

**Exh. JHJ-18
Dockets UT-181051
Witness: Jacque Hawkins-Jones**

**BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION**

**WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION,**

Complainant,

v.

**CENTURYLINK
COMMUNICATIONS, LLC.,**

Respondent.

DOCKET UT-181051

EXHIBIT TO TESTIMONY OF

JACQUE HAWKINS-JONES

**STAFF OF
WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION**

ValleyCom Response to UTC Questionnaire

August 31, 2022

- 1. Did your PSAP experience service issues or a complete service outage for any length of time during the December 27, 2018, CenturyLink outage? If so, please identify what service issues your PSAP experienced, when your PSAP began experiencing a service impairment, and when service was restored.**

Valley Com Issues:

- Unable to make long distance 10-digit phone calls. This included some of our contact numbers for employees, hospitals, tow companies, etc.
- Unable to call the following PSAPs: NORCOM, South Sound 911, WA State Patrol Bellevue/Tacoma.
- Unable to transfer 911 or 10-digit calls to PSAPs listed above.
- Unable to use Voiance or CTS Language Link services.
- Unable to call back SOME 911 hang-ups.
- Some 911 texts did not go through.

Issues began around 1300 hours on 12/27/18.

- 2. Did CenturyLink notify your PSAP of the December 27, 2018, outage? If so, who contacted you, how did they contact you, when did they contact you, and what information was provided?**

No, the first report received was from NORCOM via an 800 MHz radio channel that they were not receiving 911 calls, both landline and wireless. Seattle, Issaquah and South Sound 911 reported the same. This broadcast was on 12/27/18 at 0108 hours. Reference "master ticket" MW790244 and secondary ticket MW101867.

- 3. Did you receive any follow-up information from CenturyLink throughout the outage?**

The only communication from Century Link was via trouble tickets. The first was sent via email on 12/27/18 @ 1708 hours reporting a '3 Viper Major Event'. When questioned, Century Link did not know if this alarm was related to the outage. Century Link ticket #MW101892

Received another trouble ticket from Century Link at on 12/27/18 at 2336 hours for a '3 Viper Major Event". This occurred right after the statewide EAS went out and our lines became flooded with people testing the 911 system.

- 4. Were you contacted by anyone other than CenturyLink during the outage with information pertaining to the December 27, 2018, CenturyLink outage?**

Valley Com reported NORCOM's message to King County E911 Program Office. They then sent official notice of nationwide outage on 12/27/18 at 0225 hours.

E911 Program Office updated PSAPs on 12/27/18 at 1811 hours that Century Link reported at 1730 hours they had taken a card out of service in some equipment in Denver and has seen improvement since but it was too soon to know if that was the root cause.

E911 Program Office reported they spoke with Century Link Service Manager Jacob Clow at 1935 hours who informally reported they found an issue with data being transported that created a storm in their networks and they were having some success with their vendor in mitigating the effects and impacts. Century Link could not provide an ETR formally but hoped to have it fixed later in the evening of 12/27/18.

On the state conference bridge initiated by the WA State 911 Office on 12/28/18 at 0100, Century Link Clow reported the Washington outage was unrelated to the national outage. Engineers are resetting cards one by one and is taking longer than anticipated. They had no ETR but reported restoring approximately 60% of the SS7 network.

12/28/18 0600 update on conference bridge: Clow reported very little change in status. Century Link still working to restore service. Also reported single circuit between Century Link and Comtech had remained up and stable since 0330.

12/28/18 0800 update: Century Link reported the following:

- 97% of visible nodes passing traffic are restored nationwide
- Incrementally making progress but still no ETR
- Testing continues

12/28/18 1230 update from State 911 office: ESInet connectivity between Century Link and Comtech fully restored. Conference bridge closed.

5. Did your PSAP communicate with CenturyLink during the outage? If so, how did your PSAP communicate with CenturyLink and how did CenturyLink respond?

All communication was between King County E911 Program Office and Century Link. Valley Com communicated with the King County Program Office and listened in on the state conference bridge.

6. Did your PSAP receive any information about Washington residents attempting to call 911 during the outage? If so, what information did you receive, how did you receive it, and how did you respond?

The State 911 Office set up a conference bridge for updates about the outage at 2132 hours.

A media release from King County went out at 2140 hours. State EAS sent at 2258 hours. Second King County release went out on 12/28/18 at 0010 hours. Third King County media release sent out 12/28/18 @ 1040 hours.

7. Is there any other information or comment you would like to provide related to the CenturyLink December 2018 outage?

One of the biggest issues was the lack of communication from Century Link. Then as the incident progressed, it was difficult to decipher whether newly reported issues were the same as initial outage or something entirely separate. A critical issue was the amount of time to get the system restored.