PUBLIC NOTICE

Federal Communications Commission
445 12th St., S.W.
Washington, D.C. 20554

DA 16-835
July 22, 2016

FCC ANNOUNCES THE ROLL-OUT SCHEDULE FOR THE NEW VERSION OF THE NETWORK OUTAGE REPORTING SYSTEM

The Federal Communications Commission's (FCC or Commission) Public Safety and Homeland Security Bureau (Bureau) announces the roll-out schedule for the new version of the Network Outage Reporting System (NORS) platform. Under Part 4 of the Commission's rules, providers of wireless, wireline, cable, satellite communications, and interconnected Voice over Internet Protocol (VoIP) services must report significant disruptions or outages to their communications systems.[1]

The new platform contains improvements that will enhance the overall security and reliability of NORS and allows for its future evolution to best support new communications technologies and analytic methods. The new version of NORS has two interfaces: (1) a web-based interface and (2) an API/XML interface for companies that want to automatically file outage reports. The web-based interface will be opened on July 25, 2016. Companies that are not using the API/XML interface must use the web-based interface beginning on July 25th at 3:00 PM EDT. After this time, the old version of the NORS system will no longer be available for these filers.

On August 15, 2016, the API/XML interface will be available. Companies that plan to use the API/XML interface will be expected to file outage reports using the new version of NORS beginning on August 15th. Access to the old version of NORS will be terminated on August 15th. After August 15, 2016, all NORS filings must be submitted using the new NORS production system.

The new NORS production system can be accessed directly at https://fcc.appiancloud.com/suite/. The Commission will transfer existing User IDs from the old NORS system to the new NORS production system by July 25th at 8:00 AM EDT, but will not transfer any of the User IDs from the new NORS testing system to the production system. If a user needs a new User ID, they can obtain one at https://www.fcc.gov/eform/submit/Network-Outage-Reporting-System-Registration.

The new NORS testing system is currently available, and will remain open for testing purposes until August 31, 2016. Anyone wanting access to the new NORS testing system should contact John Healy at 202-418-2448.

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[1] 47 CFR pt. 4.

Companies required to file outage repots in NORS should note the following dates:

Date	Milestone
July 25, 2016	Cutover to new NORS production system for users using the web-based interface.
August 15, 2016	Cutover to new NORS production system for users using the API/XML interface.
August 31, 2016	New NORS testing system is terminated.

Any questions regarding the new NORS system and any reporting requirements can be directed to John Healy, CCR/PSHSB, at 202-418-2448, john.healy@fcc.gov or to David Ahn, CCR/PSHSB, at 202-418-0853, david.ahn@fcc.gov.

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