call and make that sort of request. I am working on learning what our PSAP code is. I suspect you and I will need to always have it handy (as well as the sup’s).

Also – there is a meeting scheduled soon that will include only the tech folks from state and Intrado. Debby Grady asked if the APCO/NENA Tech Committee members could attend. State said.....no. They only want the techs who were involved in the initial engineering/design. I then asked that they understand the need to get at root cause and requested state not accept any initial answer or response but rather, continue asking why. This meeting is for the purpose of trying to understand, from the “bits and bytes” level, what exactly happened and why, from a system perspective.

And, as you heard on Wed, state intends to re-bid the system via an RFP and has so informed Intrado.

That is all.

Mike

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