

**BEFORE THE WASHINGTON
UTILITIES & TRANSPORTATION COMMISSION**

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION,

v.

QWEST CORPORATION D/B/A CENTURYLINK QC

DOCKET NO. UT-190209

SUSAN M. BALDWIN ON BEHALF OF PUBLIC COUNSEL UNIT

EXHIBIT SMB-6C

CenturyLink Response to Public Counsel Data Request No. 1, with Confidential Attachments

January 9, 2020

SHADED INFORMATION IS DESIGNATED CONFIDENTIAL PER PROTECTIVE
ORDER IN DOCKET UT-190209

PUBLIC VERSION

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION SMB-6C
Washington Utilities & Transportation Commission v. Qwest Corporation d/b/a Page 1 of 26
CenturyLink QC
Docket UT-190209

CenturyLink's Response to Public Counsel Data Request No. 1

To: QWEST CORPORATION D/B/A CENTURYLINK QC

PC-1 Please provide copies of your responses to any informal data request or request for information pertaining to the outage subject to Docket UT-190209 made during the Utilities and Transportation Commission's investigation. If responses include Excel spreadsheets, please provide the spreadsheets in native format with all formulae intact. Please provide your responses to:

Lisa W. Gafken
Office of the Attorney General
Public Counsel Unit
800 Fifth Avenue, Suite 2000
Seattle, WA 98104-3188

Please provide electronic copies of all documents to Lisa Gafken, Lisa.Gafken@atg.wa.gov, Nina Suetake, Nina.Suetake@atg.wa.gov, Corey Dahl, Corey.Dahl@atg.wa.gov, Chanda Mak, Chanda.Mak@atg.wa.gov, and Luther Caulkins, Luther.Caulkins@atg.wa.gov.

Response: CenturyLink will send 5 separate e-mails responding to this request. Due to the somewhat informal nature of the requests and responses, it makes sense to provide the responses organized by when they were sent to Staff. As such, CenturyLink will be providing the following via separate e-mails:

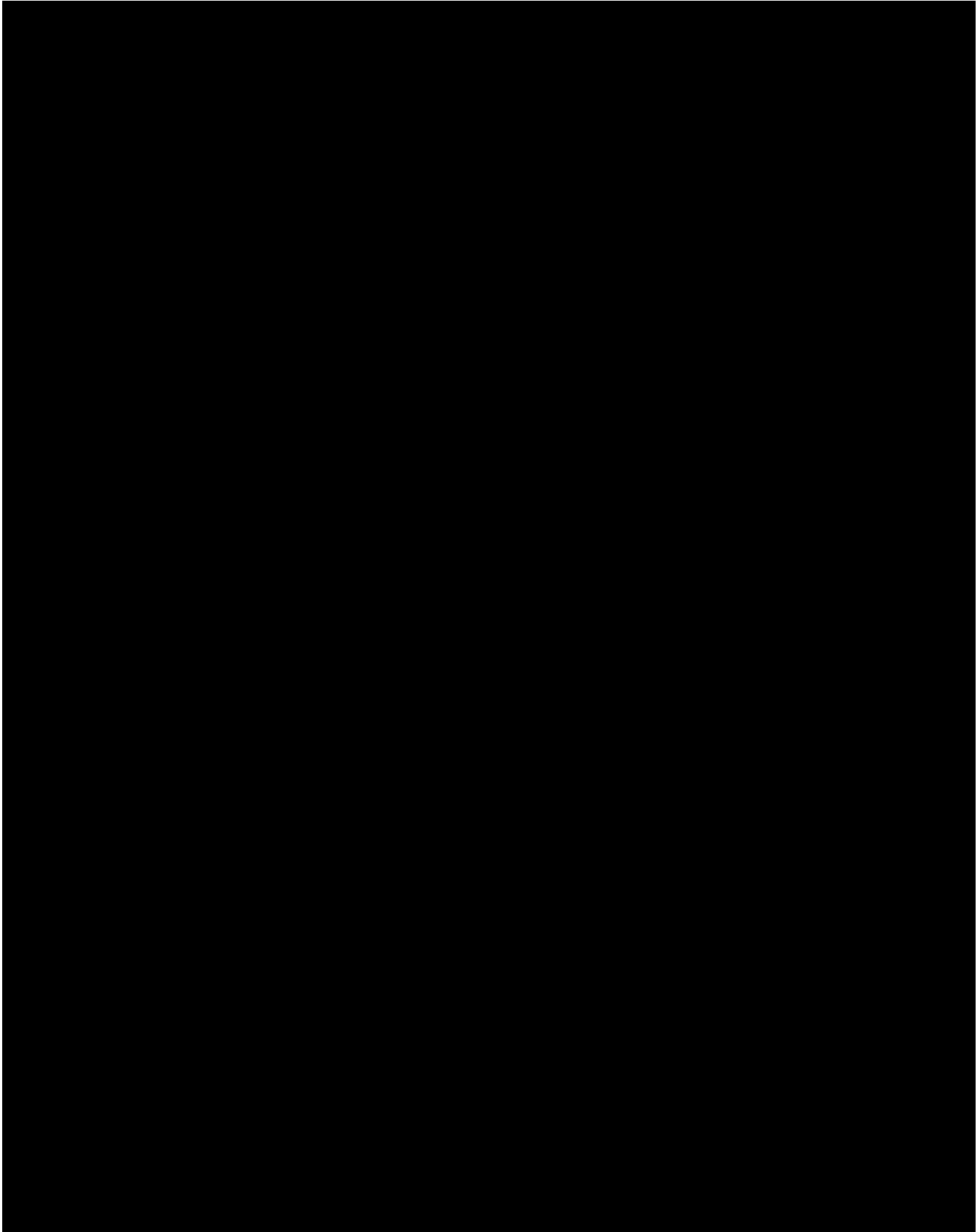
1. August 11, 2017 letter to Mr. King responding to Staff's July 17, 2017 information requests. This includes a confidential and redacted version of the root cause analysis of the outage.
2. September 13, 2017 letter to Ms. Ferguson responding to Consumer Affairs Staff's Data Requests CP-1 through CP-8, with the response to CP-5 to be provided by September 25, 2017. This set of responses includes the following Exhibits – Exhibit CP1-1; Confidential CP1-2; Confidential Exhibit CP-2; Exhibit CP-3; Confidential Exhibit CP-6.1; Confidential Exhibit CP-6.2; Exhibit CP-6.3. Confidential and redacted versions will be provided.
3. September 22, 2017 email and letter to Mr. King providing updated information.
4. September 25, 2017 letter to Ms. Ferguson with the response to CP-5, including Confidential Exhibit CP-5, with a redacted version.
5. October 12, 2017 letter to Ms. Ferguson with a supplemental response to CP-2.

