



# **Network Outage Reporting System**

***User Manual***

**Version 7**

**December 17, 2012**

# Table of Contents

|          |  |           |
|----------|--|-----------|
| <b>1</b> | <b>LOGGING ONTO THE NETWORK OUTAGE REPORTING SYSTEM.....</b>   | <b>1</b>  |
| 1.1      | ACCESSING THE NETWORK OUTAGE REPORTING SYSTEM .....  | 1         |
| 1.2      | SECURITY BANNER.....   | 1         |
| 1.3      | NORS LOGIN SCREEN.....   | 2         |
| 1.3.1    | <i>Screen for New Users with New Notifications</i> .....   | 4         |
| 1.3.2    | <i>Screen for Password Request</i> .....   | 5         |
| 1.3.3    | <i>Password Expiration</i> .....   | 6         |
| <b>2</b> | <b>USER MAIN MENU SCREEN .....</b>   | <b>6</b>  |
| 2.1      | FIND A REPORT .....  | 8         |
| 2.2      | REPORT NOTIFICATION.....   | 9         |
| 2.3      | UPDATE/RESUBMIT/WITHDRAW A REPORT .....  | 11        |
| 2.3.1    | <i>Screen for Updating Notifications, Initial Reports and Drafts, and Filing Final Reports</i> ..... | 12        |
| 2.3.2    | <i>Filing a Final Report</i> .....   | 13        |
| 2.3.3    | <i>Withdrawing a Report</i> .....  | 13        |
| 2.4      | UPLOAD XML FILE .....  | 14        |
| 2.5      | REQUEST TO REOPEN A REPORT .....   | 14        |
| 2.6      | REPORTS OVERDUE .....  | 14        |
| 2.7      | REPORT LIST.....   | 15        |
| 2.8      | LIST OF OPEN REPORTS .....   | 16        |
| 2.9      | RETRIEVE ALL SUBMITTED REPORTS BY OUTAGE NUMBER.....   | 17        |
| 2.10     | MODIFY PASSWORD .....  | 17        |
| 2.11     | MODIFY PROFILE.....  | 18        |
| 2.12     | MODIFY COMPANY ID.....   | 18        |
| 2.13     | DEACTIVATE USER .....  | 19        |
| 2.14     | USER LIST .....  | 19        |
| 2.15     | XML FILING UTILITY .....   | 20        |
| 2.15.1   | <i>Creating XML Facility</i> .....   | 21        |
| 2.15.2   | <i>Creating XML Files</i> .....  | 21        |
| 2.16     | CHANGE COMPANY TYPE ON OUTAGE REPORT .....   | 21        |
| 2.17     | RETRIEVE A REPORT IN XML FORMAT .....  | 22        |
| <b>3</b> | <b>SCREEN FOR DHS (RETRIEVE OUTAGE REPORTS).....</b>   | <b>22</b> |
| <b>4</b> | <b>FIELDS ON THE NOTIFICATION FORM.....</b>  | <b>23</b> |
| <b>5</b> | <b>FIELDS ON THE INITIAL, DRAFT, AND FINAL REPORT FORMS.....</b>                                     | <b>28</b> |
| <b>6</b> | <b>FIELDS ON THE WITHDRAWN REPORT FORM.....</b>  | <b>36</b> |
| <b>7</b> | <b>DESCRIPTIONS OF ROOT CAUSE, DIRECT CAUSE AND CONTRIBUTING FACTORS.....</b>                        | <b>37</b> |

# 1 Logging Onto the Network Outage Reporting System

## 1.1 Accessing the Network Outage Reporting System

The Network Outage Reporting System (NORS) can be accessed by first going to the FCC homepage. The address is [www.fcc.gov](http://www.fcc.gov). Once you are at the FCC homepage, you can find the NORS under the E-Filing menu at the top of the page. Alternatively, you may go directly to NORS using the following URL:

<https://www.fcc.gov/nors/outage/>

## 1.2 Security Banner

The following Security Banner will be displayed once the URL for the NORS has been sent:

**Press ENTER or click ACCEPT to continue.**

**\*\*\*\*\* WARNING \*\*\*\*\***

**Security Notice:**

**You are entering an official United States Government System, which may be used only for authorized purposes. Unauthorized modification of any information on this system may result in criminal prosecution. The Government may monitor or audit the usage of this system, and all persons are hereby notified that use of this system constitutes consent to such monitoring and auditing.**

**\*\*\*\*\* WARNING \*\*\*\*\***

You will have to acknowledge that you “accept” the conditions stated in the Security Banner.



### 1.3 NORS Login Screen

There are two main types of users: Department of Homeland Security (DHS) and all others. DHS will be using the “DHS Retrieval Module.” All others will be using the “Outage Report Filing and Review Module.” From the Outage Report Filing and Review Module, you can view, input, update and withdraw outage reports. All new users should pick the Outage Report Filing and Review Module. In summary, if you are not from DHS, you will use the Outage Report Filing and Review Module.

Welcome to the home page of the  
**Network Outage Reporting System (NORS)**

*This system is comprised of two separate modules for filing and retrieving outage reports.*

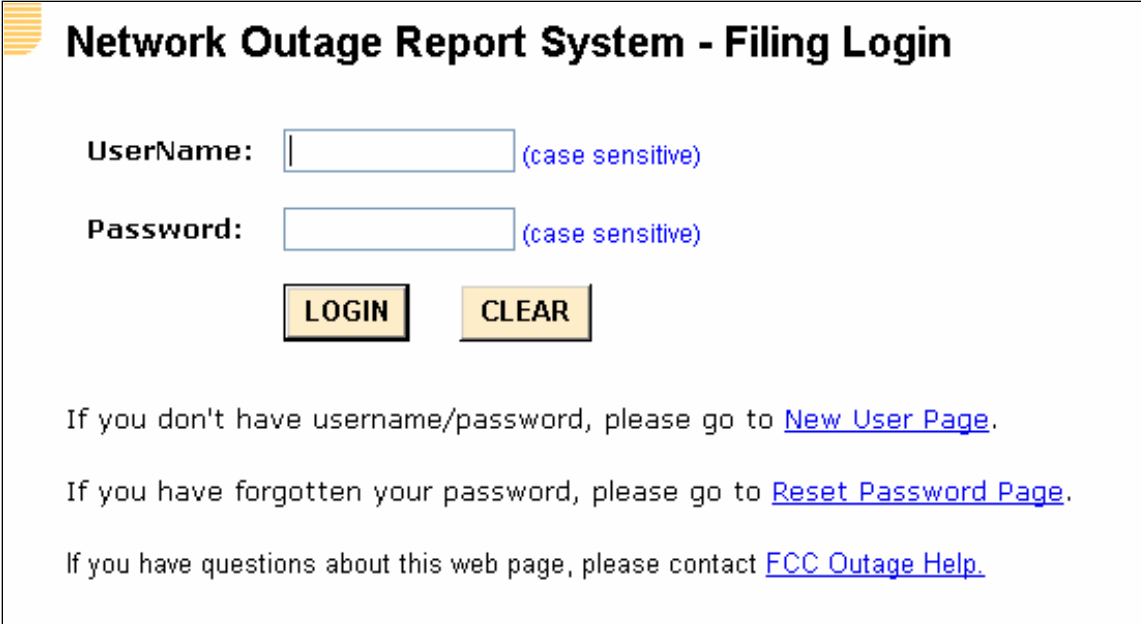
*To continue, choose one of the following:*

|  |  |
|--|--|
| <p><b>DHS<br/>Retrieval<br/>Module *</b></p>  <p><a href="#">Retrieve<br/>Outage<br/>Reports - DHS Only</a></p> | <p><b>Outage<br/>Report Filing and<br/>Review Module **</b></p>  <p><a href="#">Report<br/>Network<br/>Outage</a></p> |
|--|--|

\* For Department of Homeland Security.  
\*\* For companies viewing, filing, updating and withdrawing outage reports.

In either case, you will get to a Login screen. The Login screen is used to allow outage analysts, outage coordinators and outage inputters to have access to the system. The outage inputters can only report Notifications and update/resubmit/withdraw (and access) the outages that they personally have already submitted. An outage coordinator will be allowed to modify, resubmit and withdraw any outage report from his or her company, except for a Final or Withdrawn Report.

The outage coordinator has access to all other inputter reports of their company and can also function as an inputter. You will need a UserID and a password. The NORS system UserID and password will be authenticated when you click the Login button on the Login screen. The Login screen for the Outage Report Filing and Review Module is:

**Network Outage Report System - Filing Login**

UserName:  (case sensitive)

Password:  (case sensitive)

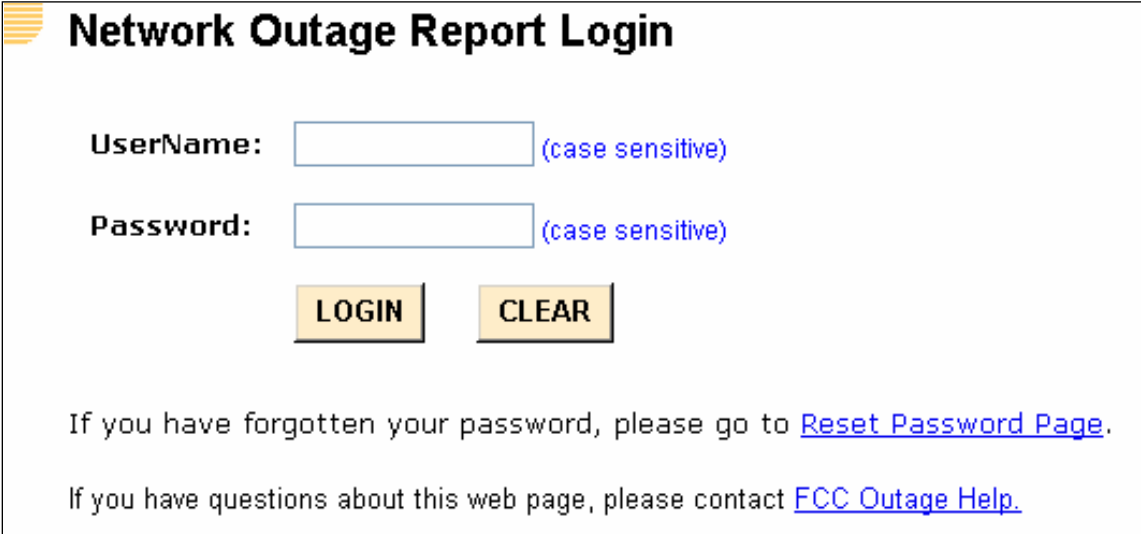
If you don't have username/password, please go to [New User Page](#).

If you have forgotten your password, please go to [Reset Password Page](#).

If you have questions about this web page, please contact [FCC Outage Help](#).

If you do not already have a UserID and Password, you should click the link marked “If you don’t have username/password, please go to **New User Page**.” This will send you to the New User screen (*see* Section 1.3.1). NOTE: If you forget your password, you should click the link marked, “If you have forgotten your password, please go to **Reset Password Page**.” The system will send you to a screen that asks for your UserID and e-mail address. Your password will be e-mailed to you. If you need help or have questions, click the link marked “If you have questions about this web page, please contact **FCC Outage Help**.”

The login screen for DHS to use for Retrieving Outages is:

**Network Outage Report Login**

UserName:  (case sensitive)

Password:  (case sensitive)

If you have forgotten your password, please go to [Reset Password Page](#).

If you have questions about this web page, please contact [FCC Outage Help](#).

Only DHS users with a valid UserID and Password can log onto NORS to retrieve outage reports.

