

# **Standard Operating Procedures (SOP) for Updating Public Safety Answering Point (PSAP) Outage Contact Information**

**Alliance for Telecommunications Industry Solutions**

Approved November 21, 2019

## **Abstract**

This document provides information on how Public Safety Answering Point (PSAP) contact information is to be collected and documented. Today, due to FCC requirements to notify PSAPs, it is necessary to obtain accurate outage contact information for each PSAP. There is no centralized repository for PSAP outage contact information; therefore, companies have developed independent notification databases.

Please note: this document recommends practices to standardize and improve outage reporting. Some recommendations proposed herein may not be entirely consistent with existing FCC rules or individual carrier agreements with the FCC. Please consult your regulatory counsel before implementing the recommendations in this document.

## Foreword

---

The Alliance for Telecommunications Industry Solutions (ATIS) serves the public through improved understanding between carriers, customers, and manufacturers. The Network Reliability Steering Committee (NRSC) strives to improve network reliability by providing timely consensus-based technical and operational expert guidance to all segments of the public communications industry.

The Network Reliability Steering Committee (NRSC) Situational Awareness for 9-1-1 Outages Task Force (NSA-TF) is a joint Task Force composed of industry, 9-1-1 association, and PSAP representatives. The NSA-TF has a goal of providing actionable information to Public Safety Answering Points (PSAPs) and Service Providers in the case of a 9-1-1 outage.

The mandatory requirements are designated by the word *shall* and recommendations by the word *should*. Where both a mandatory requirement and a recommendation are specified for the same criterion, the recommendation represents a goal currently identifiable as having distinct compatibility or performance advantages. The word *may* denotes an optional capability that could augment the standard. The standard is fully functional without the incorporation of this optional capability.

Suggestions for improvement of this document are welcome. They should be sent to the Alliance for Telecommunications Industry Solutions, NRSC, 1200 G Street NW, Suite 500, Washington, DC 20005.

At the time of consensus on this document, NRSC, which was responsible for its development, had the following leadership:

### NRSC Leadership:

Andy Gormley (T-Mobile), NRSC Co-Chair

Andis Kalnins (Verizon), NRSC Co-Chair

### NSA-TF Leadership:

Andy Gormley (T-Mobile), NSA-TF Co-Chair

Mary Boyd (West Safety Services), NSA-TF Co-Chair

The NRSC Situational Awareness for 9-1-1 Outages Task Force Subcommittee was responsible for the development of this document.

**Table of Contents**

---

**1 SCOPE, PURPOSE, & APPLICATION .....1**

1.1 SCOPE.....1

1.2 PURPOSE.....1

1.3 PROCESS.....2

**2 NORMATIVE REFERENCES .....2**

**3 DEFINITIONS, ACRONYMS, & ABBREVIATIONS .....2**

3.1 ACRONYMS & ABBREVIATIONS.....2

**4 DATA COLLECTION PROCESS.....3**

**A NAMES AND DEFINITIONS OF FIELDS FOR PSAP CONTACT INFORMATION .....4**