







**REDACTED VERSION**  
**TSYS Response to UTC Staff Data Request Nos. RS-1 – RS-3**  
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- C. Given that the actual (rather than potential or virtual) physical networks and circuits were in an ‘up state’ with only the services and actual call/data using those physical networks and circuits in a ‘down state,’ what methods and network management information did TCS use to determine a failure of circuit redundancy?**

As discussed above, TSYS learned of the Washington Outage, which was a total loss of connectivity that resulted from CenturyLink’s outage, through internal alarms and reports from Washington PSAPs. CenturyLink’s outage affected enough of TSYS’s SS7 links with TNS to cause TSYS not to receive 911 calls.

More specifically, CenturyLink’s outage simultaneously affected the following TSYS and TNS SS7 connection: **[BEGIN CONFIDENTIAL]** [REDACTED]  
[REDACTED] **[END CONFIDENTIAL]** during the three outage periods.