

1 SCREEN FOR OVERALL CERTIFICATION

The following template will be used to obtain the overall certification. There will be one of these reports per Covered 911 Service Provider each year.

911 Reliability Certification

Critical 911 Circuit Diversity

Within the past year, has the certifying entity:

- a) Conducted diversity audits of critical 911 circuits or equivalent data paths to every PSAP served,
- b) Tagged such critical 911 circuits to reduce the probability of inadvertent loss of diversity in the period between audits, and
- c) Eliminated all single points of failure in critical 911 circuits or equivalent data paths serving each PSAP?

Yes for all PSAPs. Please fill in the report which lists all PSAPs with certified diverse circuits.

Yes for some PSAPs but alternative measures for other PSAPs. Please fill in the report which lists all PSAPs with certified diverse circuits. For each PSAP with alternative measures implemented, please provide those alternative measures using the “Alternative Measures for Diversity Audit of Critical 911 Circuits” report.

No, but alternative measures for all audited PSAPs. For each PSAP with alternative measures implemented, please provide those alternative measures using the “Alternative Measures for Diversity Audit of Critical 911 Circuits” report.

No. Please explain:

Not applicable. Please explain:

Central Office Backup Power

With respect to any central office that directly serves a PSAP, does the certifying entity:

- a) Provision backup power through fixed generators, portable generators, batteries, fuel cells, or a combination of such sources to maintain full-service functionality, including network monitoring capabilities, for at least 24 hours at full office load or, if the central office hosts a selective router, at least 72 hours at full office load?
- b) Test and maintain all backup power equipment in such central offices in accordance with the manufacturer's specifications?
- c) Design backup generators in such central offices for fully automatic operation and for ease of manual operation, when required?
- d) Design, install, and maintain each generator in any central office that is served by more than one backup generator as a stand-alone unit that does not depend on the operation of another generator for proper functioning?

Yes for all central offices. Please fill in the report which lists all central offices meeting all backup power requirements, i.e., meeting a), b), c) and d).

Yes for some central offices but alternative measures for other central offices. Please fill in the report which lists all central offices meeting all backup power requirements, i.e., meeting a), b), c) and d). For each central office with alternative measures implemented, please provide those alternative measures using the "Alternative Measures for Backup Power for Central Offices" report.

No, but alternative measures for all central offices that directly serve a PSAP or host a selective router. For each central office with alternative measures implemented, please provide those alternative measures using the "Alternative Measures for Backup Power for Central Offices" report.

No. Please explain:

Not applicable. Please explain:

Network Monitoring

Within the past year, has the certifying entity:

- a) Conducted diversity audits of the aggregation points that it uses to gather network monitoring data in each 911 service area?
- b) Conducted diversity audits of monitoring links between aggregation points and network operations centers (NOCs) for each 911 service area in which it operates?
- c) Implemented physically diverse aggregation points for network monitoring data in each 911 service area and physically diverse monitoring links from such aggregation points to at least one NOC?

Yes for all 911 Service Areas. Please fill in the report which lists all the 911 service areas meeting network monitoring requirements, i.e., meeting a), b), and c).

Yes for some 911 service areas but alternative measures for other 911 service areas. Please fill in the report which lists all 911 service areas meeting network monitoring requirements, i.e., meeting a), b), c) and d). For each 911 service area with alternative measures implemented, please provide those alternative measures using the “Alternative Measures for Network Monitoring” report.

No, but alternative measures for all 911 service areas. For each 911 service area with alternative measures implemented, please provide those alternative measures using the “Alternative Measures for Network Monitoring” report.

No. Please explain:

Not applicable. Please explain:

Figure 1: Overall Certification Screen

2 SCREEN FOR LISTING AND UPDATING THE LIST OF PSAPS WITH PHYSICALLY DIVERSE CRITICAL 911 CIRCUITS

The following screen will be used for listing PSAPs with physically diverse critical 911 circuits. There will be one report per Covered 911 Service Provider each year.

PSAPs with Diverse 911 Circuits

Please list all the PSAPs with physically diverse critical 911 circuits in the following textbox. Please provide the list the following way: PSAP1, StateAbbreviation1; PSAP2, StateAbbreviation2; etc.



