

9-1-1 WIRELINE OUTAGE PROCEDURES

PSAP Guidelines

The intent of this procedure is to provide notification to PSAPs and Communications Service Providers (CSP) of 9-1-1 system failures that affect a significant number of subscribers' ability to access 9-1-1 emergency services. These procedures clarify both the CSPs' and the PSAPs' responsibilities for notification when a 9-1-1 failure occurs. PSAPS require notification as soon as possible in order to take appropriate action to assist citizens in reaching 9-1-1 emergency services. These procedures are written to help both the CSPs and the PSAPs establish appropriate lines of communication in the event of a 9-1-1 outage, provide expectations for each other in notification of 9-1-1 failures and maintain ongoing communication during the time of the failure. The PSAPs, CSPs and the State 9-1-1 Program have developed these procedures which are intended to be used as a guide to assist all parties in the event of a 9-1-1 failure.

Definitions

Condition 1 – Network Overflow – Network Overflow is utilized when the 9-1-1 system is functioning normally but all EM (9-1-1 Trunks) trunks from the Tandem to the PSAP are busy. (Note: In Oregon Condition 1 is routed to a busy signal)

Condition 2 – CPE (Customer Provided Equipment) Failure – CPE Failure is utilized when there is a malfunction of the 9-1-1 PSAP equipment, preventing calls from being received/processed.

Condition 3 – Total Service Failure/Evacuation – The PSAP is unable to function as a dispatch center due to structural damage to the building, radio system failure, damage or dispatching equipment failure.

Condition 4 – End Office Isolation – The calling party's originating end office is isolated from the 9-1-1 tandem. The purpose of Condition 4 Routing is to route the 9-1-1 call to a predetermined seven or ten-digit telephone number. ANI will not be available during Condition 4 routing. Condition 4 routing is implemented through the 9-1-1 Ops center and may or may not require a technician to be dispatched.

9-1-1 Outage – The inability of generally more than one service user to establish and maintain a channel of communications as a result of failure or degradation in the performance of a CSP's network which restricts the service user from direct contact with a PSAP to request 9-1-1 service. A "significant outage" may be determined at a different threshold depending upon the location, population, etc. The PSAP and CSP will work together to determine the level of the outage.

Communications Service Provider (CSP) – A person or an entity that offers communications service to customers in Oregon, without regard to the technology or medium used by the

person or entity to provide the communications service that allows the customer to make contact with a primary PSAP.

Estimated Time of Repair (ETR) – The expected, anticipated or believed time and date that any outage will be repaired or corrected and full 9-1-1 service will be restored.

Media Outlet – Any type of radio, television or other communications medium that may be used for dissemination of information vital to the citizens served by the media outlet.

PSAP Outage – Due to system or equipment failure, the PSAP is isolated from receiving direct contact from service users and requires the immediate re-route of the service user’s request for 9-1-1 service to another PSAP, alternate site or alternate number.

Public Service Announcement (PSA) – An announcement by a media outlet on behalf of an entity to provide important information that would be considered vital to the public safety and well-being of citizens and the information is provided in a timely manner.

Service User – Any customer of a Communications Service Provider.

OUTAGE CRITERIA REPORTING

- ___ Central Office Failure
- ___ Remote Service Unit (RSU) Failure
- ___ Exchange Failure
- ___ Distribution Cable Failure
- ___ Community Outage
- ___ Outages due to Abnormal Weather
- ___ Pair Gain System Failure
- ___ Cable Cut
- ___ ALI Links
- ___ PSAP Premise Equipment Failures on 9-1-1 Equipment
- ___ Any event or failure resulting in a significant outage
- ___ Long Distance Carrier Outage
- ___ Fire Damage to Cable Plant
- ___ Seismic Activity/Natural Disasters Resulting in Outage

COMMUNICATIONS SERVICE PROVIDER (CSP) RESPONSIBILITIES

- ___ The CSP will notify the affected PSAP(s) as soon as possible or within thirty (30) minutes of learning of the 9-1-1 outage and provide a best estimate of ETR to restore 9-1-1 services.
- ___ CSP and PSAP will establish update intervals not to exceed two (2) hours, unless otherwise negotiated. The CSP will provide name and contact number of designated CSP representative whom the PSAP can contact for information.

___ CSPs will respond to media inquiries providing information pertinent only to their own course of business (unless coordination with media outlets has been a collaboration between the CSP and PSAP)

___ The CSP will notify the PSAP(s) as soon as possible or within thirty (30) minutes of service restoration from the 9-1-1 outage.

___ It is highly recommended that the CSP and PSAP(s) hold an after action review of the outage (particularly large scale or with a long duration) and provide a report to the State 9-1-1 Program on the reason for the outage and the corrective actions taken.

PSAP RESPONSIBILITIES

___ The PSAP will notify the CSP as soon as possible or within thirty (30) minutes of recognizing a 9-1-1 outage and will attempt to confirm the outage. The PSAP representative calling the CSP shall identify him/herself as a 9-1-1 center reporting a 9-1-1 outage or problem.

___ The PSAP and CSP will establish update intervals not to exceed two (2) hours, unless otherwise negotiated. The PSAP will provide to the CSP the name and contact number of the designated PSAP representative whom the CSP can contact for information.

___ **The PSAP will notify Oregon Emergency Reporting System (OERS) at 1-800-452-0311 of the outage within sixty (60) minutes of confirmation of the outage. The PSAP should consider providing *updates of significance* to OERS as well. OERS will notify OEM.**

___ The PSAP(s) will coordinate media notification to citizens pertinent to how the public can access emergency services during the 9-1-1 outage. It is recommended that the PSAP advise and coordinate with the CSP when making notification to a media outlet.

___ The PSAP(s) will notify the CSP as soon as possible or within thirty (30) minutes of service restoration from the 9-1-1 outage.

___ **The PSAP will notify OERS of the service restoration from the 9-1-1 outage.**

___ It is highly recommended that the CSP and PSAP(s) hold an after action review of the outage (particularly large scale or with a long duration) and provide a report to the State 9-1-1 Program on the reason for the outage and the corrective actions taken.

***See additional separate pages for CSP media and contact guidelines during a 9-1-1 outage.

Approved by Advisory Committee: May 8, 2012