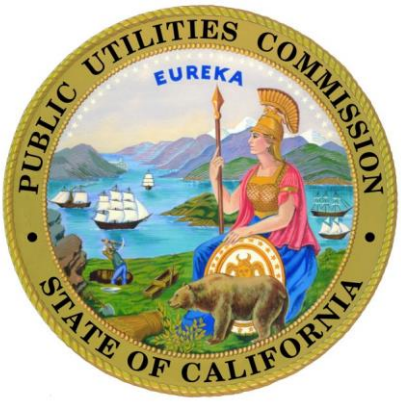
CALIFORNIA PUBLIC UTILITIES COMMISSION



Major Service Interruption Reporting Portal

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

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

Screenshot 2: CA MSI Reporting Portal Page

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.

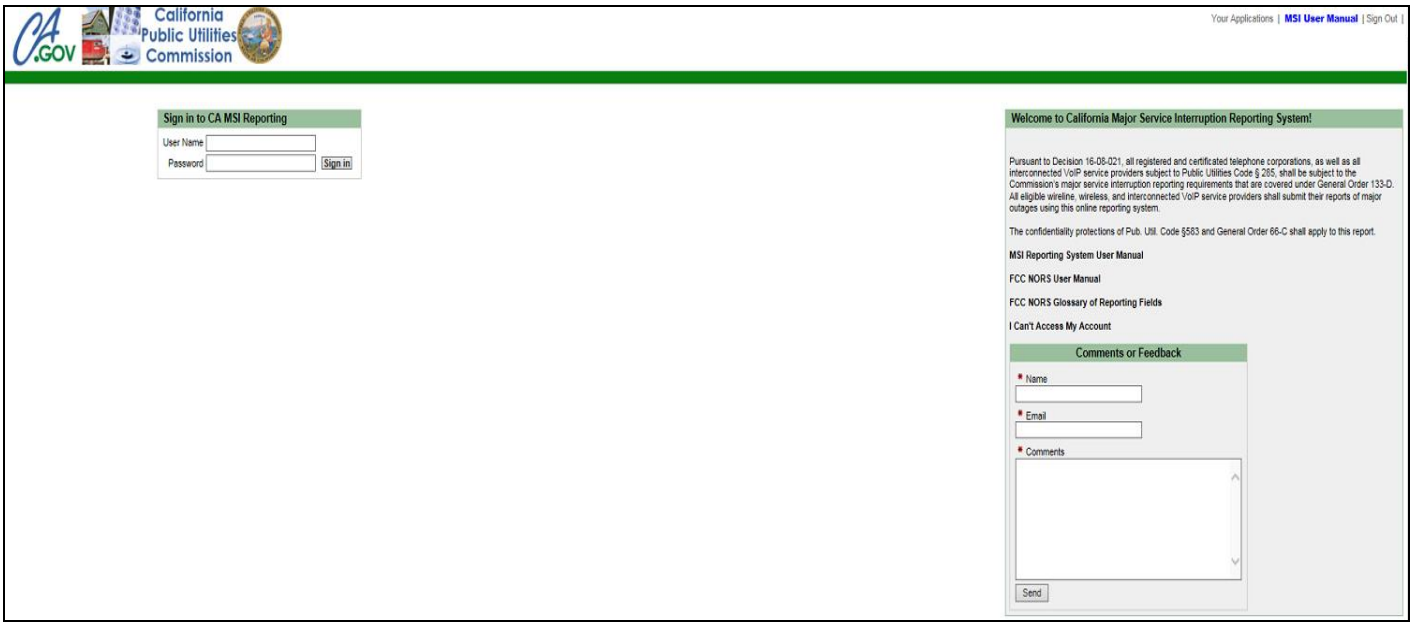
d. ***Glossary of FCC NORS Reporting Fields***– provides descriptions of all the reporting fields contained in an FCC NORS report.

e. ***I can't access my account*** – provides information if you are having problems accessing your account.