If you are a member of DHS and do not already have a UserID and Password or need help, contact the FCC to obtain a UserID and Password (send an e-mail to [FCC-Outage@fcc.gov](mailto:FCC-Outage@fcc.gov)). If you have forgotten your password, you should click the link marked, “If you have forgotten your password, please go to **Reset Password Page**.” If you need other help or have other questions, you should click the link marked “If you have questions about this web page, please contact **FCC Outage Help**.”

### 1.3.1 Screen for New Users with New Notifications

If you do not already have UserID, you will be required to identify yourself including providing a valid e-mail address. The system will respond with your UserID and password. You will then be allowed to file Notifications. If you are an inputter, you will also be able to file and edit Initial and Final Reports for the outages for which you have submitted the original Notification. If you are a coordinator, you will be able to file and edit Initial and Final Reports for the outages for which your company has submitted the original Notification. The screen for New Users is:

#### New User

**Notice:** Company ID is needed for users from companies on this list (the default is 11111111). Outage Coordinators set this ID for their company. If you are entering a new company name, you may leave the Company ID blank.

Reporting Company:

New Company (Type in new company name if applicable):

Company ID:

Contact Person:

Phone Number:  (###-###-####) Extension:

E-Mail:

Address:

If your company has filed an outage report or has an outage coordinator, your company will be listed in the scroll down menu under the Reporting Company. You will have to choose that company and know the Company ID (or password). The Company ID is controlled by the outage coordinators for your company (if your company has outage coordinator(s)). The default value for it is 11111111. The Company ID is used to prevent unauthorized access to your company’s outage data on NORS. If your company

is not in the scroll down menu, please give the name of your company. You will not have to provide a Company ID in this case.

In all cases, you must provide your name, phone number and e-mail address. You will then be sent to the following screen, which provides your UserID and password. You can then log onto the NORS and notify the FCC of the outage.

**New Reporting Carrier**

Your new Username (healyj) and Password (89403301) have been assigned.

Large companies with many outage inputters may elect to have one or more of the outage inputters converted to outage coordinators. Outage coordinators have the ability to view and update any outage report from their company. Only the NORS administrators can convert an outage inputter to an outage coordinator. If you would like one or more of your outage inputters converted to outage coordinators, send an e-mail to [FCC-Outage@fcc.gov](mailto:FCC-Outage@fcc.gov). You will then be called and your request processed.

### 1.3.2 Screen for Password Request

The following Password Request screen appears after someone at the Login screen clicks the link marked “If you have forgotten your password, please go to **Reset Password Page.**”

**Network Outage Report System - Password Request**

UserName:

E-Mail:

\* Email address must be same as the one in the system.

NORS will send you your new password via e-mail.

### 1.3.3 Password Expiration

NORS keeps track of the time that a password has been operative. After 60 days, when a user logs into NORS, NORS creates a new password, tells the user that a new password has been created and sends the new password to the user's e-mail address. The user can use this new password or can modify the password through the **Modify Password** menu option on the main menu. If the new password is not received at the user's e-mail address, the user can click on **Reset Password Page** on the Login Screen and NORS will send a new password.

## 2 User Main Menu Screen

Those users with valid UserIDs and valid passwords who are filing (editing or withdrawing) an outage will go to the User Main Menu Screen upon logging on. Outage inputters and coordinators have slightly different menus. NORS will authenticate your UserID and password and will send you to the correct user menu.

The Main Menu for coordinators is shown below. The menu for inputters is a subset of the menu for coordinators. The "**Request to Reopen a Report**" selection, the "**List of Open Reports**" selection, the "**Retrieve All Submitted Reports by Outage Number**" selection, the "**Modify Company ID**" selection, the "**Deactivate User**" selection, the "**User List**" selection, and the "**XML Filing Facility**" selection on the menu are available only to outage coordinators. All of the other selections are available to inputters, as well.

### Network Outage Report System - Main Menu

- **Find a Report** -- To find a report by report number.
- **Report Notification** -- To create new outage report.
- **Update/Resubmit/Withdraw Report** -- To update/resubmit/withdraw existing outage report.
- **Upload XML File** -- To upload an outage report in XML
- **Request to Reopen a Report** -- To request to reopen a Final or Withdrawn Report.
- **Reports Overdue** -- To get the list of overdue reports.
- **Report List** -- To get the list of reports by selected dates.
- **List of Open Reports** -- To get the list of open reports.
- **Retrieve All Submitted Reports by Outage Number** -- To retrieve reports by report number.
- **Modify Password** -- To modify the password.
- **Modify Profile** -- To modify the user profile.
- **Modify Company ID** -- To modify the company id.
- **Deactivate User** -- To deactivate user.
- **User List** -- To list users.
- **XML Filing Utility** -- To download XML filing utility.
- **Change Company Type on Outage Report** -- To change entity type.
- **Retrieve a Report in XML Format** -- To retrieve a report in XML Format.

This screen provides a menu of items for managing and handling outage reports. It allows an authorized person to find a report by report number, to notify the FCC of a new outage (Notification), or to update, or withdraw a Notification or Initial Report, or to file a Final Report. Authorized users can request that a Final Report be reopened and obtain



a list of reports for which the Finals are overdue or due within 5 days. The last two options, which are only available to outage coordinators, allow them to modify or change the Company ID or to deactivate a user.

If you select **Find a Report**, you will be sent to the “Find a Report” screen to insert the identification number of the particular report you want to retrieve. If you are an outage inputter, this allows you to retrieve a report (by report number) that you have personally submitted. If you are an outage coordinator, you can see a report that you or anyone else from your company has submitted. Note that no one from another company can see reports from your company. The only people allowed to view your outage reports are authorized FCC and DHS personnel, except DHS chooses to release them subject to the terms of our Part 4 Order.<sup>1</sup>

If you are notifying the FCC of a new outage, you should choose **Report Notification**. You will be sent to the Notification Screen. If you want to update or withdraw an Initial Report, you should choose **Update/Resubmit/Withdraw Report**. In addition if you want to view your reports, please choose the **Update/Resubmit/Withdraw Report** menu option.

You could also submit the file using **Upload XML File** selection. By providing a XML file name in your computer, it will upload the file to NORS according to the information in the XML file.

NORS has a provision for the user to ask the FCC to reopen a Final or Withdrawn Report by clicking the link marked **Request to Reopen a Report**.

NORS provides a list of Final Reports that are overdue or due within 5 days in order to encourage the timely filing of reports. This function is available by selecting the **Reports Overdue** function on the menu.

NORS can print out a list of outages in spreadsheet format for a set of dates (based on the date the notification was filed). All the information on each outage is provided. To choose this option, select **Report List**.

NORS can print a list of all outage reports that have neither been finalized nor withdrawn. To choose this option, select **List of Open Reports**.

If you wish to retrieve a single report and know its outage number, you can select **Retrieve All Submitted Reports by Outage Number** and enter the number on that screen.

All users should change their password periodically to enhance security of their reporting and viewing of their reports. The menu to change a password is available by selecting **Modify Password**.

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<sup>1</sup> Part 4 Report and Order, 19 FCC Rcd at 16856 ¶ 47.

**Modify Profile** allows you to change information in your profile: your name, phone number, email address and/or address.

The Company ID is a company password maintained by the company's outage coordinators. It is NORS' way of allowing companies with outage coordinators to control who can submit outage reports from their company. Anyone who wants to submit outage reports for a particular company must know the Company ID in order to get a UserID that is assigned to that company. Outage coordinators maintain the Company ID. Outage coordinators can change the Company ID. This is done under the heading, **Modify Company ID**.

Outage coordinators are allowed to deactivate the privileges of any outage inputters from their company. One coordinator can deactivate another coordinator from their company. This is achieved by selecting **Deactivate User**.

An outage coordinator can print a list of all inputters and coordinators from his or her company. To choose this option, select **User List**.

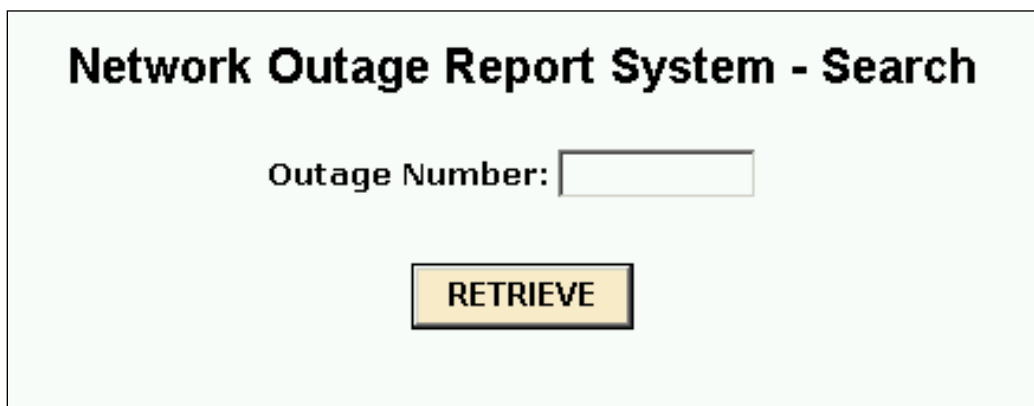
**XML Filing Utility** is used to download the utility to help filers to locally create/modify XML files.

If you want to change the company entity type on a report, select **Change Company Type on Outage Report**.

**Retrieve a Report in XML Format** is used to retrieve a report in XML format.

## ***2.1 Find a Report***

You can review your company's submitted reports by report number. Coordinators have access to all reports filed by their company. Inputters can only see reports that they have filed. NORS will display the following screen after selecting **Find a Report**.



**Network Outage Report System - Search**

Outage Number:

**RETRIEVE**

The requested report will be displayed.

## 2.2 Report Notification

To submit a Notification, you must provide the information on the following screen:

### Notification of New Outage Report

**If this outage is a national security concern, please call DHS at (703) 235-5080**

**Name of Reporting Entity** (e.g., Company): TESTCO

**Type of Entity Reporting Disruption** :

**Date of Incident** :

**Local Time Incident Began (24 hr clock (nnnn))** :  **Time Zone** :

**Date Outage Determined Reportable** :

**Local Time Outage Determined Reportable (24 hr clock (nnnn))** :

**Reason Reportable** :

**E911 Outage - Location Affects** :

**Failure Occurred in Another Companies Network** :

**Effects of the Outage**

**Number of Potentially Affected**

|                                      |                      |
|--------------------------------------|----------------------|
| <b>Wireline Users</b> :              | <input type="text"/> |
| <b>Wireless (non-paging) Users</b> : | <input type="text"/> |
| <b>VoIP Users</b> :                  | <input type="text"/> |
| <b>Paging Users</b> :                | <input type="text"/> |
| <b>Cable Telephony Users</b> :       | <input type="text"/> |
| <b>Satellite Users</b> :             | <input type="text"/> |

**Number Affected**

**Blocked Calls** :  **Real-Time** :  **Historic** :

(FIGURE CONTINUED ON NEXT PAGE)

(FIGURE CONTINUED FROM PREVIOUS PAGE)

|   |  |                                      |                                     |
|---|--|--------------------------------------|-------------------------------------|
| <a href="#">DS3s</a> :  | <input type="text"/>                             |                                      |                                     |
| <a href="#">Lost SS7 MTP Messages</a> :                                       | <input type="text"/>                             | Real-Time : <input type="checkbox"/> | Historic : <input type="checkbox"/> |
| <b>Geographic Area Affected</b>   |  |                                      |                                     |
| <a href="#">State, Territory, Commonwealth, or the District of Columbia</a> : | <input type="text"/>                             |                                      |                                     |
| <a href="#">City</a> :  | <input type="text"/>                             |                                      |                                     |
| <a href="#">Description of Incident</a>                                       |  |                                      |                                     |
| <input type="text"/>  |  |                                      |                                     |
| <a href="#">Primary Contact Person</a> :                                      | <input type="text" value="Joe Inputter"/>        |                                      |                                     |
| <a href="#">Phone Number</a> :  | <input type="text" value="NPA-NXX-XX"/>          | <a href="#">Extension</a> :          | <input type="text"/>                |
| <a href="#">E-mail Address</a> :  | <input type="text" value="joe.test@testco.com"/> |                                      |                                     |
| <input type="button" value="CLEAR"/> <input type="button" value="SUBMIT"/>    |  |                                      |                                     |

Details on how to fill out each field are given in Section 4. Any values provided in one or more of the numeric fields are considered to be the "best guess" at this point in time. All values can be changed in the subsequent Initial and/or Final Reports. You have 60 minutes to fill in the form. The timer shows in the status bar at the bottom left of the screen. *No information will be stored unless you hit the "Submit" button.* Once you hit this button, the Notification has been filed unless an error message appears telling you that one or more of the fields has been filled out incorrectly. You can correct the data and resubmit. NORS will provide the report number for future reference after a successful filing. Note that the name of your company cannot be changed. A copy of the completed Notification can be saved in Excel; it can be pasted into an Excel, Word, or text file; or it can be printed using the File>Print commands.