Respondent: Phil Grate and CenturyLink Legal

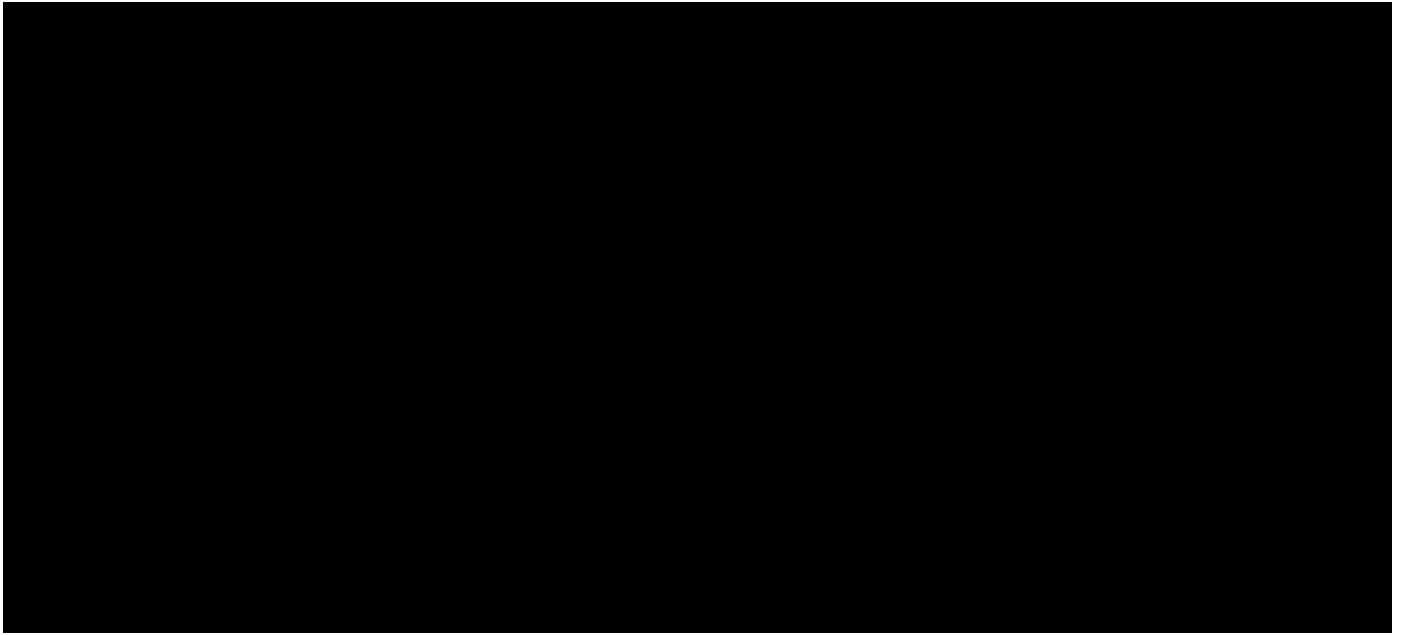
CONFIDENTIAL ATTACHMENT

RCA - 7-12-17 STATE OF WASHINGTON FINAL

