



ATIS-0100039

**NETWORK RELIABILITY STEERING COMMITTEE 2010-2012
OPERATIONAL REPORT**



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ATIS-0100039, *Network Reliability Steering Committee 2010-2012 Operational Report*

Published by

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

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Printed in the United States of America.

DATE: April 2013

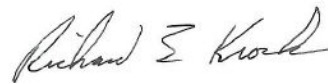
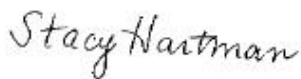
TO: Stakeholders of the Nation’s Public Communications Networks

Every year natural and man-made disasters remind us how dependent the nation is on its communications infrastructure. Last spring, a fast-moving wind storm brought a wave of destruction across the Midwest, the mid-Atlantic, and the Northeastern regions of the country, significantly impacting communications services in general and 911 facilities in particular. In late spring wildfires raged across swaths of the Southwest and the Midwest, and in the fall Hurricane Isaac and Hurricane Sandy impacted a multitude of cities along the south and east coasts. 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.

These robust communications networks enable consumers and businesses to contact emergency services, to communicate with family, friends and colleagues, and to conduct day to day business. They also enable our financial institutions, the economic engine of the country, to function. Because of this, the owners and operators of these networks 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 NRSC and its member companies are dedicated to furthering this effort by analyzing outage and reliability trends and recommending actions that can either eliminate outages or reduce their impact. While the member companies are all strong competitors in the marketplace, they work together through the NRSC to ensure that communication systems continue to remain secure and reliable. These efforts ultimately benefit consumers, business, the industry, and the country as a whole.

This Operational Report provides a snapshot of the issues addressed by the NRSC over the last three years. As you’ll see, the efforts of the NRSC, guided by input from member company experts and the FCC, are primarily directed toward ensuring that meaningful data is being collected and analyzed to better understand outages. Ultimately, the NRSC utilizes this information to develop industry guidance that directly impacts and improves the nation’s network reliability and resiliency. These efforts often build upon previous NRSC work efforts, and in turn form a strong foundation for ensuring that communication networks continue to be reliable and resilient as they evolve and additional reliability challenges are recognized. As industry moves into the next generation of communications and beyond, the primary goal of the NRSC will remain the same – to ensure the continued reliability of the communication networks that this country depends on.



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Table of Contents

- 1 EXECUTIVE SUMMARY2**
- 1.1 ABOUT THE NRSC.....2
- 1.2 CHANGING REGULATORY ENVIRONMENT AND CHANGING INDUSTRY3
- 1.3 HIGHLIGHTS3
- 2 INTRODUCTION5**
- 2.1 HISTORY OF THE NRSC.....5
- 2.2 FACTORS AFFECTING NETWORK RELIABILITY6
- 3 HEALTH OF THE NATION’S PUBLIC NETWORKS.....6**
- 3.1 INTRODUCTION TO SPECIAL STUDIES.....6
- 3.1.1 *Large DS3 Outage Subteam*.....7
- 3.1.2 *E9-1-1 Outage Subteam*.....8
- 3.1.3 *E9-1-1 Focused Overloads (CAMA Trunk) Subteam*.....8
- 3.1.4 *Mass Call Overload Subteam*9
- 3.1.5 *Normalization Subteam*.....10
- 3.1.6 *Outage Index Review Subteam*.....10
- 3.1.7 *Standard Outage Classification Subteam*11
- 3.1.8 *Copper Theft Deterrent*.....11
- 3.1.9 *Wireless Outage Subteam*12
- 3.2 SUBCOMMITTEES & TASK FORCES13
- 3.2.1 *Outage Reporting Advisory Subcommittee (ORAS)*.....13
- 3.2.2 *Best Practices Task Force*.....14
- 3.2.3 *Regulatory Task Force*.....15
- 4 CONCLUSION15**
- 4.1 FUTURE PLANS15
- 4.2 FOR THE COMMON GOOD16

Table of Figures

- FIGURE 1: APRIL 2013 NRSC FULL COMMITTEE MEETING, MINNEAPOLIS, MN.....2