

**Exh. JHJ-8
Docket UT-181051
Witness: Jacque Hawkins-Jones**

**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**

JACQUE HAWKINS-JONES

**STAFF OF
WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION**

Email from Benton County Citizen to Washington State Office of the Attorney General

December 15, 2021

Appendix L

From: [Victor Barajas <vicbarajas509@gmail.com>](mailto:vicbarajas509@gmail.com)
To: [ATG MI 911 Outage](#)
Date: 1/8/2019 2:28:06 PM
Subject: 911 unavailability

Around 1:40am Dec 28th, I was driving to work on I-182 westbound when I caught ice and rolled my vehicle about 3 times. I was unable to get through to 911 after numerous attempts. I ended up having to call a family member whom contacted the State patrol through the non emergency line. I was still in shock and unable to really process what had happened to the point where I didn't even think about calling the non emergency line. All in all, I believe help did not arrive until about 30 minutes after the incident. Luckily, I was not seriously injured and walked away with minor bruises.

Please feel free to contact me with any questions or comments and I hope this does not happen again as the next person that needs emergency response assistance might not be as lucky as me.

Victor Barajas
(509) 396-1770