Incident Identifier: 2CTLVPSAP071217 - IEN Voice and Data



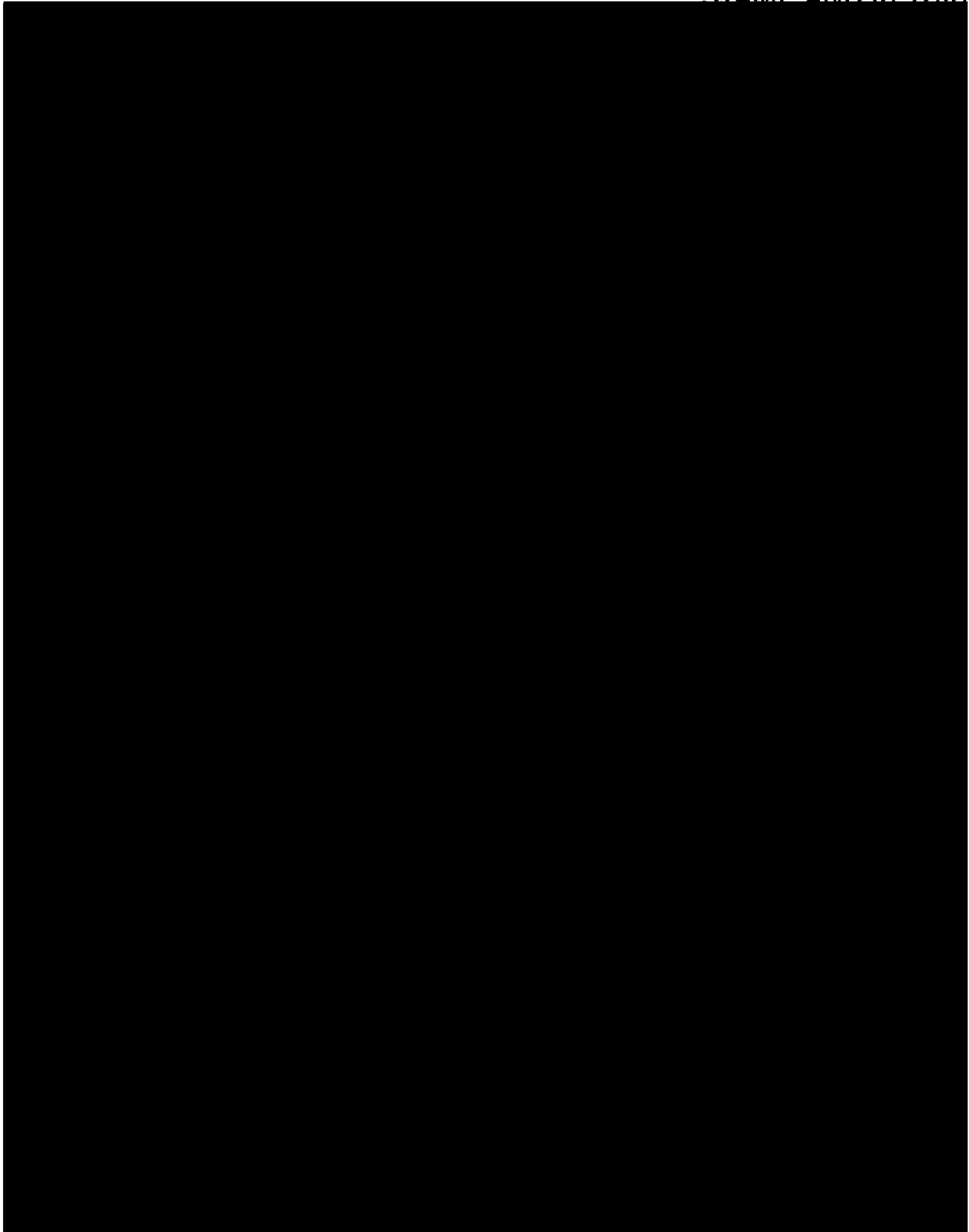
DESIGNATED CONFIDENTIAL PURSUANT TO PROTECTIVE ORDER