



NRSC
Network Reliability Steering Committee

**NRSC Special Study
Report on
Major E911 Outages**

October 18-19, 2006

E911 Outages – Study Participants



at&t

-- Percy Kimbrough

Janice Darty, Kenny Mack --



-- Charles Oscarson

Norris Smith --



Lucent Technologies
Bell Labs Innovations



-- Jim Runyon

Paul Diamond --



Sprint



-- Todd Tobis, Becky Wormsley

Mary Brown, Sue Shearer, Kerry Schmidt --



-- Chris Oberg

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

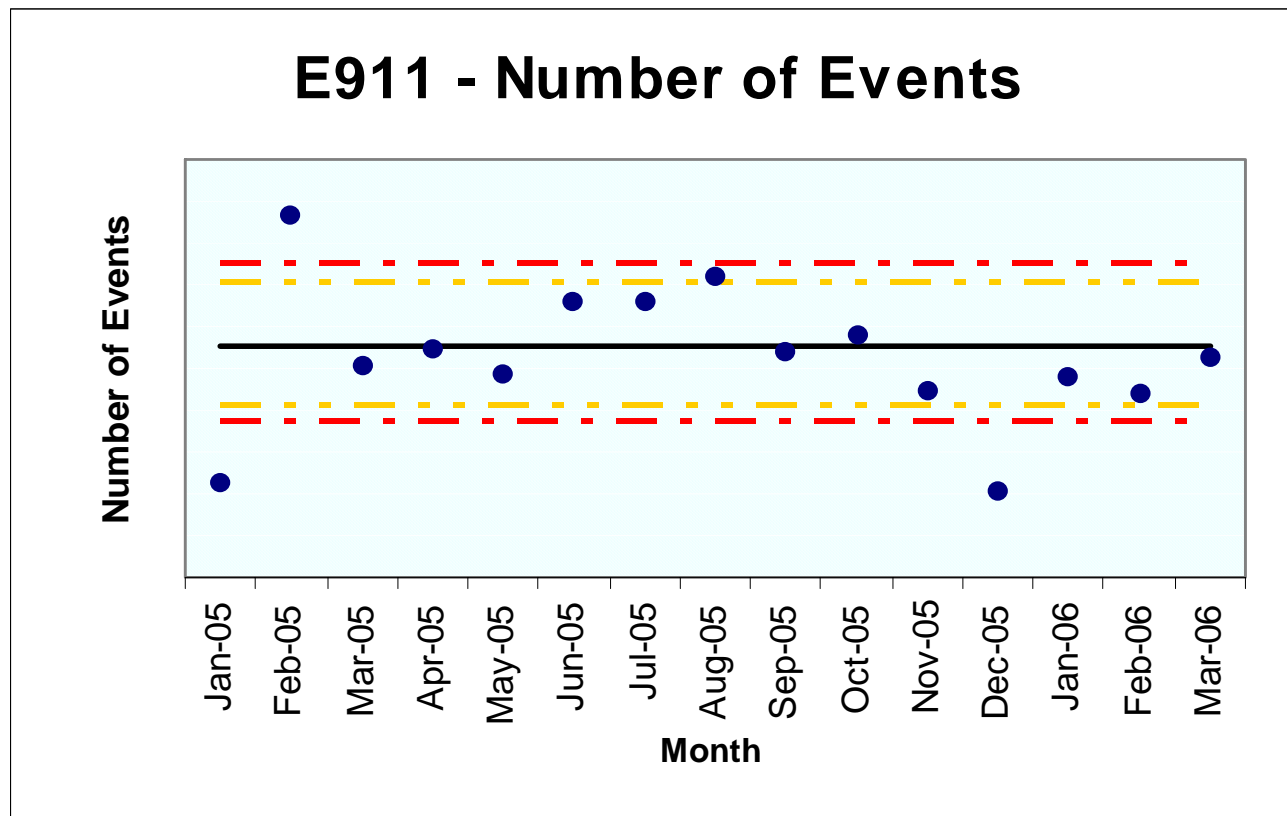
- **Outages normalize in Mar 05**

- **Outages remain at normal levels**

NORS events (Savannah report)



