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May 13, 2019

Via Email

John Healy  
Associate Chief, Public Safety & Homeland Security Bureau  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

Re: NRSC Recommendations for NORS 3.0 Manual and System

Dear John:

ATIS' Network Reliability Steering Committee (NRSC) thanks you for incorporating NRSC's feedback into the Network Outage Reporting System (NORS) 3.0 User Manual. The NRSC Outage Reporting Advisory Subcommittee (ORAS) has reviewed the latest draft and has provided additional edits and feedback which are recommended for inclusion in the manual. These recommendations are included in the attached document "NRSC Recommendations for Changes to NORS 3.0 System."

NRSC has attached a second document "Network Outage Reporting System User Manual" with additional recommendations for changes to the NORS 3.0 System. The NRSC notes an ongoing issue regarding the creation of new user accounts, problems experienced from the email address change, an additional report recommendation, and a request for additional documentation on reporting functionality.

NRSC appreciates the FCC's ongoing work to improve NORS 3.0, and believes that the recommendations contained in the attachments will enhance the functionality and usability of the system.

If you have any questions, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "Tom Goode", written in a cursive style.

Tom Goode  
ATIS General Counsel

Cc w/attachments:

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## **NRSC Recommendations for Changes to NORS 3.0 System**

### **1. NRSC Recommendation Regarding Creation of New User Accounts for Existing Companies in NORS**

Issue: Current process introduces an unnecessary security risk to the integrity of any given company's ability to manage access to NORS and violates company's internal policies with regard to sharing of system access codes. Either the highly sensitive company code must be shared with the inputter creating the account or the inputter's user ID and password must be provided to the coordinator authorized to input the company code into NORS.

- Prior to NORS 3.0: Coordinator created a New User account and assigned the inputter to the company. The Coordinator's screen displays the user ID and temporary password which was then forwarded to the inputter. An email was then sent by NORS to the inputter and all coordinators with a notification that a new user account had been created. The inputter was then able to login to NORS and change the password.
- Current NORS 3.0 Process: Inputter goes to the FCC User Registration System link <https://apps2.fcc.gov/fccUserReg/pages/createAccount.htm>, selects Create Account and enters the required information (i.e. username and password etc.). Note: The User Manual Section 3.2.2 Figure 9 does not display all the required fields. The Inputter receives the confirmation email from FCC establishing their account. Inputter accesses NORS and is required to assign themselves to a company "Section 3.2.3" and is required to input the company security code of an existing company. NRSC believes this is a security risk.
- **NRSC Recommended Process:** New Users contact their company's NORS Coordinator to initiate this process. The Coordinator creates a new user account in NORS and assigns the inputter to the company using the company security code. The FCC provides confirmation to the company Coordinator that established the account with the User ID and temporary password. The Company Coordinator will provide that temporary password to the inputter. The Inputter then logs in to NORS, changes their password and completes the New User profile/account and establishes a new password.

## **2. NSRC Recommendation Regarding Difficulties Arising from the Changes of the NORS Email Address.**

**The Problem Statement:** Following the NORS 3.0 email change from “IT Service Desk <[fccprod@midatl.service-now.com](mailto:fccprod@midatl.service-now.com)>” to “FCC NORS [fcc-outage@fcc.gov](mailto:fcc-outage@fcc.gov)” multiple companies had to evoke workaround solutions to receive confirmation emails from NORS regarding receipt of NORS notifications, initial reports, final reports, and withdrawal requests (this source email address is also used to provide notification of NORS Coordinator calls). Inbound messages from [fcc-outage@fcc.gov](mailto:fcc-outage@fcc.gov) were not being received by individual Coordinators due to mail authentication policies (from the FCC).<sup>1</sup>

**NRSC Recommendation:** Overall, the FCC should establish change management process that provides written notification of changes with a proposed timeline for implementation and provide ample testing and feedback from affected users. The process should provide users an opportunity to assess the potential impact and determine what lead time and testing may be required. In the instance case, current work arounds could be impacted by additional changes and the problem could reoccur.

