

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

RIVERCOM 911,

Complainant,

vs.

FRONTIER COMMUNICATIONS
NORTHWEST, INC. AND QWEST
CORPORATION, D/B/A CENTURYLINK
QC,

Respondents.

DOCKET NO. UT-171016

DECLARATION OF VICKI M. HYETT
IN SUPPORT OF CENTURYLINK'S
MOTION TO DISMISS

1 I, Vicki M. Hyett, declare as follows:

2 I am employed at CenturyLink as a Customer Lifecycle Management Sales Engineer/
Sales Manager. My business address is 1600 7th Avenue, Floor 14, Seattle, Washington
98191; and I am over the age of 18 years. I declare under penalty of perjury under the
laws of the State of Washington that the following is true and correct to the best of my
knowledge, information and belief.

3 In my job I am responsible for monitoring 911 services in Washington and interfacing
with the State of Washington regarding those services.

4 I am familiar with the outage affecting Rivercom 911 on August 23, 2017. During that
outage neither the CenturyLink/West ESINet nor and CenturyLink local loop circuits
were down. Only certain end office trunks in the Frontier area were impacted.

5 Rivercom 911 sent CenturyLink "information only" notifications to track, and
CenturyLink helped notify Frontier according to ticket MW096071.

6 CenturyLink sent Rivercom 911 an initial PSAP outage notification at 20:11 PDT on August 23, 2017 and a follow up at 20:34 PDT on August 23, 2017 that the issue had been referred to Frontier.

7 In all, four (4) notifications were sent. A final notification was sent at 10:21 PDT on August 24, 2017. A copy of the 911 PSAP Outage Notifications referred to in paragraphs 5 – 7 is attached as Attachment 1 to this Declaration.

Dated this 23rd day of October 2017 in Seattle, Washington.

/s/ Vicki M. Hyett

VICKI M. HYETT

Customer Lifecycle Management Sales

Engineer/Service Manager

CENTURYLINK

1600 – 7th Ave., 14th Floor

Seattle, WA 98191

206-224-1077

Vicki.hyett@centurylink.com

ATTACHMENT 1
To Declaration of Vicki M. Hyett

From: 911 Outage Report
Sent: Wednesday, August 23, 2017 8:12 PM
To: 911 OUTAGE DUTY LIST
Subject: FW: Initial 911 PSAP Outage Notification

From: 911 Outage Report
Sent: Wednesday, August 23, 2017 10:11:35 PM (UTC-06:00) Central Time (US & Canada)
To: 911 Outage Report
Subject: Initial 911 PSAP Outage Notification



Initial 911 PSAP Outage Notification

You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. CenturyLink is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. CenturyLink is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

You may contact CenturyLink by calling the number below and referencing Ticket Number

Ticket Id	Ticket Number
PSS Id	8813
WFA Ticket	MW096071

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

CenturyLink 911 Public Safety Services
200 S 5th St
Minneapolis MN 55402
Tel: 800-357-0911 Opt 1
Email: 911.Outage.Report@centurylink.com

*** For 911 Reroute Requests Call 800-357-0911 ***

CONFIDENTIALITY NOTICE: If you are not a designated contact person for outage communications for this facility, you are hereby notified that you are not authorized to read, print, retain, copy, or disseminate this message, any part of it, or any attachments. If you have received this message in error, please delete this message and any attachments from your system without reading the content and notify the sender immediately of the inadvertent transmission. This email may contain confidential or proprietary information and is not to be forwarded outside your organization without the express written consent of CenturyLink.

ATTACHMENT 1
To Declaration of Vicki M. Hyett

From: 911 Outage Report
Sent: Wednesday, August 23, 2017 8:34 PM
To: 911 OUTAGE DUTY LIST
Subject: FW: Follow Up 911 PSAP Outage Notification

From: 911 Outage Report
Sent: Wednesday, August 23, 2017 10:34:05 PM (UTC-06:00) Central Time (US & Canada)
To: 911 Outage Report
Subject: Follow Up 911 PSAP Outage Notification



Follow Up 911 PSAP Outage Notification

You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. CenturyLink is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. CenturyLink is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

BELOW IS THE BEST-AVAILABLE INFORMATION KNOWN ABOUT THIS EVENT AT THIS TIME. THIS INFORMATION MAY CHANGE AS CENTURYLINK CONTINUES IT'S INVESTIGATION.

