



**ATIS-0100012.2017**

**Standard Outage Classification**

**AMERICAN NATIONAL STANDARD FOR TELECOMMUNICATIONS**



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American National Standard for Telecommunications

## STANDARD OUTAGE CLASSIFICATION

Secretariat

**Alliance for Telecommunications Industry Solutions**

July 19, 2019

**American National Standards Institute, Inc.**

### **Abstract**

This Standard provides a standard on the classification of outages for use by the telecommunications industry.

## FOREWORD

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The information contained in this Foreword is not part of this American National Standard (ANS) and has not been processed in accordance with ANSI's requirements for an ANS. As such, this Foreword may contain material that has not been subjected to public review or a consensus process. In addition, it does not contain requirements necessary for conformance to the Standard.

The Alliance for Telecommunication Industry Solutions (ATIS) serves the public through improved understanding between carriers, customers, and manufacturers. The ATIS Network Reliability Steering Committee (NRSC) was formed at the request of the first Network Reliability Council (NRC-1) to monitor network reliability. NRSC is a consensus-based industry committee that analyzes the communications industry's reporting of network outages, makes recommendations aimed at improving network reliability, distributes the results of its findings to industry, and, where applicable, refers matters to appropriate industry forums for further resolution. The NRSC also reviews regulatory developments affecting network reliability and submits consensus-developed comments on matters of common interest to NRSC members.

ANSI guidelines specify two categories of requirements: mandatory and recommendation. 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.

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

At the time it approved this document, NRSC, which is responsible for the development of this Standard, had the following members:

Andy Gormley, NRSC Co-Chair  
Andis Kalnins, NRSC Co-Chair  
Melvin Gail Linnell & Rick Canaday, NRSC Technical Editors

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## INTRODUCTION/EXECUTIVE SUMMARY

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Various systems for classifying outages exist in the telecommunications industry: aside from each company's internal classification systems, a number of systems exist within requirements documents. Several systems also exist within the Federal Communications Commission (FCC). The industry would benefit from a single standard system for classifying outages in the telecommunications industry. Such a system would provide a common language in the industry for outage cause definition. This is especially important for communication between vendors and service providers. It would also allow for comparable outage data to be collected throughout the industry. The standard addresses classification of outages with respect to cause.

In this revision of the Standard Outage Classification, an example is added as Appendix A to illustrate the degree to which the FCC Network Outage Reporting System (NORS) outage classification aligns with this standard. The example shows that additional levels of detail are used in the NORS classifications but not all classifications provide adequate information to identify the "what", "why" and "who" of the outage according to the standard methodology.

## 1 SCOPE, PURPOSE AND APPLICATION

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Various systems for classifying outages exist in the telecommunications industry: aside from each company's internal classification systems, a number of systems exist within requirements documents. Several systems exist within the FCC also. The industry would benefit from a single standard system for classifying outages in the telecommunications industry. The standard addresses classification of outages with respect to cause.

## 2 NORMATIVE REFERENCES

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The following standards contain provisions which, through reference in this text, constitute provisions of this American National Standard. At the time of publication, the editions indicated were valid. All standards are subject to revision, and parties to agreements based on this American National Standard are encouraged to investigate the possibility of applying the most recent editions of the standards indicated below.

Network Outage Reporting System: User Manual, Version 3, Federal Communications Commission, August 21, 2018.<sup>1</sup>

Network Outage Reporting System: Glossary of Fields NORS Reports, Version 3, Federal Communications Commission, July 25, 2016.<sup>2</sup>

## 3 ABBREVIATIONS & ACRONYMS

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ANSI	American National Standards Institute
ATIS	Alliance for Telecommunications Industry Solutions
FCC	Federal Communications Commission

<sup>1</sup> This document is available at < <https://www.fcc.gov/files/nors-user-manualpdf> >.

<sup>2</sup> This document is available at < <https://www.fcc.gov/network-outage-reporting-system-nors> >.