IN DOCKET NO. UT-190209

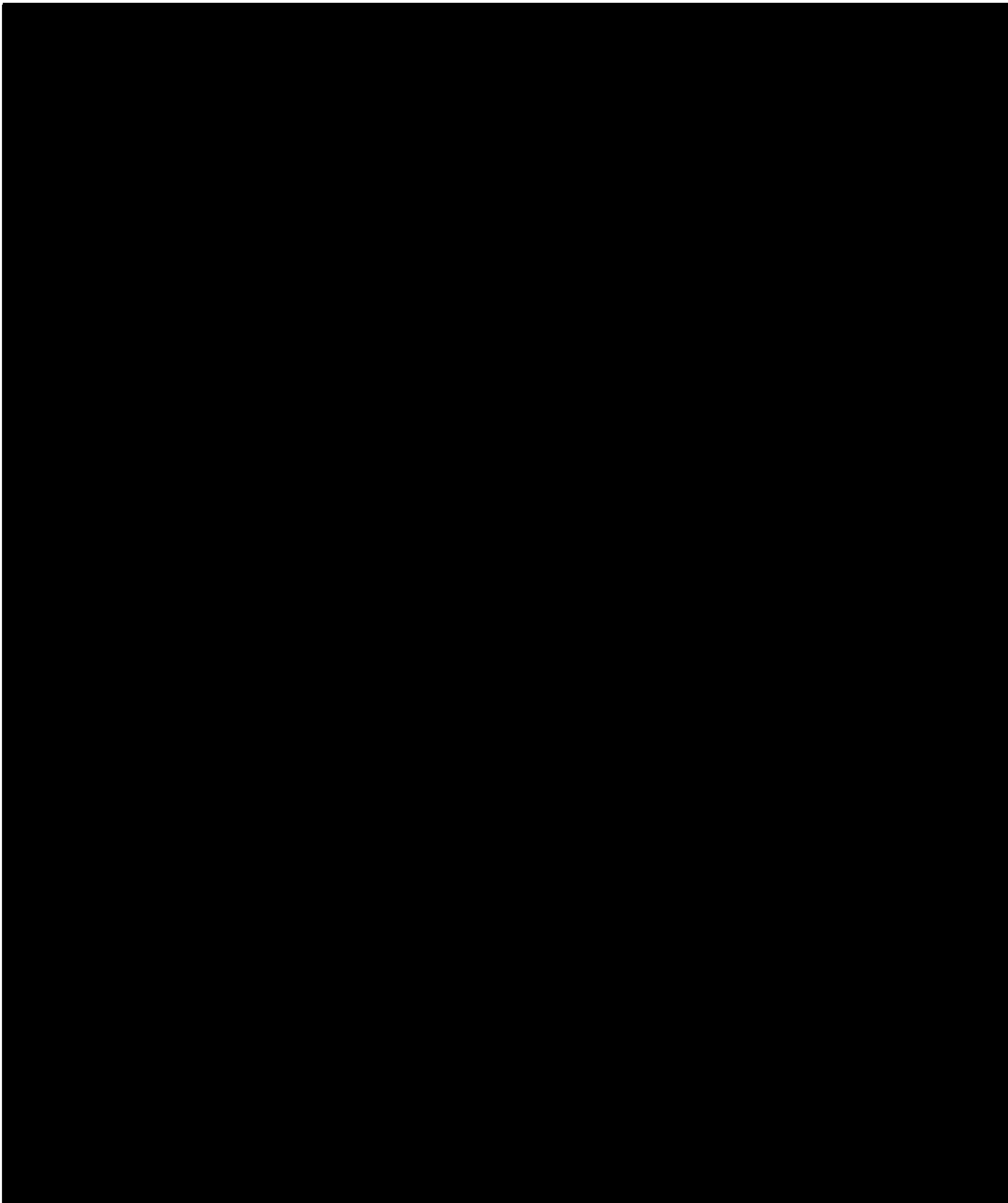


CONFIDENTIAL
ATTACHMENT
EXHIBIT CP-6.1

ATTACHMENT IS DESIGNATED
CONFIDENTIAL IN ITS ENTIRETY

