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-11C

Comtech Confidential Response to Public Counsel Data Request No. 8
(Revised September 16, 2021)

December 15, 2021

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

REDACTED VERSION
PC8. Was the Comtech IP network providing 9-1-1 service in Washington fully operational throughout the incident, or was it also affected by the incident?

a. If the network was affected, was that communicated to CenturyLink?

RESPONSE:

Please redact.

b. Please describe how the outage was communicated to CenturyLink and supply copies of outage/trouble reports.

RESPONSE:

TSYS communicated the outage to CenturyLink by calling CenturyLink’s network operations center (“NOC”) and reporting that specific DS-1 circuits were going up and down or bouncing, a standard industry practice for reporting telecommunications outages. In response, CenturyLink only provided TSYS with a master trouble ticket number for CenturyLink’s entire, nationwide outage.\(^6\) When TSYS saw significant changes to the impairment situation, such as CenturyLink’s master trouble ticket number.

In December 2018, Ruobo Lu, the senior director of TSYS’s NOC, called but was also unable to reach CenturyLink personnel, such as Danielle Mostacciuolo (Client Service Manager), Jeff Blankenship (Manager, Customer Support), Susie Franke (Sr. Manager, Customer Support) and Carlton Schneider (Director, Sales Support), to obtain information on the status of CenturyLink’s nationwide outage.

Respondents for PC8: Susan Ornstein, Senior Director, Legal & Regulatory Affairs
Todd Porembo, Vice President, Product Management
Ruobo Lu, Senior Director, Network Operations Center

\(^6\) Master Ticket No. MC790244. TSYS did not receive any outage/trouble reports from CenturyLink.