BEFORE THE WASHINGTON
UTILITIES & TRANSPORTATION COMMISSION

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION,

Complainant,

v.

CENTURYLINK COMMUNICATIONS, LLC,

Respondent.

DOCKET UT-181051

BRIAN ROSEN
ON BEHALF OF THE
WASHINGTON STATE OFFICE OF THE ATTORNEY GENERAL
PUBLIC COUNSEL UNIT

Exhibit BR-7C

Comtech Confidential Response to Staff Data Request No. 2
(Revised September 16, 2021)

December 15, 2021

Shaded Information is Designated Confidential
per Protective Order in Docket UT-181051

REDACTED VERSION
PC2. The system appears to have failed completely when two DS-3s failed. Normally, at least four signaling links are provisioned over geospatially diverse services.

RESPONSE:
TSYS’s DS-3s did not fail during the CenturyLink outage.

   a. Please explain what the intended redundancy was.

RESPONSE:
The intended redundancy was to have [REDACTED], which is most certain using a single vendor since different vendors will not share information with one another about the physical paths they use.

   b. Please explain how the failure of two links caused all calls to fail.

RESPONSE:

Respondents for PC2: Susan Ornstein, Senior Director, Legal & Regulatory Affairs
Todd Poremba, Vice President, Product Management