When you are ready to submit an Initial or file a Final Report, you must log onto NORS and access the correct Notification. To do this, select **Update/Resubmit/Withdraw a Report**.

## 2.3 Update/Resubmit/Withdraw a Report

The system allows you to list reports and then select the report that you want to update (and resubmit) or withdraw. There are five types of reports: Notifications, Initial Reports, Final Reports, Withdrawn Reports and Drafts. A Draft is an informal copy of a report that the system keeps.

The system allows you to choose outages listed by date and by report type. For example, you can list only your Notifications during the month of September. Select “All” to list all report types. NORS also lets you list all “Active” reports – these are reports that are updatable. This includes Notifications, Initial Reports, and Draft Reports, but excludes Finals and Withdrawn Reports.

If you select any updatable report, you will be able to update, and resubmit or withdraw it. In particular, if you choose a Notification, you will be able to modify it and then submit it only as an Initial, Final, or Withdrawn Report. Withdrawn Reports are not deleted from the database – they are simply marked as withdrawn.

The following screen will come up for users who select Update/Resubmit/Withdraw a Report. This screen is for anyone updating a Notification or an Initial or Draft Report. The system allows users to save Drafts of reports and to revise Initial Reports, but not Final Reports.

| Network Outage Report System - List |              |                  |                     |                     |                     |         |        |          |      |              |     |
|-------------------------------------|--------------|------------------|---------------------|---------------------|---------------------|---------|--------|----------|------|--------------|-----|
| From:                               |              | 7                | 30                  | 2008                | To:                 |         | 8      | 20       | 2008 | Report Type: | All |
| Sort By:                            |              | Reference Number |                     |                     | RETRIEVE            |         |        |          |      |              |     |
| Ref. Number                         | Type         | Company          | Incident Date       | Notification        | Updated             |         |        |          |      |              |     |
| 08-21352170                         | Initial      | TESTCO           | 07/31/2008<br>10:00 | 07/31/2008<br>14:29 | 07/31/2008<br>14:37 | DISPLAY | UPDATE | WITHDRAW |      |              |     |
| 08-21351710                         | Initial      | TESTCO           | 07/31/2008<br>10:00 | 07/31/2008<br>14:21 | 07/31/2008<br>14:23 | DISPLAY | UPDATE | WITHDRAW |      |              |     |
| 08-21339451                         | Final        | TESTCO           | 07/31/2008<br>08:00 | 07/31/2008<br>10:57 | 07/31/2008<br>10:59 | DISPLAY |        |          |      |              |     |
| 08-21339293                         | Final        | TESTCO           | 07/31/2008<br>08:00 | 07/31/2008<br>10:54 | 07/31/2008<br>14:15 | DISPLAY |        |          |      |              |     |
| 08-21252029                         | Initial      | TESTCO           | 01/03/2007<br>07:00 | 07/30/2008<br>14:27 | 07/30/2008<br>14:38 | DISPLAY | UPDATE | WITHDRAW |      |              |     |
| 08-21227844                         | Notification | TESTCO           | 07/30/2008<br>07:00 | 07/30/2008<br>07:44 | N/A                 | DISPLAY | UPDATE | WITHDRAW |      |              |     |

No government agencies outside the FCC (including DHS) can see Drafts.

You will be able to create a list of all the outages that you are able to view, update, or withdraw. Outage inputters will be allowed to view, update or withdraw any Notifications, Drafts or Initial reports that they personally have submitted. Outage coordinators can view, update or withdraw any Notifications, Drafts or Initial Reports from their company. No one can update a Final or Withdrawn Report without first reopening it. Users can request the FCC to reopen a Final Report or a Withdrawn Report, which the FCC can change to “Initial” status. The option to reopen a Final Report or a Withdrawn Report can be found on the NORS User Main Menu screen.

### 2.3.1 Screen for Updating Notifications, Initial Reports and Drafts, and Filing Final Reports

The following screen will come up once you have selected a report to update. The screen will present the most recent version of the report. **This form must be filled out in 60 minutes and submitted.** This means that the text for most of the text fields should be already prepared and cut and pasted into the form. **If you do not hit the “Submit” button within 60 minutes, all your changes will be lost and you will have to start over (logon to NORS again).** The system gives a 10 minute warning. If you still need more time, you may save the file in NORS as a “Draft” and then reopen the draft.

The top of this form is shown below. In section 4, there is a detailed explanation of how to fill out each of the fields.

#### Outage Report

**Report Number: 12-05355451**

**Notification Date-Time: 02/22/2012 15:24**

**Report Type:** Initial Report

**Name of Reporting Entity (e.g., Company):** TESTCO

**Type of Entity Reporting Disruption:** Facility owner or operator

**Date of Incident:** 02/22/2012

**Local Time Incident Began (24 hr clock (nnnn)):** 0900 **Time Zone:** Greenwich Mean Time (GMT)

**Date Outage Determined Reportable:** 02/22/2012

**Local Time Outage Determined Reportable (24 hr clock (nnnn)):** 0850

**Reason Reportable:** VoIP - E911

**Outage Duration:** 0 Hrs 0 Min

**Explanation of Outage Duration (for incidents with partial restoration times)**

**Inside Building:**

**E911 Outage - Location Affects:** Phase II Only Affected

### 2.3.2 Filing a Final Report

If the report type is a Final Report and you hit the submit button, the following screen will come up:

**Security Notice:**

**I am authorized by the communications provider to legally bind the provider to the truth, completeness, and accuracy of the information contained in this report. I attest that I have read the report prior to submitting it and on oath depose and state that the information contained therein is true, correct, and accurate to the best of my knowledge and belief, and that the communications provider on oath deposes and states that this information is true, complete, and accurate.**

To file the Final Report, you must accept the above statement that states that you are authorized by your company to file the Final Report to the Commission; that you are authorized by your company to legally bind it to the truth, completeness, and accuracy of the information contained in the Final Report; and that you attest that you have read the Final Report and depose and state under oath that the information therein is true, correct, and accurate to the best of your knowledge and belief and the company that you represent under oath deposes and states that the information is true, complete, and accurate.

### 2.3.3 Withdrawing a Report

Occasionally, after filing a Notification and perhaps an Initial Report, you may subsequently determine that the outage did not meet the reporting criteria. Such a report should be withdrawn. To withdraw a report, you need to select the report that you want to withdraw from the list of outage reports. When you do, you will see the information contained in the outage report and be presented with a text box, which asks for the reason for withdrawing the report.

Withdrawn Reports should be internally consistent. For example, if the reason for Withdrawal is that the outage duration was less than thirty minutes, then the outage duration shown in the report should be less than thirty minutes, etc. When withdrawing a report, the only field changes that are allowed to be made are the primary contact, the secondary contact, and the reason for withdrawing the report. Therefore, changes to any

other fields should be made before changing the report's status to "Withdrawn." That is, if the values shown in the Notification are incorrect, it may be necessary first to update the Notification to an Initial Report with the correct values before withdrawing it.

## 2.4 Upload XML File

This screen allows you to submit outage reports in XML format. There is a utility provided to help you prepare XML files (*see* Section 2.13). Once you provide the name of the XML file, it will be uploaded to NORS according to the information in the file.

### Upload Outage Report in XML

## 2.5 Request to Reopen a Report

This screen allows outage coordinators to request to reopen a Final Report or a Withdrawn Report. Recall that Final Reports and Withdrawn Reports cannot be updated. The request is then forwarded to the FCC which then changes the report to an Initial Report, which can be updated. You need to provide both Company ID and Report Number to request to reopen a report.

### Network Outage Report System - Request to Reopen Final or Withdrawn Report

Company ID:

Report Number:

## 2.6 Reports Overdue

NORS provides information on reports that are overdue and reports that will be due in 5 days. To get a listing of these reports, select **Reports Overdue** from the Main Menu. The result of such a query is shown below:



## Overdue Reports As of 08/20/2008

### Overdue Initial Reports

| Reference Number | Company | Notification Date - Time | POC        | Phone Number | Email              |
|------------------|---------|--------------------------|------------|--------------|--------------------|
| 07-03735436      | TESTCO  | 02/06/2007 - 0900        | David Ahn  | 202-418-0853 | david.ahn@fcc.gov  |
| 07-06729220      | TESTCO  | 03/08/2007 - 0700        | John Smith | 111-222-3333 | testemail@test.com |
| 07-06730948      | TESTCO  | 03/08/2007 - 0700        | John Smith | 111-222-3333 | testemail@test.com |
| 07-07129396      | TESTCO  | 03/12/2007 - 0800        | David Ahn  | 202-418-0853 | david.ahn@fcc.gov  |
| 07-09932203      | TESTCO  | 04/09/2007 - 0700        | John Smith | 111-222-3333 | testemail@test.com |
| 08-21227844      | TESTCO  | 07/30/2008 - 0700        | David Ahn  | 202-418-0853 | david.ahn@fcc.gov  |

### Overdue Final Reports

| Reference Number | Company | Notification Date - Time | POC                  | Phone Number | Email                |
|------------------|---------|--------------------------|----------------------|--------------|----------------------|
| 07-03735436      | TESTCO  | 02/06/2007 - 0900        | David Ahn            | 202-418-0853 | david.ahn@fcc.gov    |
| 07-06729220      | TESTCO  | 03/08/2007 - 0700        | John Smith           | 111-222-3333 | testemail@test.com   |
| 07-06730948      | TESTCO  | 03/08/2007 - 0700        | John Smith           | 111-222-3333 | testemail@test.com   |
| 07-06849167      | TESTCO  | 03/09/2007 - 1200        | David Ahn            | 202-418-0853 | david.ahn@fcc.gov    |
| 07-07129396      | TESTCO  | 03/12/2007 - 0800        | David Ahn            | 202-418-0853 | david.ahn@fcc.gov    |
| 07-07133810      | TESTCO  | 03/12/2007 - 0800        | David Ahn            | 202-418-0853 | david.ahn@fcc.gov    |
| 07-07134313      | TESTCO  | 03/12/2007 - 0800        | David Ahn            | 202-418-0853 | david.ahn@fcc.gov    |
| 07-07147123      | TESTCO  | 03/12/2007 - 1000        | David Ahn            | 202-418-0853 | david.ahn@fcc.gov    |
| 07-07336039      | TESTCO  | 03/14/2007 - 0900        | David Ahn            | 202-418-0853 | david.ahn@fcc.gov    |
| 07-09932203      | TESTCO  | 04/09/2007 - 0700        | John Smith           | 111-222-3333 | testemail@test.com   |
| 07-10142270      | TESTCO  | 04/11/2007 - 0800        | Location: \$ut%0d%0a | 202-418-2448 | Location: \$ut%0d%0a |

### Final Reports Due Within 5-Days

| Reference Number | Company | Notification Date - Time | POC        | Phone Number | Email              |
|------------------|---------|--------------------------|------------|--------------|--------------------|
| 08-20750739      | TESTCO  | 07/25/2008 - 0800        | John Healy | 202-418-2448 | john.healy@fcc.gov |

SAVE AS EXCEL

## 2.7 Report List

NORS can print out a list of outages in a spreadsheet format for a set of dates (based on the date the notification was filed). When you choose this option, the following screen will appear:

### Network Outage Report System - List

**From:** 8 20 2008  
**To:** 8 20 2008  
**Order:** Reference Number  
**Columns:**

- All
- Notification Date
- Updated Date
- Type
- Company
- Entity Type
- Incident Date/Time
- Time Zone
- Duration Hrs
- Duration Min

RETRIEVE

All the information on each outage can be provided if desired. Alternatively, you may select to show only certain information by holding down the Control Key while you select the individual columns that you want displayed.

