



**ATIS-0100066**

**Service Providers: Outage Reporting Structure and  
Potential Types of 9-1-1 Outages**

**TECHNICAL REPORT**



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# **Service Providers: Outage Reporting Structure and Potential Types of 9-1-1 Outages**

**Alliance for Telecommunications Industry Solutions**

Approved June 28, 2018

## **Abstract**

The Alliance for Telecommunication Industry Solutions (ATIS) Network Reliability Steering Committee (NRSC), in conjunction with the Association of Public-Safety Communications Officials (APCO), the National Association of State 911 Administrators (NASNA), and the National Emergency Number Association (NENA) has produced this joint technical report to improve Public Safety Answering Point (PSAP) notification in the event of a service outage. This technical report guides providers of all types that report service impacting outages to the PSAP community. Additionally, this document provides education to the public safety community on the types of outages that may occur and the information that may be available from the provider. A template that is consistent in nature to ease consumption by the PSAP while providing known information that is pertinent and actionable was also developed. The template and definitions contained within this technical report represent a consensus effort achieved by a working group that included representation from carriers, third party providers, 9-1-1 industry associations, and the PSAP community.

## Foreword

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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 an 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 and the NRSC Situational Awareness for 9-1-1 Outages Task Force, 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 was responsible for the development of this document.

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