

Docket No. UT-140280

CenturyLink's September 15, 2017 Responses to Staff Requests 1-3 regarding the September 4, 2017 outage.

1. Please file a major outage report related to the Spokane (Deer Park) / Stevens County outage September 4, 2017, reference Docket UT-140280.
 - a. Staff requests the report include missed calls and record of 911 calls,
 - b. root cause analysis,
 - c. the timeline of all communications and notifications of outage internally and to PSAPs, WMD, and the UTC.
 - d. This is in addition to details contained in the WAC for outage reporting.

Response:

A major outage report under WAC 480-120-439(2) is required if an outage lasts more than forty-eight hours. The major outages report must include a description of each major outage and a statement that includes the time, the cause, the location and number of affected access lines, and the duration of the interruption or impairment. When applicable, the report must include a description of preventive actions to be taken to avoid future outages.

In this case the outage lasted approximately 14.5 hours (Start 04-SEP-2017 14:32:26 PDT, end 05-SEP-2017 05:11:00 PDT). The information required in a major outage report is included in this response.

The outage was caused by a third party who cut a 12-strand fiber while using a post-hole digger. No locates for utility facilities had been requested prior to digging. The location of the outage was Stevens County/Deer Park WA between Deer Park and the Whitworth central office in Spokane. 10,223 lines were toll isolated for the duration of the outage, meaning that they could not make 911 or toll calls. Local dial tone was not affected. For the first 19 minutes, until 911 was rerouted, 14,425 PSAP lines were affected and would not have been able to reach 911.

As this outage was not company-caused there are no specific preventative actions to avoid future cable cuts.

- a. 911 was rerouted in less than 20 minutes after the outage occurred. There is no record of missed 911 calls. There were no active 911 calls in progress on this facility when the damage occurred, so no 911 calls were dropped.
- b. The root cause analysis is that a third party cut the transport fiber between Spokane and Deer Park.

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- c. The timeline of communications and notifications of outage are contained on the following attachments:
 - Attachment 1.1 – Summary of internal outage notifications
 - Attachment 1.2 – PSAP notices and other communications with PSAPs
 - Attachment 1.3 – Notifications, in chronological order, sent to both the UTC and WMD (NEMC)
 - Attachment 1.4 – Tweets sent regarding the outage. At least one local TV station picked the story up and reported it based on the Twitter notifications.

- d. WAC 480-120-412 regarding major outage reporting is covered in the communications and information listed in this response above.

Attachment 1.1 Chronology of Internal Notifications

Internal notifications triggered with status updates at the following times:

September 4, 2017

15:03:47 PDT

16:33:14 PDT

18:42:18 PDT

20:03:47 PDT

20:56:25 PDT

21:08:28 PDT

22:06:04 PDT

September 5, 2017

01:16:07 PDT

02:58:12 PDT

04:07:47 PDT

05:27:42 PDT

PSS_ID	Notification Status	PSAP_ID	Notification Type	Notification Method	Device Address
000000000009029	Completed	WA/EVXR/164/PN-W	Final	Verbal	509-684-2555
000000000009029	Completed	WA/EVXR/164/PN-W	Final	Email	randerson@co.stevens.
000000000009029	Completed	WA/EVXR/164/PN-W	Followup	Verbal	509-684-2555
000000000009029	Completed	WA/EVXR/164/PN-W	Followup	Email	randerson@co.stevens.
000000000009029	Completed	WA/EVXR/164/PN-W	Followup	Verbal	509-684-2555
000000000009029	Completed	WA/EVXR/164/PN-W	Followup	Email	randerson@co.stevens.
000000000009029	Completed	WA/EVXR/164/PN-W	Initial	Verbal	509-684-2555
000000000009029	Completed	WA/EVXR/164/PN-W	Initial	Email	randerson@co.stevens.