You can order the outages by Reference Number (ID Number), type (Notification, Initial Report, etc.), incident date, notification date, updated date, reason reportable, or root cause.

If you hit the retrieve button, a table like the following will come up:

| Network Outage Report System - Report List (01/13/2006 - 01/17/2006) |                   |              |              |         |                      |                    |           |              |    |
|--|-------------------|--------------|--------------|---------|----------------------|--------------------|-----------|--------------|----|
| Ref. Number  | Notification Date | Updated Date | Type         | Company | Entity Type          | Incident Date/Time | Time Zone | Duration Hrs | Du |
| 06-01362170  | 01/13/2006 17:16  | N/A          | Notification | TESTCO  | SS7 network provider | 01/13/2006 17:00   | Eastern   | 0            |    |
| 06-01362241  | 01/13/2006 17:17  | N/A          | Notification | TESTCO  | SS7 network provider | 01/13/2006 17:00   | Eastern   | 0            |    |
| 06-01362472  | 01/13/2006 17:21  | N/A          | Notification | TESTCO  | SS7 network provider | 01/13/2006 17:00   | Eastern   | 0            |    |

Each outage report occupies a row. Every piece of information about the outage is listed. The output can be copied and pasted into Excel for analysis.

## 2.8 List of Open Reports

Selecting this option from the Main Menu results in a screen that gives a list of your company's open reports. The screen will look like this:

## List of Open Reports As of 11/27/2012

| Report Number | Notification Date | Date Initial Report Due | Date Final Report Due |
|---------------|-------------------|-------------------------|-----------------------|
| 08-20750739   | 07/25/2008        | N/A                     | 08/24/2008            |
| 08-21227844   | 07/30/2008        | 08/02/2008              | 08/29/2008            |
| 08-21252029   | 07/30/2008        | N/A                     | 08/29/2008            |
| 08-21351710   | 07/31/2008        | N/A                     | 08/30/2008            |
| 08-21352170   | 07/31/2008        | N/A                     | 08/30/2008            |
| 08-29446973   | 10/20/2008        | 10/23/2008              | 11/19/2008            |
| 08-30326723   | 10/29/2008        | 11/01/2008              | 11/28/2008            |
| 08-31039157   | 11/05/2008        | 11/08/2008              | 12/05/2008            |
| 08-31143863   | 11/06/2008        | 11/09/2008              | 12/06/2008            |
| 09-02250841   | 01/22/2009        | N/A                     | 02/21/2009            |
| 09-04948215   | 02/18/2009        | 02/21/2009              | 03/20/2009            |
| 09-06444178   | 03/05/2009        | 03/08/2009              | 04/04/2009            |
| 09-06453168   | 03/05/2009        | 03/08/2009              | 04/04/2009            |
| 09-06836792   | 03/09/2009        | N/A                     | 04/08/2009            |
| 09-14140727   | 05/21/2009        | 05/24/2009              | 06/20/2009            |
| 09-14140745   | 05/21/2009        | 05/24/2009              | 06/20/2009            |
| 09-14140752   | 05/21/2009        | 05/24/2009              | 06/20/2009            |
| 09-14144959   | 05/21/2009        | 05/24/2009              | 06/20/2009            |
| 09-18936247   | 07/08/2009        | 07/11/2009              | 08/07/2009            |
| 09-22944498   | 08/17/2009        | 08/20/2009              | 09/16/2009            |
| 09-26042673   | 09/17/2009        | N/A                     | 10/17/2009            |
| 09-26042875   | 09/17/2009        | N/A                     | 10/17/2009            |
| 09-30253218   | 10/29/2009        | 11/01/2009              | 11/28/2009            |
| 09-30353512   | 10/29/2009        | 11/01/2009              | 11/28/2009            |

### 2.9 Retrieve All Submitted Reports by Outage Number

Selection of this option from the Main Menu allows you to retrieve a single report by entering its report number into the following screen:

### Network Outage Report System - Search

Outage Number:

RETRIEVE

### 2.10 Modify Password

This screen allows you to modify or change your password:

**Network Outage - Modify Password**

Old Password:

New Password:

Re-type New Password:

NORS will confirm your change of password.

**Network Outage Reporting System**

Password has been modified.

Use your selected password for future outage reporting.

### **2.11 Modify Profile**

This menu item allows you to modify your profile: your name, phone number, email address and/or address. If you choose this menu item the following screen will appear:

**Network Outage - Modify User Profile**

Name:

Phone Number:  Extension:

E-Mail:

Address:

You may change any of the information in your profile.

### **2.12 Modify Company ID**

This screen allows outage coordinators to modify or change their Company's ID.

**Network Outage - Modify Company ID**

Old Company ID:

New Company ID:

Re-type New Company ID:

NORS will confirm the change of Company ID.

### 2.13 Deactivate User

Outage coordinators can stop access to NORS by one of their company's outage inputters and outage coordinators by selecting this menu item. When this item is selected, the following kind of screen appears:

**Network Outage - Deactivate User**

UserName:

Name:

User Type:

Phone Number:  Extension:

E-Mail:

### 2.14 User List

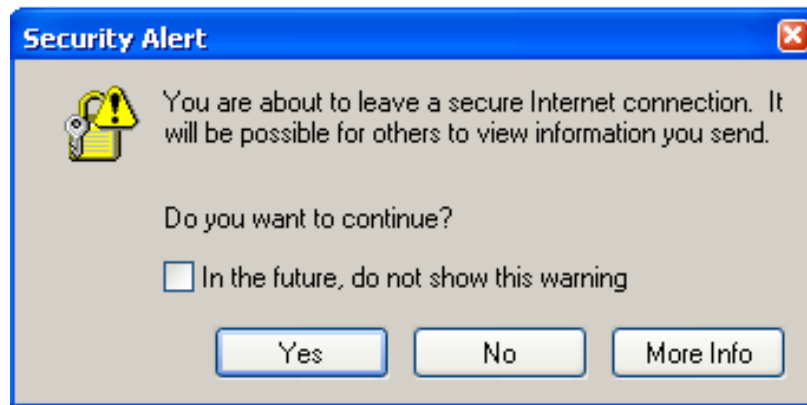
NORS can print out a list of users in spreadsheet format. When you choose this option, the following kind of screen will appear:

**List of NORS Users As of 08/20/2008**

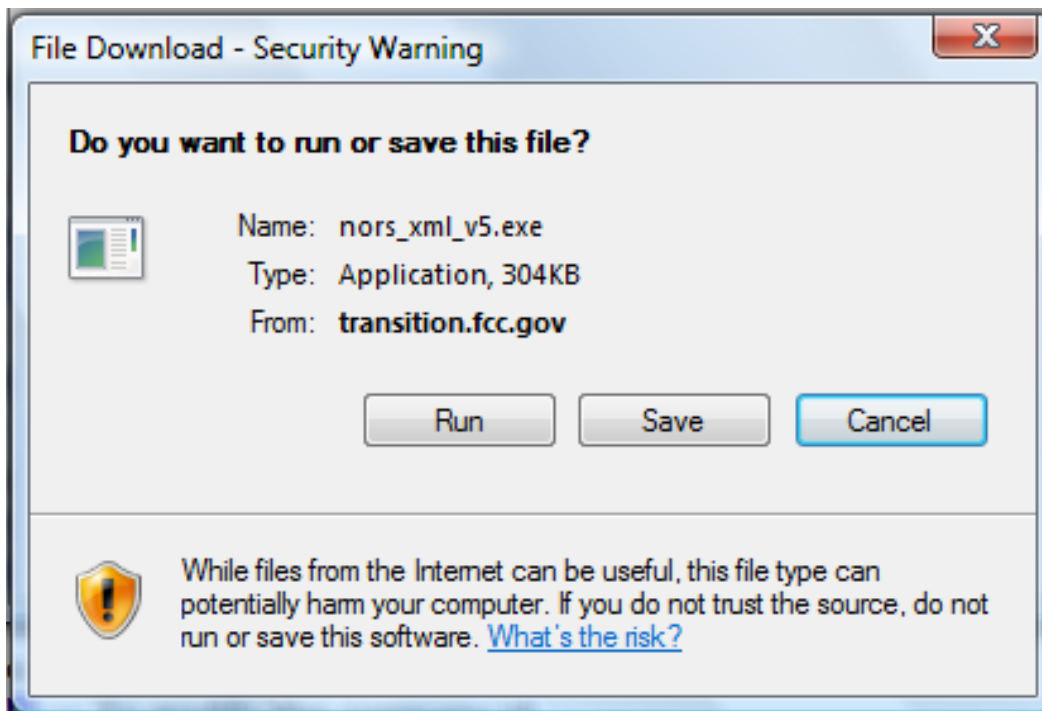
| Name            | Username | Type        | Phone        | Email                   |
|-----------------|----------|-------------|--------------|-------------------------|
| Fearless Leader | Flead2   | Coordinator | 202-418-xxxx | fearless.leader@fcc.gov |
| TEST USER       | testuser | Inputter    | 202-418-xxxx | test.user@fcc.gov       |

## 2.15 XML Filing Utility

This utility will help you to create or edit XML files to be submitted to NORS. There is one self-extractable file (nors\_xml.exe) in the directory. When you choose this option, the following dialog box may appear:



If this appears, select “Yes.” Another dialog box will appear:



Save the file to your hard drive and then open it. Four files will be extracted when you do this. “nors.dtd” is the document type definitions file for the NORS. By studying this

file, you will see what information needs to be included in the XML file to be submitted to the NORS. The other three files (Setup.Exe, Setup.Ini and Outage\_XML\_Deployment.msi) can be used to install the .NET utility to help you to create/edit XML files. You also need to download “dotnetfx.exe” (Microsoft .NET Framework Version 1.1 Redistributable Package) from the Microsoft website after verifying that your system meets system requirements for the executing the file:

<http://www.microsoft.com/downloads/details.aspx?familyid=262D25E3-F589-4842-8157-034D1E7CF3A3&displaylang=en>

### **2.15.1 Creating XML Facility**

Once you have downloaded the XML facility and have “dotnetfx.exe” (Microsoft .NET Framework Version 1.1 Redistributable Package), you can create the XML facility. You should execute the file Setup.Exe. This file will create the Outage\_XML.exe file. This is the program to easily create XML files.

