

04/23/19 15:48

State Of WASH.
UTIL. AND TRANSP.
COMMISSION

From: [Beaton, Rebecca \(UTC\)](#)
To: [Cupp, John \(UTC\)](#)
Cc: [Zawislak, Tim \(UTC\)](#)
Subject: UT-190262 et al Allstream Inquiry to WMD on PSALI
Date: Monday, April 15, 2019 3:49:31 PM

From: Leneweaver, William A (MIL) [<mailto:Andy.Leneweaver@mil.wa.gov>]
Sent: Monday, April 15, 2019 3:13 PM
To: doug.denney@Allstream.com
Cc: Shagren, Karina L. (MIL) <Karina.Shagren@mil.wa.gov>; Wasserman, Adam R (MIL) <Adam.Wasserman@mil.wa.gov>; kim.mcneany@allstream.com; Marilyn.Pogreba@Allstream.com; Beaton, Rebecca (UTC) <rebecca.beaton@utc.wa.gov>
Subject: Re: Change in state 911 provider

Mr. Denney,

This whole thing is a little complicated to explain clearly by email, so I'd like an opportunity to speak with you at your convenience.

CenturyLink believes they are/have been providing PS/ALI Data Management services because they have been the contracted ALI DB provider for the last 10 years. In 2016, after a competitive bid process, we selected Comtech Telecommunications Systems (formerly TCS, now Comtech) to replace CenturyLink, and their subcontractor West Saftey Services, as the Statewide 911 network provider. This included the statewide ALI DB.

CenturyLink's providing PS/ALI Data Management Services is in no way connected to their contract with the State for providing the statewide 911 network. They have chosen the implementation of the new statewide ALI DB by Comtech as both their timing and reasoning for departing this service. CenturyLink identified approximately 400 customers, accounting for about 500k records (out of 2.6m total ALI records). Some of the listed customers are already being served by West Saftey Services, Redsky, or LCSi. All the rest must now find a replacement PS/ALI provider.

Because the State 911 Coordination Office never required CenturyLink to provide this service, we are not requiring Comtech to provide this service.

I know that someone from Allstream has inquired of Comtech about who provides these services. Our office is only aware of the three listed above, but there may be more.

As I said, this whole thing doesn't translate well by email, so please feel free to call me to talk this over.

Andy

William Andrew Leneweaver

Deputy State 911 Coordinator for Enterprise Systems

Washington State 911 Coordination Office, Washington State Emergency

Management Division,
Washington Military Department
[20 Aviation Drive, Camp Murray, WA 98430-5020](https://www.mil.wa.gov/20-Aviation-Drive-Camp-Murray-WA-98430-5020)
Email: andy.leneweaver@mil.wa.gov
Desk: [253-512-7039](tel:253-512-7039) | Mobile: [253-302-9214](tel:253-302-9214)

911 Technical Assistance:e911technicalservices@mil.wa.gov

911 Outages:e911outages@mil.wa.gov | [800-258-5990](tel:800-258-5990)

Sent from my iPhone

On Apr 15, 2019, at 14:24, Wasserman, Adam R (MIL) <Adam.Wasserman@mil.wa.gov> wrote:

Karina,
We got it.

Andy, can you reach out to Allstream. I would be curious about the "charges" and 'who' said they had to pay?

Adam

Get [Outlook for iOS](#)

From: Shagren, Karina L. (MIL)
Sent: Monday, April 15, 2019 2:17:55 PM
To: Wasserman, Adam R (MIL)
Subject: Fwd: Change in state 911 provider

Hey Adam- read below. You mind responding?

Sent from my iPhone

Begin forwarded message:

From: "Denney, Doug" <doug.denney@Allstream.com>
Date: April 15, 2019 at 11:19:11 AM PDT
To: "Karina.Shagren@mil.wa.gov" <Karina.Shagren@mil.wa.gov>, "Sigfred.Dahl@mil.wa.gov" <Sigfred.Dahl@mil.wa.gov>
Cc: "McNeany, Kim" <kim.mcneany@allstream.com>, "Pogreba, Marilyn" <Marilyn.Pogreba@Allstream.com>
Subject: Change in state 911 provider

I obtained your contact information from the following article:
<https://mil.wa.gov/blog/news/post/contract-to-build-next-generation-911-network-awarded>

My company, Allstream, is a telecommunications provider in the state of

Washington. We are receiving a number of questions from our customers about changes to their PS-ALI provider (from CenturyLink to Comtech). They are specifically concerned about new rates that they are being told they must pay to Comtech for the service. Allstream is not a PS-ALI provider has no insight or involvement in this change of providers. We have no basis to know whether the new charges are legitimate and where to send our customers with questions. Are you the appropriate contacts for the state?

Thank you,

Douglas Denney

Vice President Costs & Policy, Allstream Legal

Allstream

Doug.Denney@allstream.com

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