

# FCC OUTAGE REPORTING COMPLIANCE MANUAL



SAMPLE

Regulatory Compliance Guide for Reporting  
Telecommunications Outages to the FCC

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Our firm prepared this Network Outage Operational Manual to guide companies through the process of identifying and reporting network outages through the Federal Communications Commission's ("FCC") Network Outage Reporting System ("NORS").

This Operational Manual will provide a high-level overview of the network outage reporting requirements, and will identify the outage thresholds and reporting deadlines for both wireline and Interconnected VoIP service outages.

This memorandum does not address technical issues related to outage reporting that are unique to any provider's wireline or Interconnected VoIP services or equipment, such as how a provider determines when an outage is or has occurred and the specific services or equipment affected, how a provider identifies the time an outage began and/or ended, or what actions a provider's personnel may take to address an outage. These actions are driven largely by the technology each provider utilizes to provide its services and, therefore, the manner in which each provider addresses these activities depends upon the functionality and limitations of its equipment. As a result, these activities are less susceptible to a more generalized process. Any existing internal procedures a provider has in place to address these and other outage-related activities may need to be modified to incorporate the requirements of this Outage Manual. If a provider does not have separate outage procedures in place, we recommend that management develop such procedures to assist the provider's personnel in responding to outages. We would be happy to assist with this process as necessary.

### **Overview of Network Outage Reporting Requirements**

Since 1992, the FCC has required wireline telecommunications carriers to report major disruptions to their communications services. In 2004, the FCC extended network outage reporting requirements to providers of wireless, cable, and satellite communications services. The FCC extended its network outage reporting requirements to providers of Interconnected VoIP services on February 21, 2012.<sup>1</sup> The new rules are scheduled to go into effect on December 16, 2012.

The FCC uses outage information to identify network reliability issues with individual providers and to identify statistically meaningful trends and areas of concern across communications service providers, and to improve network security, reliability and resiliency.

The outage reporting process requires service providers to submit outage notifications to the FCC to provide the FCC basic information regarding the outage. Providers are required to file more detailed outage reports under specific circumstances. All outage reports must be filed electronically through

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<sup>1</sup> See *The Proposed Extension of Part 4 of the Commission's Rules Regarding Outage Reporting To Interconnected Voice Over Internet Protocol Service Providers and Broadband Internet Service Providers*, Report and Order, 27 FCC Rcd. 2650 (2012) ("*VoIP Outage Report & Order*").