

Summary of CPUC Final Decisions in Rural Call Completion Proceeding that impact Mendocino County (issued 12-20-16)

CAB - Consumer Affairs Branch

OII - Order Instituting Investigation

CD - Communications Division of CPUC

CPED - Consumer Protection and Endorsement Division

SED - Safety and Enforcement Division of the PUC

NORS- Network Outage Reporting System (reporting requirements of the FCC)

COLR - Carriers of Last Resort

PPH - Public Participation Hearings

Page	Action
2, 14, 177	Outreach to speakers from PPH (including public safety) by CAB
2, 13	Encourage providers to offer diversity, resiliency, and redundancy to Emergency Services Offices
3, 16, 126 , 179	CPED analysis of whether OII should be opened for violations of state law/CPUC rules in regards to the 2014 and 2015 outages in Mendocino (including lack of route diversity)
4, 17	PUC legal division to comment to FCC on adequacy of NORs reporting in regards to Mendocino's outages
4, 17, 129 , 179	Carriers meet with county OES to determine whether action is needed to make residential addresses visible in the 9-1-1 database
4, 18, 108, 169, 179	Carriers to provide city and county OES with a 24/7 emergency contact name and number (not an 800 number)
4, 135 , 180	Direct a "meet and confer" between CalOES officials, local OES, CalFire, CD, SED and others to discuss communications before and after emergencies.
135	Within 90 days, carriers are required to provide county OES offices with written instruction on how to access the customer database for the purpose of enabling 9-1-1 calls to constituents about evacuation and other emergency measures. Information will include the price for the database and the process for obtaining it. Carriers <i>shall</i> work cooperatively with local OES officials.
4, 19, 148, 168, 180	Within 60 days of this decision, COLRs must report to the CPUC outages of 300,000 or more user minutes lasting more than 30 minutes, and the number of user-minutes affected by a transport outage (fiber cut). The CD shall create a format for carriers to report to the CPUC. This reporting should occur no later than 120 minutes after discovery of outage.
6, 21	CD to monitor outages of 300,000 user-minutes, and to prepare analysis of such outages for use in Phase 2 of the proceeding
19	Carriers encouraged to <i>voluntarily and asap after being aware of the outage</i> , to report outages of 300,000 minutes to CalOES, county OES and city OES.

5, 163, 168, 175, 180	CD shall issue “standing data requests” to carriers for all outages of 90,000 user-minutes lasting 30 minutes; PUC shall be notified no later than 60 minutes after carriers learn of such outage, AND concurrently carriers shall notify CAL OES of such outage.
5, 20, 150, 180	Directs for a Phase 2 of proceeding to discuss whether state, county, or city OES should be notified of outages, at what level, and by what types of carriers. Also for discussion is whether reporting to the public and media regarding outages should be required, as is currently required for electric companies.
5, 20, 150, 181	Convening of a Working Group of CD, SEDS, Parties to the proceeding, and by invitation CalOES, City officials, County officers, and Tribal OES to discuss outage reporting thresholds, requirements, and protocols that reflect Public Safety needs and to make recommendations
6, 21, 117	Continue use of survey for public to use in relation to these issues; look into developing an app for easy mobile public input into issues of outages, lack of 9-1-1, call failures, and reporting of non-compliance by carriers (pole safety rules, etc)
13, 175	The study of AT&T and Frontier’s network, as ordered in an earlier proceeding, will go forward.
15, 177	In light of drought conditions, telecommunications companies need to report by March 2017 to the PUC the number of trees that have wires attached them them, and an evaluation of the risks of such practices, etc
108	Carriers shall not require a working phone number for the public to report a phone issue and initiate a trouble ticket
46-51	These pages contains information about the Intrado “soft-ware driven outage” where 1000 9-1-1 called failed to go through. These types of outages have the potential to affect large areas and information in this section can serve as a warning of what can happen, especially since we don’t really know how vulnerable we are to these types of outages (AT&T could not answer that question at the Board of Supervisor presentation).
108-112	Discussion of the 2014 Mendocino outage (Sheriff quoted)
112-120	Discussion of the 2015 Mendocino outage
154-156	Summary of some of Mendocino’s Comments submitted into the record