Sep 6, 2017 9:23 PM

Attachment 1.2

Sent Timestamp	Completed Timestamp	Failed Times	PSAP_NAME	CTL Completed Times
9/5/2017 8:22:43 AM	9/5/2017 8:25:02 AM		Stevens County	9/5/2017 8:25:02 AM
9/5/2017 8:22:42 AM	9/5/2017 8:23:11 AM		Stevens County	9/5/2017 8:23:11 AM
9/4/2017 6:45:12 PM	9/5/2017 8:23:33 AM		Stevens County	9/5/2017 8:23:33 AM
9/4/2017 6:45:12 PM	9/4/2017 6:45:23 PM		Stevens County	9/4/2017 6:45:23 PM
9/4/2017 5:56:42 PM	9/4/2017 6:05:42 PM		Stevens County	9/4/2017 6:05:42 PM
9/4/2017 5:56:42 PM	9/4/2017 5:57:05 PM		Stevens County	9/4/2017 5:57:05 PM
9/4/2017 5:38:13 PM	9/4/2017 5:52:22 PM		WA-STEVENS COUNT	9/4/2017 5:52:22 PM
9/4/2017 5:38:12 PM	9/4/2017 5:38:31 PM		WA-STEVENS COUNT	9/4/2017 5:38:31 PM

Attachment 1.2

From: 911 Outage Report
Sent: Tuesday, September 05, 2017 6:23 AM
To: 911 OUTAGE DUTY LIST
Subject: FW: Final 911 PSAP Outage Notification

From: 911 Outage Report
Sent: Tuesday, September 05, 2017 7:22:43 AM (UTC-06:00) Central Time (US & Canada)
To: 911 Outage Report
Subject: Final 911 PSAP Outage Notification



Final 911 PSAP Outage Notification

You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. CenturyLink is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. CenturyLink is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

BELOW IS THE BEST-AVAILABLE INFORMATION KNOWN ABOUT THIS EVENT AT THIS TIME. THIS INFORMATION MAY CHANGE AS CENTURYLINK CONTINUES IT'S INVESTIGATION.

Cause of 911 Impact	fiber cut
Geographic Scope of Outage	Stevens County,
Time of Repair	Unknown Time
Action Taken to Minimize 911 Impact	fiber failure affecting 4,504 Colville customers has been fixed as of 05:00 pacific time.

You may contact CenturyLink by calling the number below and referencing Ticket Number

Ticket Id	Ticket Number
PSS Id	9029
WFA Ticket	MW096200
ANTS Ticket	WA.090417.002
NMA Ticket	WD74U

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

CenturyLink 911 Public Safety Services
 200 S 5th St
 Minneapolis MN 55402
 Tel: 800-357-0911 ☎️ Opt 1
Email: 911.Outage.Report@centurylink.com

*** For 911 Reroute Requests Call 800-357-0911 ☎️ ***

CONFIDENTIALITY NOTICE: If you are not a designated contact person for outage communications for this facility, you are hereby notified that you are not authorized to read, print, retain, copy, or disseminate this message, any part of it, or any attachments. If you have received this message in error, please delete this message and any attachments from your system without reading the content and notify the sender immediately of the inadvertent transmission. This email may contain confidential or proprietary information and is not to be forwarded outside your organization without the express written consent of CenturyLink.

From: 911 Outage Report
Sent: Monday, September 04, 2017 3:38 PM
To: 911 OUTAGE DUTY LIST
Subject: FW: Initial 911 PSAP Outage Notification

From: 911 Outage Report
Sent: Monday, September 04, 2017 4:38:13 PM (UTC-06:00) Central Time (US& Canada)
To: 911 Outage Report
Subject: Initial 911 PSAP Outage Notification



Initial 911 PSAP Outage Notification

You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. CenturyLink is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. CenturyLink is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

You may contact CenturyLink by calling the number below and referencing Ticket Number

Ticket Id	Ticket Number
PSS Id	9029
NMA Ticket	wd74u

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

CenturyLink NROC Voice NRC Littleton
700 W Mineral Ave.
Littleton CO 80120
Tel: 800-830-0722, Option 1, option 3
Email: 911.Outage.Report@centurylink.com

*** For 911 Reroute Requests Call 800-357-0911 ***

CONFIDENTIALITY NOTICE: If you are not a designated contact person for outage communications for this facility, you are hereby notified that you are not authorized to read, print, retain, copy, or disseminate this message, any part of it, or any attachments. If you have received this message in error, please delete this message and any attachments from your system without reading the content and notify the sender immediately of the inadvertent transmission. This email may contain confidential or proprietary information and is not to be forwarded outside your organization without the express written consent of CenturyLink.

