

Public Workshop
C-4272/PI-169

This is the Workshop in our Docket to investigate practices related to network reliability and requirements governing notification for service interruptions.

- I. I will ask everyone in the room to identify themselves and the company/office they represent and then I will ask those on the telephone to identify themselves and the company they represent.
- II. In light of recent service outages, the Commission is holding this workshop to obtain an overall perspective on industry standards and preventative measures which can be taken to minimize the extent and length of outages.

1. The best practices for network reliability--
 - a. Which industry standards do carriers use currently?
 - b. How do carriers implement these standards in practice?
 - c. Do all providers have a recovery plan?
2. Is there a reason to create a uniform set of standards in rules?
3. How can carriers minimize the impact of interruptions on
 - a. 911 emergency services
 - b. Commerce and business sector
 - c. Voice customers versus Internet customers
 - d. CLEC customers

III. Reporting of Outages and Notice to Other Carriers

a. The staff has printed off copies of applicable statutes, rules and policies relating to service reliability and outage reporting. Copies are available in the back of the hearing room. For those on the telephone, please send us an email and we can get you a copy of the handout after today's workshop.

1. The need to promptly notify the Commission and other carriers.

a. Ways to improve upon current system.

b. Timeline for implementation.