



Major Service Interruption Reporting Portal

Communications Division
Carrier Oversight Branch

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Major Service Interruption Reporting

- GO 133D requires MSI Reporting by all carriers
- Modeled on FCC Network Outage and Reporting System (NORS)
- Outage Criteria – 30 minutes or more
 - Affects a 911 facility's ability to process 911 calls
 - Residential outage: 900,000 User Minutes
 - Business outages: 1,350 DS3 Minutes and simplex events





Current State of Major Service Interruption Reporting

- Carriers send reports via email
- Problems and Challenges
 - Email attachments are in a variety of formats (XLS, text, PDF, HTML)
 - Emails are received in high volume
 - Manually search for reports in Outlook and Content Server
 - Not a searchable database





Benefits of Major Service Interruption Portal

- Effective analysis of MSI data
 - Standardized MSI reporting format for carriers
 - Data will be in a very readable format
 - Allows for narrow search parameters such as location, cause, users affected, etc...
- More effective recommendations to CPUC, legislature, and public officials on events affecting public safety.



Carrier View Summary Page



CA Major Service Interruption Report - List

The Telephone Company

[Create A New Outage Report](#)

California Major Service Interruption Reporting System - Notification, Initial List

No data found.

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California Major Service Interruption Reporting System - Final, Withdrawal List

| Report Number | FCC Report Number | Company Name | Location of Outage | Location of Services Affected | Reason Reported | Type of Service Affected | Number of Users Affected | Service Outage Date (start) | Service Restoration Date (Actual) | Duration | Duration (Minutes) | Direct Cause Code | Root Cause Code | Date Notification Report Received | Date Initial Report Received | Date Final Report Received | Date Withdrawn Report Received |
|---------------|-------------------|-----------------------|--------------------|-------------------------------|---------------------------------|--------------------------|-------------------------------------------------------------------------------------------------|-----------------------------|-----------------------------------|-------------|--------------------|--------------------------|--------------------------|-----------------------------------|------------------------------|----------------------------|--------------------------------|
| 2017C00000013 | 17-11111111 | The Telephone Company | Any Town # 1 | Any Town # 1 | Wireline - 900,000 User-Minutes | E911 Wireline | Wireline - 0 Wireless (non-paging) - 0 Paging - 0 Cable Telephony - 0 Satellite - 0 | 08/16/2017 03:20 PM | 09/08/2017 09:18 AM | 20d 17h 58m | 29878 | Hardware Failure | Environment (External) | 09/07/2017 09:13 AM | 09/07/2017 09:18 AM | 09/07/2017 09:19 AM | |
| 2017C00000014 | 17-22222222 | The Telephone company | Any Town # 2 | Any Town # 2 | Blocked Calls | Wireline | Wireline - 0 Wireless (non-paging) - 0 Paging - 0 Cable Telephony - 0 Satellite - 0 | 07/04/2017 09:20AM | 07/06/2017 09:20AM | 2d 0h | 2880 | Cable Damage/Malfunction | Environmental (External) | 07/07/2017 10:00AM | 07/08/2017 10:30AM | 07/22/2017 2:35PM | |
| 2017C00000015 | 17-33333333 | The Telephone Company | Any Town # 3 | Any Town # 3 | E911 | E911 Wireline | Wireline - 0 Wireless (non-paging) - 0 Paging - 0 Cable Telephony - 0 Satellite - 0 | 09/04/2017 09:35 PM | 09/05/2017 01:45 AM | 0d 4h 10m | 250 | Hardware Failure | Other/Unknown | 09/08/2017 09:48 AM | 09/08/2017 09:57 AM | 09/08/2017 10:00 AM | |
| 2017C00000016 | 17-44444444 | The Telephone Company | Any Town # 4 | Any Town # 4 | E911 | E911 Wireline | Wireline - 0 Wireless (non-paging) - 0 Paging - 0 Cable Telephony - 0 Satellite - 0 | 07/09/2017 03:32 AM | 07/10/2017 05:55 AM | 1d 2h 23m | 1583 | Hardware Failure | Cable Damage | 09/08/2017 10:10 AM | 09/08/2017 10:11 AM | 09/08/2017 10:12 AM | |

row(s) 1 - 4 of 4

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CPUC Internal View

CPUC Applications Portal

Action Reports Help

SERVICE OUTAGE

FCC Report Number Company Name Root Cause Reason Reported Report Type

Search Clear

Service Outage Date Range: Start Date End Date

Service Restoration Date Range: Start Date End Date

Number of records: 0

| | | FCC Report Number ^1 | Company Name v2 | Outage Start Date | Service Restoration Date | Duration (D,H,M) | Root Cause | Reason Reported |
|--------|------|----------------------|-----------------|-------------------|--------------------------|------------------|------------|-----------------|
| Modify | View | | | | | | | |
| Modify | View | | | | | | | |
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| Modify | View | | | | | | | |
| Modify | View | | | | | | | |

Report Receive Dates

| | |
|----------------------|----------------------|
| Notification | Initial |
| <input type="text"/> | <input type="text"/> |
| Final | Withdrawn |
| <input type="text"/> | <input type="text"/> |

County of Outage and Affected Customers

City of Outage and Affected Customers

Services Affected

Number of Users Affected





Implementation Schedule

