

RS-3. Please provide the following:

- a. All communications that occurred when the 911 outage was identified (and by whom) between the Company, Washington Public Safety Answering Points (PSAPs), CenturyLink 911 vendors, the Washington State Military Department, the Commission.
- b. All communication regarding the Washington 911 outage between CenturyLink, Intrado, and the TCS mobile positioning center and the TCS default call center that occurred on April 9, 2014 and April 10, 2014.

Response:

- a. See attached Response to RS-3.
 - 3.1: Outage notification to Washington Commission
 - 3.2: Summary of initial communications with Kathy Miller, CenturyLink Washington Service Manager
 - 3.3: Social media posts
 - 3.4: Summary of additional internal and external communications
 - 3.5: Communications with internal and external contacts regarding press releases
 - 3.6: Internal/external communications regarding questions from Washington State Advisory Committee Chair
 - 3.7: Media outreach summary
 - 3.8: Confidential handwritten notes (internal to CenturyLink)
 - 3.9: Wireless call logs
 - 3.10: Confidential internal emails

RESPONSE TO RS-3

3.1

Peterson, Maura

From: Anderl, Lisa
Sent: Wednesday, May 28, 2014 12:32 PM
To: Peterson, Maura
Subject: 911 outage Attachment 3.1

From: Regulatory NEMC
Sent: Thursday, April 10, 2014 7:24 AM
To: Regulatory NEMC
Subject: PUC_WA.041014.003_I



PUC Report

Report Number : WA.041014.003
Impacted Company : CenturyLink
Date and Time : 10-APR-2014 04:45:00
TIMEZONE : PDT
For Questions
Contact : Mark Reynolds 206 345 1568
Reason for Outage
Notification : Multiple PSAPs reporting no 911 service.
Cause of Outage :
Location of Outage : CASTLE ROCK/WA
Exchange Name /
Wire Center : CSRKWA01DS0
Expected Duration : 10-APR-2014 09:00:00
Actual Duration :
Number of
Customers/ Cable 5000
pair impacted :
Services Affected : 911
Agencies Notified :
Significant Update :
Resolution :

--Disclaimer--

RESPONSE TO RS-3

3.2

Upon receiving trouble reports from PSAPs, the CTL 9-1-1 Repair Center notified Intrado at 00:58 AM PDT. We began calling PSAPs in the area, while also fielding a flood of calls. Here is a partial account of the PSAPs we spoke with, or attempted to reach via test call.

- 00:40 PDT Norcom – Katie with PSAP called in trouble
- 00:58 PDT Clark County called us reporting their 911 was down
- 00:59 PDT Cowlitz test calls failed but see below (01:36)
- 00:59 PDT Clark County test calls failed
- 01:36 PDT Cowlitz got all ckts busy, but call to 503-331-0023 completed & talked to dispatcher
- 01:56 PDT Spokane county ECC test calls fast busy but reached PSAP, Veronica on 509-225-5855.
- 01:58 PDT Seattle PD test calls getting fast busy
- 02:10 PDT Skagit County, Lewis County & Jefferson County – all test calls got fast busy
- 02:24 PDT Rivercom PD test call good only Wireless is down (per note)
- 02:39 PDT Okanogan talked to Christy at PSAP
- 02:47 PDT Grays Harbor & Franklin County test calls get fast busy
- 03:40 PDT Whitcom Moscow test calls getting fast busy
- 03:45 PDT Fife PD test calls getting fast busy
- 03:47 PDT Columbia County spoke to dispatcher Diane
- 04:50 PDT Franklin County spoke to PSAP who said wireline still down
- 05:08 PDT Pend Oreille ticket called in by Jake at PSAP, test call getting fast busy

In parallel, the WA Service Manager, Kathy Miller, was in contact with Marlys Davis, King County, at 2 AM PDT, and Marlys indicated she had posted outage information to a private “Yahoo” website that all of the WA PSAP Coordinators use for updates & information. Additionally, Kathy spoke with Andy Leneweaver, with the Washington State E911 Coordinator’s Office, ~3:50 AM PDT – Andy created a bridge and sent an email to the distribution of PSAP Coordinators to join – Kathy worked between our NEMC bridge and the WA PSAP bridge to provide updates as well.

