

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



**Philip E. Grate**  
State Regulatory Affairs Director  
Public Policy

August 11, 2017

*Via Web Portal*

Mr. Steven King  
Executive Director and Secretary  
Washington Utilities and Transportation Commission  
1300 S. Evergreen Park Drive  
Olympia, Washington 98504  
(360) 664-1160

**Re: Docket No. UT-140280  
CenturyLink Major Outage 7/12/2017 NORS Report**

Mr. King:

CenturyLink submits in the above referenced docket the following responses to requests for information posed by Rebecca Beaton, WUTC Regulatory Staff, regarding a CenturyLink Major Outage 7/12/2017 NORS Report (WA service interruption - 2CTLVPSAP071217).

Ms. Beaton submitted requests to me for information on Monday, July 17, 2017 at 8:05 a.m. and on Monday, July 24, 2017 at 3:59 p.m. The following matrix sets forth her requests and CenturyLink's response.

<b>Request</b>	<b>Response</b>
Root cause analysis.	Please see the attached <u>confidential</u> root cause analysis (RCA) prepared by our vendor, West.
UTC outage email report. Please file an outage email on this service impact in the <a href="mailto:telecom-outage@utc.wa.gov">telecom-outage@utc.wa.gov</a> with the number of PSAPs affected, locations, customer number, time of outage and resolution in Pacific Time.	CenturyLink emailed the outage report as per your request at 2:20p.m. (PDT) on July 26, 2017.

Request	Response
Root cause analysis. Please add a cover sheet with the reference details as vendor "West" prepared information.	This letter serves as the requested cover sheet for the requested <u>confidential</u> root cause analysis, which is attached. Our vendor, West, prepared the root cause analysis.
Pacific Time for outage (start and end).	Start: 12-JUL-2017, 05:52:00 End: 12-JUL-2017, 08:39:00
Number of missed 911 calls.	222 calls to 911 were missed.
Customer impact number.	During this outage a 1,405 calls were made to 911 served by the 29 PSAPs. 1,183 of those calls were successful. 222 calls were unsuccessful. Of the 222 unsuccessful calls, 8 were from unique wireline telephone numbers and 140 were from unique mobile callback numbers for a total of 148 wireline and wireless customers impacted.
Number of WA PSAPs impacted.	CenturyLink understands the following PSAPs were potentially affected by the July 12, 2017 event, with those that experienced missed 911 calls marked with an asterisk: Bothell Police Department; *Pencom-Clallam County; *Clark Regional Emergency Services Agency; *Cowlitz County 9-1-1 Center; Grays Harbor Communications; Island County Emergency Services Communications Center; *JEFFCOM 9-1-1 Communications; *King County – Sheriff; *Kitsap County; *Klickitat County Sheriff’s Office; *Lewis County 9-1-1 Communications Division; MASON County (Shelton Police Department Macecom); *NORCOM-King County (Bellevue Police Department Communications); Pacific County Communications; Puyallup Communications; Redmond Police Department; *Seattle Police Department; *Skagit County; *Skamania County Sheriff’s Office; San Juan County Sheriff’s Office; *SNOCOM - Snohomish County; SNO PAC - Snohomish County; *South Sound 911; *Thurston County-CAPCOM; *Valley Communications Center; *Washington State Patrol – King County; *Washington State Patrol-Tacoma; Wahkiakum County Sheriff’s Office; and *What-Comm Communications Center.

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<b>Request</b>	<b>Response</b>
Contact name and number for report	Phil Grate, 425-301-8411

Questions regarding this response can be directed to me.

Sincerely,



Philip E. Grate

PEG/jga

Enclosure