

RS-4. Outage System Report filed April 24, 2014, Docket UT-140597 "CenturyLink's 911 Major Outage Report-4/10/2014 Next Generation 911 System. "The outage occurred across 127 Public Safety Answering Points (PSAPs) in Washington; other PSAPs successfully rerouted calls." Please answer the following:

Response:

a. Which PSAPs successfully rerouted calls and how was it accomplished?

There were 792 successful calls. See Confidential attachment 4.a for specific PSAPs that received 9-1-1 calls. All calls processed through the Miami ECMC, as well as calls routed by the Englewood ECMC to PSAPs using any other method of connectivity other than analog CAMA connectivity were successful. Only calls to PSAPs using CAMA connectivity via the Englewood ECMC were impacted.

b. Were all the calls from those PSAPs successful?

It is assumed that the question asks whether calls **to** rather than **from** the PSAPs were successful. As explained above only calls that were routed through the Englewood ECMC to PSAPs using analog CAMA connectivity were impacted.

c. Why were some PSAPs able to successfully reroute calls while other PSAPs calls failed?

Please see answers to a. and b. above.

d. Please identify which PSAPs had call failures.

The PSAPs are identified in the attached Confidential Attachment 4.d.

Respondent: Intrado

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