

## Orr, Tom

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**From:** Middleton, Zeb  
**Sent:** Thursday, October 22, 2015 9:30 AM  
**To:** Orr, Tom  
**Subject:** Time stamps from the April 10th 911 outage

Here is an email from April 10<sup>th</sup> with status updates.

Looks like I was called at 2:30a, which means the outage started about 1:30a.

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**From:** Middleton, Zeb  
**Sent:** Thursday, April 10, 2014 7:06 AM  
**To:** \*Tech\_Team  
**Subject:** RE: 911 outage - all of western washington

The 911 lines came back online for NORCOM and many other counties about 6:15a. They are currently working to stabilize the network. ETA for completed work 7:15a.

All media groups performed their final interview with Mike Mandella and left NORCOM.

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**From:** Middleton, Zeb  
**Sent:** Thursday, April 10, 2014 5:30 AM  
**To:** \*Tech\_Team  
**Subject:** RE: 911 outage - all of western washington

5:30a – no updates from Century Link or KC E911 office.

Komo4, King5, and Kiro7 are all here videotaping. (make sure you shower and dress nice!)

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**From:** Middleton, Zeb  
**Sent:** Thursday, April 10, 2014 4:25 AM  
**To:** \*Tech\_Team  
**Subject:** RE: 911 outage - all of western washington

I called Steve Lagreid at the KC E911 office at 4:00am and requested an update. He said that Century Link has been struggling to pin-point where exactly the equipment failure was happening at. The last update he heard was that they may have found it, but still no ETA for a fix.

He said they are all extremely puzzled how a single equipment failure was able to take down all of Washington AND Oregon...



Steve will contact me on my cell phone with any updates.

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**From:** Middleton, Zeb  
**Sent:** Thursday, April 10, 2014 4:06 AM  
**To:** \*Tech\_Team  
**Subject:** 911 outage - all of western washington  
**Importance:** High

All,

Supervisor Katy called me about 2:30a and told me that we are experiencing a 911 outage, affecting most of Western Washington.

Mike Mandella requested that I come onsite ASAP, so I am at the office.

Steve Lagreid from KC E911 said that is a possible equipment failure, and is affecting ALL of Washington and parts of Oregon!

Mike is being interviewed by King 5 news.

The news media has been alerted to tell the populations to use 10-digit emergency numbers, and not 9-1-1.

The dispatch center has been watching the news channels and websites and verifying that the posted phone numbers are correct.

I listened to the radio during my drive in but didn't hear anything there. I suggested to Katy that we expand to all radio markets as well. She said they are looking into a EAS broadcast.

Century Link has no ETA for a fix.

**Zeb Middleton**

NORCOM ITS

Mon-Fri 7am-4pm

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