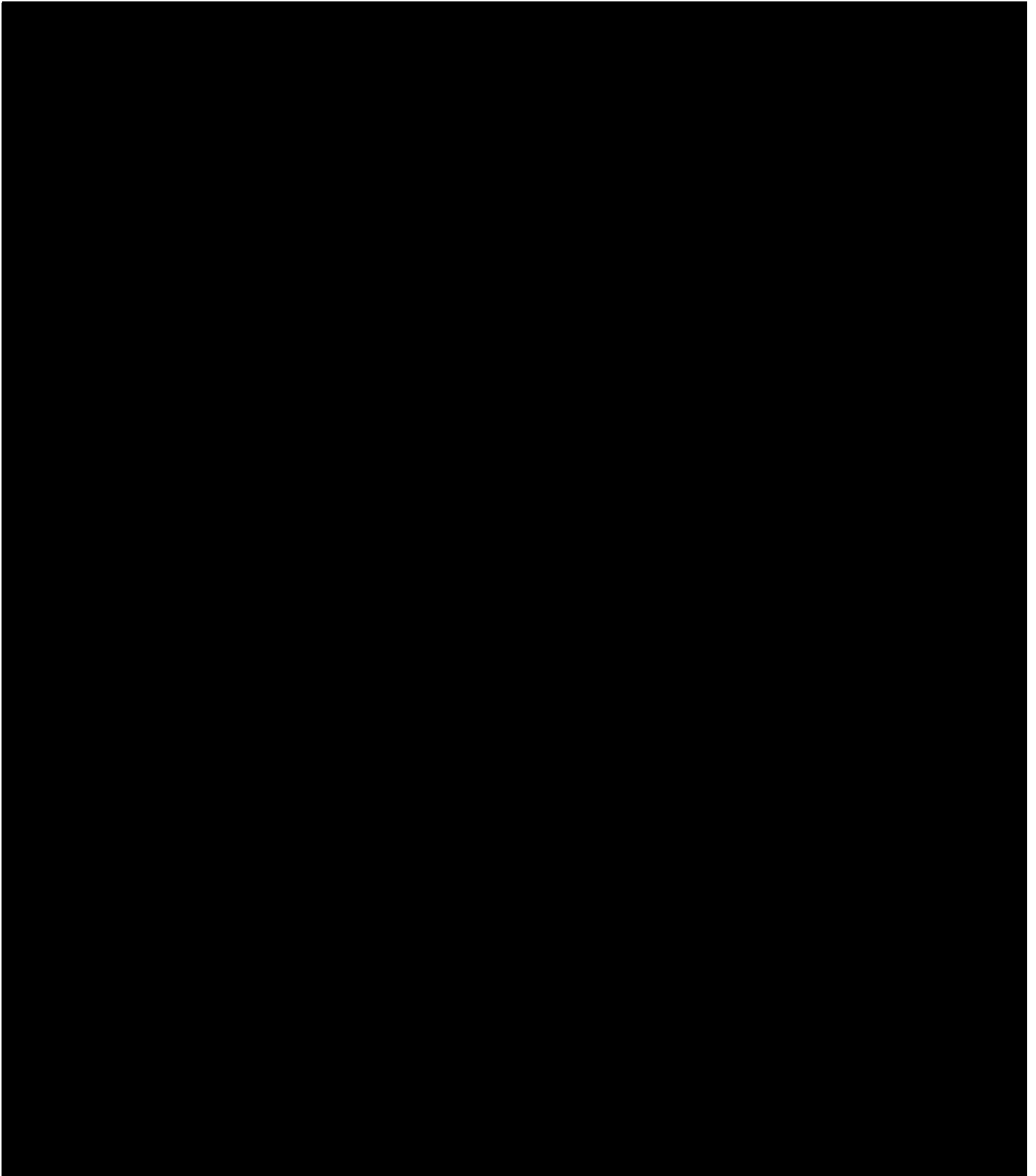
STAMP AND RETURN

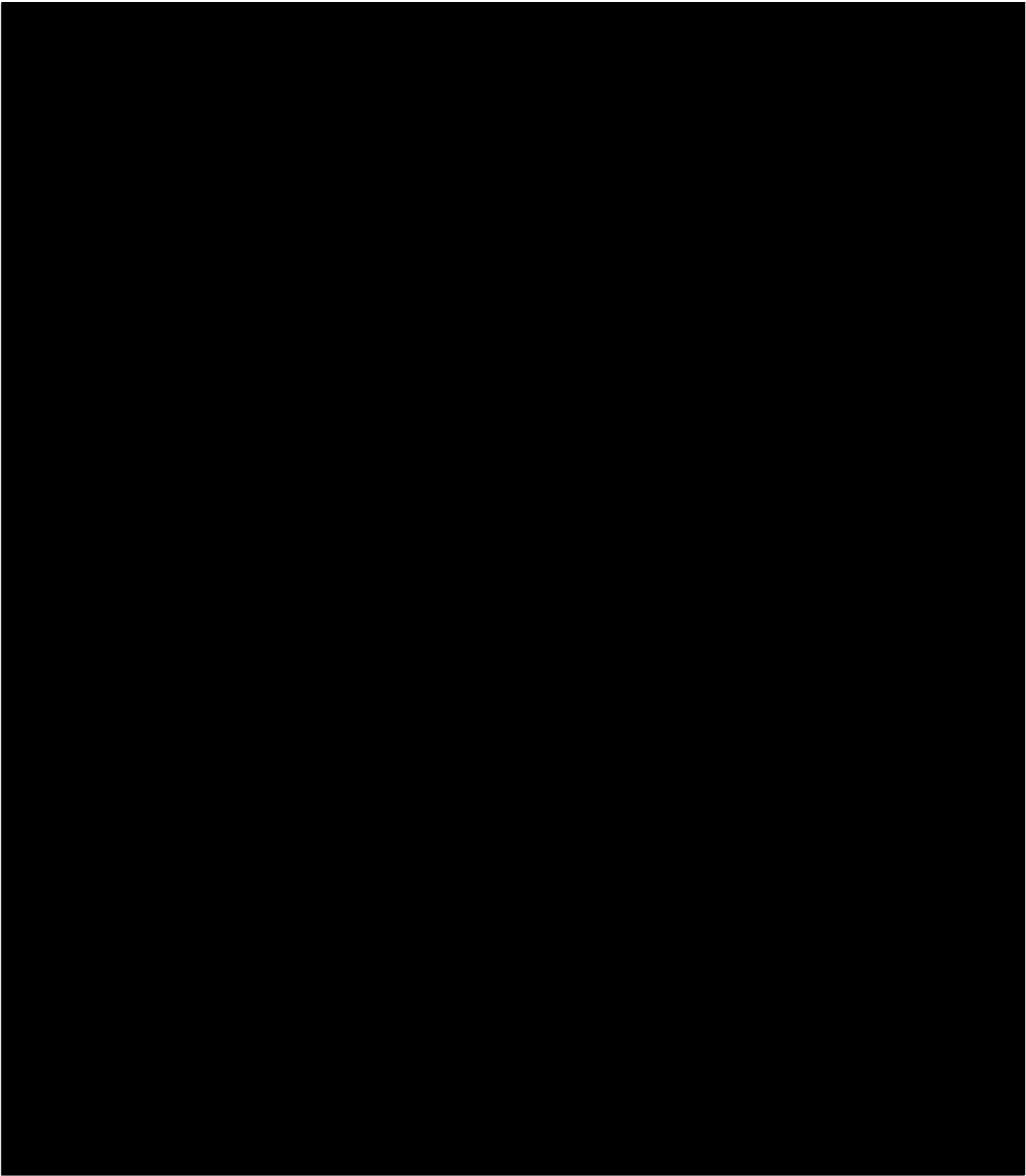


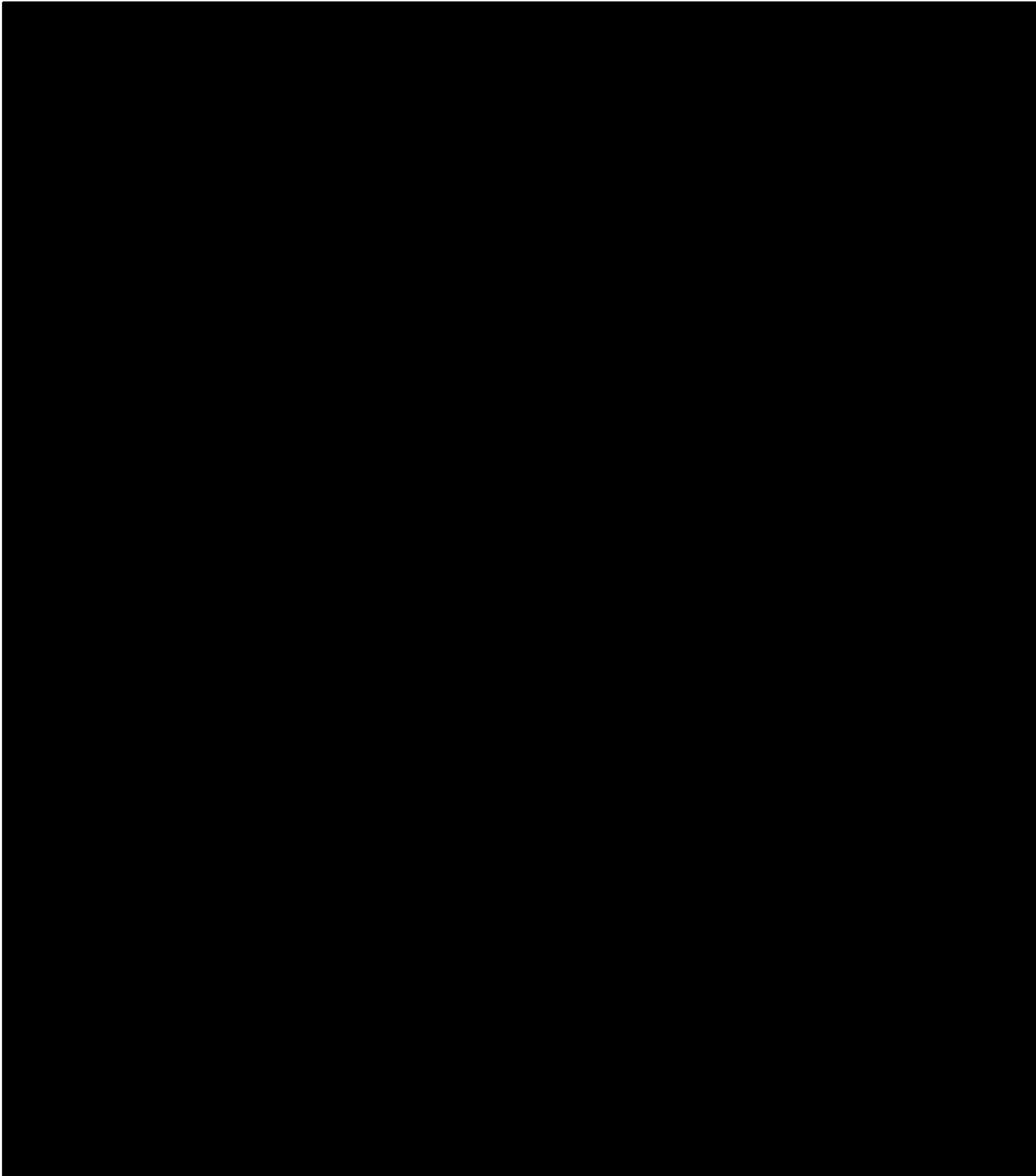