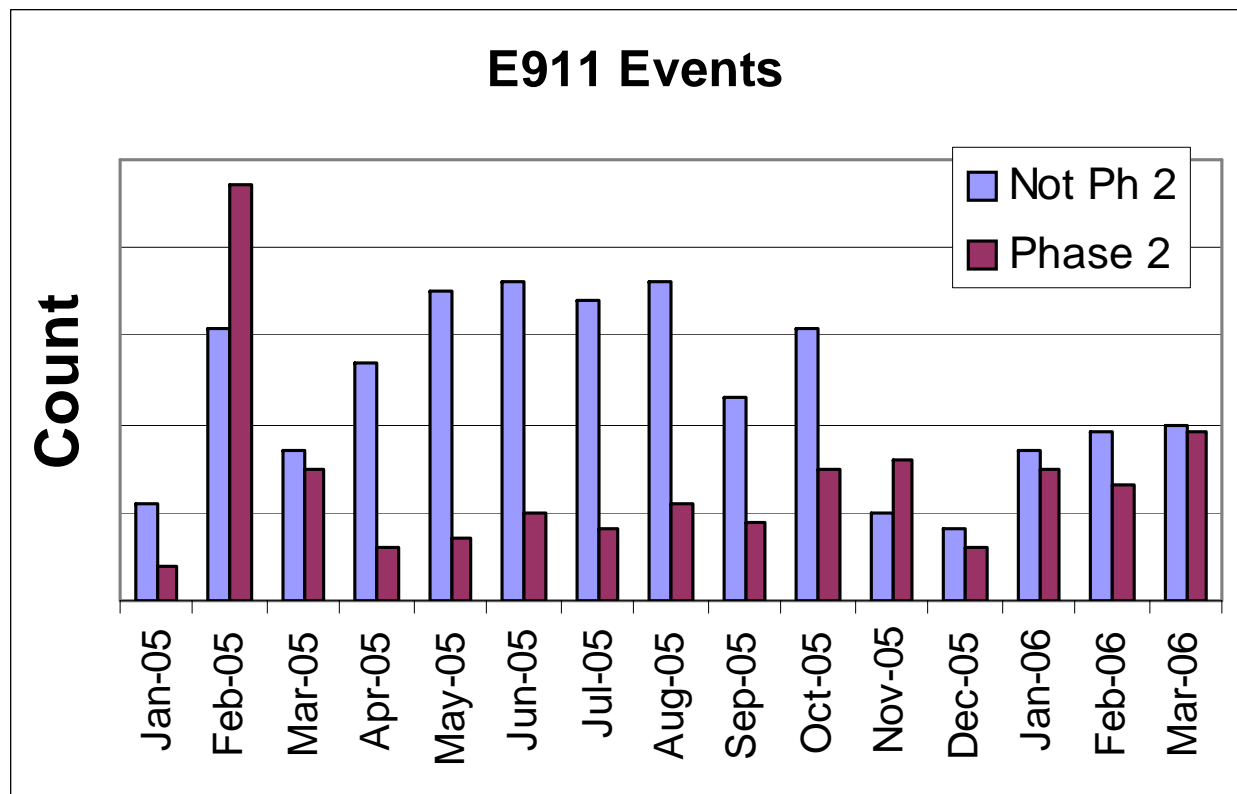
■ E911



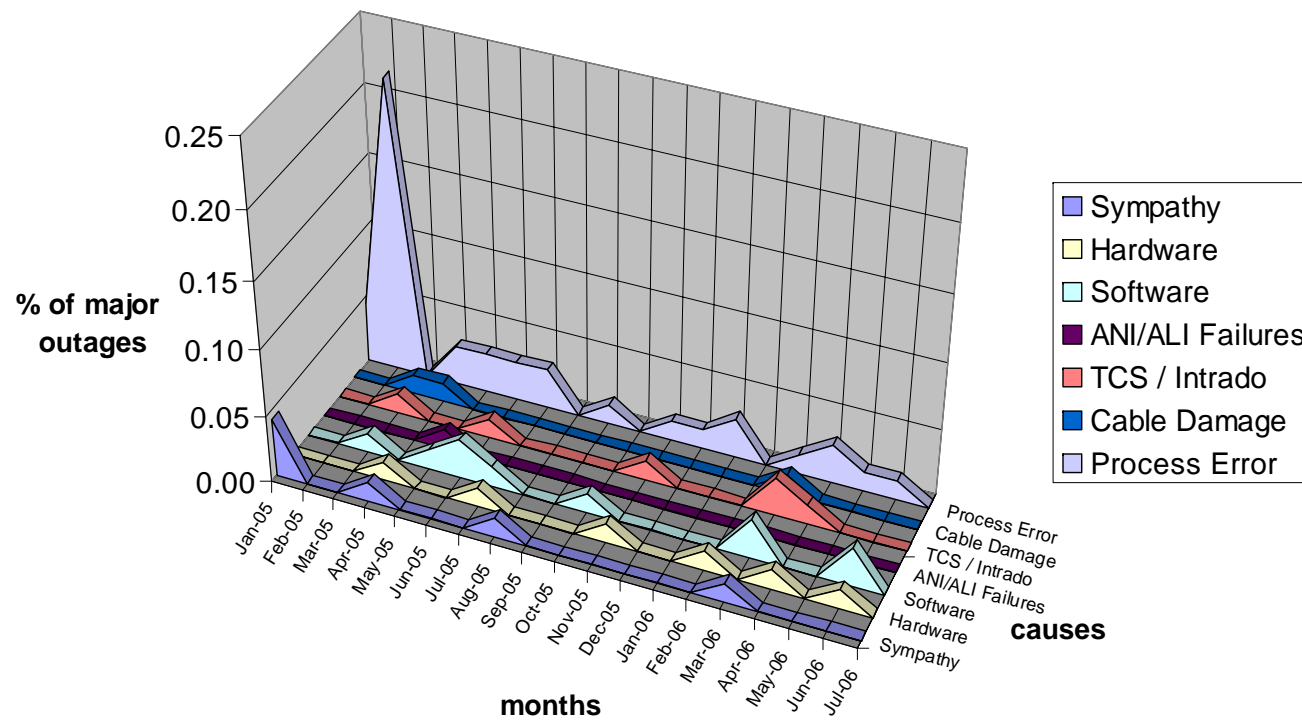
NORS events (Savannah report)



■ E911 – Phase 2 Events



Study “Major” E911 Outages



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**