

# CALIFORNIA PUBLIC UTILITIES COMMISSION



## Major Service Interruption Reporting Portal

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### User Manual

July 2017

# California Major Service Interruption Reporting Portal User Manual

## A. Getting Started

1. Open your internet web browser and go to the following address:  
<https://apps.cpuc.ca.gov/apex/f?p=111:LOGIN:3070223386012>
2. Enter your assigned **Username** and **Password** and click **Login**.

Screenshot 1: CPUC Public Application Website and Log in Page

Username

Password

**Welcome**

You shall not use the CPUC Public Application Website, or any application therein, for any illegal purposes, and you will use it in compliance with all applicable laws and regulations.

You agree not to use the Website in a way that may cause the Website to be interrupted, damaged, rendered less efficient, or such that the effectiveness or functionality of the Website is in any way impaired. For further information and details, please view the CPUC's full [Conditions of Use](#).

Forgot your password? Please click below:

3. Under **Your Applications**, select the **CA Major Service Interruption Reporting System** link.

Screenshot 2: CA MSI Reporting Portal Page

CA.GOV California Public Utilities Commission

[How To Update Your Password](#) [How To Update Your Profile](#) [Logout](#)

[Applications](#) [Account](#)

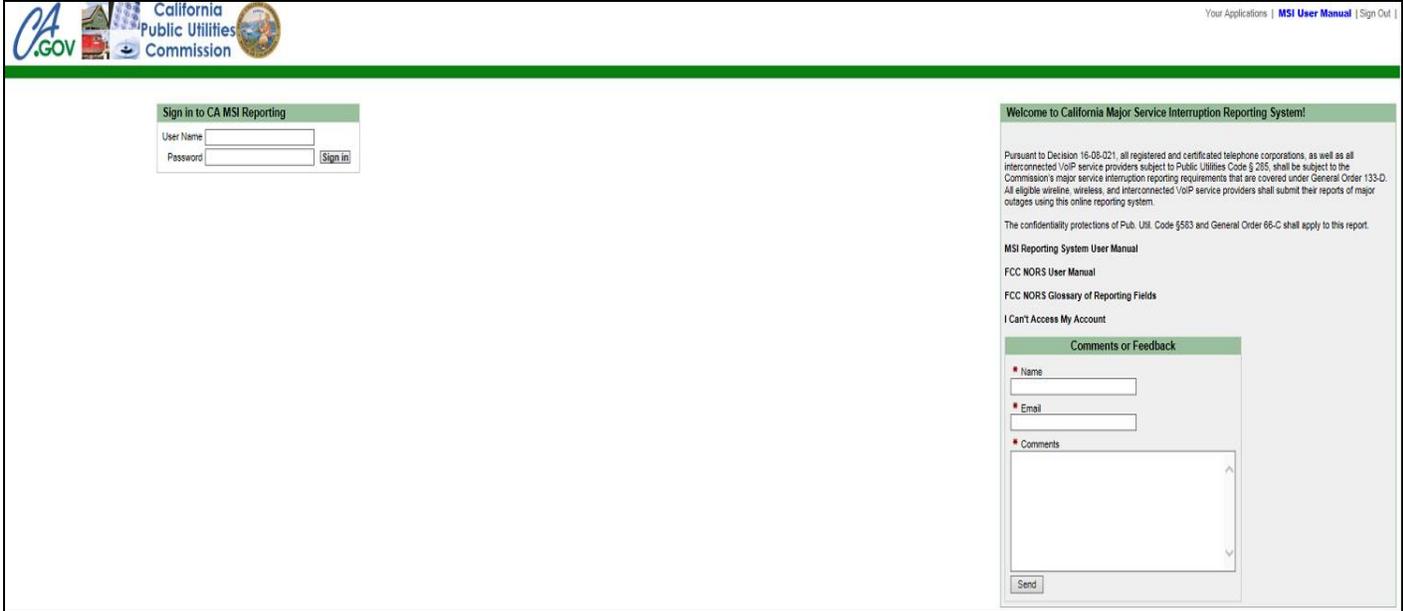
**Your Applications**

Your Applications (Click one to continue)