Figure 2: PSAPs with Physically Diverse Critical 911 Circuits

3 SCREEN FOR ALTERNATIVE MEASURES FOR CIRCUIT AUDIT

The following screen will be used for each alternative measure report for circuit auditing:

Alternative Measures for Diversity Audit of Critical 911 Circuits

PSAP name:

State (chosed from menu):

- AK
- AL
- AR
- CA

County Name:

Diversity Audit Conducted:

- Yes
- No

Reason Diversity Audit Not Conducted:

911 Circuits Tagged:

- Yes
- No

Reason 911 Circuits not Tagged:

Reasons Not Fully Diversified (chosed from menu):

- Reason 1
- Reason 2
- Reason 3
- Other

If "Other" Reason Selected Above, Describe Why Critical 911 Circuits Are Not Fully Diversified:

Alternative Measure Taken (chose from menu):

- Alternative Measure 1
- Alternative Measure 2
- Alternative Measure 3
- Alternative Measure 4
- Alternative Measure 5
- Other

If “Other” is Selected Above, Describe Alternative Measures Taken:

Date When Remediation Steps Will be Completed:

Figure 3: Alternate Measures for Circuit Audit Screen

4 SCREEN FOR LISTING AND UPDATING THE CENTRAL OFFICES MEETING CERTIFIED BACKUP POWER REQUIREMENTS

The following screen will be used for listing central offices that directly serve PSAPs with certified back-up power. There will be one report per Covered 911 Service Provider each year.

Central Offices Meeting Certified Backup Power Requirements

Please list all the central offices meeting certified backup power requirements in the following textbox. Please provide the list the following way: CLII1, Y; CLII, N; etc. The Y indicates that the CLII hosts a selective router.



Figure 4: Central Offices with Certified Backup Power

5 SCREEN FOR BACKUP POWER ALTERNATIVE MEASURES REPORTS

The following screen will be used for inputting and updating a backup power report for a central office using some alternate measures:

Alternative Measures for Central Office Backup Power

Central Office – CLLI code (fill in CLLI code):

State (chose from menu):

- AK
- AL
- AR
- CA

Central Office Contains a Selective Router:

- Yes
- No

Has 72 Hours Back-Up (If SR) or 24 hours (If not SR, chose from menu):

- Yes
- Alternative Measures
-

Alternates for Amount of Back-up Power (chose from menu):

- Alternative Measure 1
- Alternative Measure 2
- Alternative Measure 3
- Alternative Measure 4
- Alternative Measure 5
- Other

If “Other” is Selected Above, Please Provide a Description:

Tests according Manufacturer’s Specifications:

- Yes
- Alternative Measure
- No

Alternative Measures for Testing According to Manufacturer’s Specifications (chosed from menu):

- Alternative Measure 1
- Alternative Measure 2
- Alternative Measure 3
- Other

If “Other” is Selected Above, Please provide a description:

Generator can be started automatically or easily started manually:

- Yes
- Alternative Measure
- No

Alternative Measures for Automatic Operation/Easy Manual (chosed from menu):

- Alternative Measure 1
- Alternative Measure 2
- Alternative Measure 3
- Other

If “Other” is Selected Above, Please Provide a Description of Procedures for Automatic/Easy Manual Operation:

Alternative Measures for Tandem Generator (chosed from menu):

- Alternative Measure 1
- Alternative Measure 2
- Alternative Measure 3
- Other

If “Other” is Selected Above, Please Provide a Description of Alternative Measures for Tandem Generators:



Figure 5: Alternative Measures for Backup Power

6 SCREEN FOR LISTING AND UPDATING THE LIST OF 911 SERVICE AREAS WITH DIVERSE NETWORK MONITORING POINTS

The following screen will be used for listing 911 Service Areas with diverse network monitoring points. There will be one report per Covered 911 Service Provider each year.

911 Service Areas with Diverse Network Monitoring Points

Please list all the 911 Service Areas with diverse network monitoring points using the following textbox. Please provide the list the following way: 911_Service_Area1, StateAbbrev1; 911_Service_Area2, StateAbbrev2; etc.



Figure 6: 911 Service Areas with Diverse Monitoring Points

7 SCREEN FOR INPUTTING AND EDITING ALTERNATIVE MEASURES FOR NETWORK MONITORING

The following screen will be used for inputting and updating reports for 911 Service Areas using some alternative measures for network monitoring:

Network Monitoring

911 Service Area:

Alternative measure for network monitoring (chosed from menu):

- Alternative Measure 1
- Alternative Measure 2
- Alternative Measure 3
- Other

If “Other” is Selected Above, Please Provide an Explanation of Other Alternative Measure:

Figure 7: Alternative Measures for Network Monitoring

8 ATTESTING THE ACCURACY AND COMPLETENESS OF THE CERTIFICATION

Each Covered 911 Service Provider will be required to fill in the attestation form, have it signed by the Certifying Official, and attach that file to its certification. There will be one of these per company each year.

[Click Here to Attach Signed Attestation](#)

Figure 8: Attestation Screen

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