RESPONSE TO RS-3

3.3

Social media posts:

Facebook – 4:30 a.m. CT

CenturyLink technicians in Washington state are working to repair service disruptions impacting local and long distance services, including 911 service in some communities. If there is an emergency, residents are encouraged to use a wireless phone to call for help or to drive to their nearest fire station or medical facility. We apologize for any inconvenience this creates for our customers and will provide updates as more information becomes available.

Facebook – 7 a.m. CT (UPDATED)

CenturyLink technicians continue working to restore 911 service in some areas of Washington following a technical issue which occurred overnight. While 911 service in some communities is now working, CenturyLink will continue to work on this issue until all services are restored.

Twitter – 4:30 a.m. CT

CenturyLink@CenturyLink Apr 10

CenturyLink is working to repair local and 911 services in parts of Washington state. Stay tuned for updates.

Twitter – 8 a.m. CT (UPDATED)

CenturyLink@CenturyLink Apr 10

While some 911 services are now working in Washington, CenturyLink continues to work on this issue until all services are restored.

RESPONSE TO RS-3

3.4

Additional communications captured by CTL 911 Technical Support:

01:43 PDT Kathy Miller CTL 911 Service Manager engaged PSS Center Duty Manager Linda Capetz

01:46 PDT Kathy Miller CTL 911 Service Manager engaged Intrado

03:08 PDT Linda Capetz called Sandy Staal at Intrado to get an update

3:14 PDT Sandy Staal called, no status

03:20 PDT Linda Capetz called her Manager Jan Wittnebel

03:26 PDT Linda Capetz called Al Himley CTL Tech Support Engineer

3:40 PDT Jan Wittnebel called her Manager Jennifer McNamara

04:22 PDT Linda Capetz called Keith Maxwell CTL PSS Center Supervisor

4:30 PDT Al Himley called Sandy Staal to escalate this with Intrado and Sandy said she would have one of her NOC techs to call back

05:12 PDT Linda Capetz called Sandy Staal at Intrado to get an update

05:25 PDT Intrado refused to rest PGM router, escalated this to their VP Tim Jenkins.

5:29 Linda Capetz called Sandy Staal at Intrado to get an update

05:47 PDT Linda Capetz called Sandy Staal at Intrado to get an update

6:04 PDT Sandy Staal called with status

6:28 PDT Sandy Staal called with status

6:57 PDT Sandy Staal called with status

Note: No CTL trouble tickets mention communication with TCS.

4/10 1:21 AM Received call from Stevens County, 509-685-9077 asking for help in opening a repair ticket because they could not reach the 911 repair center

4/10 1:37 AM Received call from King County Steve Lagreid, 206-310-6280 asking for info about outage Norcom had reported

RESPONSE TO RS-3

3.4

4/10 1:46 AM I called the Intrado NOC, 720-494-6633 asking if they had been in contact with Centurylink 911 repair center since I was unable to reach it myself, they advised me yes, they had been in contact and already had multiple tickets

4/10 1:54 AM I called Steve Lagreid at King County, 206-310-6280 back to give status

4/10 1:55AM I received a call from Marlys Davis at King County, 206-979-8307 asking for status

4/10 2:01 AM I called Stevens County, 509-685-9077 back to give them their ticket number and status

4/10 2:23 AM I called Marlys Davis at King County back, 206-979-8307 back to give status

4/10 2:40 AM I called Andy Lenweaver, 253-302-9214 at the state military dept. to inform him of the outage

4/10 2:41 AM I received a call from Pam Snyder, 916-691-4406 at Frontier Communications asking for info about the outage

4/10 2:48AM I received a call from Andy Lenweaver, 253-302-921 at the state military dept. asking for status

4/10 3:00 AM I called Steve Lagreid at King County, 206-310-6280 to provide status

4/10 3:46 AM I called Marlys Davis at King County, 206-979-8307 to give status

4/10 4:43 AM I received a call from Marlys Davis at King County, 206-979-8307 for status

4/10 5:07 AM I received a call from Andy Lenweaver, 253-302-9214 at the state military dept. asking for status

4/10 5:34 AM I called CRESA 360-696-4461

4/10 5:42 AM I called CRESA 360-696-4461

4/10 6:11 AM I received an incoming call from Andy Lenweaver, 253-302-9214 state military dept. asking for status

4/10 6:17 AM I called Andy Lenweaver at the state military dept, 253-302-9214 to give final status, service was restored at 6:06 AM

Emails Sent:

RESPONSE TO RS-3

3.4

4/10 3:00 AM sent to Debbie Grady; tpeterson@snocom.org; kmckay@snocom.org; telcooutagenotificationa@snopac911.us; d7communications@wsp.wa.gov; Laura Caster to inform of statewide 911 outage

4/10 9:09 AM sent to Robyn Linton at Stevens County

4/19 9:11 AM sent to Peggy Fouts at Grays Harbor County

Emails Received:

4/10 3:39 AM from Bob Johnson at Kittcom

4/10 3:50 AM from Andy Lenweaver at the state military dept.

