



1200 G Street, NW  
Suite 500  
Washington, DC 20005

P: +1 202-628-6380  
W: [www.atis.org](http://www.atis.org)

January 31, 2018

Via Email

John Healy  
Associate Chief, Public Safety & Homeland Security Bureau  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

Re: Further Recommendations for NORS 3.0 Manual and System

Dear John:

ATIS' Network Reliability Steering Committee (NRSC) thanks you for incorporating NRSC's feedback into the Network Outage Reporting System (NORS) 3.0 User Manual and providing NRSC with a second opportunity to review the draft manual. The NRSC Outage Reporting Advisory Subcommittee (ORAS) has reviewed the latest draft and notes two ongoing issues with NORS 3.0.

- (1) As NRSC previously noted, the FCC has deleted a comment regarding Inputter actions on page 3, Section 2, *User Roles and Privileges*: "receive e-mail confirmation of Inputter's submitted reports." NRSC believes that this is still an issue. Notifications that are not accepted by NORS are not being identified, as neither the Inputter nor the Coordinator receive emails when the notification is not accepted by NORS. Neither the Inputter (who never receives confirmation or rejection of a report), nor the Coordinator (who currently does not receive confirmation if a notification was not accepted), is alerted that they need to follow up. Once addressed, this change will need to be reflected in the NORS 3.0 User Manual. Both the Inputter and the Coordinator should be notified if the report is rejected.
- (2) NRSC notes that the feature described in Section 4.4, *Reopen an Outage Report*, Note #2 is not functioning as described: "after the request is received and approved, NORS Admin will send an email notification with the approval. The header of the notification report will state, 'A request to reopen this report is in progress.'" While a footnote explains that "this feature has not yet been implemented in NORS 3," NRSC requests that the feature be implemented as soon as possible. Currently, users do not receive a notification e-mail once a request to reopen the outage report is approved by NORS administrators and the only option is to contact the FCC directly or try to access the report at some later time, neither of which constitute notification of the approval.

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NRSC appreciates the FCC's ongoing work to improve NORS 3.0, and believes that the recommendations contained in the attached will enhance functionality of the system.

If you have any questions, please do not hesitate to contact me.

Sincerely,



Tom Goode  
ATIS General Counsel

Cc w/attachments:

Andis Kalnins, NRSC Co-Chair (Verizon), [andis.i.kalnins@verizon.com](mailto:andis.i.kalnins@verizon.com)  
Andy Gormley, NRSC Co-Chair (T-Mobile), [andy.gormley@t-mobile.com](mailto:andy.gormley@t-mobile.com)  
Rick Canaday, NRSC ORAS Co-Chair (AT&T), [rcanaday@att.com](mailto:rcanaday@att.com)  
Christopher Desmond, NRSC ORAS Co-Chair (Verizon Wireless),  
[christopher.desmond@verizonwireless.com](mailto:christopher.desmond@verizonwireless.com)  
Jackie Wohlgemuth, ATIS Manager, Global Standards Development, [jvoss@atis.org](mailto:jvoss@atis.org)