

## NOTICE OF INVESTIGATION AND COMMENT PERIOD

Issued: August 22, 2018

**In the Matter of a Commission Inquiry into the 911 Obligations of West, Inc. and CenturyLink**

**PUC Docket Number: P6049, 421/CI-18-542**

**Comment Period:** Initial report and recommendations from Departments of Public Safety and Commerce requested by November 19, 2018 at 4:30pm

Replies due by December 10, 2018 at 4:30pm

*Comments received after the close of the comment period may or may not be considered by the Commission.*

### Topics Open for Comment:

- Minnesota experienced a 911 outage on August 1, 2018. Did West and CenturyLink comply with all statutes, Commission rules, and Commission orders relating to adequate service in their provision of 911 service?
- Do West and CenturyLink have adequate protections in place to ensure that future 911 outages will be prevented?
- Are there other issues or concerns related to this matter?

**Background:** In Docket P6049/NA-01-1382, West Safety Communications Inc. (formerly Intrado) received a certificate of authority from the Minnesota Public Utilities Commission (Commission), which was “restricted to the aggregation and transport of emergency calls.” CenturyLink is an Incumbent Local Exchange Carrier in Minnesota and is one of the carriers who has contracted with West to provide 911 service.

The Commission has monitored developments since the August 1, 2018 911 outage in Minnesota and requests that the Minnesota Department of Public Safety in cooperation with the Department of Commerce, and any other interested stakeholders file a report specifying in detail the error that led to the August 1 outage, whether corrective action has been implemented to ensure that no future outages will occur, and any other relevant analysis, including whether evidence indicates that the provision of 911 service has returned to normal operation.

**Filing Requirements:** Utilities, telecommunications carriers, official parties, and state agencies are **required** to file documents using the Commission’s electronic filing system (eFiling). All parties, participants and interested persons are encouraged to use eFiling: [mn.gov/puc](http://mn.gov/puc), select *eFiling*, and follow the prompts.

**Submit Public Comments:** Visit [mn.gov/puc](http://mn.gov/puc), select *Speak Up!* to find this docket, and add your comments to the discussion or email your comments to [consumer.puc@state.mn.us](mailto:consumer.puc@state.mn.us).

**Full Case Record:** See all documents filed in this docket via the Commission’s website at [mn.gov/puc](http://mn.gov/puc), select *Search eDockets*, enter the year (2018) and the docket number (542), select *Search*.

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**Questions about this docket or Commission process and procedure?** Contact Commission staff, Marc Fournier, at [651-201-2214](tel:651-201-2214) or [marc.fournier@state.mn.us](mailto:marc.fournier@state.mn.us).

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