



STATE OF WASHINGTON

**DEPARTMENT OF CORRECTIONS  
CLALLAM BAY CORRECTIONS CENTER**

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May 23, 2024

**TO:** All CBCC Staff  
All CBCC Incarcerated Individuals  
All CBCC Interested Parties

**FROM:** *Eddie Reetz*  
Edwin Reetz, Associate Superintendent of Operations  
Clallam Bay Corrections Center

**SUBJECT: Wi-Fi Issues update**

We understand there is a lot of confusion out there regarding the recent communications disruptions and outages, which service providers are involved with which aspects, and what is being done to remedy the situation. Hopefully this memo will help provide clarification for those still affected at Clallam Bay Corrections Center (CBCC).

The three separate service providers involved are as follows:

- Securus is the service provider for the incarcerated population
- WaTech is the service provider for state agencies
- Century Link is the local provider for Wi-Fi and phones at CBCC

Within this past week we have seen several outages involving all three providers that, coincidentally, were all separate from each other. There was a WaTech server outage on Monday and Tuesday that affected DOC staff's access to email and to post web updates for family and loved ones. This has since been resolved and CBCC administration were able to share an update with the population, interested parties such as the Local Family Council, and on the DOC website / social media sites yesterday, Wednesday May 22. Additionally, Securus notified DOC of nationwide outages on Tuesday morning that were separate from the WaTech issues, and they reported resolution of this on Wednesday morning.

Separate from those issues, and the first outage to occur, on Friday May 17 CBCC became aware of a Wi-Fi and telephone issue being experienced by the incarcerated population. Local staff followed their standard protocol for a Securus outage and submitted a help ticket to Securus. Early Monday morning, the same staff member submitted a second help ticket to Securus after learning that the issues were still not fixed. Securus determined that this was actually an issue with the local provider, Century Link, and forwarded the help ticket to Century Link.

That same day, Monday May 20, a Century Link tech came to CBCC and determined that a part needed to be ordered to repair both the wall phones and the Wi-Fi for tablet access. At that time, they expected the part to arrive by Wednesday May 22 for repair. Unfortunately, the part did not arrive on-time and they are now anticipating to receive it by Friday May 24. CBCC administration and IT staff have been in contact with Century Link throughout the week to request any updates and to impress upon the provider the urgency of restoring communications.

This afternoon, Century Link did receive the part but found it to be faulty and has had to place a secondary order. They have advised us that this part is currently in transit to their technicians. We do not yet have an estimated time of completion but will send another update as soon as we have more information.

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