From: 911 Outage Report
Sent: Monday, September 04, 2017 3:57 PM
To: 911 OUTAGE DUTY LIST
Subject: FW: Follow Up 911 PSAP Outage Notification

From: 911 Outage Report
Sent: Monday, September 04, 2017 4:56:42 PM (UTC-06:00) Central Time (US& Canada)
To: 911 Outage Report
Subject: Follow Up 911 PSAP Outage Notification



CenturyLink

Follow Up 911 PSAP Outage Notification

You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. CenturyLink is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. CenturyLink is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

BELOW IS THE BEST-AVAILABLE INFORMATION KNOWN ABOUT THIS EVENT AT THIS TIME. THIS INFORMATION MAY CHANGE AS CENTURYLINK CONTINUES IT'S INVESTIGATION.

Cause of 911 Impact	Under investigation
Geographic Scope of Outage	Stevens County,
Time of Repair	Unknown Time
Action Taken to Minimize 911 Impact	Stevens County 911 has been abandoned to Spokane County at 251 PDT

You may contact CenturyLink by calling the number below and referencing Ticket Number

Ticket Id	Ticket Number
PSS Id	9029
WFA Ticket	MW096200
NMA Ticket	WD74U

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

CenturyLink 911 Public Safety Services
 200 S 5th St
 Minneapolis MN 55402
 Tel: 800-357-0911, ☎ Opt 1
Email: 911.Outage.Report@centurylink.com

*** For 911 Reroute Requests Call 800-357-0911, ☎ ***

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From: 911 Outage Report
Sent: Monday, September 04, 2017 4:45 PM
To: 911 OUTAGE DUTY LIST
Subject: FW: Follow Up 911 PSAP Outage Notification

From: 911 Outage Report
Sent: Monday, September 04, 2017 5:45:12 PM (UTC-06:00) Central Time (US& Canada)
To: 911 Outage Report
Subject: Follow Up 911 PSAP Outage Notification



CenturyLink

Follow Up 911 PSAP Outage Notification

You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. CenturyLink is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. CenturyLink is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

BELOW IS THE BEST-AVAILABLE INFORMATION KNOWN ABOUT THIS EVENT AT THIS TIME. THIS INFORMATION MAY CHANGE AS CENTURYLINK CONTINUES IT'S INVESTIGATION.

Cause of 911 Impact	Suspect fiber cut
Geographic Scope of Outage	Stevens County,
Time of Repair	Unknown Time
Action Taken to Minimize 911 Impact	Technicians investigating suspected fiber failure affecting 4,504 Colville customers

You may contact CenturyLink by calling the number below and referencing Ticket Number

Ticket Id	Ticket Number
PSS Id	9029
WFA Ticket	MW096200
NMA Ticket	WD74U

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

CenturyLink 911 Public Safety Services
 200 S 5th St
 Minneapolis MN 55402
 Tel: 800-357-0911 Opt 1
Email: 911.Outage.Report@centurylink.com

*** For 911 Reroute Requests Call 800-357-0911 Opt 1 ***

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Attachment 1.3

From: Regulatory NEMC
Sent: Monday, September 04, 2017 4:08 PM
To: Grate, Phil
Subject: PUC_WA.090417.002_1



PUC Report

Report Number : WA.090417.002

Impacted Company : CenturyLink

Date and Time : 04-SEP-2017 14:32:26

TIMEZONE : PDT

For Questions Phil Grate 206-345-6224[®]
Contact :

Reason for Outage The communications path between Stevens County PSAP and CenturyLink cannot transmit 911/E911
Notification : calls and CenturyLink is not able to re-route 911/E911 calls to [PSAP Name].

