



**ATIS-0100067**

**Network Reliability Steering Committee 2017-2018  
Operational Report**



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**September 2019**

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**TO: Stakeholders of the Nation's Public Communications Networks**

Service disruptions, although infrequent, remind us how dependent we are on the communications networks. During these events, communication providers demonstrated how seriously they take their responsibility to provide reliable services for consumers and businesses, expending significant efforts to mitigate outages and quickly restore service. Once service is restored, equal efforts are expended to analyze the disruption, identify areas for improvement, and implement those improvements. The owners and operators of these networks, along with the equipment vendors they partner with, are firmly committed to building and maintaining reliable and resilient networks. This commitment has been demonstrated again and again – on a day-to-day basis, and in the face of natural and manmade disasters.

The Network Reliability Steering Committee (NRSC) remains committed to this effort by analyzing outage and reliability trends and recommending actions that can help prevent outages or reduce their impact. Its members work together to ensure that communication systems continue to remain secure and reliable. These efforts ultimately benefit consumers, business, the industry, and the nation as a whole.

This report provides a snapshot of the issues addressed by the NRSC over the last two years (2017-2018). As you will see, the efforts of the NRSC, guided by input from member company subject matter experts as well as the FCC, are primarily directed toward ensuring that meaningful data is being collected and analyzed to better understand the cause and mitigation of outages. Ultimately, the NRSC utilizes this information to develop industry guidance that directly impacts and improves the nation's networks. These efforts build upon previous NRSC work and form a strong foundation for ensuring that communication networks continue to be reliable and resilient. This foundation is especially useful in light of ongoing momentous changes to the communications network, including the significant growth of wireless networks and the evolution to an all-IP network. The nation depends on these networks to provide emergency communications, enable commerce, and support individual communications. As these changes to the network occur, the NRSC remains committed to, and will continue working toward, maintaining network reliability and resiliency.



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