Root Cause Analysis

CenturyLink Network Outage and Related E-911 Call Routing Impairment

Event Date: 12-27-2018
MOR Due Date: 01-11-2019

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Amendment History

<table>
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<th>Version</th>
<th>Date</th>
<th>Author</th>
<th>Amendment</th>
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<tr>
<td>1.0</td>
<td>12-31-2018</td>
<td>Rebecca Miller</td>
<td>First Draft</td>
</tr>
<tr>
<td>2.0</td>
<td>01-10-2019</td>
<td>Agastya Kohli</td>
<td>Final Draft</td>
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</tbody>
</table>

Table of Contents

Chapter 1 Introduction ..................................................................................................................................3
  1.1 Purpose of Document ..........................................................................................................................3
  1.2 Definitions / Terminology ..................................................................................................................3
  1.3 Acronyms .............................................................................................................................................3
  1.4 References ...........................................................................................................................................3

Chapter 2 Root Cause Analysis .................................................................................................................4
  2.1 RCA Summary ....................................................................................................................................5
    2.1.1 Description ..................................................................................................................................5
    2.1.2 Impact ..........................................................................................................................................5
    2.1.3 Restoration .................................................................................................................................5
    2.1.4 Cause ..........................................................................................................................................5
  2.2 Corrective & Preventative Actions .....................................................................................................6
Chapter 1 Introduction

1.1 Purpose of Document

This Root Cause Analysis addresses

1.2 Definitions / Terminology

Circuit - A discrete (specific) path between two or more points along which signals can be carried. Unless otherwise qualified, a circuit is a physical path, consisting of one or more wires (or wireless paths) and possibly intermediate switching points. In this document, the term circuit is used to refer to the physical/electrical connectivity provided by third-party vendors like CenturyLink.

1.3 Acronyms

PT – Pacific Time

1.4 References

NA
# Chapter 2 Root Cause Analysis

## Incident Summary

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<td>Comtech Ticket Number</td>
<td>TT-0156084</td>
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**Date/Time**
- **Incident Start Time:**
- **Point of Discovery:**
- **Tier II Escalation:**
- **Tier III Escalation:**
- **Vendor Engaged:**
- **Carriers Notified:**
- **PSAPs Notified:**
- **Restoration Time:**
- **Incident Total Time:**

## Severity

**Product (s)**

---

Shaded Information is Designated as Exempt per WAC 480-07-160

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2.1 RCA Summary

2.1.1 Description

2.1.2 Impact

2.1.3 Restoration

2.1.4 Cause

A faulty card in CenturyLink’s network was sending out invalid traffic.
### 2.2 Corrective & Preventative Actions

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<th>Issue Description</th>
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