Docket UT-140597
CenturyLink's Responses to Data Requests 1-53
May 30, 2014

RS-49. Please explain the following for Intrado's 911 data base monitoring alarm system:

a. How the alarms are prioritized in terms of importance?

   Response: Alarms are categorized from Minor to Critical, with 4 levels of categorization based on severity of the alarm.

b. How do Intrado employees monitor the alarms?

   Response: Intrado's NOC monitors the alarms in real-time through a direct interface to Intrado's monitoring and alarming system.

c. When do Intrado employees notify CenturyLink personnel of system alarms?

   Response: In accordance with our contract provisions Intrado's NOC notifies CenturyLink NOC personnel of a system alarm when it is identified as impacting CenturyLink 9-1-1 services; or when a CenturyLink investigation is required, as in a transport issue within the CenturyLink network.

d. Why did a threshold counter error go unnoticed by Intrado personnel before the system failed or immediately after the counter failed?

   Response: The alarm for threshold counter error was not specific, and not at the appropriate severity. Since the incident, an enhanced alarming system has been implemented with a specific, identifiable alarm for when the threshold is reached.

Respondent: Intrado