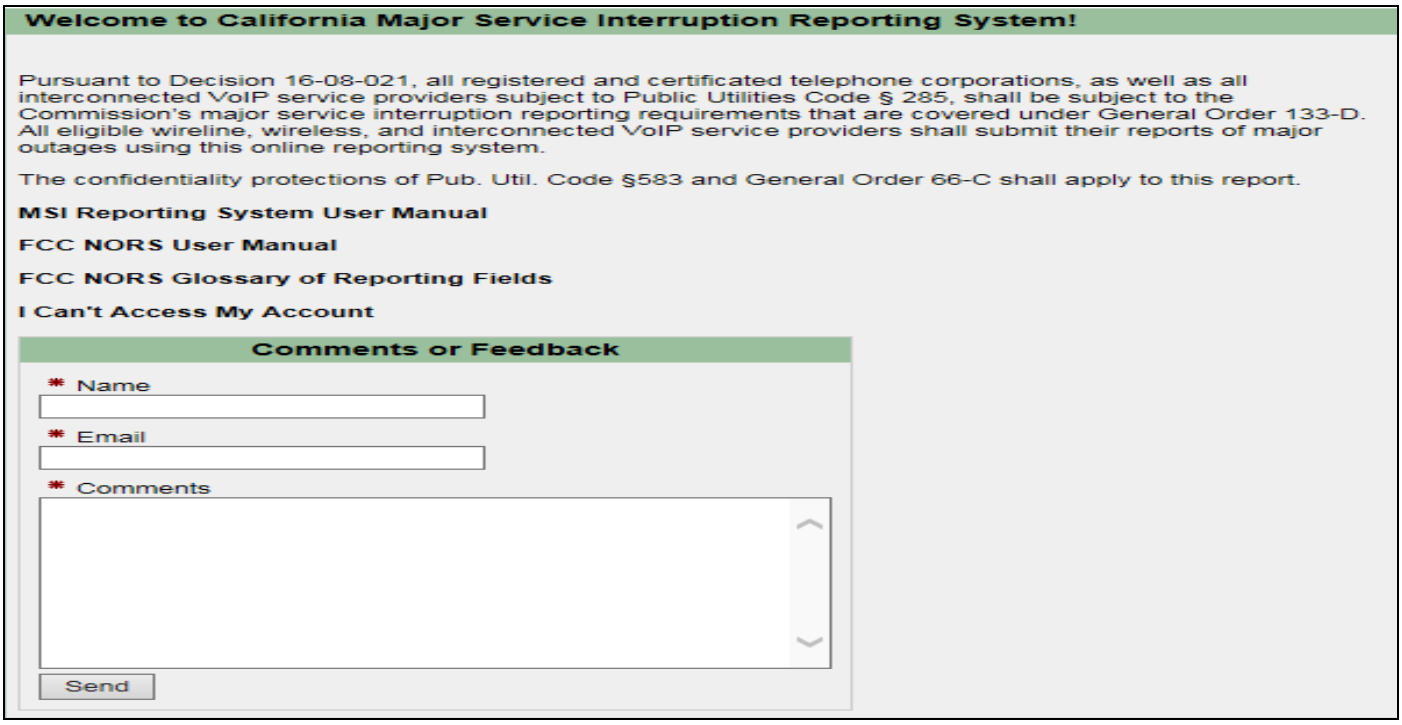
f. ***Comments or Feedback*** – this feature allows you to send your comments or feedback regarding the system. To provide comments or feedback:

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

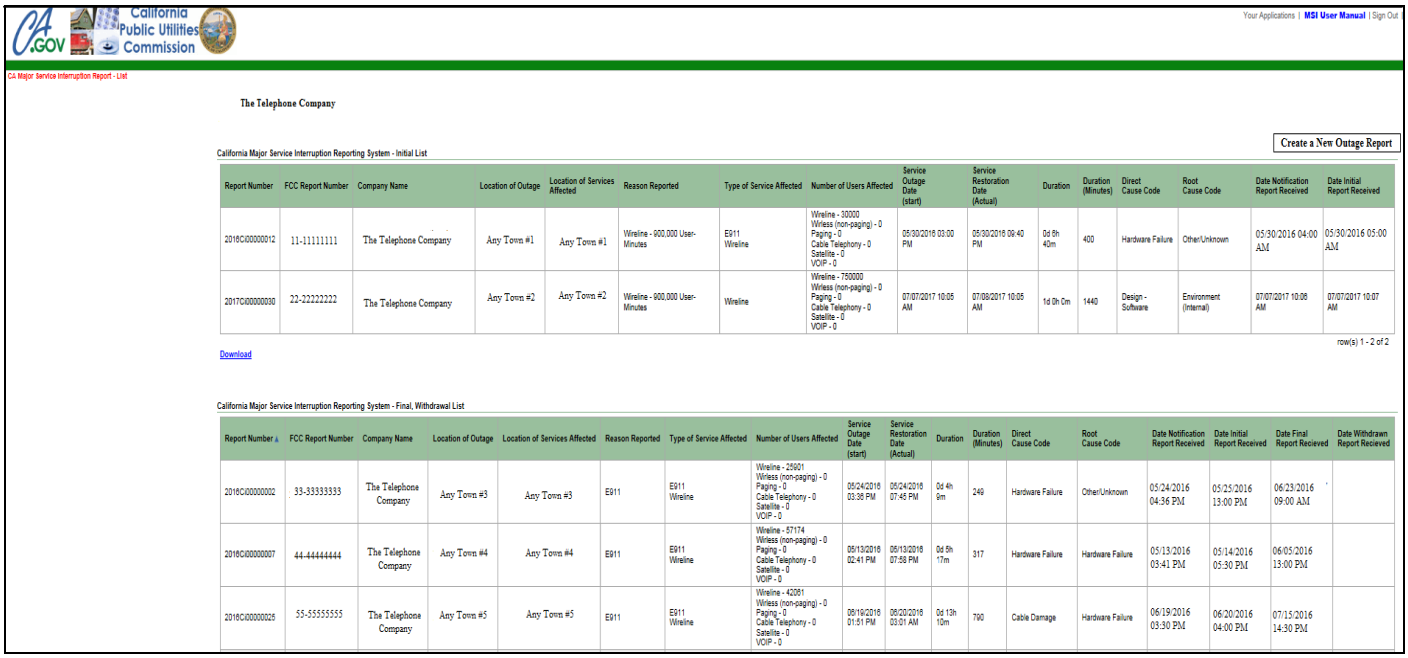


Screenshot 4: CA MSI Reporting Welcome Page - Comments or Feedback



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



California Public Utilities Commission

Your Applications | MSI User Manual | Sign Out

CA Major Service Interruption Report - List

The Telephone Company

Create a New Outage Report

California Major Service Interruption Reporting System - Initial List

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
2018CI00000012	11-11111111	The Telephone Company	Any Town #1	Any Town #1	Wireline - 900,000 User-Minutes	E911 Wireline	Wireline - 30000 Wiress (non-paging) - 0 Paging - 0 Cable Telephony - 0 Satellite - 0 VOIP - 0	05/30/2016 03:00 PM	05/30/2016 09:40 PM	0d 6h 40m	400	Hardware Failure	Other/Unknown	05/30/2016 04:00 AM	05/30/2016 05:00 AM
2017CI00000030	22-22222222	The Telephone Company	Any Town #2	Any Town #2	Wireline - 900,000 User-Minutes	Wireline	Wireline - 750000 Wiress (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 10:06 AM	07/07/2017 10:07 AM

row(s) 1 - 2 of 2

Download

California Major Service Interruption Reporting System - Final, Withdrawal List

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 Recieved	Date Withdrawn Report Recieved
2018CI00000002	33-33333333	The Telephone Company	Any Town #3	Any Town #3	E911	E911 Wireline	Wireline - 25901 Wiress (non-paging) - 0 Paging - 0 Cable Telephony - 0 Satellite - 0 VOIP - 0	05/24/2016 03:38 PM	05/24/2016 07:45 PM	0d 4h 9m	249	Hardware Failure	Other/Unknown	05/24/2016 04:36 PM	05/25/2016 13:00 PM	06/23/2016 09:00 AM	
2018CI00000007	44-44444444	The Telephone Company	Any Town #4	Any Town #4	E911	E911 Wireline	Wireline - 57174 Wiress (non-paging) - 0 Paging - 0 Cable Telephony - 0 Satellite - 0 VOIP - 0	05/13/2016 02:41 PM	05/13/2016 07:58 PM	0d 5h 17m	317	Hardware Failure	Hardware Failure	05/13/2016 03:41 PM	05/14/2016 05:30 PM	06/05/2016 13:00 PM	
2018CI00000025	55-55555555	The Telephone Company	Any Town #5	Any Town #5	E911	E911 Wireline	Wireline - 42061 Wiress (non-paging) - 0 Paging - 0 Cable Telephony - 0 Satellite - 0 VOIP - 0	06/19/2016 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	