4/10 3:52 AM from Andy Lenweaver at the state military dept.

4/10 4:22 AM from Andy Lenweaver at the state military dept.

4/10 4:34 AM from Andy Lenweaver at the state military dept.

4/10 4:46 AM from Bob Johnson at Kittcom

4/10 4:52 AM from Jim Barber at Benton County

4/10 4:45 AM from Andy Lenweaver at the state military dept.

4/10 5:14 AM from Marlys Davis at King County

4/10 5:26 AM from Andy Lenweaver at the state military dept

4/10 5:30 AM from Andy Lenweaver at the state military dept

4/10 5:53 AM from Andy Lenweaver at the state military dept

4/10 6:11 AM from Bob Johnson at Kittcom

4/10 6:21 AM from Andy Lenweaver at the state military dept

4/10 6:53 AM from Bob Johnson at Kittcom

RESPONSE TO RS-3
3.4

4/10 6:55 AM from Bob Johnson at Kittcom

Social Media Posts



Social Media
Posts.msg

RESPONSE TO RS-3

3.5

Peterson, Maura

Subject: RE: Lastest CenturyLink WA 911 Statements

From: Volke, Markus
Sent: Tuesday, April 15, 2014 6:36 PM
To: Mariys Davis
Subject: Fwd: Lastest CenturyLink WA 911 Statements

Mariys-

Here is the latest

Markus

Begin forwarded message:

From: "Luttrell, Dennis" <Dennis.Luttrell@CenturyLink.com>
Date: April 15, 2014 at 6:28:05 PM PDT
To: "Volke, Markus" <Markus.Volke@CenturyLink.com>
Subject: Fwd: Lastest CenturyLink WA 911 Statements

Sent from my iPhone

Begin forwarded message:

From: "Andrews, Meg A" <Meg.Andrews@CenturyLink.com>
Date: April 15, 2014 at 5:43:44 PM PDT
To: "Zimmer, Kerry" <Kerry.Zimmer@CenturyLink.com>, "Kampbell, Jan" <Jan.Kampbell@centurylink.com>, "Flynn, Martin" <Martin.Flynn@CenturyLink.com>, "Luttrell, Dennis" <Dennis.Luttrell@CenturyLink.com>, "Roache, Rob R" <Rob.Roache@centurylink.com>, "Freitag, Wendy (MIL)" <wendy.freitag@mil.wa.gov>, "Anderl, Lisa" <Lisa.Anderl@CenturyLink.com>, "Walker, Tom" <Tom.Walker@CenturyLink.com>, "Reynolds, Mark" <Mark.Reynolds3@CenturyLink.com>, "Stading, Brian" <Brian.Stading@CenturyLink.com>, "Anderson, Sue" <Sue.Anderson@CenturyLink.com>, "Novotney, Tom" <Tom.Novotney@CenturyLink.com>, "Denzin, Christopher" <Christopher.Denzin@CenturyLink.com>, "Miller, Kathleen" <Kathleen.Miller2@CenturyLink.com>
Cc: "Andrews, Meg A" <Meg.Andrews@CenturyLink.com>
Subject: Lastest CenturyLink WA 911 Statements

All- Below are the latest approved Statements approved regarding the WA 911 outage on April 10th.

RESPONSE TO RS-3

3.5

Statements Released 4/15

CenturyLink Statement: CenturyLink and Intrado, our vendor partner, are working together and are confident that the 9-1-1 system is fully operational, stable and working as designed.

Intrado provides 9-1-1 services to CenturyLink through its fully redundant 9-1-1 system. The service disruption was due to an isolated issue in Intrado's system that impaired call routing, which prevented the system from properly processing calls and launching their system's redundancy.

Intrado has done three things to ensure the same 9-1-1 outage will not occur:

1. Resolved a software issue that prevented the proper processing of the 9-1-1 calls
2. Added additional alarms and raised the visibility of the alarms within the operations control center and
3. Enhanced processes to ensure similar software issues do not occur

CenturyLink and Intrado place customer safety and reliable communications as top priorities and will continue to work together to ensure effective 9-1-1 communications.