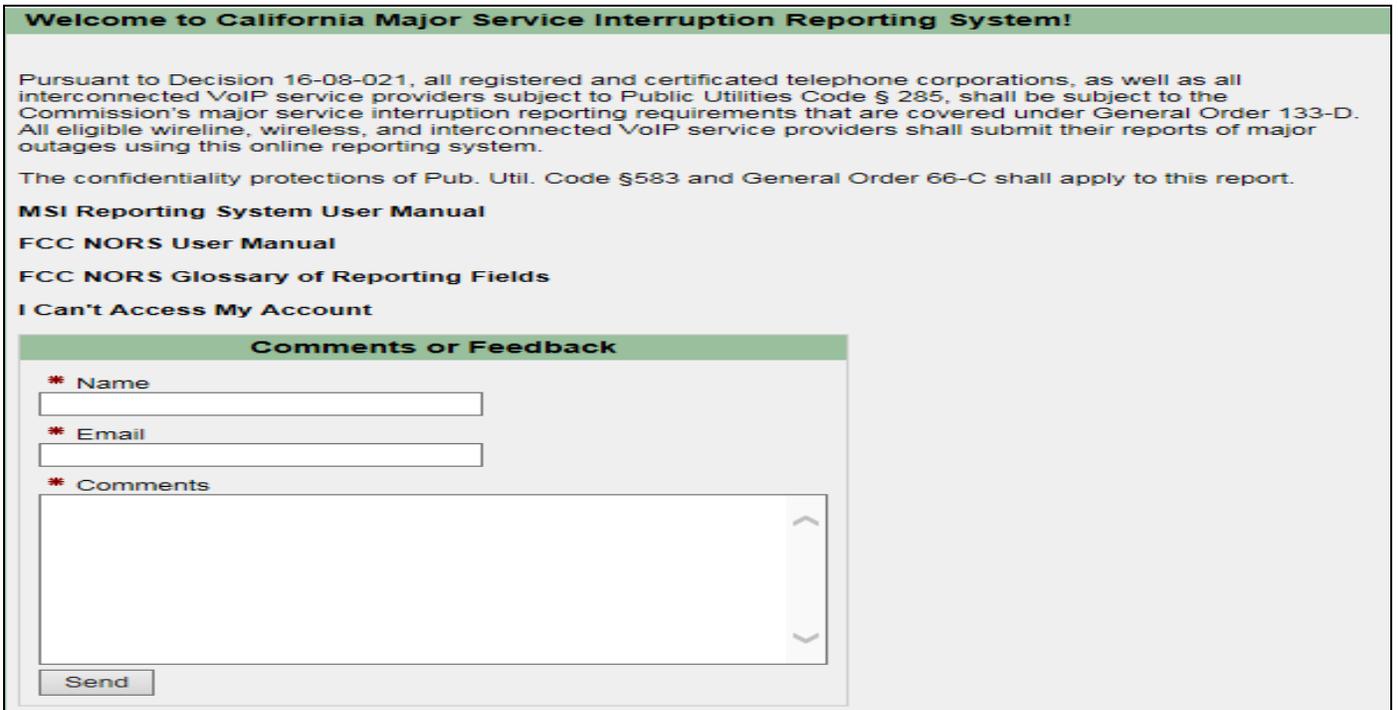
Application	Description
CA Major Service Interruption Reporting System	Web-based system for filing Major Service Interruption reports, pursuant to the Commission's General Order 133-D § 4 and the FCC's Part 4 rules concerning communications outages and disruptions.

4. The **Welcome** page, as seen in Screenshots 3 and 4, allows you access to the following:
- a. Log in to the **CA MSI Reporting Portal**
    - i. You will be required to log in again using the **Username** and **Password** that you used on the previous log-in screen, click the **Sign In** button.
    - ii. You may bookmark this page in order to avoid having to enter you username and password twice when logging into the reporting system in the future.
    - iii. Each username and password is linked to one specific carrier. When logging into the Portal, only your company-specific data will be visible.
  - b. **MSI Reporting Portal User Manual** – provides step-by-step instructions on how to file major outage reports.
  - c. **FCC NORS Manual** – provides access to the Federal Communications Commission’s (FCC) Network Outage Reporting System Manual.
  - d. **Glossary of FCC NORS Reporting Fields**– provides descriptions of all the reporting fields contained in an FCC NORS report.
  - e. **I can’t access my account** – provides information if you are having problems accessing your account.
  - f. **Comments or Feedback** – this feature allows you to send your comments or feedback regarding the system. To provide comments or feedback:
    - i. Enter the required (\*) information and click the **Send** button to provide your comments or feedback to the system administrators.

