

**Exh. JDW-32C
Docket UT-181051
Witness: James D. Webber
REDACTED VERSION**

**BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION**

**WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION,**

Complainant,

v.

**CENTURYLINK
COMMUNICATIONS, LLC.,**

Respondent.

DOCKET UT-181051

**EXHIBIT TO
TESTIMONY OF**

JAMES D. WEBBER

**ON BEHALF OF STAFF OF
WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION**

TSYS Major Outage Report January 14, 2019

December 15, 2021

CONFIDENTIAL PER PROTECTIVE ORDER – REDACTED VERSION

Appendix G

REDACTED VERSION

Shaded Information is Designated as Exempt per WAC 480-07-160



Root Cause Analysis

CenturyLink Network Outage and Related E-911 Call Routing Impairment

Event Date: 12-27-2018
MOR Due Date: 01-11-2019

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Amendment History

Version	Date	Author	Amendment
1.0	12-31-2018	Rebecca Miller	First Draft
2.0	01-10-2019	Agastya Kohli	Final Draft

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Chapter 1 Introduction

1.1 Purpose of Document

This Root Cause Analysis addresses [REDACTED]

1.2 Definitions / Terminology

Circuit - A discrete (specific) path between two or more points along which signals can be carried. Unless otherwise qualified, a circuit is a physical path, consisting of one or more wires (or wireless paths) and possibly intermediate switching points. In this document, the term circuit is used to refer to the physical/electrical connectivity provided by third-party vendors like CenturyLink.

1.3 Acronyms

PT – Pacific Time

1.4 References

NA

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Chapter 2 Root Cause Analysis

Incident Summary	
Customer Ticket Number	NA
Comtech Ticket Number	TT-0156084
FCC Report Number	[REDACTED]
Date/Time	Incident Start Time: [REDACTED]
	Point of Discovery: [REDACTED]
	Tier II Escalation: [REDACTED]
	Tier III Escalation: [REDACTED]
	Vendor Engaged: [REDACTED]
	Carriers Notified: [REDACTED]
	PSAPs Notified: [REDACTED]
	Restoration Time: [REDACTED]
	Incident Total Time: [REDACTED]
Severity	[REDACTED]
Product (s)	[REDACTED]

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2.1 RCA Summary

2.1.1 Description

[REDACTED]

2.1.2 Impact

[REDACTED]

2.1.3 Restoration

[REDACTED]

2.1.4 Cause

A faulty card in CenturyLink's network was sending out invalid traffic, [REDACTED]
[REDACTED]

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2.2 Corrective & Preventative Actions

Issue No.	Issue Description	Team Assigned	Target Date
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]