Intrado plans to share with the Seattle AP reporter: The outage was due to an isolated issue in our system that impaired call routing.

Statements Released 4/16

CenturyLink Statement: Wash. – CenturyLink, Inc. (NYSE: CTL) On April 10, CenturyLink experienced a 911 outage in Washington. The outage was not caused by any failures or malfunctions of CenturyLink's network and was not related to any OpenSSL issues such as Heartbleed. The outage was due to a technical error in a third-party vendor's call router, which prevented the system from properly processing calls. CenturyLink and its vendor partner have taken steps to implement an enhanced monitoring process and have addressed the router issue. Our 911 system has been returned to normal operations and we are confident these steps have addressed this issue.

Approximately 770 911 calls were completed and 4,500 failed between 12:36 a.m. PST and 6:26 a.m., when 911 service was fully restored. This occurred across 127 public safety answering points (PSAPs) in Washington; other PSAPs successfully rerouted calls.

"CenturyLink's top priority is customer safety and reliable communications," Brian Stading, Northwest Region President said. "We are working closely with our vendor partner to fully understand this outage. At this time, we are confident that the 911 system is fully operational and stable."

Intrado: "Intrado has partnered with CenturyLink in the State of Washington for nearly 20 years to provide 9-1-1 services. Public and personal safety are at the heart of Intrado's business, and we take any service disruption very seriously. This service disruption was caused by an isolated system issue that was resolved on Thursday. The system is stable and continues to process 9-1-1 calls normally."

Many Thanks,

Meg Andrews

Marketing & Media Relations- Puget Sound Region

Voice: 206.733.5124 | Email: meg.andrews@centurylink.com | Follow:

[@centurylinkSEA](https://twitter.com/centurylinkSEA)

RESPONSE TO RS-3

3.5

Peterson, Maura

Subject: FW: Lastest CenturyLink WA 911 Statements
Attachments: image001.jpg

From: Leneweaver, William A (MIL) [Andy.Leneweaver@mil.wa.gov]
Sent: Friday, April 18, 2014 11:51 AM
To: pfouts@gh911.org; lmizell@spokanecounty.org; rkirton@co.kitsap.wa.us; patti.kelly@wsu.edu; ralph@ci.puyallup.wa.us; rtiedeman@ci.puyallup.wa.us; rosalie.parr@gmail.com; marlys.davis@kingcounty.gov; Volke, Markus; jim.quackenbush@tcomm911.org; toms@lcom911.org; jfosse@rivercom911.org; mworden@co.okanogan.wa.us; sfritts@co.pacific.wa.us; khatton@icpsn.us; laura.caster@snoco.org; craig.larsen@lewiscountywa.gov; jocondi@telecomsys.com; cphillips@telecomsys.com; b.berschauer@hotmail.com; bkeller@co.garfield.wa.us; garry.lucas@clark.wa.gov; bryce.nelson@gmail.com; grant.blinn@gmail.com; gearb@pasco-wa.gov; gbaynes@ci.richland.wa.us; vnspierson@msn.com; bmiller@co.ferry.wa.us; bpeck@co.franklin.wa.us; tlenk@co.pierce.wa.us; mchapman@co.clallam.wa.us; dlynam@co.kitsap.wa.us; grogers@skfr.org; Joseph.Coultman@seattle.gov; jbooggs@pendoreille.org; jean1232@msn.com; mark.layhew@wsp.wa.gov; meagan.renick@wsp.wa.gov; Beaton, Rebecca (UTC); Williamson, Bob (UTC); linda.ishii@att.com; jessica.little@att.com; lynn.mell@t-mobile.com; gary.emerson@verizonwireless.com; carla.fouste@verizonwireless.com
Cc: Jean Nealy; 'Pendergrass, Anna'; Bill E. King (bking@co.skagit.wa.us); Robin DeLazerda; 'Kim Ott'; 'Slodysko, William J. (120)'; 'James Barber (j.barber@bces.wa.gov)'; 'Dave Cox (davec@co.skamania.wa.us)'; 'edp@co.klickitat.wa.us'; RobertA@co.klickitat.wa.us; 'Joannie Bjorge'; 'LaVonne Webb'; Ray Maycumber (e911coord@co.ferry.wa.us); 'Criselia Grupp (cgrupp@rivercom911.org)'; Darlene Mainwaring (mainwaring@kittcom.org); 'Bob Johnson (johnson@kittcom.org)'; 'Karl Hatton'; 'Steven Ruley (sruley@ci.walla-walla.wa.us)'; 'Steve West'; 'Steve Romberg (Sromberg@cityofpa.us)'; 'Wells, Deanna'; 'Mike Evans'; Ed Bush; 'Lisa Caldwell'; Kathleen Slaybaugh (kbslaybaugh@co.garfield.wa.us); Dan Hally (dhally@co.asotin.wa.us); 'Jo Borden (jborden@co.lincoln.wa.us)'; Angie Fode (angief@co.adams.wa.us); 'Jackie Jones (j.jones@macc911.org)'; 'Wayne Wantland (wwantland@ci.yakima.wa.us)'; 'bdcoughenour@yahoo.com'; 'Garcia, Stacey'; MIL DL EMD ENHANCED 9-1-1 SECTION
Subject: FW: Lastest CenturyLink WA 911 Statements