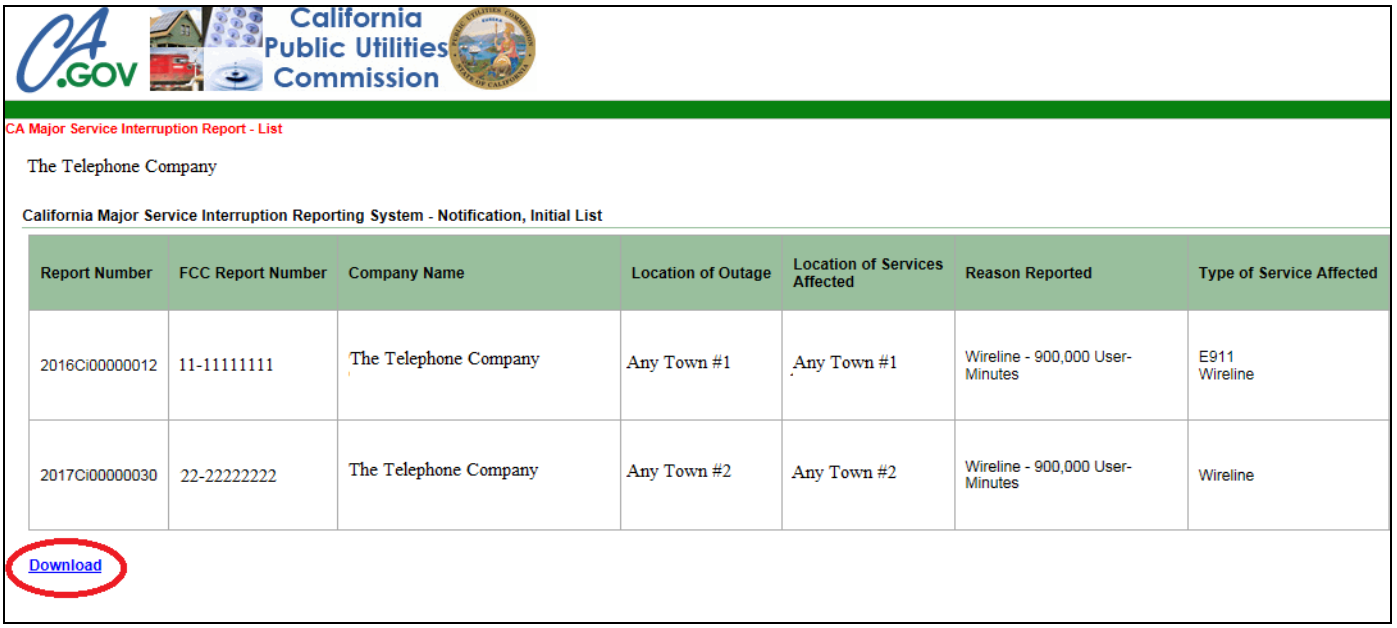
6. The list of MSI Report Summaries, as seen in Screenshot 5, lists all the types of outages that you company has reported to the CPUC: ***Notification, Initial, Final*** and ***Withdrawn***. All ***Notification and initial*** outage reports are located at the top list, with the ***Final*** and ***Withdrawn*** 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

