



ATIS-0100068

**Standard Operating Procedures (SOP) for Updating Public
Safety Answering Point (PSAP) Outage Contact
Information**

TECHNICAL REPORT



As a leading technology and solutions development organization, the Alliance for Telecommunications Industry Solutions (ATIS) brings together the top global ICT companies to advance the industry's most pressing business priorities. ATIS' nearly 200 member companies are currently working to address the All-IP transition, 5G, network functions virtualization, big data analytics, cloud services, device solutions, emergency services, M2M, cyber security, network evolution, quality of service, billing support, operations, and much more. These priorities follow a fast-track development lifecycle — from design and innovation through standards, specifications, requirements, business use cases, software toolkits, open source solutions, and interoperability testing.

ATIS is accredited by the American National Standards Institute (ANSI). The organization is the North American Organizational Partner for the 3rd Generation Partnership Project (3GPP), a founding Partner of the oneM2M global initiative, a member of the International Telecommunication Union (ITU), as well as a member of the Inter-American Telecommunication Commission (CITEL). For more information, visit www.atis.org.

Notice of Disclaimer & Limitation of Liability

The information provided in this document is directed solely to professionals who have the appropriate degree of experience to understand and interpret its contents in accordance with generally accepted engineering or other professional standards and applicable regulations. No recommendation as to products or vendors is made or should be implied.

NO REPRESENTATION OR WARRANTY IS MADE THAT THE INFORMATION IS TECHNICALLY ACCURATE OR SUFFICIENT OR CONFORMS TO ANY STATUTE, GOVERNMENTAL RULE OR REGULATION, AND FURTHER, NO REPRESENTATION OR WARRANTY IS MADE OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE OR AGAINST INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS. ATIS SHALL NOT BE LIABLE, BEYOND THE AMOUNT OF ANY SUM RECEIVED IN PAYMENT BY ATIS FOR THIS DOCUMENT, AND IN NO EVENT SHALL ATIS BE LIABLE FOR LOST PROFITS OR OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES. ATIS EXPRESSLY ADVISES THAT ANY AND ALL USE OF OR RELIANCE UPON THE INFORMATION PROVIDED IN THIS DOCUMENT IS AT THE RISK OF THE USER.

NOTE - The user's attention is called to the possibility that compliance with this standard may require use of an invention covered by patent rights. By publication of this standard, no position is taken with respect to whether use of an invention covered by patent rights will be required, and if any such use is required no position is taken regarding the validity of this claim or any patent rights in connection therewith. Please refer to [<http://www.atis.org/legal/patentinfo.asp>] to determine if any statement has been filed by a patent holder indicating a willingness to grant a license either without compensation or on reasonable and non-discriminatory terms and conditions to applicants desiring to obtain a license.

ATIS-0100068, *Standard Operating Procedures (SOP) for Updating Public Safety Answering Point (PSAP) Outage Contact Information*

Published by

**Alliance for Telecommunications Industry Solutions
1200 G Street, NW, Suite 500
Washington, DC 20005**

Copyright © 2019 by Alliance for Telecommunications Industry Solutions
All rights reserved.

No part of this publication may be reproduced in any form, in an electronic retrieval system or otherwise, without the prior written permission of the publisher. For information contact ATIS at 202.628.6380. ATIS is online at < <http://www.atis.org> >.

Standard Operating Procedures (SOP) for Updating Public Safety Answering Point (PSAP) Outage Contact Information

Alliance for Telecommunications Industry Solutions

Approved October 17, 2019

Abstract

This document provides instructions on how Public Safety Answering Point (PSAP) contact information is to be collected and documented. This process addresses the challenges associated with identifying PSAP and 9-1-1 authority recipients of outage notifications and the mechanisms for collecting and standardizing contact information. One of the industry challenges in the delivery of outage notifications is knowing who to notify, by telephone and electronic means, in the event of a potentially impacting 9-1-1 outage. (For 9-1-1 Authorities seeking Service Provider contact information, please work with your local PSAP.) Additionally, PSAPs do not necessarily know whom to notify in the industry when they self-detect an outage that is impacting 9-1-1. Even when the industry knows whom to contact at a PSAP, the Service Provider does not always do so, or does not notify in a timely manner. This leads to PSAPs having to resort to social media and ad hoc communications with their peers to discern what might be happening in carrier networks. Today, due to FCC requirements to notify PSAPs, it is necessary to obtain accurate outage contact information for each PSAP. There is no centralized repository for PSAP outage contact information; therefore, companies have developed independent notification databases.

Foreword

The Alliance for Telecommunications Industry Solutions (ATIS) serves the public through improved understanding between carriers, customers, and manufacturers. The Network Reliability Steering Committee (NRSC) strives to improve network reliability by providing timely consensus-based technical and operational expert guidance to all segments of the public communications industry.

The Network Reliability Steering Committee (NRSC) Situational Awareness for 9-1-1 Outages Task Force (NSA-TF) is a joint Task Force composed of industry, 9-1-1 association, and PSAP representatives. The NSA-TF has a goal of providing actionable information to Public Safety Answering Points (PSAPs) and Service Providers in the case of a 9-1-1 outage.

The mandatory requirements are designated by the word *shall* and recommendations by the word *should*. Where both a mandatory requirement and a recommendation are specified for the same criterion, the recommendation represents a goal currently identifiable as having distinct compatibility or performance advantages. The word *may* denotes a optional capability that could augment the standard. The standard is fully functional without the incorporation of this optional capability.

Suggestions for improvement of this document are welcome. They should be sent to the Alliance for Telecommunications Industry Solutions, NRSC, 1200 G Street NW, Suite 500, Washington, DC 20005.

At the time of consensus on this document, NRSC, which was responsible for its development, had the following leadership:

NRSC Leadership:

Andy Gormley (T-Mobile), NRSC Co-Chair

Andis Kalnins (Verizon), NRSC Co-Chair

NSA-TF Leadership:

Andy Gormley (T-Mobile), NSA-TF Co-Chair

Mary Boyd (West Safety Services), NSA-TF Co-Chair

The NRSC Situational Awareness for 9-1-1 Outages Task Force Subcommittee was responsible for the development of this document.

Table of Contents

1 SCOPE, PURPOSE, & APPLICATION1

1.1 SCOPE.....1

1.2 PURPOSE.....1

1.3 PROCESS.....2

2 NORMATIVE REFERENCES2

3 DEFINITIONS, ACRONYMS, & ABBREVIATIONS.....2

3.1 ACRONYMS & ABBREVIATIONS.....2

4 DATA COLLECTION PROCESS.....2

A NAMES AND DEFINITIONS OF FIELDS FOR PSAP CONTACT INFORMATION4