



VOIP OUTAGE REPORTING RULES TAKE EFFECT DECEMBER 16

In February 2012, the FCC adopted new rules requiring interconnected Voice over IP (VoIP) providers to comply with outage reporting requirements. The new rules require interconnected VoIP providers to inform the FCC of any complete loss of service or of any complete loss of connectivity to customers.

The new rules contain modified information collection requirements and, as such, require approval of the Office of Management and Budget (OMB) before taking effect. On October 17, the FCC announced that OMB had approved the information collection requirements and that the effective date of the new rules is **December 16**. OMB has approved the information collection requirements for a period of time that expires on **September 15, 2015**.

The new requirements mirror the standards applied to other services covered in Part 4 of the Commission's rules. Thus as of December 16, interconnected VoIP providers must submit an electronic notification to the FCC via its Network Outage Reporting System (NORS):

- Within 240 minutes of discovering an outage on any facilities they own, operate, lease, or otherwise utilize, of at least 30 minutes duration potentially affecting a 911 special facility, as well as contact the provider's contact person at the 911 facility regarding the outage;
- Within 24 hours of discovering an outage on any facilities they own, operate, lease, or otherwise utilize, of at least 30 minutes duration that potentially affects at least 900,000 user minutes of service and results in a complete loss of service or that potentially affects any special offices and facilities.

In addition, interconnected VoIP providers must submit a Final Communications Outage Report to the FCC via NORS within 30 days of discovering the outage.

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For more information regarding these new rules or Wiltshire & Grannis' telecommunications practice, please contact **John Nakahata** at (202) 730-1320 or jnakahata@wiltshiregrannis.com, or **Brita Strandberg** at (202) 730-1346 or bstrandberg@wiltshiregrannis.com.

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