NRSC Special Study
Report on
Major E911 Outages

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E911 Outages – Study Participants

-- Percy Kimbrough
Janice Darty, Kenny Mack --

-- Charles Oscarson
Norris Smith --

-- Jim Runyon
Paul Diamond --

-- Todd Tobis, Becky Wormsley

Mary Brown, Sue Shearer, Kerry Schmidt --

-- Chris Oberg
wireless
Study Objective

Address the FCC’s concern over the number of E911 Outages that meet the FCC “major outage” threshold*

*300K customers affected for 60 minutes
Study Approach

- NDA Signatures
- Data Collection
- Review E911 Event Incident Response and Escalation Process
- Recommendations
Study Data Collection

- 8 Participating Service Providers

- Outages
  - Data from Jan 2005 – Jul 2006

- Number of E911 Events that meet the FCC “major outage” reporting threshold
  - 60 minutes duration
  - 300K customers affected
Study Data Details

- Total E911 Outages – Jan 05-Jul 06

- “Major” E911 outages – Jan 05-Jul 06
  - 14% of total

- Outages grouped by cause
  - sympathy, hardware, software, ANI/ALI failures, TCS/Intrado, cable damage, process errors
  - PSAP/weather/Katrina discounted

- Outages distributed over time
Study Data Details

- Wireless carriers (et al) begin reporting Jan 05

- Outages spike in Feb 05
  - Process errors dominate
    - Highlighted by NORS reporting
    - Investigated and fixed

- Outages normalize in Mar 05

- Outages remain at normal levels
NORS events (Savannah report)

- E911
NORS events (Savannah report)

- E911 – Phase 2 Events

![E911 Events Chart]
Study “Major” E911 Outages

% of major outages

months

causes

Sympathy
Hardware
Software
ANI/ALI Failures
TCS / Intrado
Cable Damage
Process Error
Process Error
Study Conclusions/Recommendations

- No “big” issues to resolve

- Existing Best Practices address problems and resolutions and should be emphasized

- Where to now?
  - Continued monitoring by FCC and carriers
  - NRSC bulletin to carriers