### **2.15.2 Creating XML Files**

Open the Outage\_XML facility. You will be given four choices:

- 1) Create a Notification
- 2) Edit Notification
- 3) Update a Report - This is to change a Notification into an Initial Report (or Draft or Final Report). It can also be used to update an Initial Report or create a Final or Withdrawn Report. You will need the Report ID (from when you submitted the Notification to NORS).
- 4) Exit the System.

Create the file type that you want to upload.

## **2.16 Change Company Type on Outage Report**

Clicking on this item in the Main Menu links you to the following screen:

**Network Outage Report System - Change Company Type on Outage Report**

Report Number:

Entering the number of the report and clicking on “RETRIEVE” then produces this screen:

**Network Outage Report System - Change Company Type on Outage Report**

Report Number:

Reason Reportable: **Wireless - 900,000 user-minutes**  
City: **test**  
State: **ARIZONA**  
Date of Incident: **07/08/2009 09:00 Eastern Time**  
Current Entity Type: **SS7 network provider**  
New Entity Type:

At this point, select the new entity type from the drop down menu, and then submit the change to NORS by clicking on “SUBMIT”.

### **2.17 Retrieve a Report in XML Format**

Selection of this item from the Main Menu links you to a screen that permits you to enter the number of the report which you wish to see in XML format:

**Network Outage Report System - XML Report**

Outage Number:

## **3 Screen for DHS (Retrieve Outage Reports)**

The NORS has a module so that DHS can view outages. If you have chosen the retrieval module and successfully logged onto NORS (*see* Section 1.3) thus gaining access to the retrieval module, NORS will display a screen from which you may select an outage to view. DHS cannot change any contents of any report.



## 4 Fields on the Notification Form

**Name of Reporting Entity** – This lists the name of the company filing the outage report. This field is automatically filled out. It is the name of the company that the outage inputter used when he/she applied for a UserID. The Commission requires providers of wireline, wireless, cable circuit-switched telephony, satellite, paging, Signaling System 7 communications services to submit outage reports regarding disruptions to communication when disruptions meet the reporting thresholds as defined in Part 4 of the Commission's Rules on any facilities provided for a fee to one or more unaffiliated entities by radio, wire, cable, satellite, and/or lightguide: two-way voice and/or paging service, and /or SS7 communications.

**Type of Entity Reporting Disruption** – Pick from the scroll down menu the type of entity your company is relative to the incident being reported. The choices are:

- Wireline carrier
- Wireless carrier
- Cable telephony provider
- Paging provider
- Satellite provider
- SS7 network provider
- E911 service provider
- Facility owner or operator

A carrier that provides SS7 service, E911 service and is a facility owner should identify itself as a wireline carrier. The designation “SS7 network provider” is intended for companies that only provide SS7 service. Similarly the designation “E911 service provider” is for companies that only provide all or some portion of E911 service. The designation “Facility owner or operator” is for companies that are not carriers but own, operate and lease facilities for use in telecommunications. A carrier which provides both wireline and wireless services should choose the designation which most closely relates to the incident being reported.

**Date of Incident** - Provide the month, day and year at the commencement of the outage. The expected format is mm/dd/yyyy. NORS automatically inserts today’s date, but you can change that by first deleting the entire date, then re-entering the correct date.

**Local Time Incident Began (24 hr clock)** - Provide the local time at the location of the outage (not the reporting location) of commencement of the outage (24-hour clock) That is, for 1:00 PM, you should use 1300. The format should be XXXX; that is, do not use a colon (this number should be between 0000 and 2359). In most cases both the physical location of the outage and the majority of the effects are in the same time zone. However, some outages have wide-ranging impacts, which may not be at the physical location of the outage, such as a cut undersea cable. In that case, please provide the time at the end of the undersea cable closest to the US or the local time of the physical outage. You should include more detailed explanations in the Initial or Final Report.

**Time Zone** – Pick from the scroll down menu one of the following:

- Alaskan
- Atlantic
- Central
- Eastern
- Greenwich Mean Time (GMT)
- Guam
- Hawaii-Aleutian
- Mountain
- Other
- Pacific

Puerto Rico is in the Atlantic Time zone.

**Date Outage Determined Reportable** - Date on which a company determines that an outage has occurred and meets one or more of the reportable thresholds. The expected format is mm/dd/yyyy. This field is voluntary.

**Local Time Outage Determined Reportable (24 HR Clock)** - Time at which a company determines that an outage has occurred and meets one or more of the reportable thresholds. Provide the local time of outage determined reportable (24-hour clock). That is, for 1:00 PM, you should use 1300. The format should be nnnn; that is, do not use a colon. Acceptable inputs would be 800, 0800, 2300, etc. This number should be between 0 and 2359. This field is voluntary.

**Reason Reportable** – Provide the threshold that was crossed that determined that this outage was reportable. If more than one threshold was crossed, please choose the primary reason. Pick from the scroll down menu one of the following:

- Wireline – 900,000 User-Minutes
- Wireless – 900,000 User-Minutes
- Cable Telephony – 900,000 User-Minutes
- MSC
- E911
- Blocked Calls
- 1350 DS3s minutes
- DS3-Simplex Greater than 5 Days
- SS7 - MTP Messages
- Airport
- Other Special Facilities (Military, nuclear, etc.)
- Paging
- Satellite
- Other
- VoIP – E911

VoIP – 900,000 user minutes

**E911 Outage Location Effects** – For non-E911 outages, leave this field blank. For E911 outages, select from the scroll down menu one of the following:

***ALI Location Only Affected*** – for wireline carriers when location of the caller could not be provided, but the call could be routed to a PSAP.

***Phase 2 Only Affected*** – for wireless outages when Phase 2 location information could not be provided, but the call could be routed to a PSAP.

***Phase 1 and Phase 2 Only Affected*** – for wireless outages when neither Phase 1 nor Phase 2 could be provided, but the call could be routed to a PSAP.

***More than Location Affected*** – for wireline and wireless carriers when the call could not be routed to the appropriate PSAP.

**Failure Occurred in Another Company’s Network** - Check the box if the failure occurred in another company’s network.

#### **Number of Potentially Affected**

**Wireline Users** – Provide the sum of the number of assigned telephone numbers potentially affected by the outage and the number of administrative numbers potentially affected. If this outage did not affect wireline users, please leave this blank.

“Assigned numbers” are defined as the telephone numbers working in the Public Switched Telephone Network under an agreement such as a contract or tariff at the request of specific end users or customers for their use and include DID numbers. This excludes numbers that are not yet working but have a service order pending.

“Administrative numbers” are defined as the telephone numbers used by communications providers to perform internal administrative or operational functions necessary to maintain reasonable quality of service standards.

**Wireless Users** – Provide the number of potentially affected wireless users. In determining the number of users potentially affected by a failure of a switch, a concentration ratio of 8 shall be applied. If this outage did not affect wireless users, please leave this blank.

**VoIP Users** – Provide the number of potentially affected VoIP users. If this outage did not affect VoIP users, please leave this blank.

**Paging Users** - Provide the number of assigned telephone numbers for those paging networks in which each individual user is assigned a telephone number. If this outage did not affect paging users, please leave this blank.

**Cable Telephony Users** - Provide the number of assigned telephone numbers. If this outage did not affect cable telephony users, please leave this blank.

**Satellite Users** – Provide the number of satellite users affected (if known).

**Number Affected**

**Blocked Calls** – Provide the number of blocked calls. If no calls were blocked, please leave the field blank or enter “0”. If blocked call information is available in only one direction for interoffice facilities that handle traffic in both directions, the total number of blocked calls shall be estimated as twice the number of blocked calls determined for the available direction.

If real time information is not available, providers may provide data for the same day(s) of the week and the same time(s) of day as the outage, covering a time interval not older than 90 days preceding the onset of the outage in an effort to estimate blocked calls. In this case, the number of blocked calls reported should be 3 times the historic carried load.

If, for whatever reason, real-time and historic carried call load data are unavailable to the provider, even after a detailed investigation, the provider must estimate the carried call load based on data obtained in the time interval between the repair of the outage and the due date for the Final Report; this data must cover the same day of the week, the same time of day, and the same duration as the outage. Justification that such data accurately estimates the traffic that would have been carried at the time of the outage must be available on request. In this case, the estimate of the number of blocked calls reported should be 3 times carried load. The number of blocked calls, if known, should be filled out even if it is not the trigger for an outage being reportable.

**Real-Time, Historic Check Box** - Check whether the number of Blocked Calls came from real-time data or was based on historic carried loads the same day(s) of the week and the same time(s) of day as the outage.

**DS3s** – Provide the number of previously operating DS3s that were affected by the outage and were out of service for 30 or more minutes, regardless of the services carried on the DS3s or the utilization of the DS3s. DS3s restored to service in fewer than 30 minutes should not be recorded in the box for the number of DS3s. For example, if an outage initially took 576 DS3s out of service, but 384 were restored to service in less than 30 minutes, and only 192 were out of service for 30 minutes or longer; the number of affected DS3s should be recorded as “192”. If some failed DS3s were initially knocked out of service but restored in fewer than 30 minutes, the rapid restoration of those DS3s can be noted in the “Description of Incident” field, but they should not counted in the field for number of DS3s affected.

Count any failed STS3c as 3 DS3s, a failed STS12c as 12 DS3s, etc.

**Lost SS7 MTP Messages** - In cases of an SS7 outage and where an SS7 provider cannot directly estimate the number of blocked calls, provide the number of real-time lost SS7 MTP messages or the number of SS7 MTP messages carried on a historical basis. Historic carried SS7 MTP messages should be for the same day(s) of the week and the same time(s) of day as the outage. The information should not be older than 90 days preceding the onset of the outage. If the outage does not affect an SS7 network, please leave this field blank.

**Geographic Area Affected**

**State** – Choose the (primary) state from the scroll down menu affected by the outage. All 50 states along with the District of Columbia and Puerto Rico are listed. Outages affecting major parts of more than one state should be listed as Multi-State. If an outage occurred outside the fifty states, the District of Columbia, or Puerto Rico, please choose “Outside the 50 States”.

**City** – Provide the (primary) city affected. Please do NOT enter the state in this box. Enter the state abbreviation in the “state” box.

**Description of Incident** - Provide a narrative that describes the sequence of events leading up to the incident, the steps taken to try and resolve the incident once it had occurred, and the action(s) that finally resolved the incident. This is for the reader to better understand what happened. Include any factors that may have contributed to the duration of the incident, "quick fix" actions that may have resolved or at least mitigated the immediate problem but were not the final, long-term solution, and any other contributing factors. At the Notification stage, it is anticipated that many of the details will not be known.

Note: Certain characters and sequences of characters may confuse NORS if they appear in a text field. Those characters and sequences are therefore prohibited from all text fields. The prohibited characters and sequences are

CFQUERY  
CFSCRIPT  
CFGRID  
CFINSERT  
CFUPDATE  
,  
;  
<  
>  
"

These are not case-sensitive so all of CFQUERY, Cfquery or cfquery are not allowed.

**Primary Contact Person** – Provide the full name of the primary contact person.

**Phone Number** – Provide the phone number of the primary contact person in the format NXX-NXX-XXXX. That is, 201-444-5656 would mean that the area code or NPA is 201, the central office code is 444, and the line number is 5656.

**Extension** – Provide the extension number, if used, in format XXXX.

**E-mail Address** – Provide the e-mail address of the primary contact person.

## 5 Fields on the Initial, Draft, and Final Report Forms

Note that all of the data previously filled in are carried forward when updating a report. All fields can be changed to reflect new information except the Report Number, Name of Reporting Entity, Type of Entity, and the Date-Time of the previous submission.

