

**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-20

CenturyLink Response to Public Counsel Data Request No. 9

December 15, 2021

Docket UT-181051
CenturyLink's Responses to Public Counsel DR Nos. 7 – 19
Date: June 25, 2021
Page 4 of 15

PC-9 Did failures during the event affect any OSP's ability to deliver 9-1-1 calls to the CenturyLink system? Were any OSPs unable to send calls to system during the outage event? Please explain.

RESPONSE:

Public Counsel does not define the terms "CenturyLink system" in the first sentence and "system" in the second sentence. CLC believes Public Counsel to be asking if the event prevented any Washington OSP(s) from delivering calls to the CenturyLink/Intrado selective routers. With that understanding, CLC responds as follows.

CLC does not have any visibility into the OSPs' networks and/or whether they had issues caused by the event that would have prevented calls from being delivered to the CenturyLink/Intrado selective routers. However, see also Staff's Investigation Report (December 2020), Appendix C ("December 27, 2018 CenturyLink Network Outage Report"), para. 37, which summarizes affected carriers nationwide (not limited to Washington).

Respondent: Carl Klein, Manager Public Safety Services