



RIVERCOM 911

P.O. Box 3344, Wenatchee, WA 98807

Phone: 509-662-4650 / Fax: 509-662-4659 / Web: www.rivercom911.info

RiverCom Administrative Board:

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Wayne Barnhart, Councilmember, City of East Wenatchee

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Frontier 9-1-1 Outage August 23, 2017

RiverCom 911 is a Public Safety Answering Point (PSAP) located in Wenatchee. RiverCom is the primary PSAP serving all of Chelan and Douglas Counties and as such takes all 9-1-1 calls from wireline and wireless caller in the two county area.

On August 23, 2017 at approximately 6:30 PM, RiverCom was notified by Lake Chelan Community Hospital that a resident had called the hospital requesting an ambulance because the resident could not contact 9-1-1 using their Frontier wireline phone. Dispatchers at RiverCom determined that the outage was for Frontier wireline phones in Manson, Chelan, Bridgeport and Mansfield.

RiverCom technicians contacted the phone number listed on Frontier's 9-1-1 Public Safety call list for E911 Care and Repair; E911 Customer Care (911 Circuit and 911 CPE Repair 24/7/365). Upon reaching this call center, we were told that the outage was too small for them to handle, they told us that only 200 customers were impacted, and redirected us to call another phone number. The number given is also on the E911 Care and Repair list, this number is listed for "Report Hazardous Conditions/Down Poles etc.. Upon reaching this call center, our technician was told that there was no service technician available and that the repair/restoration would have to wait until the following morning when a repair tech could be dispatched. Our caller asked that the problem be escalated but the request was denied and when we asked to speak with a supervisor we were placed on hold and then informed that the supervisor had confirmed that the problem would have to wait until the following morning when someone could be dispatched to look into the problem, probably at 7:00 AM on August 24th.

Our dispatchers were persistent and were able to locate the address of a Frontier Technician in Mansfield. RiverCom sent a Douglas County Sheriff's Deputy to the home of this Frontier employee and notified him that there was an outage. The employee was able to look into the problem and the outage was resolved at approximately 11:30 PM, August 23.

RiverCom never received a notification of the outage from Frontier Communications or Century Link Communications. When RiverCom attempted to properly notify Frontier of the problem, we were redirected and ultimately placed into a queue to have the 9-1-1 outage resolved. It was only through the persistence of RiverCom staff that a Frontier employee was located and contacted by Law Enforcement and only then did the problem get the attention that was needed and the outage was resolved.

RiverCom is very concerned with not receiving any notification of the outage, the way the outage was handled by Frontier and or Century Link.