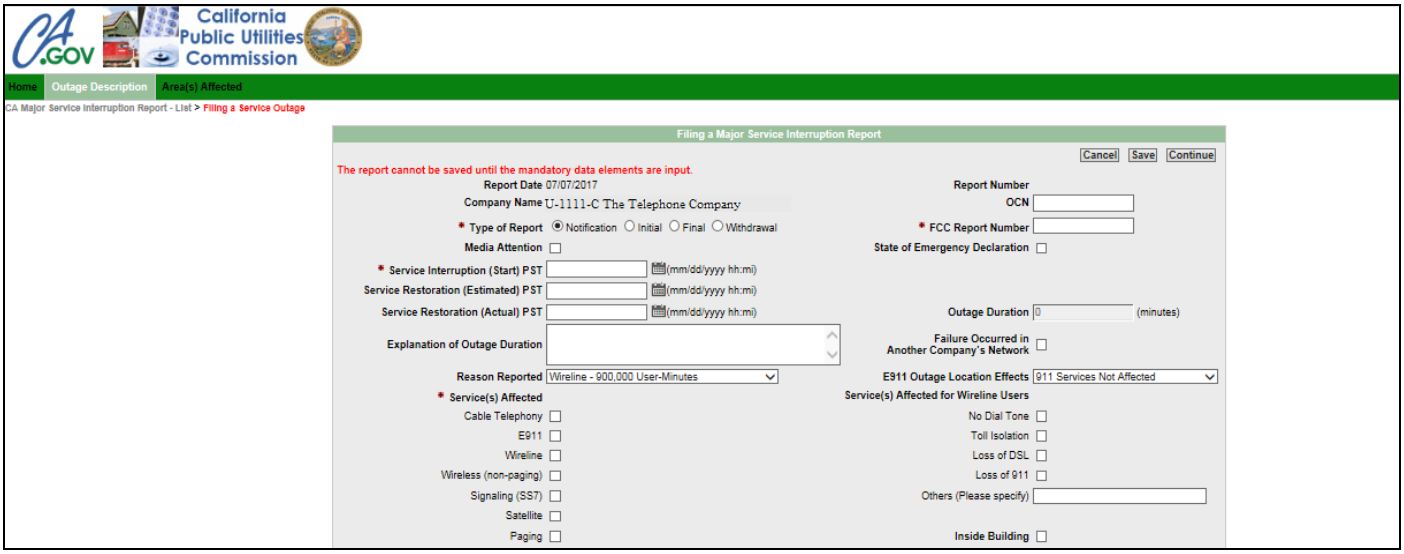


B. Filing an Outage Report: Notify, Initial, Final or Withdrawn

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

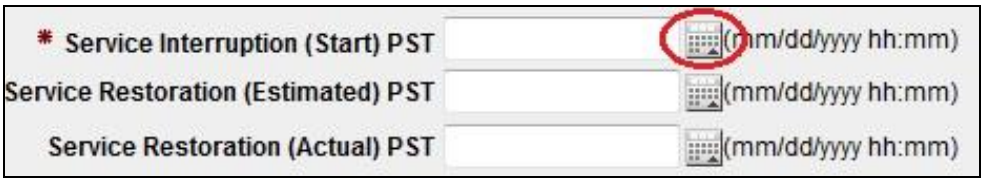


   b. ***Notification Report*** is selected by default as the report type. Do not change.

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

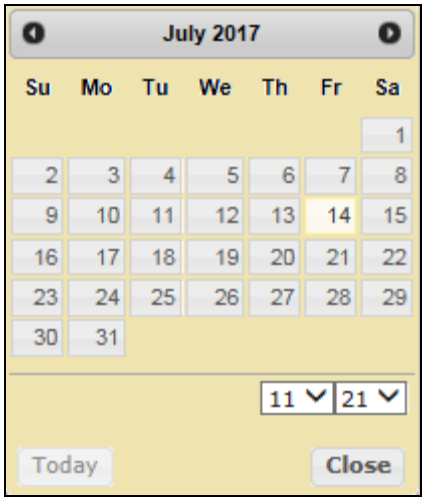
i. **FCC Report Number**
ii. **Type of Report**
iii. **Service Interruption (Start)**
- To add the date and time, please click on the calendar icon, as seen below.