### **Detailed Explanation:**

FCC.gov has a DMARC policy in place which tells the world (recipients of messages from fcc.gov) how fcc.gov wants them to dispose of messages that fail the criteria specified by the policy. The policy is composed of several components:

1. DMARC Policy itself (instructions that tells recipients how to dispose of messages that fail DMARC)
2. SPF – List of servers that will be sending on behalf of, in this case fcc.gov
3. DKIM – Domain Keys. This tells the recipient if the message has been tampered in transit

Most DMARC policies are set in relaxed mode meaning that SPF OR DKIM need to pass for the message to be delivered. Some companies only use one of these measures.

### **Technical Resolution:**

The FCC should take action for emails from [fcc-outage@fcc.gov](mailto:fcc-outage@fcc.gov) to correct the issue on their side and include the IP addresses of service-now in their SPF record. This action would eliminate workarounds the industry has in place to receive FCC NORS receipt email confirmations.

### **Technical Problem Statement:**

FCC.gov has been using Service-Now to deliver messages on their behalf. So, messages from [fcc-outage@fcc.gov](mailto:fcc-outage@fcc.gov) are being sent from a service now server like **outbound20.service-now.com** and failing SPF verification since they don't have service now servers included in their SPF record, therefore failing the DMARC policy verification and messages are being rejected.

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<sup>1</sup> Note: this problem statement may vary by company, however the suggested resolution would rectify most, if not all, delivery failures.

### **3. NSRC Recommendation Regarding Reports No Longer Available in NORS 3.0**

**NRSC recommends the creation of a user guide for generating detailed NORS reports, including how to create a report identifying initial reports that are coming due.**

When needing to obtain detailed analytic reports, there are no specific instructions on how to select data, format, filter and export data fields.

Federal Communications Commission

# Network Outage Reporting System User Manual

Version 3

August 21, 2018

### Version History

Version No.	Author	Revision Date	Reason
1.0	Calvin Gerard	3/6/17	Initial Issue
2.0	Tom Kelley	4/21/17	Updated content and figures

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## 1. Introduction

### 1.1 Overview of the NORS Application

The FCC Network Outage Reporting System (NORS), designed in the ServiceNow platform – a cloud, workflow-based application, gives users the capability to report telecommunications outages directly to the Federal Communication Commission (FCC).

Through NORS, users can submit notifications and reports, update reports, and complete administrative actions. Users perform these core activities through the “NORS Records/Actions” and associated modules in the navigator on the left side of the ServiceNow content pane (Figure 1).

- Assign Yourself to a Company
- Report Notification
- NORS Outages
- NORS Outage History

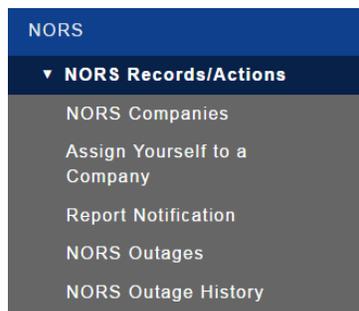


Figure 1, NORS Records/Actions Options

NORS also has features to facilitate the exchange of outage data through Application Program Interfaces (API) and Extensible Markup Language (XML), accessible in the NORS navigator (Figure 2).

- Simple Object Access Protocol - SOAP API
- Representational State Transfer - REST API
- XML Upload

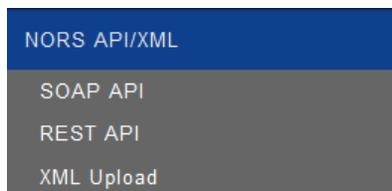


Figure 2, NORS API/XML Options

### 1.2 Document Organization

The User Manual is a step-by-step document to help users easily use NORS. The document organization is:

Section 1.0: Contains general description of the NORS application

Section 2.0: Describes user roles and privileges

Section 3.0: Describes how users can access the NORS

Section 4.0: Describes how users can report an outage using the NORS

Section 5.0: Describes how users can create files with groups of selected NORS Reports

## 2. User Roles and Privileges

NORS user roles are defined for inputters, coordinators, or Department of Homeland Security (DHS) users. Privileges are applied to each role (see Tables 1, 2, and 3).

