

**Exh. JHJ-5
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**

A copy of CenturyLink's data response, dated Jan. 30, 2019

December 15, 2021

CENTURYLINK
1600 7th Avenue, Room 1506
Seattle, Washington 98191
(206) 345-6224
(425) 301-8411 (cell)
Email: phil.grate@centurylink.com

Philip E. Grate
Government Affairs Director

January 30, 2019

Transmitted Via Email Only

Susie Paul
Compliance Investigations
Washington Utilities and Transportation Commission
1300 S Evergreen Park Dr. SW
Olympia, Washington 98504

Dear Ms. Paul:

This letter responds to a January 17, 2019 letter from Mark Johnson, the WUTC's Executive Director and Secretary, to me proffering seven information requests on CenturyLink Communications LLC ("CLC") concerning a December 27, 2018 emergency 911 call dispatch systems failure that caused outages throughout the state of Washington.

The following is a general response that is part of the response for the first six questions :

Beginning in the early morning of December 27, 2018, CenturyLink experienced a network event impacting a national transport network operated by CLC. The incident impacted voice (primarily voice over internet protocol), other internet protocol-based services, and transport services for some CenturyLink customers in various parts of the country, including Washington. The event also impacted CenturyLink's visibility into our network management system, impairing our ability to troubleshoot and prolonging the duration of the outage. The outage was caused by a third-party equipment vendor's faulty network management card that triggered invalid traffic replication. Affected services began to restore on December 28, and the network traffic had normalized as of December 29. Steps have been taken to help prevent the issue from reoccurring.

For your reference, CenturyLink's Reason for Outage ("RFO") dated December 31, 2018 is attached as Confidential Attachment A. A public summary version of the RFO is included as Attachment B.

To be clear, the event did not cause a nationwide outage involving CenturyLink's 911 service or a CenturyLink 911 service related outage in Washington for those Public Safety Answering Points ("PSAPs") served by CenturyLink. During 2018 most Washington PSAPs had their respective 911 Service transferred from CenturyLink to Comtech. As of December 27, 2018, CenturyLink no longer provided 911 service to the following Washington PSAPs:

Susie Paul
Compliance Investigations
January 30, 2019
Page 2

- RiverCom 911
- WHITCOM 911 Emergency Center
- Columbia County Public Safety Communications
- Lewis County 911
- Okanogan County Sheriff's Office
- Pend Oreille County 911
- Lincoln County Sheriff's Office
- Adams County Communications Center
- Garfield County Sheriff's Office (WESCOM)
- King County Test PSAP
- University of Washington Police Department
- Joint Base Lewis McChord (JBLM)
- WSP - Wenatchee
- Bothell Police Dept.
- Issaquah Police Department
- Enumclaw Police Department
- Seattle Police Dept.
- Skamania County Sheriff's Office
- Redmond Police Dept.
- Ferry County E911
- WSP - Bellevue
- WSP - Marysville
- Kitsap County Central Communications (CENCOM)
- San Juan County Sheriff's Office
- Kittitas County 911 (KITTCOM)
- Walla Walla Emergency Services Communications Center (WESCOM)
- WSP - Spokane
- "South Sound 911, SS911 Eastside (fka Puyallup Comm), Tacoma Fire"
- Southeast Communications Center (SECOMM) (Benton)
- WSP - Yakima
- Port of Seattle Police/Fire Communications
- Skagit 911 Center
- TCOMM 911
- Clark Regional Emergency Services Agency
- Wahkiakum County Sheriff's Office
- Yakima Public Safety Communications Center (SUNCOM)
- Seattle Fire Dept.
- WSP - Vancouver
- Cowlitz County 911 Center
- WSP - Tacoma
- Pacific County Sheriff's Office Communications

Susie Paul
Compliance Investigations
January 30, 2019
Page 3

- Grays Harbor E911 Communications
- Peninsula Communications
- JEFFCOM 911 Communications
- Island County Emergency Services Communications Center (I-COM 911)
- WSP - Bremerton
- Mason County Emergency Communications (MACECOM)

On December 27, 2018, CenturyLink still provided 911 service to the following Washington PSAPs:

- Klickitat Sheriff's Office 911 Center
- Northeast King County Regional Public Safety Communications Agency
- Valley Communications Center (Valley-Com)
- Puyallup Communications South Sound 911 - FireCom
- Whatcom County Communications Center
- Spokane County 911 Emergency Communications Backup
- Stevens County 911
- Spokane County 911 Emergency Communications
- Fairchild Air Force Base FD
- Colville Tribal Police Department
- Yakima County (SUNCOM) Backup
- King County Sheriff's Office
- Multi Agency Communications Center (MACC) - Grant
- SNOPAC911
- SNOCOM 911

Where CenturyLink is an emergency 911 service provider and voice services were functioning, we are not aware of any 911 service impacts in Washington during the event.

In addition to this information, the following is being provided in response to Staff's information requests:

CP1: The number of Washington affected customers, identified by customer type (commercial or residential) and CenturyLink services affected.

Response: No CenturyLink services under the WUTC's jurisdiction, including CenturyLink's 911 service, were affected.

CP2: A chronology of all internal communications related to the outage, including summaries of telephone calls and copies of any emails or other written correspondence.

Response: Not applicable. CenturyLink is not aware of any 911 service outages in Washington experienced by any entities to which it provided 911 service during the incident.

Susie Paul
Compliance Investigations
January 30, 2019
Page 4

CP3: A chronology of all communications with stakeholders related to the outages (such as commission staff, other federal, state, county, and local governments), including summaries of telephone calls and copies of any emails or other written correspondence.

Response: Not applicable. CenturyLink is not aware of any 911 service outages in Washington experienced by any entities to which it provided 911 service during the incident.

CP4: A chronology of service restoral by location, number of customers, and service type.

Response: Not applicable. CenturyLink is not aware of any 911 service outages in Washington experienced by any entities to which it provided 911 service during the incident.

CP5: Please provide a copy of CenturyLink's communication plan. Was the communication plan followed during this outage?

Response: Please see the attached CenturyLink Communications Plans to which CenturyLink and Staff stipulated in Docket UT-132234. The second question is not applicable. CenturyLink is not aware of any 911 service outages in Washington experienced by any entities to which it provided 911 service during the incident.

CP6: Please provide a summary of any credits for the outage that were/will be provided.

Response: Not applicable. CenturyLink is not aware of any 911 service outages in Washington experienced by any entities to which it provided 911 service during the incident.

CP7: The name, title, telephone number, and email address of the contact person whom our staff can work with directly for questions that may arise concerning any details of the information provided.

Response: Phil Grate, Director State Government Affairs, 206-345-6224,
Phil.grate@CenturyLink.com.

Our investigation into the event is ongoing. Should CenturyLink learn additional information, we will supplement this response.

Sincerely,



Philip E. Grate

PEG/jga