**California Public Utilities Commission**

**Service Quality Standards Reporting**

**FCC Network Outage Reporting System (NORS) Format**

**General Order No. 133-D § 4**

Section 4 of the G.O.133-D service quality rules and reporting requirements provides guidance on how to file Major Service Interruptions (MSI) and is applicable to all facilities-based certificated and registered public utility telephone corporations. The procedure is for carriers to submit concurrent reports to the Communications Division and Office of Ratepayer Advocates when filing their reports with FCC’s NORS system. Carriers shall submit a report to the Commission when communication disruptions or outages meet the FCC’s reporting threshold and involve communications in California, regardless of whether these affected communications independently meet the FCC’s reporting threshold.

**NORS REPORT FORMAT**

Attach the complete outage report to the email using one of the following file formats:

1. **PDF (preferred option)**
2. webarchive
3. webpage complete
4. HTML Only
5. text file

**EMAIL ADDRESS**

Please submit all types of FCC NORS reports (notification, initial, final, and withdrawn) to the following email addresses:

1. **Communications Division:** [telcoservicequality@cpuc.ca.gov](mailto:telcoservicequality@cpuc.ca.gov)
2. **Office of Ratepayer Advocates:** [dratelcoserviceoutages@cpuc.ca.gov](mailto:dratelcoserviceoutages@cpuc.ca.gov)

**SUBJECT LINE**

The email subject line should be as follows: Name of the Company, Utility Number, the FCC Report Number, the type of NORS report, and the location of the incident. An example is below.

* **CPUC Communications (U-1234-C) FCC Report (Final) 16-xxxxxxxx – Fort Bragg, CA**

The following links below will provide additional information regarding the background and format of MSI submissions to the FCC’s NORS system:

1. **FCC NORS Manual**

* <https://www.fcc.gov/pshs/docs/NORS/NORS_User%20Manualv6.docx>

1. **Glossary of Fields in NORS Reports**

* <https://www.fcc.gov/pshs/docs/NORS/NORS_Glossaryv3.docx>