**Report Number** – List the unique identifying number for the report. This field is automatically filled in from the Notification.

**Date-Time** – Self-explanatory. This field is automatically filled in based on the time of the previous submission for the same report number.

**Report Type** – Choose the type of report: Initial, Draft or Final. An Initial Report on an outage is due no later than 72 hours after the reporting entity discovered that the outage was reportable, and the Final Report on an outage is due no later than 30 days after the reporting entity discovered that the outage was reportable. A Final Report is due in 30 days even in the event that the outage has not yet been cleared by that time. The Initial Report shall contain all available pertinent information on the outage and shall be submitted in good faith. The Final Report shall contain all pertinent information on the outage, including any information that was not contained in, or that has changed from that provided in, the Initial Report.

**Name of Reporting Entity** – Lists the name of the company filing the outage report, which is the same used by the outage inputter when he/she applied for a UserID. This field is automatically filled in. Outage reports must be filed with the FCC by any cable communications provider, wireless service provider, satellite operator, SS7 provider, wireline communications provider, paging provider, E911 service provider, or facility owner and on any facilities which it owns, operates or leases that experiences an outage that meets the reporting thresholds as defined in Part 4 of the Commission's Rules and Regulations.

**Type of Entity Reporting Disruption** – Lists company type. This entry is automatically filled with the information taken from the Notification. The possible entries are:

Wireline carrier  
Wireless carrier

Cable telephony provider  
Paging provider  
Satellite provider  
SS7 network provider  
E911 service provider  
Facility owner or operator

**Date of Incident** - Provide the month, day and year at the commencement of the outage. The expected format is mm/dd/yyyy.

**Local Time Incident Began (24 hr clock)** - Provide the local time at the location of the outage (not the reporting location) of commencement of the outage (24-hour clock). That is, for 1:00 PM, you should use 1300. The format should be nnnn; do not use a colon (this number should be between 0000 and 2359). In most cases, both the physical location of the outage and the majority of the effects are in the same time zone. However, some outages have wide-ranging impacts that may not be at the physical location of the outage, such as a cut undersea cable. In that case, please provide the time at the end of the undersea cable closest to the US or the local time of the physical outage.

**Time Zone** – Pick from the scroll down menu one of the following:

Alaskan  
Atlantic  
Central  
Eastern  
Greenwich Mean Time (GMT)  
Guam  
Hawaii-Aleutian  
Mountain  
Other  
Pacific

Puerto Rico is in the Atlantic Time zone. Other should be used for some place like American Samoa.

**Reason Reportable** – Provide the threshold that was crossed that determined that this outage was reportable. If more than one threshold was crossed, please choose the primary reason. Pick from the scroll down menu one of the following:

Wireline – 900,000 User-Minutes  
Wireless – 900,000 User-Minutes  
Cable Telephony – 900,000 User-Minutes  
MSC  
E911  
Blocked Calls

1350 DS3s minutes  
DS3-Simplex Greater than 5 Days  
SS7 - MTP Messages  
Airport  
Other Special Facilities (Military, nuclear, etc.)  
Paging  
Satellite  
Other  
VoIP – E911  
VoIP – 900,000 user minutes

**Outage Duration** - Provide the total elapsed time (hours and minutes) from the commencement of the outage as provided in the preceding data fields until restoration of full service. Full service restoration includes the restoration of all services to all customers impacted by the outage, even if the restoral is over temporary facilities. If the customers' locations are destroyed such as by a hurricane, flood, tornado, or wildfire the duration continues until the reporting carrier is capable of again providing service to those locations. If an outage is ongoing at the time the Final Report is filed, report the outage duration as the total time between the commencement of the outage and the time the Final Report is filed.

**Date Outage Determined Reportable** - Date on which a company determines that an outage has occurred and meets one or more of the reportable thresholds. The expected format is mm/dd/yyyy. This field is voluntary.

**Local Time Outage Determined Reportable (24 HR Clock)** - Time at which a company determines that an outage has occurred and meets one or more of the reportable thresholds. Provide the local time of outage determined reportable (24-hour clock). That is, for 1:00 PM, you should use 1300. The format should be nnnn; that is, do not use a colon. Acceptable inputs would be 800, 0800, 2300, etc. This number should be between 0 and 2359. This field is voluntary.

**Explanation of Outage Duration (for incidents with partial restoration times)** – Describe the stages of restoration if different blocks of users were restored at different times. Often times significant blocks of users may be restored to service prior to full restoration of service. If this is the case, provide information on the number of users in each block restored to service and the elapsed time to partial so that an accurate assessment of the outage impact may be made. In addition, it is important to report when some services, e.g., E911, are restored if different than other services. In addition, for outages that last an unusually long time, an explanation should be provided in this field.

**Inside Building Indicator** – Indicate whether the outage occurred inside a building owned, leased, or otherwise controlled by the reporting entity. A building is a structure that is temperature controlled.



**E911 Outage Location Effects** – For non-E911 outages, leave this field blank. For E911 outages, select from the scroll down menu one of the following:

***ALI Location Only Affected*** – for wireline carriers, when location of the caller could not be provided but the call could be routed to a PSAP.

***Phase 2 Only Affected*** – for wireless outages, when Phase 2 location information could not be provided but the call could be routed to a PSAP.

***Phase 1 and Phase 2 Only Affected*** – for wireless outages, when neither Phase 1 nor Phase 2 could be provided but the call could be routed to a PSAP.

***More than Location Affected*** – for wireline and wireless carriers, when the call could not be routed to the appropriate PSAP.

**Failure Occurred in Another Company’s Network** - Check the box if the failure occurred in another company’s network.

#### **Effects of the Outage - Services Affected**

**Cable Telephony** – Check the box if cable telephony users were affected.

**Wireless (other than paging)** - Check the box if wireless users were affected.

**VoIP** - Check the box if VoIP users were affected.

**E911** - Check the box if E911 service or some aspect of E911 service was affected.

**Paging** - Check the box if paging users were affected by the outage.

**Satellite** - Check the box if satellite facilities were affected by the outage.

**Signaling (SS7)** - Check the box if SS7 service was affected by the outage.

**Wireline** - Check the box if wireline users were affected by the outage. This includes outages where only intraLATA service or only interLATA service was affected.

**Special Facilities (Airport, Government, etc.)** - Check the box if some special facility lost telecommunication service.

**Other (please specify)** – Fill in any other services affected.

#### **Number of Potentially Affected**

**Wireline Users** – Provide the sum of the number of assigned telephone numbers potentially affected by the outage and the number of administrative numbers potentially affected. If this outage did not affect wireline users, please leave this blank.

“Assigned numbers” are defined as the telephone numbers working in the Public Switched Telephone Network under an agreement such as a contract or tariff at the request of specific end users or customers for their use and include DID numbers. This excludes numbers that are not yet working but have a service order pending.

“Administrative numbers” are defined as the telephone numbers used by communications providers to perform internal administrative or operational functions necessary to maintain reasonable quality of service standards.

**Wireless Users** – Provide the number of potentially affected wireless users. In determining the number of users potentially affected by a failure of a switch, a concentration ratio of 8 shall be applied. If this outage did not affect wireless users, please leave this blank.

**VoIP Users** – Provide the number of potentially affected VoIP users. If this outage did not affect VoIP users, please leave this blank.

**Paging Users** - Provide the number of assigned telephone numbers for those paging networks in which each individual user is assigned a telephone number. If this outage did not affect paging users, please leave this blank.

**Cable Telephony Users** - Provide the number of assigned telephone numbers. If this outage did not affect cable telephony users, please leave this blank.

**Satellite Users** – Provide the number of satellite users affected (if known).

#### **Number of Affected**

**Blocked Calls** – Provide the number of blocked calls. If no calls were blocked, please leave the field blank or put 0 down. If blocked call information is available in only one direction for interoffice facilities which handle traffic in both directions, the total number of blocked calls shall be estimated as twice the number of blocked calls determined for the available direction.

If real time information is not available, providers may provide data for the same day(s) of the week and the same time(s) of day as the outage, covering a time interval not older than 90 days preceding the onset of the outage in an effort to estimate blocked calls. In this case, the number of blocked calls reported should be 3 times the historic carried load.

If, for whatever reason, real-time and historic carried call load data are unavailable to the provider, even after a detailed investigation, the provider must estimate the carried call load based on data obtained in the time interval between the repair of the outage and the due date for the Final Report; this data must cover the same day of the week, the same time of day, and the same duration as the outage. Justification that such data accurately estimates the traffic that would have been carried at the time of the outage must be available on request. In this case, the estimate of the number of blocked calls reported should be 3 times carried load. The number of blocked calls, if known, must be filled out even if it is not the trigger for an outage being reportable.

**Real-Time, Historic Check Box** - Check whether the number of Blocked Calls came from real-time data or was based on historic loads carried the same day(s) of the week and the same time(s) of day as the outage.

**DS3s** – Provide the number of previously operating DS3s that were affected by the outage and were out of service for 30 or more minutes, regardless of the services carried on the DS3s or the utilization of the DS3s. DS3s restored to service in fewer than 30 minutes should not be recorded in the box for the number of DS3s. For example, if an outage initially took 576 DS3s out of service, but 384 were restored to service in less than 30 minutes, and only 192 were out of service for 30 minutes or longer; the number of affected DS3s should be recorded as “192”. If some failed DS3s were initially knocked out of service but restored in fewer than 30 minutes, the rapid restoration of those DS3s can be noted in the “Description of Incident” field, but they should not be counted in the field for number of DS3s affected.

Count any failed STS3c as 3 DS3s, a failed STS12c as 12 DS3s, etc.

**Lost SS7 MTP Messages** - In cases of an SS7 outage and where an SS7 provider cannot directly estimate the number of blocked calls, provide the number of real-time lost SS7 MTP messages or the number SS7 MTP messages carried on a historical basis. Historic carried SS7 MTP messages should be for the same day(s) of the week and the same time(s) of day as the outage. The information should not be older than 90 days preceding the onset of the outage. If the outage does not affect an SS7 network, please leave this field blank.

### **Geographic Area Affected**

**State** – Choose the (primary) state from the scroll down menu affected by the outage. All 50 states along with the District of Columbia and Puerto Rico are listed. Outages affecting major parts of more than one state should be listed as Multi-State. Finally, if an outage occurred outside the fifty states, the District of Columbia, or Puerto Rico, please choose “Outside the 50 States”.

**City** – Provide the (primary) city affected. Please do NOT enter the state in this box. Enter the state in the “state” box.

**More Complete Description of Geographical Area of Outage** – Provide a more complete description of the geographical area of the outage. In particular, for Multi-State outages, it is important to list the states affected. For outages affecting more than one community, it is important to describe actual communities affected. Include CLLIs if applicable.

**Description of Incident** - Provide a narrative that describes the sequence of events leading up to the incident, the steps taken to try and resolve the incident once it had occurred, and the action(s) that finally resolved the incident. This is for the reader to better understand what happened. Include any factors that may have contributed to the duration of the incident, "quick fix" actions that may have resolved or at least mitigated the immediate problem but were not the final, long-term solution, and any other contributing factors. The description should be sufficiently detailed to allow the reader to

reach the same conclusions as the writer as to the Direct Cause and Root Cause of the incident. The maximum number of characters that will be saved in this field is 5000, and that may be reduced due to the way words break at the end of a line in the field. Additional text may be referenced here and placed in the remarks field.