Table 1, Inputter Administrative Privileges

Inputter	
Records	<ul style="list-style-type: none"> <li>View and update outage reports user submitted.</li> <li>View and update user profile.</li> </ul>
Reports	<ul style="list-style-type: none"> <li>Search and view a collection of outage reports user submitted.</li> <li>View a collection of outage reports user submitted that are overdue or close to deadline.</li> </ul>
Actions	<ul style="list-style-type: none"> <li>Self-assignment of user to a company.</li> <li>Report notifications.</li> <li>Receive e-mail confirmations of inputter's submitted reports.</li> </ul>

**Commented [SMG1]:** Inputter also receives an email, as noted below under the Coordinator.

Table 2, Coordinator Administrative Privileges

Coordinator	
Records	<ul style="list-style-type: none"> <li>View and update outage reports submitted by any member of user's company.</li> <li>View and update user profiles of coordinator's assigned company.</li> <li>View and edit details of any company user is assigned.</li> </ul>
Reports	<ul style="list-style-type: none"> <li>Search and view outage reports submitted by any member of the user's company.</li> <li>View overdue outage reports submitted by any member of the user's company which are overdue or due within five days for updating.</li> </ul>
Actions	<ul style="list-style-type: none"> <li>Assign new users to company.<sup>1</sup></li> <li>Report notifications.</li> <li>Receive e-mail confirmations of all submitted reports.</li> </ul>

Table 3, DHS User Administrative Privileges

DHS User	
Records	<ul style="list-style-type: none"> <li>View all outage reports.</li> <li>View and update user profile.</li> </ul>
Reports	<ul style="list-style-type: none"> <li>Search for and view any collection of outage reports.</li> </ul>

<sup>1</sup>Some interaction with FCC staff is required to do this.

### 3. Accessing NORS

#### 3.1 Locating NORS

To locate the NORS application:

1. Go to the FCC homepage (<https://www.fcc.gov/>).
2. Click on the **Browse by Category** menu located at the top of the page (Figure 3).  
Note: This menu allows users to view six separate drop down menus.
3. Click on **Licensing & Database** (Figure 3, red arrow).
4. Click on **NORS** link (Figure 4).

Note: As an alternate to steps 1-4, one can also access NORS by inserting the following URL into a browser: <https://www.fcc.gov/licensing-databases/fcc-user-login>.

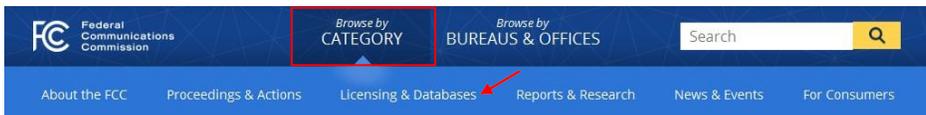


Figure 3, FCC Homepage



Figure 4, FCC Homepage > Licensing & Database Menu > NORS

#### 3.2 Logging In

Selecting the FCC NORS link connects the user to the NORS FCC page, shown in Figure 5:

## Network Outage Reporting System (NORS)

Obtaining information on communications service disruptions is essential to the FCC's goal of ensuring the reliability and security of the nation's communications infrastructure. Accordingly, the FCC requires communications providers, including wireline, wireless, paging, cable, satellite VoIP and Signaling System 7 service providers to electronically report information about significant disruptions or outages to their communications systems that meet specified thresholds set forth in Part 4 of the FCC's rules (47 C.F.R. Part 4). Communications providers must also report information regarding communications disruptions affecting Enhanced 9-1-1 facilities and airports that meet the thresholds set forth in Part 4 of the FCC's rules. Given the sensitive nature of this data to both national security and commercial competitiveness, the outage data is presumed to be confidential.

NORS is the web-based filing system through which communications providers covered by the Part 4 reporting rules submit reports to the FCC. This system uses an electronic template to promote ease of reporting and encryption technology to ensure the security of the information filed. The Cybersecurity and Communications Reliability Division of the FCC's Public Safety and Homeland Security Bureau administers NORS, monitors the outage reports submitted through NORS and performs analyses and studies of the communications disruptions reported.

