

## Orr, Tom

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**From:** Miller, Kathleen <Kathleen.Miller2@CenturyLink.com>  
**Sent:** Thursday, April 17, 2014 11:04 AM  
**To:** 'angief@co.adams.wa.us'; 'patti.kelly@wsu.edu'; 'j.barber@bces.wa.gov';  
'rivercom@rivercom911.org'; 'pencom@co.clallam.wa.us'; 'stacey.fritz@clark.wa.gov';  
'911\_dispatch@co.columbia.wa.us'; 'glennis.decloedt@colvilletribes.com';  
'massel@co.cowlitz.wa.us'; 'rivercom@rivercom911.org'; 'e911coord@co.ferry.wa.us';  
'ebush@co.franklin.wa.us'; 'kbslaybaugh@co.garfield.wa.us'; 'j.jones@macc911.org';  
'dispatch@gh911.org'; 'alice@icom911.org'; 'dispatchers@jcpsn.us';  
'Jeffrey.c.rodeman@us.army.mil'; 'micki.singer@ci.bothell.wa.us'; Nguyen, Thuyhong;  
'bobh@police.ci.enumclaw.wa.us'; 'Stanc@issaquahwa.gov';  
'Ken.Rhodes@kingcounty.gov'; Orr, Tom; 'McCaughan.K@portseattle.org';  
'rclemmons@redmond.gov'; 'donald.devera@seattle.gov'; 'karen.shilling@seattle.gov';  
'suecarr@uw.edu'; 'Steve.Lagreid@kingcounty.gov'; 'lorau@valleycom.org';  
'supv@co.kitsap.wa.us'; 'johnson@kittcom.org'; 'RobertA@co.klickitat.wa.us';  
'craig.larsen@lewiscountywa.gov'; 'jborden@co.lincoln.wa'; 'theteam@macecom.org';  
'ocsodispatch@co.okanogan.wa.us'; 'pc911@co.pacific.wa.us'; 'swest@pendoreille.org';  
'bblackburn@cityoffife.org'; 'Michael.dobbs@westpierce.org';  
'Scott.Hamel@southsound911.org'; 'THannah@ci.puyallup.wa.us';  
'kmueller@ci.tacoma.wa.us'; '911@sanjuanico.com'; 'eleadership@co.skagit.wa.us';  
'davec@co.skamania.wa.us'; 'TelcoOutageNotifications@snocom.org';  
'TelcoOutageNotifications@snopac911.us'; 'co911dutysup@spokanecounty.org';  
'co911dutysup@spokanecounty.org'; 'rlinton@co.stevens.wa.us';  
'Jim.quackenbush@tcomm911.org'; 'bjorgej@co.wahkiakum.wa.us';  
'sruley@wallawallawa.gov'; 'countydispatcher@cob.org'; 'patti.kelly@wsu.edu'; 'G-D-  
D2Communications@wsp.wa.gov'; 'G-D-D8Communications@wsp.wa.gov'; 'G-D-  
D1Communications@wsp.wa.gov'; 'G-D-D7Communications@wsp.wa.gov'; 'G-D-  
D4Communications@wsp.wa.gov'; 'G-D-D7Communications@wsp.wa.gov'; 'G-D-  
D6Communications@wsp.wa.gov'; 'G-D-D3Communications@wsp.wa.gov';  
'yakimacomm@yakimawa.gov'  
**Subject:** Centurylink Media Release 4/15

Hi,

I am forwarding a copy of the media release that Centurylink released Tuesday, 4/15. It was sent to the state 911 office but I did not distribute to the individual counties. Thank you.

### Statement Released 4/15

**CenturyLink Statement:** CenturyLink and Intrado, our vendor partner, are working together and are confident that the 9-1-1 system is fully operational, stable and working as designed.

Intrado provides 9-1-1 services to CenturyLink through its fully redundant 9-1-1 system. The service disruption was due to an isolated issue in Intrado's system that impaired call routing, which prevented the system from properly processing calls and launching their system's redundancy.

Intrado has done three things to ensure the same 9-1-1 outage will not occur:

1. Resolved a software issue that prevented the proper processing of the 9-1-1 calls
2. Added additional alarms and raised the visibility of the alarms within the operations control center and
3. Enhanced processes to ensure similar software issues do not occur

CenturyLink and Intrado place customer safety and reliable communications as top priorities and will continue to work together to ensure effective 9-1-1 communications.

Kathleen Miller  
Centurylink Service Manager for 911 and Local Governments

(w) 206-224-1077  
(f) 206-224-8990  
(m) 425-652-0438

