

**BEFORE THE WASHINGTON  
UTILITIES & TRANSPORTATION COMMISSION**

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION,

v.

QWEST CORPORATION D/B/A CENTURYLINK QC

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DOCKET NO. UT-190209

**SUSAN M. BALDWIN ON BEHALF OF PUBLIC COUNSEL UNIT**

**EXHIBIT SMB-4**

CenturyLink Response to Public Counsel Data Request No. 3

January 9, 2020

PC-3 When did CenturyLink (a) begin and (b) complete its transition of the 911 system to Comtech?

**Response:**

As of the July 12, 2017 outage, CenturyLink had not cut over any PSAPs to Comtech. The Amendment M to CenturyLink's agreement with the Military Department was signed in mid-July of 2017 and CenturyLink was just starting the network provisioning that would eventually connect CenturyLink and Comtech. Actual PSAP cutovers did not begin until May of 2018. The full transition of PSAPs to Comtech as the state 911 provider was on March 7, 2019. Comtech took over as the ALI database provider on May 31, 2019.

**Respondent:** Phil Grate