

**Exh. JHJ-15
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**

CenturyLink Served Public Safety Answering Point Responses

December 15, 2021

Hawkins-Jones, Jacque (UTC)

From: Angee Bunk <angeeb@valleycom.org>
Sent: Thursday, April 29, 2021 1:31 PM
To: Hawkins-Jones, Jacque (UTC)
Subject: RE: December 2018 CenturyLink 911 outage
Attachments: UTC Questionnaire VCC 042621 Final.docx

External Email

Good afternoon,

Valley Com's answers to your questions are attached. Please let me know if we can be of further assistance.

Thank you,

.....
Angee Bunk, RPL | Operations Manager
Valley Com 911
27519 - 108th Avenue Southeast | Kent, WA 98030
T 253.372.1454 | F 253.372.1506 | C 253.293.0110
..... **www.valleycom.org**

From: Hawkins-Jones, Jacque (UTC) <jacque.hawkins-jones@utc.wa.gov>
Sent: Monday, April 19, 2021 11:26 AM
To: Angee Bunk <angeeb@valleycom.org>
Subject: December 2018 CenturyLink 911 outage

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or on clicking links from unknown senders.

Hello Angee,

Per our phone call, Utilities and Transportation Commission Staff is gathering information related to the CenturyLink outage that occurred on December 27, 2018. Please provide a response to the questions listed below and include any relative documentation, if necessary.

1. Did your PSAP experience service issues or a complete service outage for any length of time during the December 27, 2018, CenturyLink outage? If so, please identify what service issues your PSAP experienced, when your PSAP began experiencing a service impairment, and when service was restored.
2. Did CenturyLink notify your PSAP of the December 27, 2018, outage? If so, who contacted you, how did they contact you, when did they contact you, and what information was provided?
3. Did you receive any follow-up information from CenturyLink throughout the outage?
4. Were you contacted by anyone other than CenturyLink during the outage with information pertaining to the December 27, 2018, CenturyLink outage?
5. Did your PSAP communicate with CenturyLink during the outage? If so, how did your PSAP communicate with CenturyLink and how did CenturyLink respond?
6. Did your PSAP receive any information about Washington residents attempting to call 911 during the outage? If so, what information did you receive, how did you receive it, and how did you respond?

7. Is there any other information or comment you would like to provide related to the CenturyLink December 2018 outage?

Thank you!

Jacque Hawkins-Jones

Compliance Investigator, Consumer Protection

(360) 664-1105 Office

Jacque.Hawkins-Jones@utc.wa.gov



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Hawkins-Jones, Jacque (UTC)

From: Teaya Abrahamson (LAW) <Teaya.Abrahamson.LAW@colvilletribes.com>
Sent: Tuesday, April 20, 2021 1:32 PM
To: Hawkins-Jones, Jacque (UTC)
Cc: Steve Brown (LAW)
Subject: RE: December 2018 CenturyLink 911 outage

External Email

1. Did your PSAP experience service issues or a complete service outage for any length of time during the December 27, 2018, CenturyLink outage? If so, please identify what service issues your PSAP experienced, when your PSAP began experiencing a service impairment, and when service was restored.
During that time we lost our phones for at least 2 days and had to use dispatchers cell phones.
2. Did CenturyLink notify your PSAP of the December 27, 2018, outage? If so, who contacted you, how did they contact you, when did they contact you, and what information was provided?
No I don't remember them notifying us that it would be down and for how long.
3. Did you receive any follow-up information from CenturyLink throughout the outage?
No we didn't.
4. Were you contacted by anyone other than CenturyLink during the outage with information pertaining to the December 27, 2018, CenturyLink outage?
Our Tribal IT department is the one that let us know what was going on when they had updates.
5. Did your PSAP communicate with CenturyLink during the outage? If so, how did your PSAP communicate with CenturyLink and how did CenturyLink respond?
No our PSAP didn't communicate with Centurylink. Our IT department did.
6. Did your PSAP receive any information about Washington residents attempting to call 911 during the outage? If so, what information did you receive, how did you receive it, and how did you respond?
No we didn't. Our 911 calls are relayed through the Counties so they took the calls then would call the dispatcher on their cell to relay the information.
7. Is there any other information or comment you would like to provide related to the CenturyLink December 2018 outage?
We were never notified about it happening. If the Colville Tribes was notified it was probably through our IT department within the tribe.

