# 9-1-1 Wireless Outage

# PSAP Guidelines

# Table of Contents

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## 1. *Purpose*

The intent of this document is to provide helpful information to PSAPs when Communications Service Providers (CSP) of a 9-1-1 system have failures that affect a significant number of subscribers' ability to access 9-1-1 emergency services.

The FCC Public Safety Support Center enables Public Safety Answering Points (PSAPs) the ability to request support from the Public Safety and Homeland Security Bureau and notify it of problems or issues impacting the provision of emergency services.

## 2. *Report outages, file requests*

PSAPs and other Public Safety entities wishing to submit notifications of service outages, complaints related to carriers may do so utilizing the following URL;
https://publicsafetysupportcenter.fcc.gov/hc/en-us/requests/new

Interference to a telecommunication service used by public safety entities, first responders, police, fire, law enforcement or a federal agency may file a complaint utilizing the following URL; https://fccprod.service-now.com/psix-esix

Other channels listed below are also available for PSAPs, other Public Safety entities, and the public to provide information to the FCC on service outages and related issues:

**Email:**
publicsafetysupportcenter@fcc.gov

**Emergency issues (24x7):**
Phone: (202) 418-1122 FCC's Operations Center

**Non-Emergency Public Safety or Licensing Issues:**
Monday-Friday, 8AM-6PM ET, except Federal holidays
Phone: (877) 480-3201
TTY: (717) 338-2824

## 3. *Communications Service Provider (CSP) Responsibility*

All wireless service providers shall submit electronically a Notification to the Federal Communications Commission within 120 minutes of discovering that they have experienced on any facilities that they own, operate, lease, or otherwise utilize, an outage of at least 30 minutes duration:

(i) Of a Mobile Switching Center (MSC);

(ii) That potentially affects at least 900,000 user minutes of either telephony and associated data (2nd generation or lower) service or paging service;

(iii) That affects at least 667 OC3 minutes (as defined in Title 47 Code of Federal Regulations Part §4.7);

(iv) That potentially affects any special offices and facilities (in accordance with paragraphs (a) through (d) of Title 47 Code of Federal Regulations §4.5) other than airports through direct service facility agreements; or

(v) That potentially affects a 911 special facility (as defined in paragraph (e) of Title 47 Code of Federal Regulations §4.5), in which case they also shall notify, as soon as possible by telephone or other electronic means, any official who has been designated by the management of the affected 911 facility as the provider's contact person for communications outages at that facility, and they shall convey to that person all available information that may be useful to the management of the affected facility in mitigating the effects of the outage on callers to that facility.

## 4. *Carrier Contact Information for Public Safety Agencies*

| | |
|---|---|
| AT&T | 888-243-1911 |
| Comcast | 800-777-9824 option 9 |
| Comtech | 800-959-3749 |
| Intrado | 800-514-1851 |
| Sprint | 877-760-7720 |
| T-Mobile | 973-292-8911 option 2 |
| US Cellular | 800-510-6091 |
| Verizon | 866-899-8998 |

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## 5. *PSAP Responsibility*

Oregon Administrative Rule 104-080-0180 requires all Severity Level 1 and Severity Level 2 incidents must be reported by the 9-1-1 jurisdiction to the Oregon Emergency Response System and the Provider Customer Support Center.

## 6. *PSAP Best Practices Checklist*

Below are links to best practices checklist:

a. **APCO:** Recommended best practices checklist Telephony Denial of Services (TDOS) to Public Safety Communications Phones Service

   https://psc.apcointl.org/2013/03/28/telephony-denial-of-services-tdos-to-public-safety-communications-phone-service/

b. **NENA**

   https://www.nena.org/news/119592/DHS-Bulletin-on-Denial-of-Service-TDoS-Attacks-on-PSAPs.htm

c. **DHS Bulletin on Denial of Service (TDoS) Attacks on PSAPs**

   https://www.dhs.gov/science-and-technology/blog/2018/07/09/partnering-prevent-tdos-attacks