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June 27, 2013

**Via Email**

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

Re: NRSC Procedural - Service Provider Task Force Report

Dear Jeff:

This is to provide an update on the work of the ATIS Network Reliability Steering Committee (NRSC) to investigate a perceived rise in procedural outages reported in the Commission's Network Outage Reporting System (NORS).

This issue was brought to the NRSC's attention by the Commission at the 3Q2012 NRSC public meeting. To examine this issue, the NRSC launched a Procedural Service Provider Task Force in early March 2013. While the Task Force did observe a slight rise in the number of procedural outages between January 2010 and December 2012 reported via NORS, NRSC member-only data did not indicate a significant issue.

Additionally, the Task Force found that a majority (82%) of the procedural service provider outages reported had a "Reason Reportable" that related to the focus of two existing NRSC investigations (Wireless Outages Subteam and Large and Simplex DS3 Subteam). Based on these investigations, the NRSC believes that the slight increase in outages was primarily caused by changes in reporting procedures associated with maintenance activity.

The Procedural Service Provider Task Force believes the final recommendations that have been provided by the aforementioned NRSC teams are sufficient to address what was observed in the NRSC Procedural Service Provider Task Force's analysis. As such, the NRSC is closing this issue.

Please let me know if you have any questions.

Sincerely,

Thomas Goode  
General Counsel

CC: John Healy, FCC