Teaya Abrahamson
Colville Tribal Police
Dispatch Supervisor
Office: (509)634-2491
Fax: (509)634-2459
teaya.abrahamson.law@colvilletribes.com

"My job is not to be easy on people. My job is to take these great people we have and to push them and make them better."

-Steve Jobs

From: Steve Brown (LAW)
Sent: Tuesday, April 20, 2021 1:24 PM
To: Hawkins-Jones, Jacque (UTC)
Cc: Teaya Abrahamson (LAW)
Subject: RE: December 2018 CenturyLink 911 outage

Sir, I will cc our dispatch supervisor the email and your questions. She would be able to answer your questions better than I.

Respectfully,

Steve Brown
Chief of Police
509-634-2458

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This message (*and any attached files*) is intended exclusively for the individual or entity to which it is addressed. This communication may contain information that is proprietary, privileged, confidential or otherwise legally exempt from disclosure. If you are not the named addressee, you are not authorized to read, print, retain, copy or disseminate this message or any part of it. If you have received this message in error, please notify the sender immediately by e-mail and delete all copies of the message.

From: Hawkins-Jones, Jacque (UTC) [mailto:jacque.hawkins-jones@utc.wa.gov]
Sent: Tuesday, April 20, 2021 1:06 PM
To: Steve Brown (LAW)
Subject: December 2018 CenturyLink 911 outage

Hello Chief of Police Steve Brown,

My name is Jacque Hawkins-Jones. I am an investigator with the Washington Utilities and Transportation Commission. Utilities and Transportation Commission Staff is gathering information related to the CenturyLink outage that occurred on December 27, 2018. We are hoping you would be able to provide some information related to that outage. Below are a list of questions we would like you to answer and include any relative documentation, if necessary.

1. Did your PSAP experience service issues or a complete service outage for any length of time during the December 27, 2018, CenturyLink outage? If so, please identify what service issues your PSAP experienced, when your PSAP began experiencing a service impairment, and when service was restored.
2. Did CenturyLink notify your PSAP of the December 27, 2018, outage? If so, who contacted you, how did they contact you, when did they contact you, and what information was provided?
3. Did you receive any follow-up information from CenturyLink throughout the outage?
4. Were you contacted by anyone other than CenturyLink during the outage with information pertaining to the December 27, 2018, CenturyLink outage?
5. Did your PSAP communicate with CenturyLink during the outage? If so, how did your PSAP communicate with CenturyLink and how did CenturyLink respond?
6. Did your PSAP receive any information about Washington residents attempting to call 911 during the outage? If so, what information did you receive, how did you receive it, and how did you respond?

7. Is there any other information or comment you would like to provide related to the CenturyLink December 2018 outage?

Please let me know if you have any questions. I understand it may take some time to gather information from 2018, but any information you are able to provide would be appreciated.

Thank you.

Jacque Hawkins-Jones

Compliance Investigator, Consumer Protection

(360) 664-1105 Office

Jacque.Hawkins-Jones@utc.wa.gov



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Hawkins-Jones, Jacque (UTC)

From: Louie, Roky <rlouie@norcom.org>
Sent: Wednesday, May 5, 2021 3:48 PM
To: Hawkins-Jones, Jacque (UTC)
Cc: Myers, Katy
Subject: RE: December 2018 CenturyLink 911 outage

External Email

Jacque,

Here are our responses:

1. Did your PSAP experience service issues or a complete service outage for any length of time during the December 27, 2018, CenturyLink outage? If so, please identify what service issues your PSAP experienced, when your PSAP began experiencing a service impairment, and when service was restored.

NORCOM began experiencing issues on Thursday 12/27/2018 at 1:00am. Phone services were going down and up. Many citizens reported they were calling 911 and getting a fast busy. Of the 911 calls that did make it through to NORCOM, it was discovered that NORCOM was unable to transfer 911 calls to other PSAPs.

Comtech, the 911 provider, was engaged right away, but was quickly discovered that this was not an issue with their system directly, but instead on the network that inter-connected those systems.

