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December 13, 2019

Via Email

James Wiley  
Public Safety and Homeland Security Bureau  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

Re: ATIS NRSC Standard Operating Procedures for Updating PSAP Outage Contact Information  
Improving 911 Reliability PS Docket No. 13-75

Dear Mr. Wiley:

Thank you for allowing Alliance for Telecommunications Industry Solutions' (ATIS) Network Reliability Steering Committee (NRSC) to provide an update to you and your team regarding its work efforts related to notification to PSAPs of outages.

ATIS is pleased to report that it has published ATIS-0100068, *Standard Operating Procedures (SOP) for Updating Public Safety Answering Point (PSAP) Outage Contact Information*. This Technical Report provides information on how PSAP contact information is to be collected and is the second document published by the ATIS NRSC Situational Awareness for 9-1-1 Outages Task Force.

This collaborative effort, led by the ATIS NRSC with participation by the Association of Public-Safety Communications Officials (APCO), the National Association of State 911 Administrators (NASNA), and the National Emergency Number Association (NENA), also produced a report and companion template, ATIS-0100066, *Service Providers: Outage Reporting Structure and Potential Types of 9-1-1 Outages*, which was published and provided to the FCC in June 2018. Both of these documents are available at no charge from the ATIS NRSC website at: [http://www.atis.org/01\\_committ\\_forums/nrsc/](http://www.atis.org/01_committ_forums/nrsc/).

ATIS NRSC appreciates the opportunity to improve communications between service providers and PSAPs and believes that the SOP will enhance the outage reporting process.

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

Sincerely,

A handwritten signature in black ink, appearing to read "Thomas Goode", written in a cursive style.

Thomas Goode  
ATIS General Counsel

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