Cause of Outage :

Location of Outage : SPOKANE/WA

Exchange Name/ SPKNWAF
Wire Center :

Expected Duration : 04-SEP-2017 18:32:26

Duration : 0001:27:10

Number of
Customers/ Cable 14425
pair impacted :

Services Affected : 911,FACILITY

Agencies Notified : PSAP

Significant Update :

Resolution :

Restore Date/Time :

--Disclaimer--

Attachment 1.3

From: Regulatory NEMC
Sent: Monday, September 04, 2017 4:13 PM
To: Grate, Phil
Subject: PUC_WA.090417.002_U



PUC Report

Report Number : WA.090417.002
Impacted Company : CenturyLink
Date and Time : 04-SEP-2017 14:32:26
TIMEZONE : PDT
For Questions : Phil Grate 206-345-6224[Ⓢ]
Contact :
 The communications path between Stevens County
Reason for Outage : PSAP and CenturyLink cannot transmit 911/E911
Notification : calls and CenturyLink is not able to re-route
 911/E911 calls to [PSAP Name].
Cause of Outage :
Location of Outage : SPOKANE/WA
Exchange Name / : SPKNWafa
Wire Center :
Expected Duration : 04-SEP-2017 18:32:26
Duration : 0001:27:10
Number of
Customers/ Cable : 14425
pair impacted :
Services Affected : 911,FACILITY
Agencies Notified : PSAP
Significant Update :
Resolution :
Restore Date/Time :


--Disclaimer--

Attachment 1.3

From: Regulatory NEMC
Sent: Monday, September 04, 2017 4:55 PM
To: Grate, Phil
Subject: PUC_WA.090417.002_U



PUC Report

Report Number : WA.090417.002
Impacted Company : CenturyLink
Date and Time : 04-SEP-2017 14:32:26
TIMEZONE : PDT
For Questions Contact : Phil Grate 206-345-6224, 
Reason for Outage : The communications path between Stevens County PSAP and CenturyLink cannot transmit 911/E911
Notification : calls and CenturyLink is not able to re-route 911/E911 calls to [PSAP Name].
Cause of Outage :
Location of Outage : SPOKANE/WA
Exchange Name / Wire Center : SPKNWAFWA
Expected Duration : 04-SEP-2017 18:32:26
Duration : 0002:08:09
Number of Customers/ Cable pair impacted : 14425
Services Affected : 911,ETHERNET,DSL,FACILITY
Agencies Notified : PSAP
Significant Update : Technician en route
Resolution :
Restore Date/Time :

--Disclaimer--

Attachment 1.3

From: Regulatory NEMC
Sent: Monday, September 04, 2017 7:27 PM
To: Grate, Phil
Subject: PUC_WA.090417.002_U



PUC Report

Report Number : WA.090417.002

Impacted Company : CenturyLink

Date and Time : 04-SEP-2017 14:32:26

TIMEZONE : PDT

For Questions Contact : Phil Grate 206-345-6224[®]

Reason for Outage Notification : The communications path between Stevens County PSAP and CenturyLink cannot transmit 911/E911 calls and CenturyLink is not able to re-route 911/E911 calls to [PSAP Name].

Cause of Outage : Fiber Cut

Location of Outage : SPOKANE/WA

Exchange Name/ Wire Center : SPKNWAFWA

Expected Duration : 04-SEP-2017 20:00:00

Duration : 0004:10:01

Number of Customers/ Cable pair impacted : 14425

Services Affected : 911,ETHERNET,DSL,FACILITY

Agencies Notified : PSAP

Significant Update : Technician driving fiber route to locate fiber cut.