NORCOM had issues making outbound long distance calls, getting fast busy, on both the VIPER 911 phone system, and the Cisco admin phone system.

For example, when NORCOM tried to call Century Link E911 repair to report the issues above, a cell phone had to be used.

Due to the nature of the outage, the Century Link network came back online, one piece at a time. The Century Link network was fully restored on Friday 12/28/2018 at 12:00pm.

2. Did CenturyLink notify your PSAP of the December 27, 2018, outage? If so, who contacted you, how did they contact you, when did they contact you, and what information was provided?

There was very little communication from Century Link to the PSAPs.

NORCOM attempted to call Century Link E911 repair many times, but due to network problems, or just how overwhelmed their center was, we never got through.

The Century Link Service Manager, Vicki Hyett, was engaged very early on, but she got very few answers from any other Century Link staff.

3. Did you receive any follow-up information from CenturyLink throughout the outage?

There was very little communication from Century Link to the PSAPs.

NORCOM attempted to call Century Link E911 repair many times, but due to network problems, or just how overwhelmed their center was, we never got through.

The Century Link Service Manager, Vicki Hyett, was engaged very early on, but she got very few answers from any other Century Link staff.

A very big conference call was started on 12/27/2018 around 9:00pm. This is where most information was relayed between all parties (Century Link, Comtech, PSAPs, Counties, WA State MIL)

4. Were you contacted by anyone other than CenturyLink during the outage with information pertaining to the December 27, 2018, CenturyLink outage?

A very big conference call was started on 12/27/2018 around 9:00pm. This is where most information was relayed between all parties (Century Link, Comtech, PSAPs, Counties, WA State MIL)
Comtech, the 911 provider, was sending related updates as they had them, but this was not an issue with their system directly, but instead on the network that inter-connected those systems.

5. Did your PSAP communicate with CenturyLink during the outage? If so, how did your PSAP communicate with CenturyLink and how did CenturyLink respond?

NORCOM attempted to call Century Link E911 repair many times, but due to network problems, or just how overwhelmed their center was, we never got through.
The Century Link Service Manager, Vicki Hyett, was engaged very early on, using her direct cell phone.
A very big conference call was started on 12/27/2018 around 9:00pm. This is where most information was relayed between all parties (Century Link, Comtech, PSAPs, Counties, WA State MIL)

6. Did your PSAP receive any information about Washington residents attempting to call 911 during the outage? If so, what information did you receive, how did you receive it, and how did you respond?

The news media gathered information from many sources presented written articles and live news feeds.
Where possible, King County E911 used the news media to distribute alternate phone numbers out to the public, hoping they could use those if 911 did not work.
A very big conference call was started on 12/27/2018 around 9:00pm. This is where most information was relayed between all parties (Century Link, Comtech, PSAPs, Counties, WA State MIL)

7. Is there any other information or comment you would like to provide related to the CenturyLink December 2018 outage?

No.

Thanks,



Roky Louie
Deputy Director of Operations
NORCOM 911
425.577.5678 (direct)
425.652.9263 (cell)

PUBLIC DISCLOSURE: This e-mail, in whole or in part, may be subject to disclosure pursuant to RCW 42.56, regardless of any claim of confidentiality or privilege asserted by an external party.

From: Hawkins-Jones, Jacque (UTC) [mailto:jacque.hawkins-jones@utc.wa.gov]
Sent: Monday, April 19, 2021 11:39 AM
To: Louie, Roky <rlouie@norcom.org>
Subject: December 2018 CenturyLink 911 outage

WARNING: The sender of this E-mail could not be validated and may not match the person in the 'From:' field.

CAUTION: This email originated from outside of NORCOM. Do not click links or open attachments unless you recognize the sender and know that the content is safe.

Hello Roky,

My name is Jacque Hawkins-Jones. I am an investigator with the Washington Utilities and Transportation Commission. I just spoke with Maggie and she is passing on a message for you to contact me. I thought I would reach out this way and you can contact me if you have any questions.

Utilities and Transportation Commission Staff is gathering information related to the CenturyLink outage that occurred on December 27, 2018. Please provide a response to the questions listed below and include any relative documentation, if necessary.

