
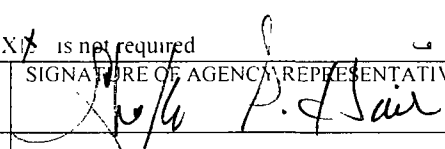


<b>REQUEST FOR RECORDS DISPOSITION AUTHORITY</b>		LEAVE BLANK (NARA use only)	
To NATIONAL ARCHIVES & RECORDS ADMINISTRATION 8601 ADELPHI ROAD, COLLEGE PARK MD 20740-6001		JOB NUMBER	N1-173-10-1
1 FROM (Agency or establishment) <b>Federal Communications Commission</b>		Date Received	3/15/10
2 MAJOR SUB DIVISION Public Safety and Homeland Security Bureau		NOTIFICATION TO AGENCY	
3 MINOR SUB DIVISION Communications Systems Analysis Division		In accordance with the provisions of 44 U.S.C. 3303a, the disposition request, including amendments is approved	
4 NAME OF PERSON WITH WHOM TO CONFER Shoko B Hair		5 TELEPHONE (202) 418-1379	DATE 13 July 10
6 <b>AGENCY CERTIFICATION</b> I hereby certify that I am authorized to act for this agency in matters pertaining to the disposition of its records and that the records proposed for Disposal on the attached <u>3</u> page(s) are not needed now for the business of this agency or will not be needed after the retention periods specified, and that written concurrence from the General Accounting Office, under the provisions of Title 8 of the GAO Manual for Guidance of Federal Agencies		ARCHIVIST OF THE UNITED STATES 	
DATE March 8, 2010		SIGNATURE OF AGENCY REPRESENTATIVE 	
7 ITEM NO		TITLE Records Officer	
8 DESCRIPTION OF ITEM AND PROPOSED DISPOSITION  See Attachment		9 GRS OR SUPERSEDED JOB CITATION	10 ACTION TAKEN (NARA USE ONLY)

## Network Outage Reporting System (NORS)

### Background

Obtaining information on communications service disruptions is essential to the Federal Communications Commission's (FCC) goal of ensuring the reliability and security of the nation's communications infrastructure. Accordingly, the FCC requires communications providers, including wireline, wireless, paging, cable, satellite and Signaling System 7 service providers, to electronically report information about significant disruptions or outages to their communications systems that meet specified thresholds set forth in Part 4 of the FCC's rules (47 C.F.R. Part 4). Communications providers must also report information regarding communications disruptions affecting Enhanced 9-1-1 facilities and airports that meet the thresholds set forth in Part 4 of the FCC's rules. Given the sensitive nature of this data to both national security and commercial competitiveness, the outage data is presumed to be confidential.

NORS is the web-based filing system, implemented on January 3, 2005, through which communications providers covered by the Part 4 reporting rules submit reports. This system uses an electronic template to promote ease of reporting and encryption technology to ensure the security of the information filed. The Communications Systems Analysis Division (CSAD) of the FCC's Public Safety and Homeland Security Bureau administers NORS, monitors the outage reports submitted through NORS and performs analyses and studies of the communications disruptions reported. Prior to 2005, communications providers were required to submit their reports via facsimile to the FCC's Communications Command Center pursuant to 47 CFR 63.100.

### 1. Input/Source Records.

#### 1(a) Paper Forms and Fax of Reports

**Disposition:** Temporary Destroy/delete ten years after notification made

#### 2(a) Electronically Imported Data

NORS uses an electronic template to promote ease of reporting and encryption technology to ensure the security of the information filed. Network telecommunication companies enter major service disruptions into the system. The basic outages reports that are filed include Notification, Initial Communications Outage Report, and Final Communications Outage Report.

(i) Not later than 120 minutes after discovering the outage is reportable, the telecommunication provider submits a "Notification" to the FCC,

(ii) Not later than 72 hours after discovering the outage is reportable, the telecommunication provider submits a more detailed "Initial Communications Outage Report" to the FCC, and

(11) Not later than 30 days after discovering the outage is reportable, the telecommunication provider submits a "Final Communications Outage Report" to the FCC

If there are technical impediments to using the Web-based system during the Notification time frame a written notification by e-mail, Fax or courier may be used. In cases where special offices and facilities (other than 911 offices and facilities) are affected, any reports from the National Communications System (NCS) will be submitted within 190 minutes of an outage to the FCC's Duty Officer, who is on duty 24 hours a day in the FCC's Communications and Crisis Management Center in Washington, DC

**Disposition:** Temporary Destroy/delete ten years after notification is made

## 2. Master Data File.

Information maintained in the system varies depending on the type of reporting being filed. These are five reports that respondents may file: Notification, Initial Communications Outage Report, and Final Communications Outage Report; Withdrawn Report, and Draft. Information maintained in the system varies depending on the type of report being submitted. Some of the data submitted to NORS are

### Company Information

- Reporting carrier
- Company identification

### Personnel Information

- Name of contact person
- Telephone numbers
- E-mail and street address
- Name of reporting entity

### Outage Information

- Type of reporting entity
- Date of incident
- Reason reportable
- Local time of incident and time zone
- Effects of the outage
  - Number of potentially affected
  - Geographic areas affected
  - Description of incident,
  - Enhanced 9-1-1 outage location affected
- If failure occurred in another's companies network

Each report has an ID number so it can be updated and tracked

**Disposition** Temporary Destroy/delete ten years after case is closed

### 3. Output/Reports

CSAD monitors the outage reports submitted through NORS and performs analyses and studies of the communications disruptions reported. Detailed analyses of the NORS data are made from the outage reports, as well as tables of information for internal and external use. A list of individuals who have filed reports is maintained, as is a transaction log of everyone who accesses the system.

**Disposition:** Temporary Destroy/delete when reports are ten years old or no longer needed for administrative purposes

### 4. Documentation.

Documentation includes user guides, scripts, tip sheets, manufacturers' manuals, system specifications and file specifications with corresponding instructions.

**Disposition** Temporary Destroy/delete when updated or no longer needed, whichever is sooner

Date 2/18/2010