Resolution :

Restore Date/Time :


--Disclaimer--

Attachment 1.3

From: Regulatory NEMC
Sent: Monday, September 04, 2017 9:22 PM
To: Grate, Phil
Subject: PUC_WA.090417.002_U



PUC Report

Report Number : WA.090417.002
Impacted Company : CenturyLink
Date and Time : 04-SEP-2017 14:32:26
TIMEZONE : PDT
For Questions Contact : Phil Grate 206-345-6224, 
Reason for Outage : The communications path between Stevens County PSAP and CenturyLink cannot transmit 911/E911. **Notification** : calls and CenturyLink is not able to re-route 911/E911 calls to [PSAP Name].
Cause of Outage : Fiber Cut
Location of Outage : SPOKANE/WA
Exchange Name / Wire Center : SPKNWafa
Expected Duration : 04-SEP-2017 23:30:00
Duration : 0006:36:02
Number of Customers/ Cable pair impacted :
Services Affected : 911,ETHERNET,DSL,FACILITY
Agencies Notified : PSAP
Significant Update :
Resolution :
Restore Date/Time :

--Disclaimer--

Attachment 1.3

From: Regulatory NEMC
Sent: Monday, September 04, 2017 10:50 PM
To: Grate, Phil
Subject: PUC_WA.090417.002_U



PUC Report

Report Number : WA.090417.002
Impacted Company : CenturyLink
Date and Time : 04-SEP-2017 14:32:26
TIMEZONE : PDT
For Questions Contact : Phil Grate 206-345-6224
Reason for Outage Notification : Facilities are cut/damaged from SPOKANE and is unable to complete 911/E911 calls; no re-route is available.
Cause of Outage : 12 strand fiber cable was cut
Location of Outage : SPOKANE/WA
Exchange Name / Wire Center : SPKNWafa
Expected Duration : 05-SEP-2017 03:00:00
Duration : 0008:03:32
Number of Customers/ Cable pair impacted : 14425
Services Affected : 911,ETHERNET,DSL,FACILITY
Agencies Notified : PSAP
Significant Update : Technicians have located the cut and contractors are on the way to the location with excavator and new cable to splice and repair, they will be on site by 0000 PDT, emergency locates have been called in and will be needed before the repair can be made. repairs will be made through the night.
Resolution :
Restore Date/Time :

--Disclaimer--

Attachment 1.3

From: Regulatory NEMC
Sent: Tuesday, September 05, 2017 1:00 AM
To: Grate, Phil
Subject: PUC_WA.090417.002_U



PUC Report

Report Number : WA.090417.002
Impacted Company : CenturyLink
Date and Time : 04-SEP-2017 14:32:26
TIMEZONE : PDT
For Questions : Phil Grate 206-345-6224[®]
Contact :
Reason for Outage : Facilities are cut/damaged from SPOKANE and is
Notification : unable to complete 911/E911 calls; no re-route is
 available.
Cause of Outage : 12 strand fiber cut
Location of Outage : SPOKANE/WA
Exchange Name /
Wire Center : SPKNWAFWA
Expected Duration : 05-SEP-2017 03:00:00
Duration : 0008:18:20
Number of
Customers/ Cable 14425
pair impacted :
Services Affected : 911,ETHERNET,DSL,FACILITY
Agencies Notified : PSAP
Significant Update : contractors on site
Resolution :
Restore Date/Time :

--Disclaimer--

Attachment 1.3

From: Regulatory NEMC
Sent: Tuesday, September 05, 2017 2:45 AM
To: Grate, Phil
Subject: PUC_WA.090417.002_U



PUC Report

Report Number : WA.090417.002
Impacted Company : CenturyLink
Date and Time : 04-SEP-2017 14:32:26
TIMEZONE : PDT
For Questions Contact : Phil Grate 206-345-6224[®]
Reason for Outage Notification : Facilities are cut/damaged from SPOKANE and is unable to complete 911/E911 calls; no re-route is available.
Cause of Outage : 12 strand fiber cut
Location of Outage : SPOKANE/WA
Exchange Name / Wire Center : SPKNWafa
Expected Duration : 05-SEP-2017 03:30:00
Duration : 0010:43:40
Number of Customers/ Cable pair impacted : 14425
Services Affected : 911,ETHERNET,DSL,FACILITY
Agencies Notified : PSAP
Significant Update : the technicians have started splicing on one end of the cable and are preparing the other end to start splicing at 0300 PDT, they expect service to start restoring around 0330 PDT while splicing continues.
Resolution :
Restore Date/Time :

--Disclaimer--

Attachment 1.3

From: Regulatory NEMC
Sent: Tuesday, September 05, 2017 4:48 AM
To: Grate, Phil
Subject: PUC_WA.090417.002_U