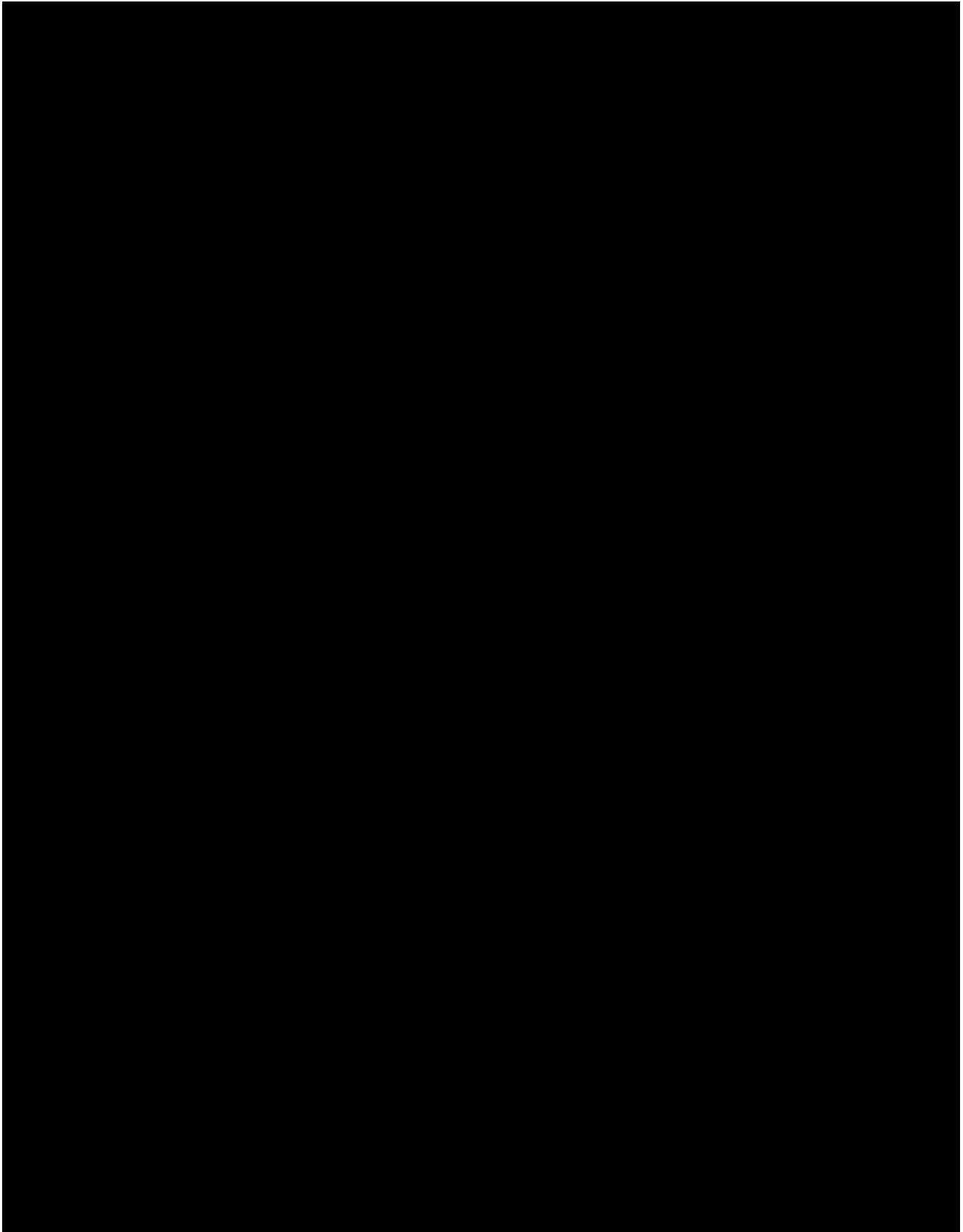
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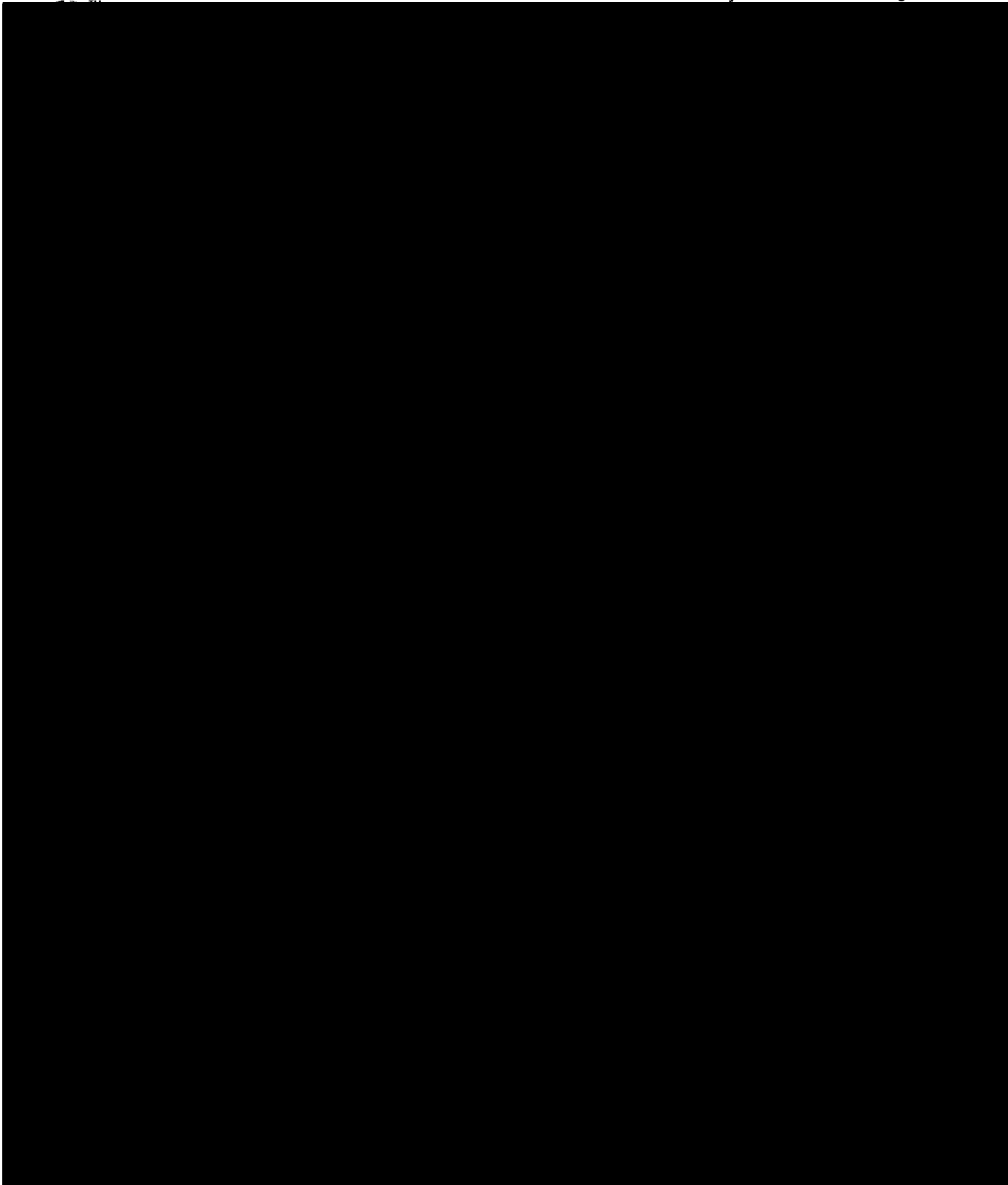
PUBLIC VERSION

