

Docket UT-140597

CenturyLink's Responses to Data Requests 1-53

May 30, 2014

RS-48. Does Intrado have system alarms to monitor the PSAP Trunk Member (PTM) threshold counter and if the answer is yes, why did Intrado employees fail to recognize the alarm immediately upon the failure of the counter?

Response: Yes, Intrado has alarms that monitor the PTM. These alarms were delivered, but they were not specific nor was the appropriate severity clear. At the same time that the PTM was alarming, Intrado's NOC was receiving other notifications regarding additional network alarms for simultaneous events and NOC to NOC communications focused engineers' attentions on the transport network.

Respondent: Intrado