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Jeanne W. Stockman
Senior Corporate Counsel

Via ECFS

EX PARTE

July 23, 2014

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
Room TW-A325
445 12th Street, SW
Washington, DC 20554

Re: *Inquiry into Circumstances of Major 911 Outage Centered in Washington State on April 9-10, 2014*, PS Docket No. 14-72

Dear Ms. Dortch:

CenturyLink writes to correct certain factual inaccuracies and misimpressions made in the reply comment phase of this proceeding. The Washington State E9-1-1 Coordinator's Office filing states that, during the outage, calls to CenturyLink's nationwide 911 Repair Center experienced hold-times "measured in hours." While this center was inundated with calls during the outage which regrettably resulted in longer-than-usual hold-times, CenturyLink's records show that these hold-times were measured in minutes and that not a single hold-time was over an hour.¹

Following the event, the Washington State E9-1-1 Coordinator's Office sought from all carriers a list of all callers who attempted to dial 911 during the outage but failed to connect, noting that it took as much as two weeks to get usable data from carriers.² CenturyLink provided this information for its own customers within 72 hours in the form of an Excel spreadsheet.

¹ Comments of the Washington State E9-1-1 Coordination Office, PS Docket No. 14-72, filed June 30, 2014, p. 3 ("Washington State E9-1-1 Coordinator's Office Comments").

² Washington State E9-1-1 Coordinator's Office Comments, p. 5.

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Please contact the undersigned or Melissa Newman (202-429-3120) in CenturyLink's Federal Regulatory Affairs office if you have any questions concerning this filing.

Sincerely,

/s/ Jeanne W. Stockman

cc (via electronic mail):

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