**Description of the Cause(s) of the Outage** – Provide a text description of all the causes of the outage. This text should be in the inputter’s own words and should not use the words in the pull-down menus for Direct Cause or Root Cause.

**Direct Cause: The direct cause is the immediate event that results in an outage** – Scroll down the menu and choose the direct cause that is the most accurate. The direct cause is the event, action, or procedure that triggered the outage. In Section 7, there is a complete description of each of the direct causes. For example, a cable cut could be the triggering event or direct cause of an outage whose root cause is lack of diversity.

**Root Cause: The root cause is the underlying reason why the outage occurred or why the outage was reportable** – Scroll down the menu and choose the root cause that best fits. Root Cause is the key problem which once identified and corrected will prevent the same or a similar problem from recurring. With today's technology, two or more problems may be closely linked and require detailed investigation. However, in any single incident there should be only one primary cause - the Root Cause. In Section 7, there is a complete description of each root cause. For example, a cable cut improper marking could be the triggering event or direct cause but the real cause (root cause) may be lack of diversity.

**Contributing Factors** – Scroll down the menu and choose the contributing factors that best fit, if applicable. Contributing factors are problems or causes that are closely linked to the outage. Often if a contributing factor was addressed beforehand, the outage could have been prevented or the effect of the outage would have been reduced or eliminated. The form allows two contributing factors, for which there are complete descriptions in Section 7.

**Lack of Diversity Contributed to or Caused the Outage** – Determine whether lack of diversity contributed to or caused the outage. If Best Practices related to diversity are discussed in any of the Best Practice fields, or if the lack of diversity is listed as a root cause or contributing factor to the outage, then this field should be marked “Yes”. In general, determine whether engineering standards for diversity are being followed.

**Malicious Activity** – Indicate whether you believe that malicious activity might be involved in the outage. The form asks for some explanation of why you believe the activity is malicious or what is suspicious about the activity. Malicious activity could be the product of terrorists.

**Name and Type of Equipment that Failed** - Provide the vendor name and the specific equipment (including software release if applicable) involved in the outage. For example, if a relay in a power plant fails that subsequently causes a switch to go out of

service due to lack of power, then report the make and model of the relay, not the power plant or switch.

**Specific Part of the Network Involved** – Provide the part of the network involved with the incident. Examples are local switch, tandem switch, signaling network, central office power plant, digital cross-connect system, outside plant cable, ALI database, etc.

**Method(s) Used to Restore Service** - Provide a complete, chronological narrative of the methods used to restore service, both "quick fix" and final.

**Telecommunications Service Priority (TSP) Indicator** – Indicate whether TSP was involved during service restoration.

**Steps Taken to Prevent Reoccurrence** – Provide the steps already taken and to be taken to prevent reoccurrence. Typically, the corrective actions are identified through a Root Cause Analysis of the incident and the steps for prevention can be at both this location and throughout the network(s) if appropriate. If a time frame for implementation exists it should be provided. If no further action is required or planned, the service provider should so indicate.

**Applicable Best Practices that might have prevented the Outage or reduced its effects** – Provide the number(s) of the Best Practices that could have prevented the outage or reduced its effects. The Network Reliability and Interoperability Council (NRIC) and Communications Security, Reliability, and Interoperability Council (CSRIC) have developed a list of Best Practices. They can be accessed via <https://www.fcc.gov/nors/outage/bestpractice/BestPractice.cfm>. You can find relevant Best Practices by using keywords. Alternatively, Best Practices can also be sourced from the ATIS Best Practices website: <http://www.atis.org/bestpractices>.

**Best Practices used to diminish effects of the Outage** - Provide the number(s) and also possibly descriptions of the most important Best Practices that were actually used to lessen the effects of the outage. These chosen Best Practices helped shorten the outage, reduced the restoration times, prevented the outage from affecting more customers, and/or reduced the effects on customers (e.g., ensured that E911 was not affected). If none were used, please leave blank. Best Practices can be sourced from the <https://www.fcc.gov/nors/outage/bestpractice/BestPractice.cfm> or <http://www.atis.org/bestpractices>.

**Analysis of Best Practices** – Provide an evaluation of the relevance, applicability and usefulness of the current Best Practices for the outage. If a new Best Practice is needed or an existing Best Practice needs to be modified, please indicate.

**Remarks** – Provide any additional information that you believe is relevant, but did not fit anywhere else on the form.

**Primary Contact Person** – Provide the full name of the primary contact person.

**Phone Number** – Provide the phone number of the primary contact person in the format NPA-NXX-XXXX. That is, 201-444-5656 would mean that the area code or NPA is 201, the central office code is 444, and the line number is 5656.

**Extension** – Provide the extension number, if used, in format XXXX.

**U.S. Postal Service Address** – Provide the address of the primary contact person.

**E-mail Address** – Provide the e-mail address of the primary contact person.

**Secondary Contact Person** – Provide the full name of the secondary contact person.

**Phone Number** – Provide the phone number of the secondary contact person in the format NPA-NXX-XXXX. That is, 201-444-5656 would mean that the area code or NPA is 201, the central office code is 444, and the line number is 5656.

**Extension** – Provide the extension number, if used, in format XXXX.

**U.S. Postal Service Address** – Provide the address of the secondary contact person.

**E-mail Address** – Provide the e-mail address of the secondary contact person.

## **6 Fields on the Withdrawn Report Form**

**Primary Contact Person** – Provide the full name of the primary contact person

**Phone Number** – Provide the phone number of the primary contact person in the format NPA-NXX-XXXX. That is, 201-444-5656 would mean that the area code or NPA is 201, the central office code is 444, and the line number is 5656.

**Extension** – Provide the extension number, if used, in format XXXX.

**E-mail Address** – Provide the e-mail address of the primary contact person.

**U.S. Postal Service Address** – Provide the address of the primary contact person.

**Secondary Contact Person** – Provide the full name of the secondary contact person.

**Phone Number** – Provide the phone number of the secondary contact person in the format NPA-NXX-XXXX. That is, 201-444-5656 would mean that the area code or NPA is 201, the central office code is 444, and the line number is 5656.

**Extension** – Provide the extension number, if used, in format XXXX.

**E-mail Address** – Provide the e-mail address of the secondary contact person.

**U.S. Postal Service Address** – Provide the address of the secondary contact person.

**Reason for Withdrawal** – State the reason that the report is being withdrawn.

## **7 Descriptions of Root Cause, Direct Cause and Contributing Factors**

### **Cable Damage**

#### **Cable Unlocated**

This is considered a procedural error. Prior notification of action was provided by the excavator, but the facility owner or locating company failed to establish the presence of a cable, which was then eventually damaged.

#### **Digging Error**

Excavator error during digging (contractor provided accurate notification, route was accurately located and marked, and cable was buried at a proper depth with sufficient clearance from other sub-surface structures).

#### **Inaccurate/ Incomplete Cable Locate**

This is considered a procedural error. The cable's presence was determined, but its location was inaccurately and/or partially identified.

#### **Inadequate/No Notification**

Excavator failed to provide sufficient or any notification prior to digging, did not accurately describe the location of the digging work to be performed, or did not wait the required time for locate completion.

#### **Other**

#### **Shallow Cable**

The cable was at too shallow a depth, (notification was adequate, locate was accurate, excavator followed standard procedures).

### **Cable Damage/Malfunction**

#### **Aerial/Non-Buried**

Aerial/non-buried cable was damaged or ceased to function (e.g., power transformer fire, tension on span, automobile collision, etc.).

#### **Cable Malfunction**

Cable ceased to function (e.g., loss of transmission due to aging, connector failure, etc.).

### **Design - Firmware**

#### **Ineffective Fault Recovery or Re-Initialization Action**

Failure to reset/restore following general/system restoral/initialization.

#### **Insufficient Software State Indications**

Failure to communicate or display out-of-service firmware states; failure to identify, communicate or display indolent or "sleepy" firmware states.

#### **Other**

### **Design - Hardware**

#### **Inadequate Grounding Strategy**

Insufficient component grounding design; duplex components/systems sharing common power feeds/fusing.

**Other**

**Poor Backplane or Pin Arrangement**

Non-standard/confusing pin arrangements or pin numbering schemes; insufficient room or clearance between pins; backplane/pin crowding.

**Poor card/frame mechanisms (latches, slots, jacks, etc.)**

Mechanical/physical design problems.

**Design – Software**

**Faulty Software Load - Office Data**

Inaccurate/mismatched office configuration data used/applied; wrong/defective office load supplied.

**Faulty Software Load - Program Data**

Bad program code/instructions; logical errors/incompatibility between features/sets; software quality control failure; wrong/defective program load supplied; software vulnerability to virus infection.

**Inadequate Defensive Checks**

Changes to critical or protected memory were allowed without system challenge; contradictory or ambiguous system input commands were interpreted/responded to without system challenge. Failure of system to recognize or communicate query/warning in response to commands with obvious major system/network impact.

**Ineffective Fault Recovery or Re-initialization Action**

Simple, single-point failure resulting in total system outage; failure of system diagnostics resulting from the removal of a good unit with restoration of faulty mate; failure to switch/protect the switch to standby/spare/mate component(s).

**Other**

**Diversity Failure**

**External**

Failure to provide or maintain the diversity of links or circuits among external network components which results in a single-point-of-failure configuration.

**Internal (Other)**

Failure to provide or maintain diversity of equipment internal to a building. This is excluding power equipment and timing equipment.

**Links**

SS7 communication paths were not physically and logically diverse.

**Power**

Failure to diversify links, circuits, or equipment among redundant power system components, including ac rectifiers/chargers, battery power plants, dc distribution facilities, etc.

**Timing Equipment**

Failure to diversify critical equipment across timing supplies (e.g., BITS clocks).



**Environment – External** (for limited use when applicable root causes caused by a service provider or vendor cannot be identified; it can also be listed as contributing factor).

**Animal Damage**

Component destruction associated with damage caused by animals (e.g., squirrel/rodent chewing of cables, insect infestation, bird droppings, bird nests, etc.).

**Earthquake**

Component destruction or fault associated directly or indirectly with seismic shock. However, if damage was the result of inadequate earthquake bracing, consider the fault to be a hardware design.

**Fire**

Component destruction or fault associated with a fire occurring/starting outside the service provider plant. This includes brush fires, pole fires, etc.

**Flood**

**Ice/Storm**

**Lightning/Transient Voltage**

Component destruction or fault associated with surges and over-voltages caused by (electrical) atmospheric disturbances.

**Other**

**Storm - Water/Ice**

Component destruction or fault associated with fog, rain, hail, sleet, snow, or the accumulation of water/ice (flooding, collapse under weight of snow, etc.).

**Storm - Wind/Trees**

Component destruction or fault associated with wind-borne debris or falling trees/limbs.

**Vandalism/Theft**

Component loss, destruction, or fault associated with larceny, mischief, or other malicious acts.

**Vehicular Accident**

Component destruction or fault associated with vehicle (car, truck, train, etc.) collision.

**Environment (Internal)**

**Cable Pressurization Failure**

Component destruction or fault associated with cable damage resulting from cable pressurization failure.

**Dirt, Dust Contamination**

Component loss or fault associated with dirt or dust, typically resulting in component overheating, or loss of connectivity.

**Environmental System Failure (heat/humidity)**

Component loss or fault associated with extreme temperature, rapid temperature changes, or high humidity due to loss/malfunction of environmental control(s). If the failure was the result of inadequate/lack of response to (alarmed/un-alarmed) environmental failures, or due to incorrect manual control of environmental systems, consider this a procedural fault.

