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 911outage (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