

Regarding the July 12, 2017 911 outage, please provide:

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

The service affected was access to 911, which was partially impaired. During this outage 1,405 calls were made to 911 served by the 29 PSAPs. 1,183 of those calls were successful. 201 calls were unsuccessful. Of the 201 unsuccessful calls, 8 were from unique wireline telephone numbers and 193 were from mobile numbers for a total of 201 missed calls. Of the eight unique wireline telephone numbers, it appears as though two (2) are assigned to a residential customer and six (6) are assigned to business customers. However, these are not all CenturyLink customers so CenturyLink cannot be completely certain of this. CenturyLink does not have data regarding whether the wireless numbers are business or residential customers.

Please see Attachment CP1-1 and Confidential Attachment CP 1-2C for additional information about this incident that was previously provided to Ms. Beaton, Regulatory Services Staff, on August 11, 2017. Information in the above portion of this response reflects more accurate data about the outage and updated information will be communicated to Ms. Beaton.

Respondent: Phil Grate