Markus Volke has requested I send this out to the E911 Advisory Committee. The addresses in the To: line are from the January 15, 2014 version of the Advisory Committee list. I've also included the County Coordinators and a few others not on the A/C committee list.

From: Andrews, Meg A [mailto:Meg.Andrews@CenturyLink.com]
Sent: Wednesday, April 16, 2014 8:02 AM
To: Freitag, Wendy (MIL)
Subject: Re: Lastest CenturyLink WA 911 Statements

Below is the final

From: Andrews, Meg A [mailto:Meg.Andrews@CenturyLink.com]
Sent: Tuesday, April 15, 2014 5:44 PM
To: Zimmer, Kerry; Kampbell, Jan; Flynn, Martin; Luttrell, Dennis; Roache, Rob R; Freitag, Wendy (MIL); Anderl, Lisa; Walker, Tom; Reynolds, Mark; Stading, Brian; Anderson, Sue; Novotney, Tom; Denzin, Christopher; Miller, Kathleen
Cc: Andrews, Meg A
Subject: Lastest CenturyLink WA 911 Statements

All- Below are the latest approved Statements approved regarding the WA 911 outage on April 10th.

RESPONSE TO RS-3

3.5

Statement Released 4/15

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Many Thanks,

Meg Andrews

Marketing & Media Relations- Puget Sound Region

Voice: 206.733.5124 | Email: meg.andrews@centurylink.com | Follow: [@centurylinkSEA](https://twitter.com/centurylinkSEA)

<image001.jpg>

RESPONSE TO RS-3

3.6

Peterson, Maura

From: Wittnebel, Jan
Sent: Thursday, May 22, 2014 1:37 PM
To: Mcnamara, Jennifer L
Subject: 4/10 Event Statewide 911 Outage - Advisory Committee Request/Agenda Item
Attachments: Carl Klein.vcf

Jan Wittnebel
Manager, Public Safety Services
CenturyLink
402-536-7445 Office / 651-387-7219 Mobile
Jan.Wittnebel@centurylink.com



From: Klein, Carl
Sent: Thursday, April 10, 2014 5:14 PM
To: 'Collins, Tom'
Cc: Hartman, Stacy; Garcia, Laura T; Miller, Kathleen; Wittnebel, Jan; Himley, Alan; Capetz, Linda L; Cave, William
Subject: FW: Statewide 911 Outage - Advisory Committee Request/Agenda Item

Tom,

Our customer has requested the listed information below be included in the RFO from Intrado.

Thanks

Carl Klein
Lead Engineer, Public Safety Services
CenturyLink
402-536-7443 Office / 651-442-5999 Mobile
Carl.Klein@centurylink.com



From: Miller, Kathleen
Sent: Thursday, April 10, 2014 5:06 PM
To: Klein, Carl
Cc: Garcia, Laura T
Subject: FW: Statewide 911 Outage - Advisory Committee Request/Agenda Item

Hi Carl,

I am requesting an official RFO for the Washington State outage that occurred today April 10th. The PSAPS want the information detailed by Peggy below. I realize we may not be able to put all of those answers in an RFO but we will need to start gathering those answers. Thank you.