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

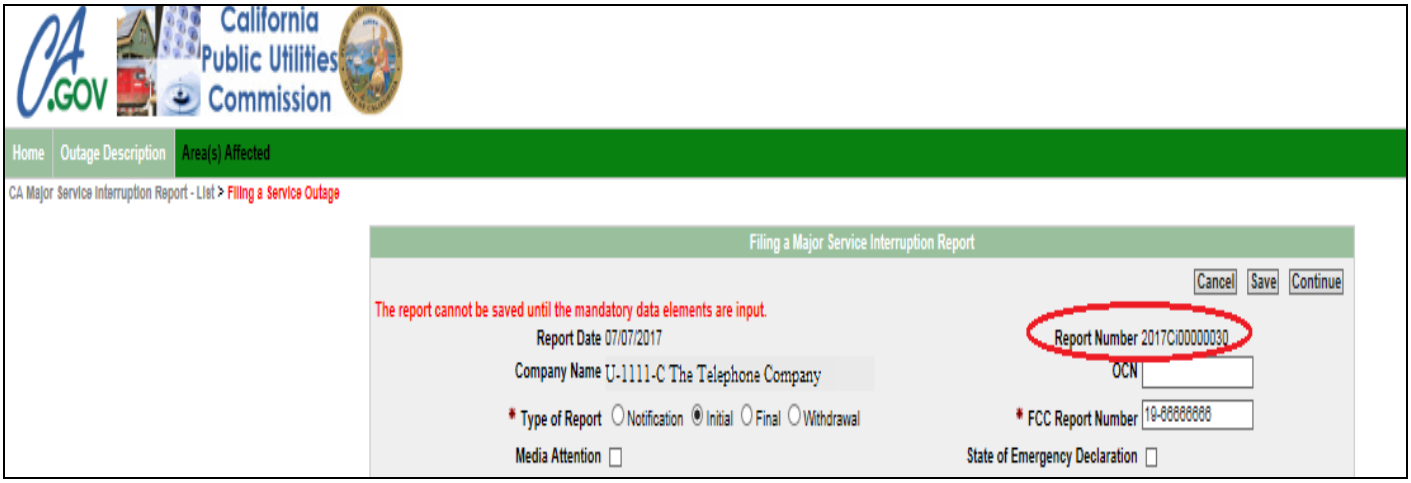


iv. **Services affected**
v. **Direct Cause**
vi. **Root Cause**

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.