1. Did your PSAP experience service issues or a complete service outage for any length of time during the December 27, 2018, CenturyLink outage? If so, please identify what service issues your PSAP experienced, when your PSAP began experiencing a service impairment, and when service was restored.
2. Did CenturyLink notify your PSAP of the December 27, 2018, outage? If so, who contacted you, how did they contact you, when did they contact you, and what information was provided?
3. Did you receive any follow-up information from CenturyLink throughout the outage?
4. Were you contacted by anyone other than CenturyLink during the outage with information pertaining to the December 27, 2018, CenturyLink outage?
5. Did your PSAP communicate with CenturyLink during the outage? If so, how did your PSAP communicate with CenturyLink and how did CenturyLink respond?
6. Did your PSAP receive any information about Washington residents attempting to call 911 during the outage? If so, what information did you receive, how did you receive it, and how did you respond?
7. Is there any other information or comment you would like to provide related to the CenturyLink December 2018 outage?

Please let me know if you have any questions. I understand it may take some time to gather information from 2018, but any information you are able to provide would be appreciated.

Thank you.

Jacque Hawkins-Jones

Compliance Investigator, Consumer Protection

(360) 664-1105 Office

Jacque.Hawkins-Jones@utc.wa.gov



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Hawkins-Jones, Jacque (UTC)

From: Hannah, Tim <Tim.Hannah@SouthSound911.org>
Sent: Friday, July 16, 2021 8:19 AM
To: Hawkins-Jones, Jacque (UTC)
Cc: Grady, Deborah; Mears, Mark
Subject: RE: December 2018 CenturyLink 911 outage

External Email

Jacque,

Here are some answers to the questions:

1. Did your PSAP experience service issues or a complete service outage for any length of time during the December 27, 2018, CenturyLink outage? If so, please identify what service issues your PSAP experienced, when your PSAP began experiencing a service impairment, and when service was restored.
 - a. Yes, according to our documentation, we began to experience a problem with incoming 911 calls at our primary 911 center shortly before 0100 hours on December 27th. 911 calls did not return until approximately 0330 on December 28th. Since 911 services were out, we were promoting the use of our non-emergency lines in order to receive calls from the public.
2. Did CenturyLink notify your PSAP of the December 27, 2018, outage? If so, who contacted you, how did they contact you, when did they contact you, and what information was provided?
 - a. Our records did not reveal any notification directly to our agency from CenturyLink about the outage. We obtained this information from our operations advising of an issues and through our partners in the 911 community and State E911 office.
3. Did you receive any follow-up information from CenturyLink throughout the outage?
 - a. Our agency received an email from Jacob Clow from CenturyLink on January 3rd, 2019 looking for information about the service impact. The email was sent to the Washington E911 program office and the mass email we received was sent to all 911 offices in the State.
 - i. **Jacob Clow**
Sr. Post Sales Engineer
Customer Lifecycle Management
CenturyLink
310 SW Park 7th Fl.
Portland, OR 97205
Office: 503-425-3328
Cell: 503-349-3587
e: jacob.clow@centurylink.com
4. Were you contacted by anyone other than CenturyLink during the outage with information pertaining to the December 27, 2018, CenturyLink outage?
 - a. Yes, our Pierce County E911 program office as well as representatives from the Washington State E911 office coordinated efforts to provide details and information during this long service disruption. There was a conference bridge set up by the State to get updates during the outage.
5. Did your PSAP communicate with CenturyLink during the outage? If so, how did your PSAP communicate with CenturyLink and how did CenturyLink respond?
 - a. Our agency relied upon the State E911 office as they were directly working with ComTech and CenturyLink on all the PSAPs behalf in a coordinated effort.

6. Did your PSAP receive any information about Washington residents attempting to call 911 during the outage? If so, what information did you receive, how did you receive it, and how did you respond?
 - a. I cannot locate that information in our archives. In similar instances, we normally receive an Excel spreadsheet of 911 attempts with information for our agency to call back to inquire and follow up. I cannot confirm or deny this happened for this event.
7. Is there any other information or comment you would like to provide related to the CenturyLink December 2018 outage?
 - a. The WA State EMD provided an After-Action Report dated March 14, 2019 (Incident 18-4813) related to the Century Link (911 outage) that was a good description of the events.