RESPONSE TO RS-3

3.6

Kathleen Miller
Centurylink Service Manager for 911 and Local Governments

(w) 206-224-1077
(f) 206-224-8990
(m) 425-652-0438



From: Volke, Markus
Sent: Thursday, April 10, 2014 2:18 PM
To: 'Peggy Fouts'; Miller, Kathleen
Cc: 'Dahl, Sigfred J. (MIL)'; 'Leneweaver, William A (MIL)'; 'Mizell, Lorlee'; Luttrell, Dennis; Volke, Markus
Subject: RE: Statewide 911 Outage - Advisory Committee Request/Agenda Item

Peggy-

Understood. We will followup on this.

Thanks,
Markus

From: Peggy Fouts [<mailto:pfouts@gh911.org>]
Sent: Thursday, April 10, 2014 1:03 PM
To: Volke, Markus; Miller, Kathleen
Cc: Dahl, Sigfred J. (MIL); Leneweaver, William A (MIL); Mizell, Lorlee
Subject: Statewide 911 Outage - Advisory Committee Request/Agenda Item

Markus and Kathy -

As you know the event that occurred today (April 20, 2014) is a huge concern for the Washington State Advisory Committee. As you move forward through the review of the incident I request that you do so knowing that I've added an Agenda item for the May meeting with the expectation that you will come prepared to discuss the incident, including:

- A briefing on the outage
- What occurred - the cause
- Centurylink's action plan for future events
- Ways to mitigate future outages or single points of failure
- Expected notification process - what failed (onset & after repaired)
- Phone numbers to call (that get answered) after hours
- Why was Skamania County not impacted?
- Why did Kitsap get calls (Wireline & Wireless) at their Back-up facility?
- Recommendations/changes for the PSAP's to consider to ensure calls are received
- Rerouting calls back to Kitsap & Benton main PSAP without pre-notification to the PSAP
- By PSAP - What was the number of calls not answered during the outage?
- Why did some wireless carriers calls get through, while other carriers did not?

It's been a long day already - I appreciate you being prepared for the meeting and if I hear of any additional items/issues to be addressed, I'll be sure to notify you too.

Thanks~

RESPONSE TO RS-3

3.6

Peggy Fouts, ENP
Director
Grays Harbor E9-1-1
Washington State Advisory Committee Chair
PO Box 1845, Aberdeen WA 98520
360-533-7885
pfouts@gh911.org



"Your life is an occasion. Rise to it."

911 WA Media Outreach Summary

Date	Region	Time	Media Outlet	Response	Type of Response (Call, Email, etc)
04/10/14	Seattle	1:45AM	KOMO TV	Techs are working to resolve	Call
04/10/14	Seattle	2:00AM	KOMO TV		Email
04/10/14	Portland	6:15AM	KXL		Email
04/10/14	National	6:32	Fox News		Email
04/10/14	Seattle	7:28AM	Q13	Read Statement	Call / Radio interview
04/10/14	Seattle	7:30AM	SeattleRadio.com	Read Statement	Email/ Radio interview
04/10/14	Portland		Fox 12	Read Statement	Call
04/10/14	Seattle	7:30AM	KIRO	Techs are working to resolve	Call
04/10/14	Seattle	7:50AM	KOMO TV	Read Statement	Email
04/10/14	Bellingham	8:07AM	KGMI	Read Statement	Call
04/10/14	Seattle	8:37AM	KOMO TV	Read Statement	Call
04/10/14	Bainbridge	8:53AM	Inside Bainbridge	Read Statement	Call
04/10/14	Port Angeles	9:25AM	Peninsula Daily News	Read Statement	Call
04/10/14	Portland	10:39AM	KGW	Read Statement	Call
04/10/14	Vancouver	11:19AM	KITI Radio	Read Statement	Call
04/10/14	Seattle	11:41AM	KPLU Radio	Read Statement	Call
04/10/14	Seattle		KOMO TV	Read Statement	Call
04/10/14	Portland		KOIN	Read Statement	Call / Radio interview
04/10/14	Seattle	12:50PM	Seattle Times	Read Statement	Call
04/10/14	Portland	1:05PM	KBTU	Read Statement	Call
04/10/14	Seattle		AP Seattle	Read Statement	Call
04/10/14	Portland		KPAM Radio	Read Statement	Call
04/10/14	Portland		KGW	Read Statement	Call
04/10/14	Portland		K2 News	Read Statement	Call
04/10/14	Seattle		KOMO TV	Read Statement	Call
04/10/14	Clark Co.		KOIN	Read Statement	Call
04/10/14	Portland		OPB	Read Statement	Call
04/10/14	Seattle		KIRO	Read Statement	Call
04/10/14	Portland		KXL	Read Statement	Call / Radio interview