NORS 3.0 Login: <https://www.fcc.gov/licensing-databases/fcc-user-login>

NORS 3.0 New User Registration: <https://apps2.fcc.gov/fccUserReg/pages/createAccount.htm>

NORS 3.0 Password Reset: <https://apps2.fcc.gov/fccUserReg/pages/reset-passwd-identify.htm>

NORS 3.0 Profile Update: <https://apps2.fcc.gov/fccUserReg/pages/login.htm>

### Related Material

- [NORS Quick Start Guide](#)
- [NORS User Manual](#)
- [NORS Glossary](#)
- [API Guide](#)
- [CSRIC Best Practices](#)

Figure 5, NORS FCC page

Click on the "NORS 3.0 Login" link, shown in Figure 5 above. The FCC User Sign-in screen, shown in Figure 6, will become available.

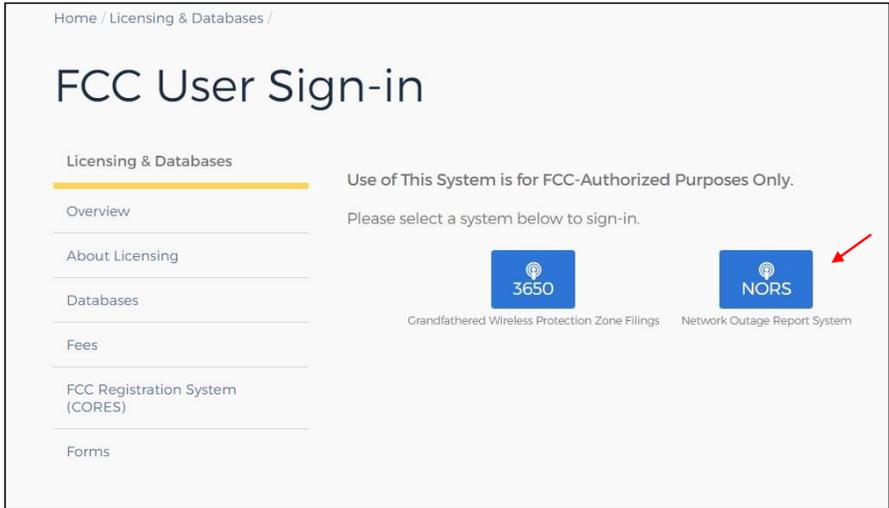


Figure 6, FCC User Sign-in Screen

Click on the NORS icon on the right. The login screen will appear (Figure 7):

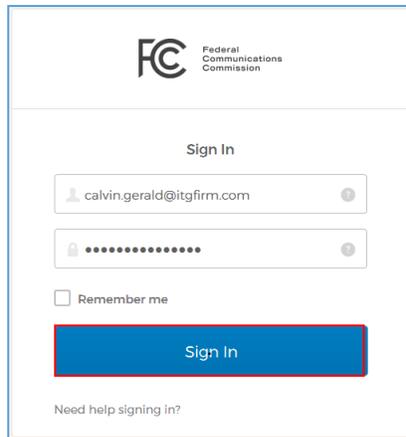


Figure 7, FCC Log-in Screen

### 3.2.1 Reset Password

To change passwords in ServiceNow, insert the following URL into a browser: <https://apps2.fcc.gov/fccUserReg/pages/reset-passwd-identify.htm> . This will take you to the Reset Password screen (Figure 8):

FCC Federal Communications Commission

## FCC User Registration System

### Reset Password

Confirm your identity to reset your password.

Username:

The Username is the email address associated with your FCC Username Account.

Figure 8, Reset Password

Enter the email address associated with your NORS account and press the “Continue” button. Then follow instructions.

### 3.2.2 New Users

An inputter account must be created prior to logging into NORS.

1. Go to the FCC User Registration System link <https://apps2.fcc.gov/fccUserReg/pages/createAccount.htm> . The Create Account screen (shown in Figure 9) should appear.
2. Enter all required information and select **Create Account** at bottom of screen (not shown in Figure 9).