PUC Report

Report Number : WA.090417.002
Impacted Company : CenturyLink
Date and Time : 04-SEP-2017 14:32:26
TIMEZONE : PDT
For Questions Contact : Phil Grate 206-345-6224, ☎
Reason for Outage Notification : Facilities are cut/damaged from SPOKANE and is unable to complete 911/E911 calls; no re-route is available.
Cause of Outage : 12 strand fiber cut
Location of Outage : SPOKANE/WA
Exchange Name / Wire Center : SPKNWafa
Expected Duration : 05-SEP-2017 06:00:00
Duration : 0013:35:21
Number of Customers/ Cable pair impacted : 14425
Services Affected : 911,ETHERNET,DSL,FACILITY
Agencies Notified : PSAP
Significant Update : the technicians have completed splicing one end of the cable and have moved to the other end and are now splicing that side, they expect to have the cable repaired by 0600 PDT.
Resolution :
Restore Date/Time :

--Disclaimer--

Attachment 1.3

From: Regulatory NEMC
Sent: Tuesday, September 05, 2017 5:24 AM
To: Grate, Phil
Subject: PUC_WA.090417.002_F



PUC Report

Report Number : WA.090417.002

Impacted Company : CenturyLink

Date and Time : 04-SEP-2017 14:32:26

TIMEZONE : PDT

For Questions Contact : Phil Grate 206-345-6224

Reason for Outage Notification : Facilities are cut/damaged from SPOKANE and is unable to complete 911/E911 calls; no re-route is available.

Cause of Outage : 12 strand fiber cut

Location of Outage : SPOKANE/WA

Exchange Name / Wire Center : SPKNWFA

Expected Duration : 05-SEP-2017 06:00:00

Duration : 0014:16:27

Number of Customers/ Cable pair impacted : 14425

Services Affected : 911,ETHERNET,DSL,FACILITY

Agencies Notified : PSAP

Significant Update : the 12 strand fiber cable has been repaired and all service has been restored.

Resolution : technicians completed splicing the 12 strand fiber cable.

Restore Date/Time : 9/5/2017 5:11:00 AM PDT

--Disclaimer--

Eastern WA Outage 9/4- 9/5

Tweets on @centurylinkwa

date	time	content
9/4/2017	5:29 PM	911 & phone services are down for approx. 14k & approx. 3100 internet cust. In N. Spokane & communities to Northport. Tech investigating now.
9/4/2017	7:54 PM	Investigation continues on damaged fiber impacting 911 in Stevens Co. & phone erive for approx. 14k; 3,000 internet cust. In Spokane &nStevens Co.
9/5/2017	3:14 AM	Repair work continues on damaged fiber inacting over 14K 911 & phone cust. In Stevens Co. 911 calls now rerouted to Spokane Co. more soon
9/5/2017	5:37 AM	All 911, home & internet services are now restored to customers in N. Spokane and Stevens Counties.Techs comleted work at 5:30 AM

Attachment 1.4 to Staff requests re September 4, 2017

Docket No. UT-140280

CenturyLink's September 15, 2017 Responses to Staff Requests 1-3 regarding the September 4, 2017 outage.

2. Please provide commission staff a marked confidential copy, if filed with the FCC, of the CenturyLink FCC NORS report. Reference and file in Docket UT-140280 regarding September 4, 2017 CenturyLink Stevens County/Spokane outage.

Response: Please see Confidential Attachment 2C, which are the first two reports. The final report will be provided when it is filed.

REDACTED – 9 PAGES

Docket No. UT-140280

CenturyLink's September 15, 2017 Responses to Staff Requests 1-3 regarding the September 4, 2017 outage.

3. Please include in the major outage report with the UTC status on route diversity commitment as identified in the 11/17/16 CenturyLink Final Root Cause Analysis Report (attached.)

Response: The status on the route diversity referenced in the 11/17/2016 root cause analysis is that a portion of the diverse route has been built, but due to the scope of the project it is not complete and has been split over multiple budget cycles.