**Fire Suppression (water, chemicals) Damage**

Component loss or fault associated with corrosion (electrolytic or other) caused by fire suppression activities; this root cause assumes that no substantial failure was directly associated with the smoke/fire that triggered suppression.

**Fire, Arcing, Smoke Damage**

Component loss or fault associated with damage directly related to central office or equipment fires (open flame or smoldering), corrosive smoke emissions, or electrical arcing (whether or not ignition of surrounding material occurs).

**Manhole/Cable Vault Leak**

Component destruction or fault associated with water entering manholes, cable vaults, CEVs, etc.

**Other****Roof/Air Conditioning Leak**

Component destruction or fault associated with water damage (direct or electrolytic) caused by roof or environmental systems leaks into/in central office environment.

**Hardware Failure****Circuit Pack/Card Failure-Other**

Circuit pack or card, other than within a processor or memory unit, failed (e.g., component failure, pin edge connector failure, firmware failure, etc.).

**Circuit Pack/Card Failure-Processor**

Circuit pack or card within the processor failed (e.g. component failure, pin edge connector failure, firmware failure, etc.).

**Memory Unit Failure****Other****Passive Devices**

Equipment, hardware or devices that contain no electronics (e.g., demarcation points, cross connect panels, splitters, attenuators, etc.).

**Peripheral Unit Failure****Processor Community Failure****Self-contained Device Failure**

Equipment or hardware that contains electronics, but does not contain replaceable components.

**Shelf/Slot Failure**

Failure of entire equipment shelf/chassis, connectors, or backplane (e.g., physical damage, corrosion, contamination, wear, etc.).

**Software Storage Media Failure**

Hardware failure resulting in corruption of office data, program data, routing data, etc.

**Insufficient Data****Insufficient Data (no additional modifier)**

There is not enough information from the failure report (and subsequent investigation, if any) to determine cause(s) of failure.

**Cleared While Testing**

Service restored before the cause could be determined.

**Non-Service Provider Personnel**

Failure is caused by non-service provider personnel (e.g., contractors, building maintenance personnel, tenant of telco hotel, etc.).

**Outside Owned Network**

Failure occurred in another company's network (e.g., leased transport capacity, contracted signaling service, etc.).

**Under Investigation**

Root cause analysis pending.

**Other/Unknown**

The cause of the outage cannot be determined, or the cause does not match any of the classifications above. Excludes cases where outage data was insufficient or missing, or where root cause is still under investigation. When root cause cannot be proven, it is usually still possible to determine the probable cause, which falls under the heading "unknown." When classifications provided do not match the cause, the approximate match is preferred to be "other."

**Power Failure (Commercial and/or Back-up)** (does not include failures of dc/dc converters or fuses embedded in switches and transmission equipment, which should be reported as a hardware failure, unless the problem was caused by the power plant.)

**Battery Failure**

Batteries did not function as designed.

**Breaker Tripped/Blown Fuses**

Equipment Failure associated with tripped breaker or blown fuse.

**Extended Commercial Power Failure**

System failure due to commercial power failure that extends beyond the design of back-up capabilities.

**Generator Failure**

Generator did not function as designed or ran out of fuel.

**Inadequate Site-Specific Power Contingency Plans**

System failure due to the insufficiency of the emergency operating procedures and contingency plans available and the resulting outage is prolonged because of lack of site-specific information. This includes equipment engineering data, portable engine hook-up hardware/procedures, load shedding plans, etc.

**Inadequate Back-up Power Equipment Located on Customer Premise**

Customer premise power equipment unable to support communications equipment due to extended loss of commercial or back-up power.

**Inadequate/Missing Power Alarm**

System failure associated to an un-alarmed (or under-alarmed) power failure, an alarm not provided initially due to inadequate standards, failure to implement standards or an alarm/alarm system failure (broken or modified).

Because of the success in avoiding severe, battery-depletion failure where power alarms are effective and effectively responded to, system failures directly

associated with power alarms should be classified as such, instead of as procedural.

**Insufficient Response to Power Alarm**

System failure associated response to power failure: alarm system worked, but support personnel did not respond properly. Consider this a procedural fault.

**Lack of Power Redundancy**

Failure directly associated with insufficient redundancy of power system components, including AC rectifiers/chargers, battery power plan, DC distribution facilities, etc.

**Lack of Routine Maintenance/Testing**

System failure resulting from infrequent power system testing, maintenance and/or detailed inspection. Consider this a procedural fault.

**Other**

**Overloaded/Undersized Power Equipment**

System failure attributable to insufficient sizing/design of power configuration.

**Rectifier Failure**

System failure resulting from rectifier malfunction.

**Scheduled Activity-Software Upgrade**

**Scheduled Maintenance-Hardware Replacement**

**Unidentified Power Surge**

Equipment failure associated with unidentified power surge.

**Procedural - Other Vendor/Contractor**

**Ad hoc Activities, Outside Scope of MOP**

Unapproved, unauthorized work, or changes in agreed-to procedures.

**Documentation/Procedures Out-of-Date, Unusable, Impractical**

Lack of updated documentation/procedures, the correction/update is available but not incorporated locally, or the document is unwieldy. Some examples are: the use of inadequate indexing or cross-referencing, bits and pieces of information being too difficult to integrate, ineffective delivery vehicle, etc.

**Documentation/Procedures Unavailable, Incomplete**

Documentation or procedures (vendor or service provider) are not published; published, but not distributed; distributed, but not available on-site; or that some documentation is obscure/oblique, too general (lack of practical detail); too detailed/technical for practical use, etc.

**Insufficient Staffing/Support**

Unexpected conditions depleted available resources; predictable but unavoidable shortage (unreasonable demand); ineffective/inadequate roll-down or centralization arrangement; resource-intensive (new) technology outside scope/reach of existing automatic/remote administration systems, etc.

**Insufficient Supervision/Control or Employee Error**

Resulting from insufficient leadership, ineffective administration, and/or maintenance strategies (process or communication failures; conflicting priorities) etc. This sub-category should be used when multiple procedural causes are indicated, and also when the service interruption results purely from an unintentional action by the employee.

**Insufficient Training**

Training not available from vendor; training not available from service provider; training available but not attended; training attended but provides inadequate or out-of-date information; training adequate but insufficient application followed; training need never identified, etc.

**Other****Procedural - Service Provider****Documentation/Procedures Out-of-Date, Unusable or Impractical**

Documentation/procedures are not updated; correction/update available, but not incorporated locally. Documentation/procedures are unwieldy; inadequate indexing or cross-referencing; bits and pieces of information difficult to integrate; ineffective delivery vehicle, etc.

**Documentation/Procedures Unavailable/Unclear/Incomplete**

Documentation or procedures (vendor or service provider) are not published; published, but not distributed; distributed, but not available on-site, etc. Documentation/procedures are obscure/oblique; too general - insufficient specificity; too detailed/technical for practical use, etc.

**Inadequate Routine Maintenance/Memory Back-Up**

Failure could have been prevented/minimized by simple maintenance routines. The resulting recovery action was delayed/complicated by old or missing program/office data tapes or disk, etc.

**Insufficient Staffing/ Support**

Unexpected conditions depleted available resources; predictable but unavoidable shortage (unreasonable demand); ineffective/inadequate roll-down or centralization arrangement; resource-intensive (new) technology outside scope/reach of existing automatic/remote administration systems, etc.

**Insufficient Supervision/Control or Employee Error**

Resulting from insufficient leadership, ineffective administration, and/or maintenance strategies (process or communication failures; conflicting priorities), etc. This sub-category should be used when multiple procedural causes are indicated, and also when the service interruption results purely from an unintentional action by the employee.

**Insufficient Training**

Training not available from vendor; training not available from service provider; training available but not attended; training attended but provides inadequate or out-of-date information; training adequate but insufficient application followed; training need never identified, etc.

**Other****Procedural - System Vendor****Ad hoc Activities, Outside Scope of MOP**

Unapproved, unauthorized work or changes in agreed-to procedures.

**Documentation/Procedures Out-of-Date Unusable or Impractical**

Documentation/procedures are not updated; correction/update available, but not incorporated locally. Documentation/procedures are unwieldy; inadequate

indexing or cross-referencing; bits and pieces of information difficult to integrate; ineffective delivery vehicle, etc.

**Documentation/Procedures Unavailable/Unclear/Incomplete**

Documentation or procedures (vendor or service provider) are not published; published, but not distributed; distributed, but not available on-site, etc.

Documentation/procedures are obscure/oblique; too general - insufficient specificity; too detailed/technical for practical use, etc.

**Insufficient Staffing/ Support**

Unexpected conditions depleted available resources; predictable but unavoidable shortage (unreasonable demand); ineffective/inadequate roll-down or centralization arrangement; resource-intensive (new) technology outside scope/reach of existing automatic/remote administration systems, etc.

**Insufficient Supervision/Control or Employee Error**

Resulting from insufficient leadership, ineffective administration, and/or maintenance strategies (process or communication failures; conflicting priorities) etc. This sub-category should be used when multiple procedural causes are indicated, and also when the service interruption results purely from an unintentional action by the employee.

**Insufficient Training**

Training not available from vendor; training not available from service provider; training available but not attended; training attended but provides inadequate or out-of-date information; training adequate but insufficient application followed; training need never identified, etc.

**Other**

**Simplex Condition**

**Non-service Affecting**

Occurs when there is a failure of one side of a duplexed system such as a SONET ring yet an unprotected simplex service will still provide service for the duration of the outage. Do not use this root cause for the complete failure of a duplexed system or in cases where any of the circuits in the duplexed system are provided under SLAs which require protection.

**Service Affecting**

Failure of one side of a duplexed system such as a SONET ring where an unprotected simplex service was provided for a period of time but was not repaired during the usual maintenance window or in cases where any of the circuits in the duplexed system are provided under SLAs that require protection.

**Spare**

**Spare Not Available** – Sparing processes did not result in an available replacement (e.g., Service Provider inventory inaccuracies, transportation of spare located at centralized facility, etc.).

**Spare On Hand – Failed**

Sparing processes provided an available replacement; however, the replacement malfunctioned (e.g., out-of-box failure of spare, incompatible software versions, etc.).

### **Spare On Hand – Manufacturer Discontinued (MD)**

Obtaining spare made difficult or complicated by MD'd status (e.g., Service Provider unaware of MD'd status, scarcity of MD's spares, etc.).

### **Traffic/System Overload**

#### **Common Channel Signaling Network Overload**

SS7 system/network overload associated with (true) high traffic loads congesting signaling network elements or the SS7 link network. If the overload was associated with signaling traffic handling congestion, false or reactivated link congestion, inappropriate or incorrect SS7 network management message(s), protocol errors, etc., then consider the problem to be a software design fault.

#### **Inappropriate/Insufficient Network Management (NM) Control(s)**

System/network overload or congestion associated with an ineffective NM system/switch response resulting due to the lack of either effective NM control, that the system/switch response to control was inappropriate, or that its implementation was flawed. If failure was related to inappropriate control strategy or execution by NM organization, consider it procedural.

#### **Ineffective Engineering/Engineering Tools**

System/network overload or congestion directly associated with under-engineering of the system/network due to rapidly changing network demand, or introduction of new network components and/or technologies. If failure was associated with simple under-engineering (absent changing environment), consider it procedural.

#### **Mass Calling - Focused/Diffuse Network Overload**

System/network overload or congestion directly associated with unplanned, external trigger(s) causing a significant, unmanageable traffic load.

#### **Media-Stimulated Calling - Insufficient Notification**

System/network overload or congestion directly associated with a media-stimulated calling event where the event sponsor/generator failed to provide adequate advance notice, or provided inaccurate (underestimated) notification.

#### **Other**