

From: [Snyder, Pam](#)
To: [James Fosse](#); [Leneweaver, William A \(MIL\)](#)
Subject: Frontier outage 8/23/17 - Analysis
Date: Friday, September 1, 2017 10:37:56 AM
Attachments: [image001.png](#)
[Frontier E911 Contact List WA 20170224.pdf](#)

- *On Wednesday, August 23, Frontier Communications was notified at approximately 6:30 p.m. of a reported service interruption affecting 9-1-1 calling for customers in Manson, Chelan, Bridgeport and Mansfield.*
- *Upon initial investigation, Frontier believes an event external to our network created a "system busy" condition that prevented traffic on network trunks connecting four Frontier offices and CenturyLink's selective router until those trunks were manually reset.*
- *Upon isolation of the issue, Frontier technicians responded and service was restored at 11:48 p.m. the same day 8/23. Frontier was in communication with CenturyLink to investigate the precipitating cause, review the current outage notification processes and to identify opportunities for improvement on future coordination, communication and escalation of service affecting conditions between PSAP operators, Washington 911 emergency services network provider CenturyLink and Frontier Communications.*

Respectfully,

Pam Snyder, ENP

Frontier 911 Specialist (CA-NV-OR-WA)

916-714-2107 (o) 916-710-1789 (c)

FTR 911 CCC CTF, All CA-TX-FL Call 800-339-2870

FTR 911 CCC National, All Other States Call 877-245-3511

FTR13 ALI DBMC (877) 483-6876

Legacy FTR ALI DBMC (877) 595-7851

All POTS repair issues call: 800-921-8104

All Non-911 CKT repair issues call: 888-637-9620

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