RESPONSE TO RS-3
 3.7

04/10/14	National	CNN	Read Statement	Call
04/10/14	Seattle	Seattle Times	Read Statement	Call
04/10/14	Tacoma	Tacoma News Tribune	Read Statement	Call
04/10/14	Seattle	KING5	Read Statement	Call
04/10/14	Salem	Statesman Journal	Read Statement	Email / followed up w/a call
04/10/14	Orcas	Orcasissues	emailed statemtn	Email
04/10/14	Centralia	KMNT	Read Statement	Email / followed up w/a call
04/10/14	EWA	KREM (CBS)	1st Call Media Call -Breanna Roy-reporter	Call
04/10/14	E.WA	First Twitter Post	Services Restored in Oregon working on WA	20 retweets
04/10/14	EWA	KREM (CBS)	Read Statement	Call
04/10/14	Statewide WA	AP Seattle	Voice Mail message	Call
04/10/14	Statewide WA	AP Seattle	Read Statement	Call
04/10/14	Oregon	KOIN	re-directed e-mail to Jan - Handling Ore.	e-mail request for an interview
04/10/14	National	CBS national Radio	Answered Call	Call for live interview - contacted Corp. for direction/added info
04/10/14	E. WA	Twitter Post	Restoration continues some services restored in WA	0 retweets
04/10/14	National	CBS national Radio	sent e-mail requesting e-mail address	e-mailed statement
04/10/14	National	Fox News Radio	Voice Mail	email requesting interview
04/10/14	National	Fox News Radio	Requesting live interview	Call
04/10/14	Oregon	Fox News Radio	Radio interview	e-mail
04/10/14	Statewide WA	Stephanie Meiss	Revised statement	Call/e-mail
04/10/14	Statewide WA	NWCN	emailed statement	Call/e-mail requesting live interview
04/10/14	Oregon	OPB	emailed statement	Call/email requesting statement/interview
04/10/14	W. WA	Seattle Times	VM and e-mailed statement	Requested statement
04/10/14	W. WA	KUOW	returned call	requested statement and live interview
04/10/14	E.WA	Twitter Post	All services restores	40 retweets
04/10/14	E. WA	Daily Sun News	e-mailed statement /returned Call	call/e-mail requesting statement/live interview

RESPONSE TO RS-3
 3.7

04/10/14	W. WA	8:09 AM	KIRO	redirected request to Jan	e-mail/Call requesting statement/live interview
04/10/14	National	8:15 AM	NPR National Radio	Scheduled time for live interview	Call requesting live interview
04/10/14	W. WA	9:15 AM	KUOW	Scheduled time for live interview	e-mail/Call requesting statement/live interview
04/10/14	National	9:25 AM	NPR National Radio	Live interview	Call
04/10/14	Oregon	9:45 AM	Oregon Emerg. Mgmt	redirected Call to Martin Flynn	e-mail/Call requesting statement/Interview with OPB
04/10/14	W. WA	10:30 AM	KUOW	Live interview	Call
04/10/14	W. WA	12:15 PM	Seattle Times	VM	requesting additional information
04/10/14	E. WA	12:38 PM	KHQ	via twitter - contacted directly with statement	twitter/call
04/10/14	W. WA	1:00 PM	Seattle Times	returned call- no new information at this time	call
04/10/14	Statewide WA	1:12 PM	AP Seattle	VM	Call requesting additional information
04/10/14	Statewide WA	1:15 PM	AP Seattle	returned call - no new information	Call requesting additional information
04/10/14	WA/OR		Oregonian		Call and Email
04/10/14	WA/OR		KATU News		Call and Email
04/10/14	OR		Tillamook Pioneer		Call and Email
04/10/14	WA/OR		KOIN News		Multiple calls and emails
04/10/14	OR		Statesman Journal		Call
04/10/14	WA/OR		Oregon Public Broadcasting		Multiple calls, email and live interview
04/10/14	WA/OR		Columbian		Call
04/10/14	OR		Tillamook Headlight Herald		Call
04/10/14	OR		Lincoln City News Guard		Call and Email
04/10/14	OR		Daily Astorian		Email
04/10/14	WA/OR		KUX Radio		Call / Interview
04/10/14	OR		KLYC Radio		Call / Interview
04/10/14	WA/OR		KXL Radio		Call / Interview