Sincerely,

Tim Hannah

Assistant Director – Technical Services
(253) 287-4860 – Office
(253) 318-5905 – Cell



From: Hawkins-Jones, Jacque (UTC) [mailto:jacque.hawkins-jones@utc.wa.gov]
Sent: Thursday, April 22, 2021 11:59 AM
To: Hannah, Tim <Tim.Hannah@SouthSound911.org>
Cc: Grady, Deborah <Deborah.Grady@southsound911.org>; Mears, Mark <Mark.Mears@SouthSound911.org>
Subject: RE: December 2018 CenturyLink 911 outage

Hi Tim,

Thank you for your assistance in this matter. Please feel free to reach out any time if you need clarification on our request. As far as a timeframe, if we could have your response by May 5th, that would be greatly appreciated. Hopefully that timeframe fits within your current workload. If additional time is needed, please let me know.

Thank you,

Jacque Hawkins-Jones

Compliance Investigator, Consumer Protection
(360) 664-1105 Office
Jacque.Hawkins-Jones@utc.wa.gov



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From: Hannah, Tim <Tim.Hannah@SouthSound911.org>
Sent: Thursday, April 22, 2021 8:57 AM
To: Hawkins-Jones, Jacque (UTC) <jacque.hawkins-jones@utc.wa.gov>
Cc: Grady, Deborah <Deborah.Grady@southsound911.org>; Mears, Mark <Mark.Mears@SouthSound911.org>
Subject: RE: December 2018 CenturyLink 911 outage

External Email

Jacque,

Let me take a look at some of our notes and reports we have related to that incident. We would be happy to assist. I might consult other members of my team to recollect more, but we will work on getting you a response and any documentation we had.

Do you have a timeframe on when you might want this information back? We are in the midst of completing our new communications center facility so want to make sure we get the proper attention to this in the timeframe you desire.

Thanks,

Tim Hannah

Assistant Director – Technical Services
(253) 287-4860 – Office
(253) 318-5905 – Cell



From: Mears, Mark
Sent: Thursday, April 22, 2021 8:52 AM
To: Hawkins-Jones, Jacque (UTC) <jacque.hawkins-jones@utc.wa.gov>
Cc: Grady, Deborah <Deborah.Grady@southsound911.org>; Hannah, Tim <Tim.Hannah@SouthSound911.org>
Subject: RE: December 2018 CenturyLink 911 outage

Jacque

Good morning! Sorry for the delay in the email response, it has been a hectic week for South Sound 911. We certainly remember the issues that occurred in 2018. As I recall we actually put together information for our board related to this.

The person with most knowledge of the issues would be Tim Hannah, who is in-charge of our Comm System Group. He fielded much of the tech issues and response as this related to South Sound 911. I have cc'd him on this email as to start a conversation between you two.

In addition I have cc'd Director Grady. While she was not our Director during this time, the cc is for her awareness.

If after talking with Tim Hannah, you need anything additional from me please let me know.

Thank you

Mark

From: Hawkins-Jones, Jacque (UTC) [<mailto:jacque.hawkins-jones@utc.wa.gov>]
Sent: Monday, April 19, 2021 11:45 AM
To: Mears, Mark <Mark.Mears@SouthSound911.org>
Subject: December 2018 CenturyLink 911 outage

Hello Mark,

My name is Jacque Hawkins-Jones. I am an investigator with the Washington Utilities and Transportation Commission. I just left you a voicemail.

Utilities and Transportation Commission Staff is gathering information related to the CenturyLink outage that occurred on December 27, 2018. Please provide a response to the questions listed below and include any relative documentation, if necessary.

1. Did your PSAP experience service issues or a complete service outage for any length of time during the December 27, 2018, CenturyLink outage? If so, please identify what service issues your PSAP experienced, when your PSAP began experiencing a service impairment, and when service was restored.
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7. Is there any other information or comment you would like to provide related to the CenturyLink December 2018 outage?

Please let me know if you have any questions. I understand it may take some time to gather information from 2018, but any information you are able to provide would be appreciated.

Thank you.

Jacque Hawkins-Jones

Compliance Investigator, Consumer Protection
(360) 664-1105 Office

Jacque.Hawkins-Jones@utc.wa.gov



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