**Screenshot 3: CA MSI Reporting Welcome Page - Log In and Useful Links**



Screenshot 4: CA MSI Reporting Welcome Page - Comments or Feedback



5. Once you have signed in, you will be brought to the main MSI report summary page, as seen in Screenshot 5.

Screenshot 5: List of MSI Report Summaries

The screenshot displays the 'California Major Service Interruption Reporting System' interface. At the top, it identifies the user as 'The Telephone Company' and provides a 'Create a New Outage Report' button. Below this, there are two main data tables. The first table, 'Initial List', shows two outage reports from 2016 and 2017. The second table, 'Final Withdrawal List', shows three outage reports from 2016 that have been withdrawn. Both tables have a similar structure with columns for report numbers, company names, locations, reasons, service types, outage and restoration dates, durations, causes, and notification/receipt dates.

Report Number	FCC Report Number	Company Name	Location of Outage	Location of Services Affected	Reason Reported	Type of Service Affected	Number of Users Affected	Service Outage Date (start)	Service Restoration Date (Actual)	Duration	Duration (Minutes)	Direct Cause Code	Root Cause Code	Date Notification Report Received	Date Initial Report Received
2016C00000012	11-111111111	The Telephone Company	Any Town #1	Any Town #1	Wireline - 900,000 User-Minutes	E911 Wireline	Wireline - 30200 Wireless (non-paging) - 0 Paging - 0 Cable Telephony - 0 Satellite - 0 VOIP - 0	05/30/2016 03:00 PM	05/30/2016 02:40 PM	06 hr 40m	400	Hardware Failure	Other/Unknown	05/30/2016 04:00 AM	05/30/2016 05:00 AM
2017C00000030	22-222222222	The Telephone Company	Any Town #2	Any Town #2	Wireline - 900,000 User-Minutes	Wireline	Wireline - 750000 Wireless (non-paging) - 0 Paging - 0 Cable Telephony - 0 Satellite - 0 VOIP - 0	07/07/2017 10:05 AM	07/08/2017 10:05 AM	1d 0h 0m	1440	Design - Software	Environment (internal)	07/07/2017 10:08 AM	07/07/2017 10:07 AM

Report Number	FCC Report Number	Company Name	Location of Outage	Location of Services Affected	Reason Reported	Type of Service Affected	Number of Users Affected	Service Outage Date (start)	Service Restoration Date (Actual)	Duration	Duration (Minutes)	Direct Cause Code	Root Cause Code	Date Notification Report Received	Date Initial Report Received	Date Final Report Received	Date Withdrawn Report Received
2016C000000002	33-333333333	The Telephone Company	Any Town #3	Any Town #3	E911	E911 Wireline	Wireline - 2401 Wireless (non-paging) - 0 Paging - 0 Cable Telephony - 0 Satellite - 0 VOIP - 0	05/24/2016 03:35 PM	05/24/2016 07:45 PM	04 hr 9m	249	Hardware Failure	Other/Unknown	05/24/2016 04:36 PM	05/25/2016 13:00 PM	06/23/2016 09:00 AM	
2016C000000007	44-444444444	The Telephone Company	Any Town #4	Any Town #4	E911	E911 Wireline	Wireline - 57174 Wireless (non-paging) - 0 Paging - 0 Cable Telephony - 0 Satellite - 0 VOIP - 0	05/13/2016 02:41 PM	05/13/2016 07:55 PM	04 hr 17m	317	Hardware Failure	Hardware Failure	05/13/2016 03:41 PM	05/14/2016 02:30 PM	06/05/2016 13:00 PM	
2016C000000025	55-555555555	The Telephone Company	Any Town #5	Any Town #5	E911	E911 Wireline	Wireline - 42051 Wireless (non-paging) - 0 Paging - 0 Cable Telephony - 0 Satellite - 0 VOIP - 0	06/10/2016 01:51 PM	06/20/2016 03:01 AM	0d 13h 10m	790	Cable Damage	Hardware Failure	06/19/2016 03:30 PM	06/20/2016 04:00 PM	07/15/2016 14:30 PM	

6. The list of MSI Report Summaries, as seen in Screenshot 5, lists all the types of outages that you company has reported to the CPUC: **Notification, Initial, Final and Withdrawn**. All **Notification and initial** outage reports are located at the top list, with the **Final and Withdrawn** reports located at the bottom list.
7. The **Notification/Initial** and **Final/Withdrawn** report lists are sortable by the following fields. To do so, click on any of the report field headings in the top row on either report list.
  - a. Report Number
  - b. FCC Report Number
  - c. Location of Outage
  - d. Reason Reported
  - e. Service Outage Date
  - f. Service Restoration Date
  - g. Duration (Minutes)
  - h. Direct Cause
  - i. Root Cause
  - j. Date Notification Report Received
  - k. Date Initial Report Received
  - l. Date Final Report Received
  - m. Date Withdrawn Report Received
8. The outage report summaries can be downloaded as a Comma Separated Values (.CSV) file by clicking the **Download** link below the **Notification/Initial** list and/or the **Final/Withdrawal** list.