Cause of 911 Impact	Frontier issues
Geographic Scope of Outage	River Com E911 Chelan And Douglas Counties,
Time of Repair	Unknown Time
Action Taken to Minimize 911 Impact	Referred to Frontier Repr

You may contact CenturyLink by calling the number below and referencing Ticket Number

Ticket Id	Ticket Number
PSS Id	8813
WFA Ticket	MW096071

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

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200 S 5th St
Minneapolis MN 55402
Tel: 800-357-0911 Opt 1
Email: 911.Outage.Report@centurylink.com

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ATTACHMENT 1
To Declaration of Vicki M. Hyett

From: 911 Outage Report
Sent: Thursday, August 24, 2017 10:07 AM
To: 911 OUTAGE DUTY LIST
Subject: FW: Follow Up 911 PSAP Outage Notification

From: 911 Outage Report
Sent: Thursday, August 24, 2017 12:06:38 PM (UTC-06:00) Central Time (US & Canada)
To: 911 Outage Report
Subject: Follow Up 911 PSAP Outage Notification



Follow Up 911 PSAP Outage Notification

You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. CenturyLink is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. CenturyLink is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

BELOW IS THE BEST-AVAILABLE INFORMATION KNOWN ABOUT THIS EVENT AT THIS TIME. THIS INFORMATION MAY CHANGE AS CENTURYLINK CONTINUES IT'S INVESTIGATION.

Cause of 911 Impact	Frontier issues
Geographic Scope of Outage	River Com E911 Chelan And Douglas Counties,
Time of Repair	12/31/1969 6:00:00 PM
Action Taken to Minimize 911 Impact	Frontier checking to see if there still is an issue and will work to repair if issue still exists

You may contact CenturyLink by calling the number below and referencing Ticket Number

Ticket Id	Ticket Number
PSS Id	8813
WFA Ticket	MW096071

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

CenturyLink 911 Public Safety Services
200 S 5th St
Minneapolis MN 55402
Tel: 800-357-0911 Opt 1
Email: 911.Outage.Report@centurylink.com

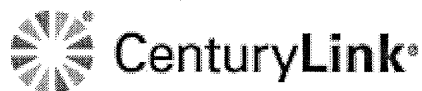
*** For 911 Reroute Requests Call 800-357-0911 ***

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ATTACHMENT 1
To Declaration of Vicki M. Hyett

From: 911 Outage Report
Sent: Thursday, August 24, 2017 10:22 AM
To: 911 OUTAGE DUTY LIST
Subject: FW: Final 911 PSAP Outage Notification

From: 911 Outage Report
Sent: Thursday, August 24, 2017 12:21:36 PM (UTC-06:00) Central Time (US & Canada)
To: 911 Outage Report
Subject: Final 911 PSAP Outage Notification



Final 911 PSAP Outage Notification

You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. CenturyLink is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. CenturyLink is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

BELOW IS THE BEST-AVAILABLE INFORMATION KNOWN ABOUT THIS EVENT AT THIS TIME. THIS INFORMATION MAY CHANGE AS CENTURYLINK CONTINUES IT'S INVESTIGATION.

Cause of 911 Impact	Frontier issues
Geographic Scope of Outage	River Com E911 Chelan And Douglas Counties,
Time of Repair	Unknown Time
Action Taken to Minimize 911 Impact	Frontier shows issue resolving itself after midnight,

You may contact CenturyLink by calling the number below and referencing Ticket Number

Ticket Id	Ticket Number
PSS Id	8813
WFA Ticket	MW096071

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

CenturyLink 911 Public Safety Services
200 S 5th St
Minneapolis MN 55402
Tel: 800-357-0911 Opt 1
Email: 911.Outage.Report@centurylink.com

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