



STATE OF WASHINGTON

UTILITIES AND TRANSPORTATION COMMISSION

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January 19, 2017

Lisa A. Anderl  
Senior Associate General Counsel  
CenturyLink  
1600 7<sup>th</sup> Avenue, Room 1506  
Seattle, WA 98191

RE: *CenturyLink Request for Extension of Time to Respond – Docket UT-140280*

Dear Ms. Anderl:

This is in response to your January 13, 2017, letter in which you request an extension of time until January 31, 2017, to respond to data requests sent to CenturyLink by the commission's Consumer Protection Staff concerning recent 911 outages. In your letter you assert that CenturyLink first became aware of Staff's requests on January 11, following receipt of Staff's December 30 letter, and further request that you be copied on any such communications in the future to ensure expeditious receipt.

Your request for additional time to respond is granted, though we note that extensive prior email exchanges between Staff and CenturyLink concerning the service outages at issue date to November 10, 2016. One particular exchange included a request directly of Mr. Grate for the "root cause and impact report," as well as a "[l]ist of missed 911 calls during the incident and whether the information was provided to the PSAP and call backs were made to affected numbers." In short, it is not accurate that CenturyLink first learned of Staff's requests on January 11, 2017. We look forward to the company's responses no later than January 31, 2017.

Sincerely,

STEVEN V. KING  
Executive Director and Secretary