Screenshot 6: Download the List



CA Major Service Interruption Report - List

The Telephone Company

California Major Service Interruption Reporting System - Notification, Initial List

Report Number	FCC Report Number	Company Name	Location of Outage	Location of Services Affected	Reason Reported	Type of Service Affected
2016Ci00000012	11-11111111	The Telephone Company	Any Town #1	Any Town #1	Wireline - 900,000 User-Minutes	E911 Wireline
2017Ci00000030	22-22222222	The Telephone Company	Any Town #2	Any Town #2	Wireline - 900,000 User-Minutes	Wireline

[Download](#)

## B. Filing an Outage Report: Notify, Initial, Final or Withdrawn

### 1. To file a **NOTIFICATION** Report

- a. Click the **Create a new outage report** button at the top right portion of the page and an empty form for **Filing a Service Outage** will be displayed. See Screenshot 7 below.

Screenshot 7: Filing a Service Outage



Home | Outage Description | Area(s) Affected

CA Major Service Interruption Report - List > [Filing a Service Outage](#)

Filing a Major Service Interruption Report

Cancel Save Continue

The report cannot be saved until the mandatory data elements are input.

Report Date 07/07/2017

Company Name U-1111-C The Telephone Company

Report Number OCN

\* Type of Report  Notification  Initial  Final  Withdrawal

\* FCC Report Number

Media Attention

State of Emergency Declaration

\* Service Interruption (Start) PST  (mm/dd/yyyy hh:m)

Service Restoration (Estimated) PST  (mm/dd/yyyy hh:m)

Service Restoration (Actual) PST  (mm/dd/yyyy hh:m)

Outage Duration  (minutes)

Explanation of Outage Duration

Reason Reported Wireline - 900,000 User-Minutes

Failure Occurred in Another Company's Network

E911 Outage Location Effects 911 Services Not Affected

\* Service(s) Affected

Service(s) Affected for Wireline Users

Cable Telephony

E911

Wireline

Wireless (non-paging)

Signaling (SS7)

Satellite

Paging

No Dial Tone

Toll Isolation

Loss of DSL

Loss of 911

Others (Please specify)

Inside Building

- b. **Notification Report** is selected by default as the report type. Do not change.

c. Provide any information you have available at the time of the Notification. Complete all the required fields:

- i. **FCC Report Number**
- ii. **Type of Report**
- iii. **Service Interruption (Start)**

- To add the date and time, please click on the calendar icon, as seen below.

Screenshot 8: Date and Time

- A **Date and Time** pop-up box will appear. Select the current day and time information, and then click **Close**.

Screenshot 9: Date and Time Pop-Up Box

- iv. **Services affected**
- v. **Direct Cause**
- vi. **Root Cause**

NOTE: **Notification Reports** may not have **Direct Cause** and **Root Cause** information available. If so, please select **“Others/Unknown”** and update the information accordingly as you submit the Initial, Final, and/or Withdrawn Reports.

d. Click the **Save** button and the **Report Number** (14 alpha numeric digits) for this outage report will be generated and displayed. Take note of this information for future reference, i.e., updating the outage report.

## Screenshot 10: Report Number

The screenshot shows the 'Filing a Major Service Interruption Report' form. The form is titled 'Filing a Major Service Interruption Report' and includes a navigation bar with 'Home', 'Outage Description', and 'Area(s) Affected'. The main content area contains the following fields and options:

- Report Date:** 07/07/2017
- Company Name:** U-1111-C The Telephone Company
- \* Type of Report:** Notification  Initial  Final  Withdrawal
- Media Attention:**
- Report Number:** 2017C/00000030 (circled in red)
- OCN:**
- \* FCC Report Number:** 19-88888888
- State of Emergency Declaration:**

Buttons for 'Cancel', 'Save', and 'Continue' are located at the top right of the form. A red error message states: 'The report cannot be saved until the mandatory data elements are input.'

- e. Click the **Continue** button to go to the next page, where you will provide information regarding the **Area(s) Affected** by an outage.
  - i. Provide detailed location information in the **Description of Geographical Area of Outage** table.
  - ii. In the first column, select the county or counties affected by the outage. Then click the **Show City** button to display all the cities in the selected counties.
  - iii. In the second column, select all the cities affected by the outage. Click the **Show Zip Code** button to display all the zip codes in the selected cities.
  - iv. In the third column, select all the zip codes affected by the outage. Then click the **Save** button to save selections.
  - v. In the fourth column, select the county or counties where the affected facilities are located. Then click the **Show Facility City** button to display all the cities in the selected counties.
  - vi. The fifth column of **Selected Area(s)** will contain all the outage location information you entered when you return to update this page.
  - vii. Click the **Finish** button to save the data for **Area(s) Affected by the Outage** and return to the MSI report summary page.

