

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



Root Cause Analysis

CenturyLink Network Outage and Related E-911 Call Routing Impairment

Event Date: 12-27-2018

MOR Due Date: 01-11-2019

CONTROLLED DOCUMENT: The master of this document is stored electronically and is write-protected—that is, it may only be altered by authorized persons. Viewing of the master via a computer monitor ensures access to the current issue. Any hardcopies of this document must be regarded as uncontrolled.

Copyright © 2018 Comtech, a wholly-owned subsidiary of Comtech Telecommunications Corp. All Rights Reserved.

Comtech Confidential: The information contained in this document is the property of Comtech. Except as specifically authorized in writing by Comtech, the holder of this document shall keep the information contained herein confidential and shall protect same in whole or in part from disclosure and dissemination to this parties and use same for evaluation, operation, and maintenance purposes only.

Amendment History

Version	Date	Author	Amendment
1.0	12-31-2018	Rebecca Miller	First Draft
2.0	01-10-2019	Agastya Kohli	Final Draft

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 [REDACTED]

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	
Customer Ticket Number	NA
Comtech Ticket Number	TT-0156084
FCC Report Number	[REDACTED]
Date/Time	Incident Start Time: [REDACTED]
	Point of Discovery: [REDACTED]
	Tier II Escalation: [REDACTED]
	Tier III Escalation: [REDACTED]
	Vendor Engaged: [REDACTED]
	Carriers Notified: [REDACTED]
	PSAPs Notified: [REDACTED]
	Restoration Time: [REDACTED]
	Incident Total Time: [REDACTED]
Severity	[REDACTED]
Product (s)	[REDACTED]

2.1 RCA Summary

2.1.1 Description

[REDACTED]

2.1.2 Impact

[REDACTED]

2.1.3 Restoration

[REDACTED]

2.1.4 Cause

A faulty card in CenturyLink's network was sending out invalid traffic, [REDACTED]
[REDACTED]

2.2 Corrective & Preventative Actions

Issue No.	Issue Description	Team Assigned	Target Date
█	█	█	█
█	█	█	█
█	█	█	█
█	█	█	█