

Orr, Tom

From: Davis, Marlys <Marlys.Davis@kingcounty.gov>
Sent: Friday, April 11, 2014 5:37 PM
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Cc: ZZGrp, e911
Subject: Statement from CenturyLink on 911 Outage
Importance: High

Below is the statement released by CenturyLink in response to the State Military Dept. and King County Executive demand for something by end of day today:

“The 911 outage which occurred in Washington on April 10 was not related to CenturyLink’s network, but due to a technical error by a third-party vendor. The vendor worked with our team to resolve the issue as quickly as possible.”

CenturyLink has verbally assured us that 911 service has been restored to optimum capacity and that the network is stable and secure. They will provide us with more specific details on the reason for the outage as soon as it is available, including what actions have been taken to preclude future issues of this nature.

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<http://www.kingcounty.gov/911>