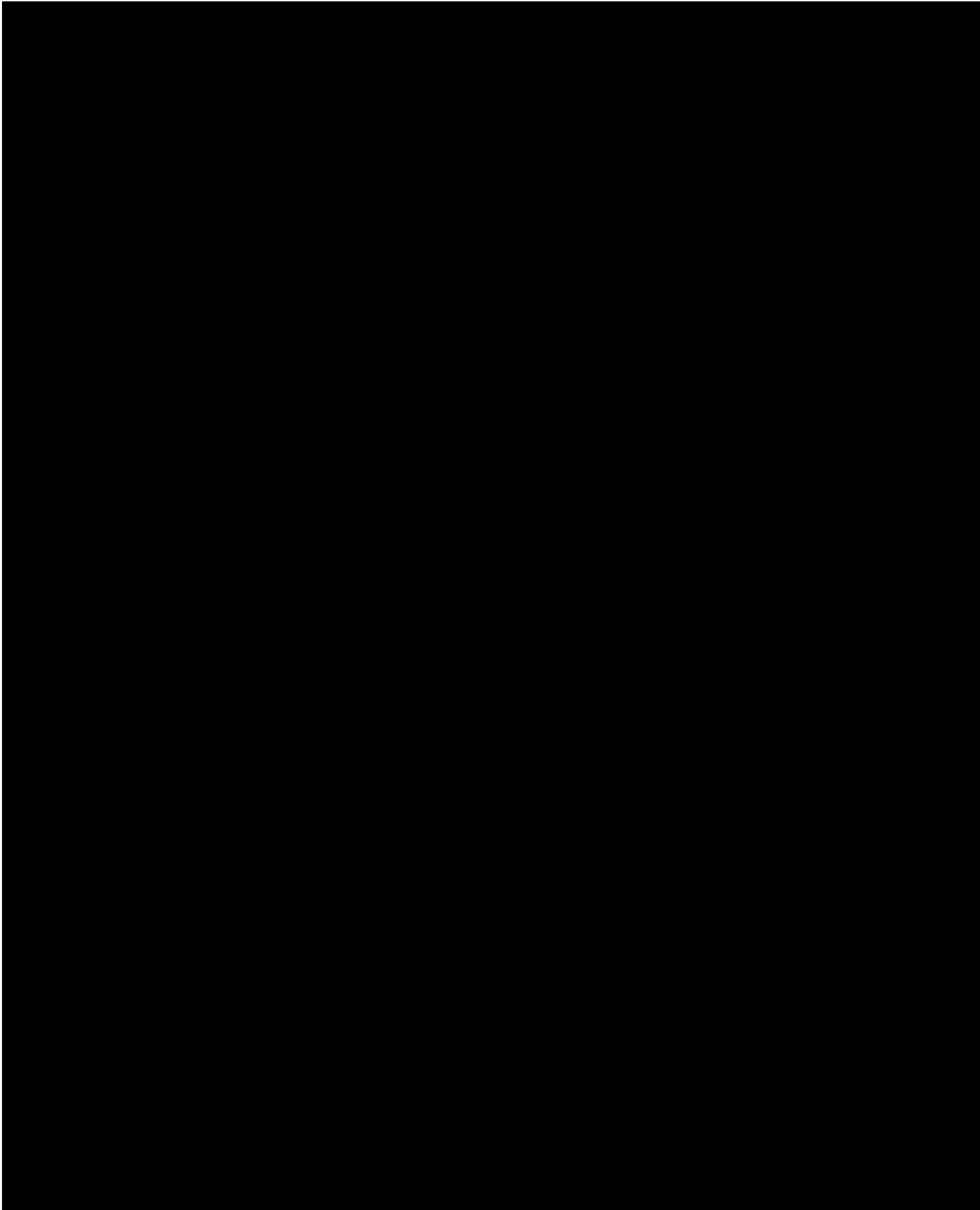






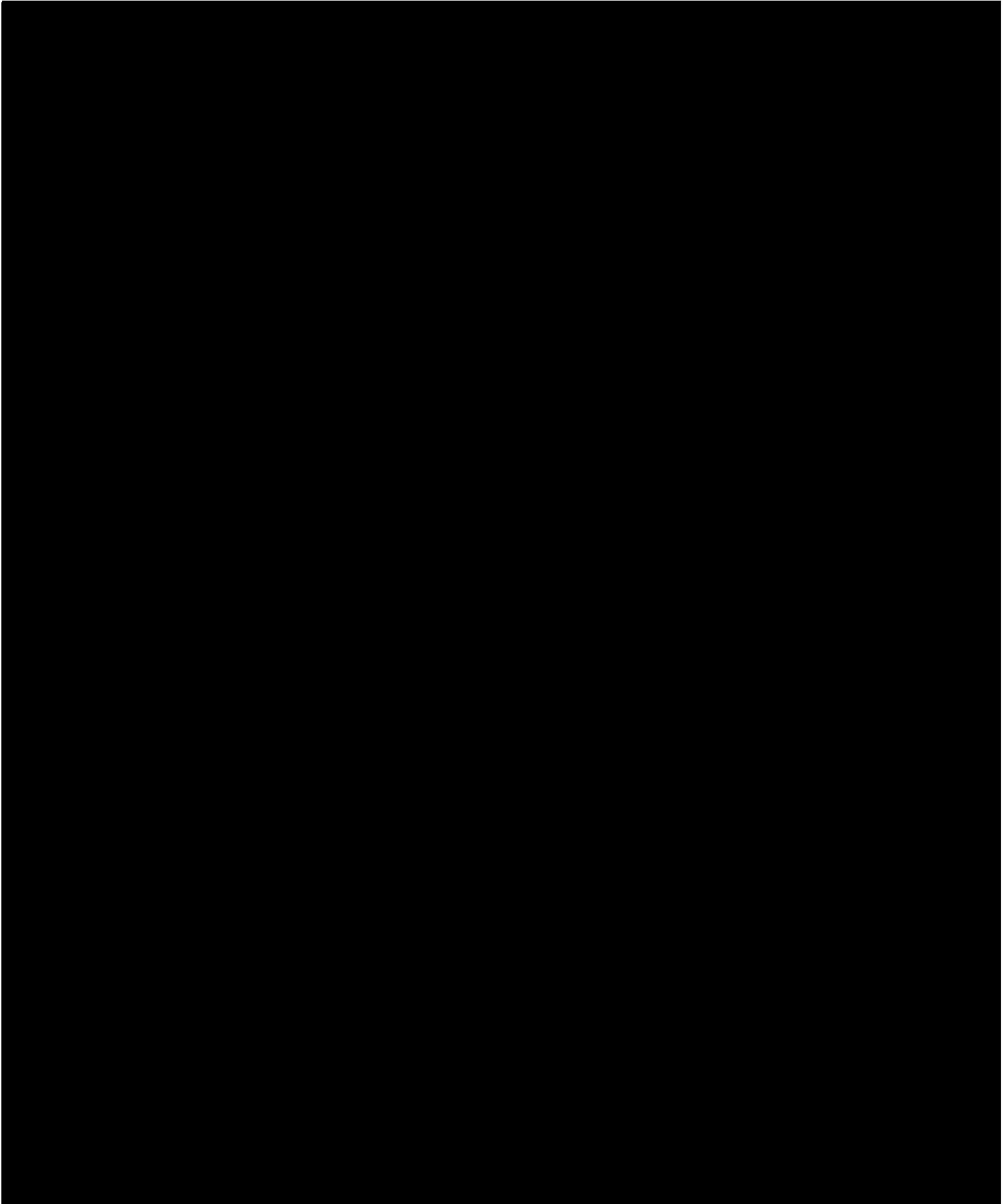






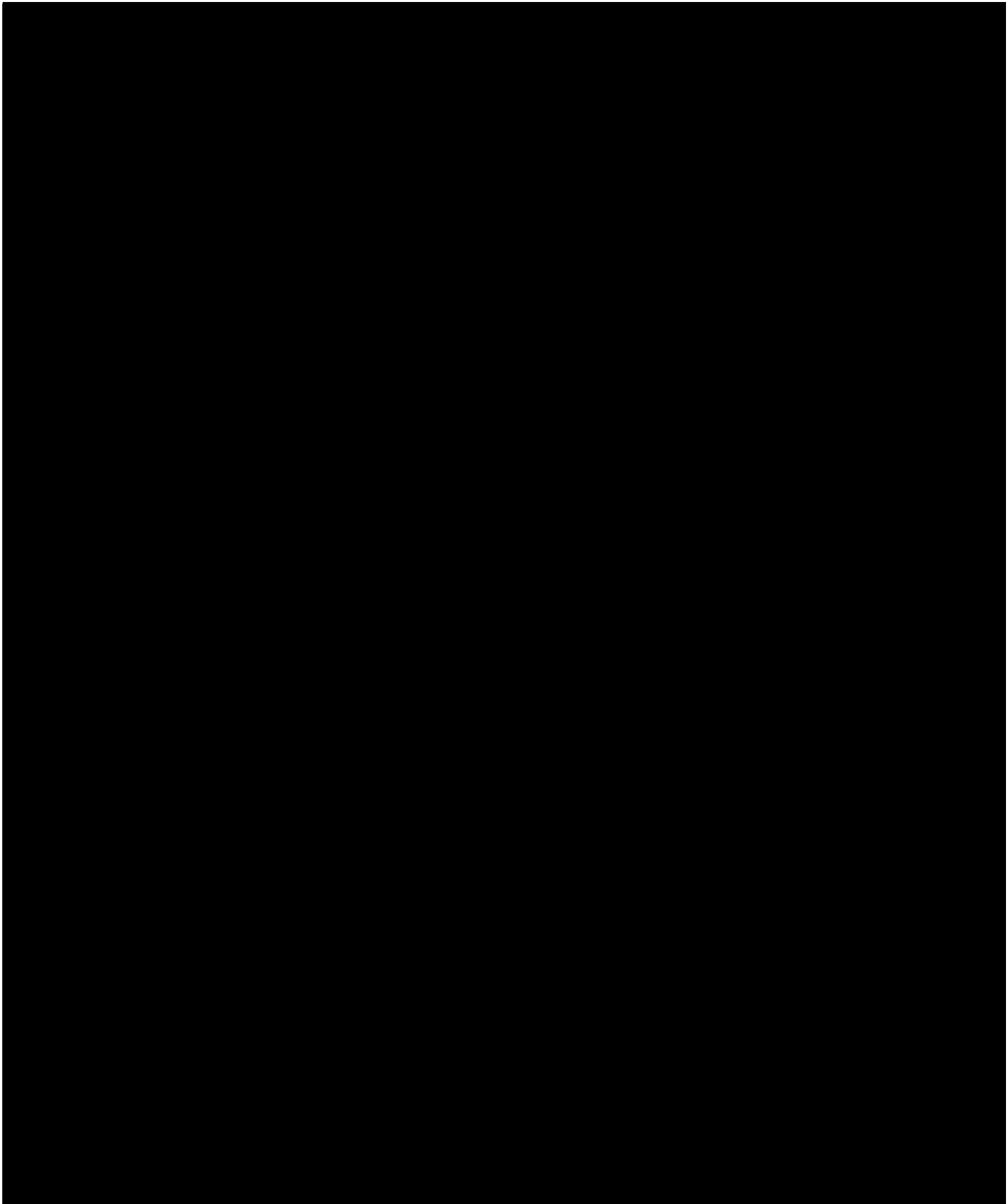
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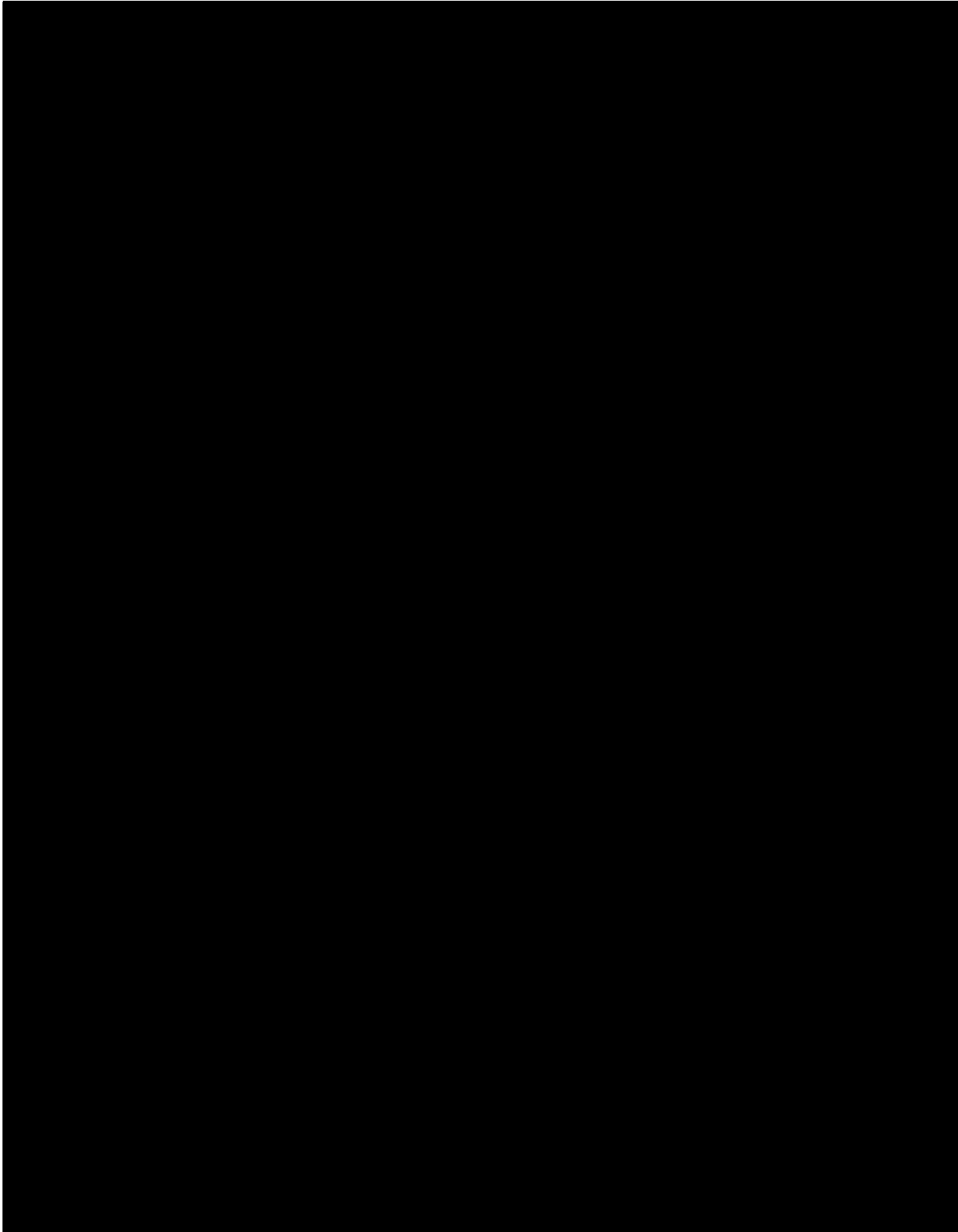
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~~CONFIDENTIAL INFORMATION - NOT FOR PUBLIC INSPECTION~~
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PUBLIC VERSION





DESIGNATED CONFIDENTIAL PURSUANT TO PROTECTIVE ORDER IN DOCKET NO. UT-190209

PUBLIC VERSION

CONFIDENTIAL
ATTACHMENT
EXHIBIT CP-6.2

From: Grate, Phil
Sent: Friday, July 14, 2017 4:26 PM
To: 'Beaton, Rebecca (UTC)'
Cc: Roth, Jing (UTC)
Subject: FW: WA service interruption - 2CTLVPSAP071217
Attachments: 17-19352384.pdf

Importance: High

Rebecca,

Attached is a NORS report we are filing concerning Wednesday's 911 outage. I just left you a voicemail about it. Based on newly received information we believe the outage may constitute a major outage.

Phil