Note: If coordinator privileges are required, send a request to the NORS administrators: [FCC-Outage@fcc.gov](mailto:FCC-Outage@fcc.gov).

Figure 9, Request New User Account

### 3.2.3 Assign Yourself to a Company

A person must have an association with a company to access the **NORS Records/Actions**, most importantly to file an outage. Employees can gain access to their company's database through the following steps.

1. Click the **NORS Records/Actions** tab in the NORS navigator (Figure 10).
2. Click on **Assign Yourself to a Company** link (Figure 10, red arrow).

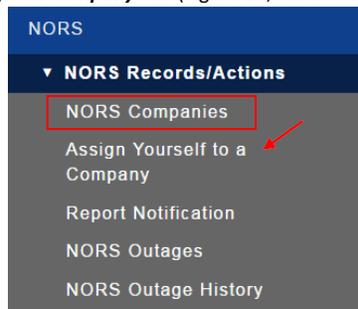


Figure 10, Assign Yourself to a Company

3. If the company is registered with the NORS, click on **Yes, choose from a list** (Figure 11, red arrow) under the **Register with an Existing Company**.

4. Enter the Company and the Company Security Code (Figure 11, starred, mandatory fields) and

click on **Submit**. If this information is unknown, contact the company NORS coordinator.

Figure 11, Register with an Existing Company, "Yes"

5. After the company and security code information is submitted, a dialogue box, "Confirm Company Details" with the question, "Are you sure you want to join this company?" will appear. If the company details are correct and you want to proceed with the association select **Yes**. Figure 12).

Figure 12, Confirm Company Details, Existing Company

6. After selecting **Yes**, the following screen alert is displayed (Figure 13).

Figure 13, Alert Message: Added as Inputter to an Existing Company

7. If there is not an existing company, click on **No, create a new company** (Figure 14, red arrow) under the **Register with an Existing Company**.

8. Enter the New Company Name and the New Company Security Code (Figure 14, starred, mandatory fields) per Company Security Code Guidelines and click on **Submit**.

Figure 14, Register with an Existing Company, “No”

9. After the company and security code information is submitted, a dialogue box, “Confirm Company Details” with the question, “Please confirm new company details”. If the company details are correct select **Yes** (Figure 15).

Figure 15, Confirm Company Details, New Company

10. After selecting **Yes**, the following screen alert is displayed (Figure 16).

Figure 16, Alert Message: Added as Inputter to a New Company

Commented [SMG2]: misspelled

### 3.3 Updating Profile

To update your profile in the ServiceNow system, click the username located in the top right-hand corner of the screen, and select the **Profile** link (Figure 17). The subsequent screen is self-explanatory. It permits changes to name, business phone, mobile phone, position title, email address, preferred date format, and preferred time zone.

### 3.4 Logging Out

To log out of the ServiceNow system (i.e., end the session and log out), click the username located in the top right-hand corner of the screen, and select the **Log Out** link (Figure 17).

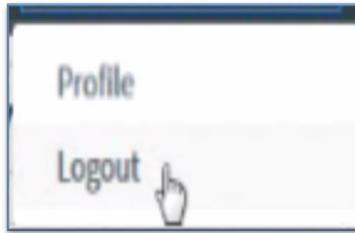


Figure 17, Logging Out

## 4. Reporting an Outage

Once the user has registered as an Inputter (existing or new company), the user will have the ability to file an outage, update their outages that were filed, and review or withdraw the report.

### 4.1 Report Notification

To submit a notification report:

1. Click on **NORS Records/Actions** (Figure 18).
2. Click on **Report Notification** (Figure 18, red arrow). The NORS Outage Report form is available to record outage information.

