

RS-8 Please provide copies of the communication protocol plan or escalation requirement in the event of a 911 outage for CenturyLink personnel, CenturyLink 911 vendor personnel, the Washington State Military Department, the Utilities and Transportation Commission, and Washington State PSAPs.

- a. Does CenturyLink and its vendors have a rapid response and escalation plan, including communications for affected entities due to a 911 outage (e.g., automatic re-route, repair operations, best practice response)?

Response: Yes.

- b. If yes, please provide the plan and give a summary of that plan with the document.

Response: Please see Confidential attachments RS-8a and RS-8b.

Respondent: Jennifer McNamara