

**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-7C**

CenturyLink Response to Public Counsel Data Request No. 35C

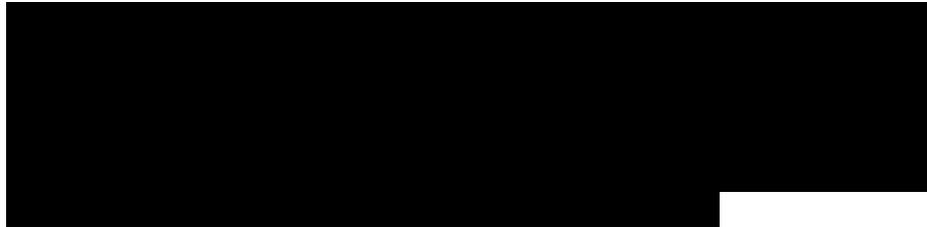
January 9, 2020

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**PC-35C RE: CenturyLink's Response to Public Counsel Data Request No. 1; Confidential Attachment document named "UT-190209 Confidential RCA – 7-12-17 State of Washington Final.docx".**

Confidential RCA – 7-12-17 states:



- a) Please explain the use of the word "may" in the last sentence. Is it possible that if carriers tried a different call path in response to the error message, that the call was not successfully delivered?

Response: The term "may" was used simply because rerouting is not 100% impervious to error. Assuming the sending OSP was successful in rerouting the 911 call over its alternative path to the West Miami switch based on the cause code 34, the call should have completed at Miami without incident. However, there is always a chance of an interrupting event. For example, trunk capacity and current usage can influence call completion (i.e., the size of the trunk group and how busy the trunk group currently is). If the carrier only had 4 trunks total (2 to Miami and 2 to Englewood), and there are 6 people trying to dial 911 at the same time, 4 of those callers are going to hear a busy signal.

On what did CenturyLink base the figure?



Respondent: CenturyLink Legal

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