NRSC Network Reliability Steering Committee

NETWORK RELIABILITY STEERING COMMITTEE
2006-2007 BIENNIAL REPORT

August 2008

atis

The Alliance for Telecommunication Industry Solutions (ATIS) is a technical planning and standards development organization that is committed to rapidly developing and promoting technical and operations standards for the communications and related information technologies industry worldwide using a pragmatic, flexible and open approach. Over 1,100 participants from over 300 communications companies are active in ATIS' 22 industry committees and its Incubator Solutions Program.

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

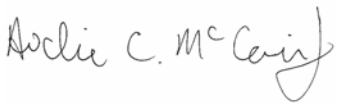
Public communications networks are vital to our nation's social well-being, public safety, economic stability, prosperity, and security. The objectives of the Network Reliability Steering Committee (NRSC) include reporting on the health of the nation's telecommunications networks and coordinating industry improvements in network reliability. This Biennial Report reviews observed network reliability trends and associated industry actions regarding the nation's communications networks for the years of 2006-2007.

Recent years have presented considerable challenges for the communications industry. Many of these challenges have been in the form of strong currents of change in fundamental areas – the technology basis of our networks, the subscriber expectations for mobile and high-bandwidth services, and the economic models underpinning investments, upgrades and operations. Despite these challenges, the industry remains committed to the collaboration that is essential to ensuring that the industry's expertise is available to monitor and address critical trends regarding the reliability of our nation's public networks.

Throughout its history, the NRSC has used two primary metrics to get its pulse on the health of the nation's public networks – one for outage frequency and one for outage impact. Most of the work to achieve current levels of reliability is performed by individual companies, as they proactively anticipate, and respond to, the needs of their subscribers. Network reliability improvements include both reducing the number of outages and reducing the impact of a given outage (e.g., the number of impacted subscribers and/or the duration of the outage). Within this report, several studies are presented in which representatives from multiple companies joined together to address an observed trend. The resulting analysis and guidance includes insights as to the major causes of the outages of concern and specific, actionable countermeasures the industry can take to effectively address the areas of concern. The NRSC encourages all service providers, network operators and equipment suppliers to review the industry's Best Practices and related documents. (< http://www.atis.org/nrsc/index.asp > and < http://www.bell-labs.com/USA/NRICbestpractices >).

Those familiar with past NRSC Annual Reports will notice a discontinued use of data from previous years. This is because changes in FCC outage reporting regulations have substantially affected key aspects of the data now being collected, in comparison to the previous data set. For example, reporting entities now include wireless and cable network operators.

The industry's recognition of its vital role in serving the nation's needs, its commitment to ensuring highly reliable networks, and its willingness to work together for the common good of network reliability despite a very competitive environment are as evident in the activities of the NRSC as they are anywhere. The NRSC is humble that its collaborative mission and activities are used as a model by others around the world and continues to seek opportunities to improve its approach.



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