

BEFORE THE WASHINGTON STATE
UTILITIES & TRANSPORTATION COMMISSION

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION,

Complainant,

v.

QWEST CORPORATION d/b/a CENTURYLINK QC,

Respondent.

DOCKET UT-140597

DIRECT TESTIMONY OF ALICIA CAPPOLA (EXHIBIT NO. AC-1T)

ON BEHALF OF

PUBLIC COUNSEL

OCTOBER 27, 2015

1 **Q: Please state your name, age, city of residence, and occupation.**

2 A: My name is Alicia Cappola. I am over 18 years old, and I live in Everett,
3 Washington. I am currently employed as the Human Resources manager for
4 Compass Health in Everett, Washington.

5 **Q: On whose behalf are you testifying?**

6 A: I am testifying on behalf of the Public Counsel Section of the Attorney General's
7 Office. I was asked to testify about my experience during the six-hour outage of
8 911 service that occurred in April 2014.

9 **Q: What happened on April 10, 2014?**

10 A: On April 10, 2014, I was at home with my young twins and my boyfriend,
11 Christopher Barnes. We were all sleeping; I was sleeping in my room with my
12 boyfriend, and the twins were sleeping in their room. Around 1:45 a.m., I was
13 awakened by very aggressive banging at the front door.

14 **Q: What did you do?**

15 A: I went to the kitchen to get my cell phone and call 911. It rang busy, and I
16 thought I must have done something wrong. 911 is never busy. I tried two or
17 three more times before trying to call my boyfriend's phone to ascertain if it was a
18 problem with my phone or with 911. It immediately rang on his phone so I hung
19 up and began trying 911 again; each time, it rang busy.

20 **Q: What happened next?**

21 A: I went to investigate the banging and jiggling of the door handle, and I saw a man
22 trying to break into my home. He was attempting to come in and was yelling at
23 me to let him in. I went back to the kitchen and kept calling 911. I called 37
24 times, and each time, it rang busy. I was not able to call 911.

1 **Q: Did the man leave?**

2 A: No, he banged at the door for about ten minutes. It was absolutely terrifying
3 because I did not know what he wanted, who he was, or why he was there. He
4 went to a window on my front porch and ripped off the screen. Unfortunately, the
5 window was unlocked, and he came through the window.

6 **Q: How did you respond?**

7 A: I grabbed a knife from my kitchen and went towards him. He appeared to be
8 intoxicated in some way because of his slurred speech and the fact that he seemed
9 so sure he was at the right house. He was disoriented when he came through the
10 window, and he was bumping into the furniture and said, “Amos?” I told him to
11 get out and that he did not belong in my home. He argued with me at first when I
12 told him he was in the wrong house, clearly believing he had gone to the house he
13 intended to. Thankfully, I was able to convince him that he was not in his home
14 and that he should leave. I was afraid that it could have been so much worse.

15 **Q: What did you do after the man left your home?**

16 A: A few minutes after he left, I went online and obtained an alternate phone number
17 for the Everett Police Department, which I called to report the invasion.
18 Approximately one hour after I first attempted to contact 911, I was able to call
19 for help and the police arrived at my home. By that time, the intruder was gone,
20 and I was told that because he did not take anything or damage anything aside
21 from the screen, there was nothing the police could or would do.

22 **Q: Describe how you felt during this incident?**

23 A: It was terrifying. It is scary to need 911 and not be able to get through. You call
24 911 when you need help. You call to have the police come and save you from

1 danger. When I kept getting the busy signal, I knew no one was coming, no one
2 was going to save me and my twins, and that I had to protect my family. I have
3 been asked several times how it felt, and truly I cannot describe the feeling of
4 total helplessness. No one knew I needed help, but I did. I am beyond thankful
5 that nothing worse happened.

6 **Q: Does this conclude your testimony?**

7 A: Yes.