RESPONSE TO RS-3
 3.7

04/10/14	WA/OR		KSK Radio		Call / Interview
04/10/14	WA		The Daily News (Longview)		Call
04/10/14	WA/OR		FOX 12		Call
04/10/14	WA/OR		KGW News		Call
04/10/14	Bellevue	5:20am	Bellevue City	sent statement	
04/10/14	Seattle	8:10AM	KIRO, KOMO, KING, Q13, KIRO Radio,	statement of restoral	We are showing 911 services have been restored throughout Washington. CenturyLink continues to work with the 911 centers to ensure that all issues have been resolved. We apologize for any inconvenience this may have caused our customers.
04/10/14	Seattle	4pm	Interview with Linda Brill, KING 5	statement of Root Cause on Camera	
04/11/14	OR		Sheridian Sun		Email
04/11/14	OR		The Daily Astorian		Email
04/11/14	OR		Seaside Signal		Email
04/11/14	OR		Lincoln City News Guard		Email
04/11/14	OR		Tillamook Headlight Herald		Email
04/11/14	OR		Sheridian Sun		Email
04/11/14	Statewide WA	8:05 AM	AP Seattle	accepted call - awaiting news release	Call requesting additional information- about reported emergencies
04/11/14	W. WA	1:12PM	Seattle Star	redirected to Jan	e-mail requesting information
04/11/14	Statewide WA	7:24 PM	AP Seattle	sent revised media alert	Call requesting additional information with specific questions
04/11/14	National	9:26 PM	AP Seattle	Forwarded questions to Corporate Comm	Was told not to respond
04/11/14	Seattle		KING5	Follow up questions	

RESPONSE TO RS-3

3.7

04/14/14	E. WA	8:06 AM	Daily Record - Ellensburg	sent revised media alert	Call requesting more information
04/14/14	W. WA	4:30 PM	Seattle Star	Send revised media alert for 4-14	email requesting additional information
04/14/14	Statewide WA	4:30 PM	statewide media	Send revised media alert for 4-15	email requesting additional information

RESPONSE TO RS-3
3.8

CAPETZ NOTES
Pages 1 - 5

REDACTED

RESPONSE TO RS-3
3.8

McNAMARA NOTES
Pages 1 - 3

REDACTED

RESPONSE TO RS-3.9

<u>Date</u>	<u>Time</u>	<u>Number</u>	<u>Contact</u>
10-Apr	5:43 AM	<u>651-387-7219</u>	Jan
10-Apr	7:25 AM	<u>720-291-1784</u>	Todd
			Intrado-
10-Apr	7:31 AM	<u>303-588-9478</u>	Amy
10-Apr	7:38 AM	<u>720-291-1784</u>	Todd
10-Apr	7:42 AM	<u>651-387-7219</u>	Jan
10-Apr	7:51 AM	<u>877-692-9963</u>	NEMC
10-Apr	7:53 AM	<u>877-692-9963</u>	NEMC
			Intrado-
10-Apr	7:53 AM	<u>303-588-9478</u>	Amy
			Intrado-
10-Apr	8:14 AM	<u>303-588-9478</u>	Amy
			intrado -
10-Apr	8:27 AM	<u>720-320-6282</u>	Tim
			Intrado -
10-Apr	9:18 AM	<u>720-320-6282</u>	Tim
			Intrado -
10-Apr	9:18 AM	<u>303-588-9478</u>	Amy
			Intrado -
10-Apr	9:43 AM	<u>303-588-9478</u>	Amy
			Intrado -
10-Apr	11:08 AM	<u>720-494-5851</u>	Amy

RESPONSE TO RS-3.9 (2)

<u>Date</u>	<u>Time</u>	<u>Number</u>	<u>Contact</u>
10-Apr	5:50 AM	<u>877-692-9963</u>	NEMC Bridge 1
10-Apr	6:11 AM	<u>720-864-7622</u>	Intrado ECRC
10-Apr	6:16 AM	<u>877-692-9963</u>	NEMC Bridge 1
10-Apr	6:18 AM	<u>303-476-0995</u>	Intrado Sandy Staal
10-Apr	6:23 AM	<u>877-692-9963</u>	NEMC Bridge 1
10-Apr	6:30 AM	<u>720-494-6845</u>	Intrado
10-Apr	6:31 AM	<u>720-494-6045</u>	Intrado
10-Apr	6:36 AM	<u>877-692-9963</u>	NEMC Bridge 1

HIMLEY

Confidential Response to RS-3.10
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