

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

**Docket UT-140597**  
**Data Requests 1 through 52 CenturyLink Washington**  
**Major Outage 4/10/2014 Next Generation 911 System Outage**

The following information requests are submitted to CenturyLink (Company or CTL) by the Washington Utilities and Transportation Commission (Commission) Staff regarding the 911 (911) system "outage" that occurred on or about April 10, 2014. Commission Staff requests the Company respond in 10 business days or notify Staff of the date the Company will respond if it cannot meet the requested deadline.

- RS-1. Please provide the date and time CenturyLink personnel identified an outage of the Washington State 911 system occurring approximately on April 10, 2014. Identify the names, titles, and locations of the CenturyLink employees that identified this system outage.

**Response:** Ken Snow, CenturyLink Customer Communications Technician located at 600 Stinson Blvd in Minneapolis, Minnesota received the first trouble report from PSAP NORCOM stating they were not receiving 911 calls at 00:40 PDT.

Respondent: Jennifer McNamara