## Screenshot 11: Area(s) Affected by the Outage

- f. Click the **Finish** button in the top right portion of the **Area(s) Affected** page to save and submit the **Notification Report**.
- g. After submitting the **Notification** report, click the **Sign Out** link (located at the upper right hand corner of the screen) to log out of the system or click on **Home** to return to the **Report List**.

Screenshot 13: Sign Out link



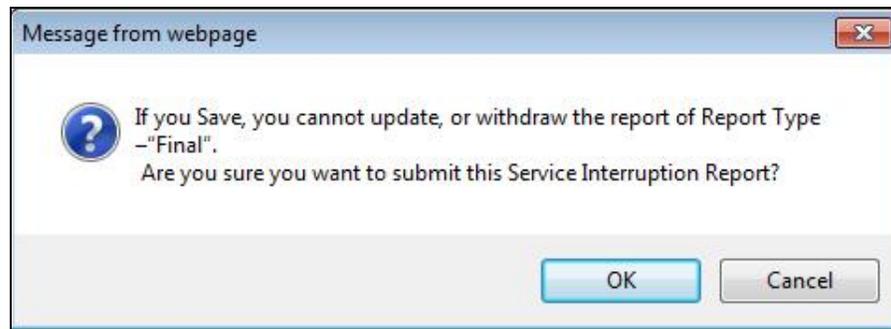
2. To File an **INITIAL** Report

- a. From the **Notification/Initial Report** list, click the **Report Number** to select the report for which you want to update the information.
- b. Change the **Type of Report** from **Notification** to **Initial** and then update all the outage report information in the form. Click the **Continue** button to update information in the **Area(s) Affected** page.
- c. Click the **Finish** button in the **Area(s) Affected** page to save and submit the **Initial Report**.

### 3. To File a **FINAL** Report

- a. From the **Notification/Initial Report** list, click the **Report Number** to select the report you want to update the information.
- b. Change the **Type of Report** from **Initial** to **Final**, update all the outage report information in the form, and review for accuracy. Click the **Continue** button and a pop up message will appear asking you to confirm your action.

**Screenshot 14: Warning Message for Submission of Final report**



- c. Click **OK** and you then being able to update the outage location information in the **Area(s) Affected** page.
- d. Click the **Finish** button to save and submit the **Final Report**.

**NOTE:** Once a report has been set to **FINAL**, you will not be allowed to make any other changes or updates to the report.

### 4. To File a **Withdrawn** Report

- a. From the **Notification/Initial Report** list, click the **Report Number** to select the report you want to withdraw.
- b. Change the **Type of Report** to **Withdrawal**. Once selected, the **Reason if Withdrawn** input box will display. Enter the reason for withdrawing the outage report.

**Screenshot 15: Box to Input Reason for Withdrawn Report**

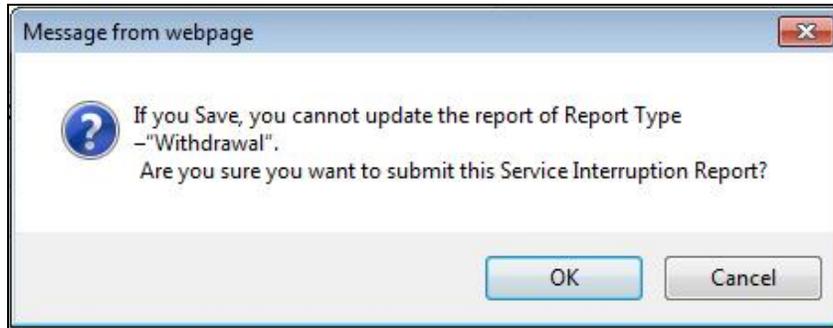


\* Type of Report  Initial  Final  Withdrawal

Reason if withdrawn

- c. Click the **Continue** button. A pop up message will appear asking you to confirm your action. Click the **OK** button to submit the report as **WITHDRAWN** or click **Cancel** to continue making changes.

**Screenshot 16: Warning message for submission of withdrawn report**



**NOTE:** Once a report has been **WITHDRAWN**, you will not be allowed to make any other changes or updates to the report.

- d. After withdrawing the report, you will be brought back to the main MSI report summary page. To exit the **Major Service Interruption Reporting Portal**, click the **Sign Out** link in the top right portion of the report summary page.

