

**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-5**

CenturyLink Response to Public Counsel Data Request No. 4

January 9, 2020

- PC-4 Please provide an organizational chart for the management of the 911 system for
- a) Up until the April 2014 outage;
  - b) Between the April 2014 outage up until the July 2017 outage;
  - c) Between the July 2017 outage up until the completion of the transition of the 911 system to Comtech.

**Response:**

CenturyLink objects to this data request on the basis that information is irrelevant to the partial outage that occurred on July 12, 2017. The April 2014 outage has already been the subject of a contested case at the Commission and that matter is closed. Management of the 911 system from 2014-2017 has no bearing on the 2017 outage as that outage occurred as the result of a machine error that occurred during a maintenance upgrade to CenturyLink's vendor's (West's) equipment.

**Respondent:** CenturyLink Legal