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August 26, 2010

**Via Email**

Jeffrey Goldthorp  
Chief, Communications Systems Analysis Division  
Public Safety and Homeland Security Bureau  
Federal Communications Commission  
445 12th Street, SW  
Washington, DC 20554

Re: NRSC Input on DIRS Frequently Asked Questions

Dear Jeff:

The Alliance for Telecommunications Industry Solutions' Network Reliability Steering Committee (NRSC) is pleased to provide its input to the Commission regarding a list of Frequently Asked Questions (FAQ) for the Commission's Disaster Information Reporting System (DIRS). We believe the questions below, with appropriate responses, would be helpful to first-time users of DIRS.

1. What is DIRS?
2. What is the difference between DIRS and DIRS-Lite?
3. How is the DIRS and DIRS-Lite information used by the FCC?
4. When will DIRS be activated? How will I know that it is activated?
5. When will DIRS-Lite be activated? How will I know that it is activated?
6. Who do I call if I encounter problems with DIRS or DIRS-Lite?
7. How do I establish or change my company ID for DIRS?
8. How do I obtain and/or reset a DIRS user ID and password?
9. How do I resolve problems experienced when uploading tab-delimited file?
10. Must the Company name and disaster name be populated in the Excel spreadsheet exactly as they appear in DIRS for the tab delimited file to upload successfully?
11. Is there an alternate method to submit information to the FCC if I am unable to upload my information in DIRS?
12. Is there a specific time of day by which I must complete my daily update to the FCC during DIRS activation? What happens if I'm late providing my data?
13. Is there a specific time of day by which I must complete my daily update to the FCC during DIRS-Lite activation? What happens if I'm late providing my data?
14. Is reporting in DIRS mandatory? What about in DIRS-Lite?

15. Is there a process that ensures Federal ESF2 agencies obtain disaster information from the FCC (i.e. information submitted by industry into DIRS and/or DIRS-Lite)?
  - a. How does the FCC distribute or make available the data to other federal agencies?
  - b. How are other federal agencies made aware that the FCC is collecting DIRS/DIRS-Lite information and that this information is available to them?
16. Is the data submitted in DIRS and in DIRS-Lite protected by the FCC as confidential?
17. Do I have to file Network Outage Reporting System (NORS) reports during a DIRS or DIRS-Lite activation? If so, where are these reporting requirements documented?
18. How long is the information that is supplied by service providers during a DIRS or DIRS-Lite activation retained by the FCC?
19. Why does the FCC request wireless coverage maps during DIRS activation and what purpose do these maps serve?
20. Is there a standard template for the content and appearance of the wireless coverage maps? If so, where are they documented?
21. Are there guidelines for the sharing of wireless coverage maps with other federal agencies?
22. Are DIRS or DIRS-Lite updates required during the weekend?
23. How often does the FCC review the DIRS and DIRS-Lite processes?
24. What is the maximum file size that can be uploaded to DIRS?
25. Why is there a requirement in DIRS to report "per county" information?
26. Why is there a requirement in DIRS for wireless providers to report on the percent of historical capacity available?

The NRSC would also like to take this opportunity to thank the Commission for their development of the Standard Operating Procedures for DIRS-Lite. We have reviewed the document and found it very informational and useful.

If there are any questions regarding this matter, please do not hesitate to contact me.

Sincerely,



Thomas Goode  
ATIS General Counsel