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Philip Grate
State Regulatory Affairs Director
Public Policy

Via E-mail

December 6, 2016

Rebecca Beaton
Regulatory Services Division, Utilities and Transportation Commission
1300 S. Evergreen Park Drive Southwest
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Ms. Beaton:

Provided below is a report compiled at my request by our network outage team regarding CenturyLink's transport shelf failure in The Dalles, OR on November 6, 2016 that affected Washington customers:

Overview

On November 6, 2016 at 2:50 a.m. (PST), CenturyLink began experiencing issues on a transport shelf in The Dalles, OR office that impacted the Klickitat and Skamania County Public Safety Answering Points (PSAPs). As a result of these issues, a CenturyLink Technician was dispatched to The Dalles office and initiated trouble shooting efforts. While the Technician was able to restore the impacted facilities to a simplex condition at 2:40 p.m., it was ultimately determined that the shelf could not be repaired to restore service to duplex. Therefore, plans were made to redesign and move the impacted circuits to a new platform later that week.

Unfortunately, at 6:00 p.m. that day, service again failed. The impacted cards were then moved to slots on the other side of the shelf, and service temporarily restored at 11:00 p.m. CenturyLink also brought a new controller to The Dalles office and attempted to power the impacted multiplexer down and up. Unfortunately, the multiplexer would not re-start. In an effort to restore service as quickly as possible, CenturyLink initiated work to build a temporary new system so that circuits could be groomed to it. Once the system was built, circuit grooming began and service started restoring at 12:33 p.m. on November 7, 2016. All service was restored to simplex when the circuit grooming was complete at 3:40 p.m. On November 17, 2016 work was completed to restore the service to duplex.

Service Impacts:

- 18,946 CenturyLink customers and 83,456 non-CenturyLink customers served by the Klickitat County PSAP were 911 isolated on November 6, 2016 from 8:00 a.m. until they were rerouted at 11:05 a.m.

- CenturyLink's Central Office in White Salmon, WA was toll isolated on November 6, 2016 from 2:50 a.m. to 2:40 p.m., which resulted in 911 services being unavailable for 1,792 customers during this time.
- 5,506 CenturyLink customers served by the Skamania County PSAP were 911 isolated from 3:06 a.m. to until they were rerouted at 5:02 a.m.
 - CenturyLink's Central Offices in White Salmon, WA, Willard, WA and Stevenson, WA were toll isolated on November 6, 2016 from 2:50 a.m. to 2:40 p.m., which resulted in 911 services being unavailable for 3,259 customers during this time.
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- CenturyLink was unable to determine the number of 911 test calls.

Additional Information

- The Dalles, OR and White Salmon, WA are served by both Klickitat **and** Skamania County PSAPs.
- Copies of the most current Network Outage Reporting System (NORS) reports requested are attached and marked "CONFIDENTIAL pursuant to WAC 480-07-160" and should be protected as such. Redacted versions are also provided.

If you have any questions regarding this report, please don't hesitate to contact me.

Sincerely,

Phil Grate