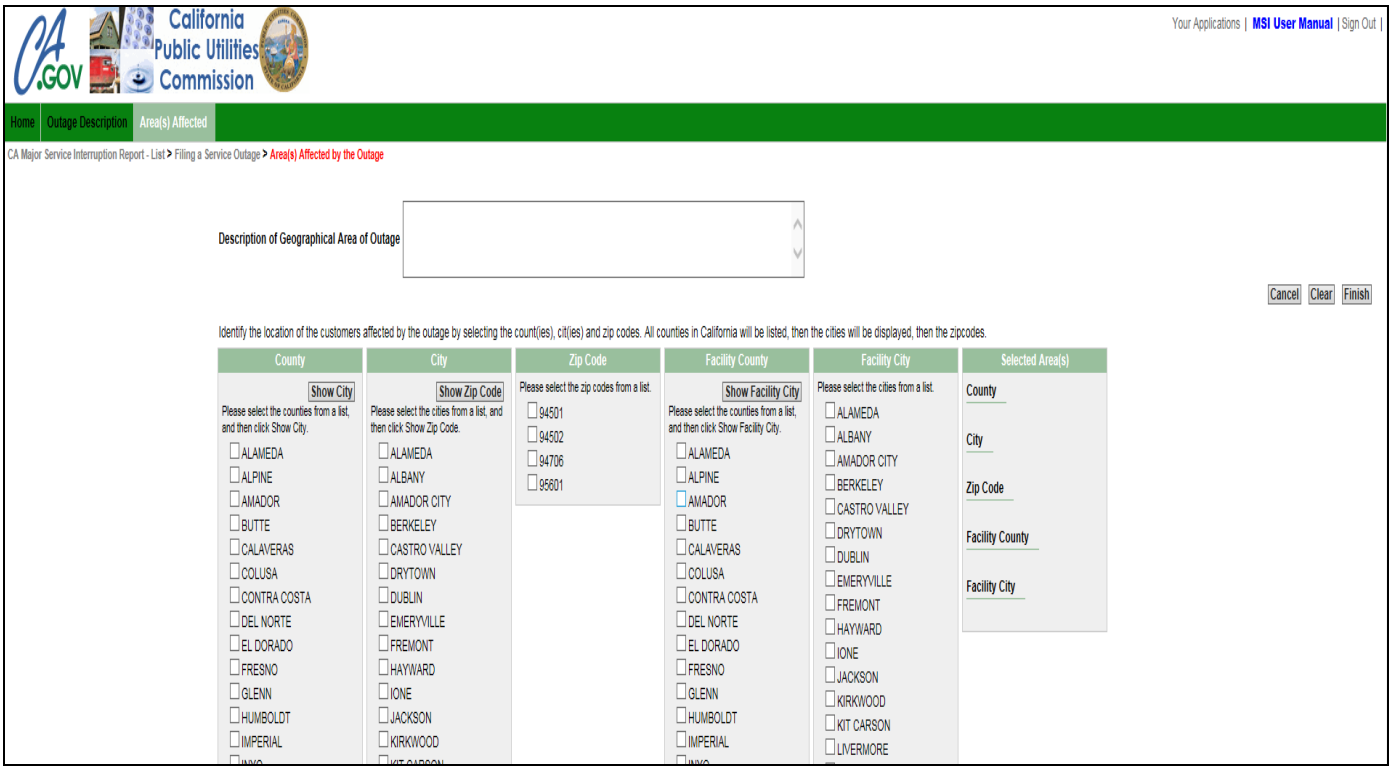
Screenshot 10: Report Number



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.

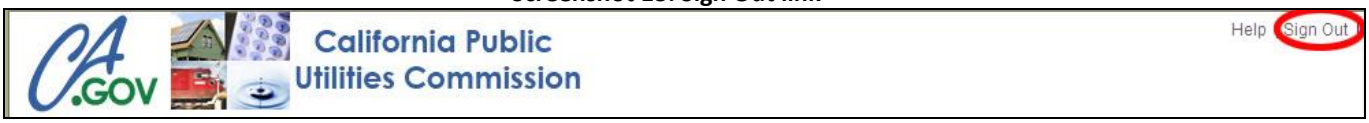
Screenshot 11: Area(s) Affected by the Outage



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.

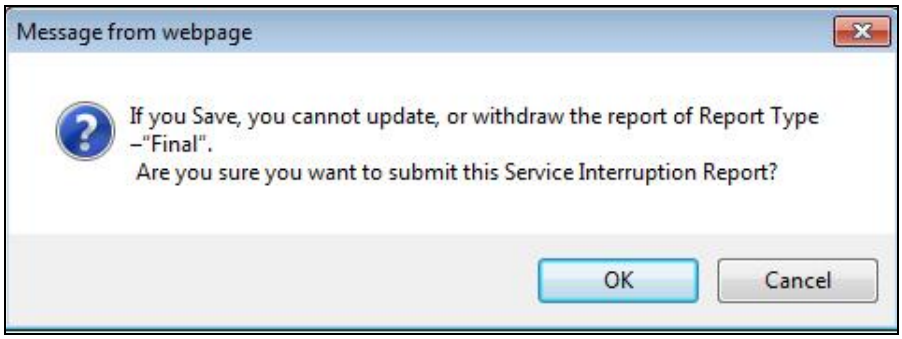
c. Click the **Finish** button in the **Area(s) Affected** page to save and submit the **Initial Report.**

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

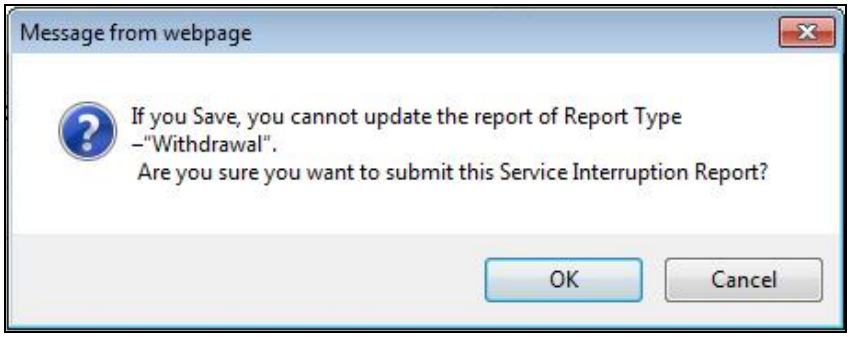
   a. From the **Notification/Initial Report** list**,** click the **Report Number** to select the report you want to withdraw.

   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

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.