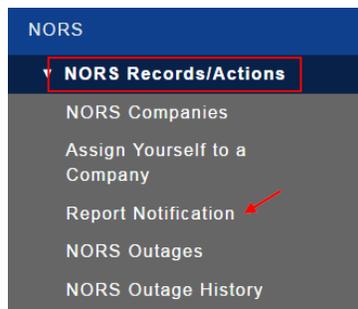


Figure 18, Report Notification

3. The blank NORS Outage notification screen shows fields to be filled in (Figure 19). If you are a member of only one company, the “Company” field will default to that company’s name.

The screenshot shows a web form for reporting an outage. At the top, there are four tabs: "Notification", "Initial", "Final", and "Withdrawn". Below the tabs, there are several input fields:

- \* Company: A search box containing "EXAMPLE COMPANY".
- \* Type of Reporting Entity: A dropdown menu with "-- None --" selected.
- Incident Information** (expandable section):
  - \* Incident Date and Time: A date and time picker.
  - Date and Time Determined Reportable: A date and time picker.
  - E911 Outage: A dropdown menu with "-- None --" selected.
  - \* Time Zone: A dropdown menu with "-- None --" selected.
  - \* Reason Reportable: A dropdown menu with "-- None --" selected.
  - Failure in Other Company?: A dropdown menu with "No" selected.
- Number of Potentially Affected: A field with a right-pointing arrow.
- Primary Contact Information: A field with a right-pointing arrow.
- Submit Notification: A button in the bottom left corner.

Figure 19, NORS Outage Report Page Tabs

- Populate the fields in each expandable section (Figure 19 above, mandatory fields with red asterisks). Note: This is an example for the first expandable section, Incident Information.
- After populating the mandatory fields, click on **Submit Notification** located in the lower left hand corner of the screen (Figure 19) and also directly above the upper right hand corner of the screen (not shown in Figure 19).
- Once **Submit Notification** is selected, NORS displays a confirmation page, "Confirm Submission of Notification Report". Click on **Yes** to confirm submission (Figure 20).

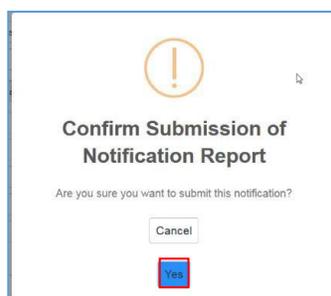


Figure 20, Submission of Notification Report Confirmation

- When the submission of the notification report is confirmed, NORS generates a report number that is displayed in the header of the outage report as well as in the "Outage Number" field on the report (Figure 21).

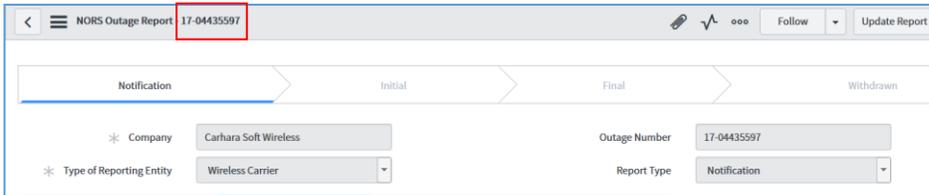


Figure 21, NORS Outage Report Number

8. NORS Coordinators receive confirmation e-mails from “IT Service Desk” verifying the submission of notification reports. Coordinators should ensure e-mail can be accepted from [fccprod@midatl.service-now.com](mailto:fccprod@midatl.service-now.com) and should check their spam folder if these messages are not being received.

**Commented [SMG3]:** Confirmation emails are now being received from “FCC NORS” <[fcc-outage@fcc.gov](mailto:fcc-outage@fcc.gov)>. The NORS User Manual should be updated to reflect this change.

## 4.2 Submit Initial Report

To submit an Initial Report:

1. Click on **NORS Records/Actions** (Figure 22).
2. Click on **NORS Outages** (Figure 22, red arrow). The notification List View is available.

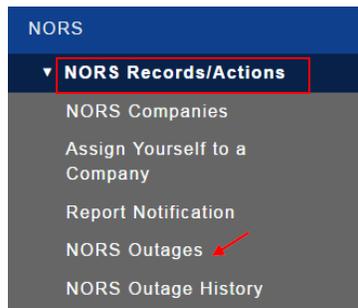
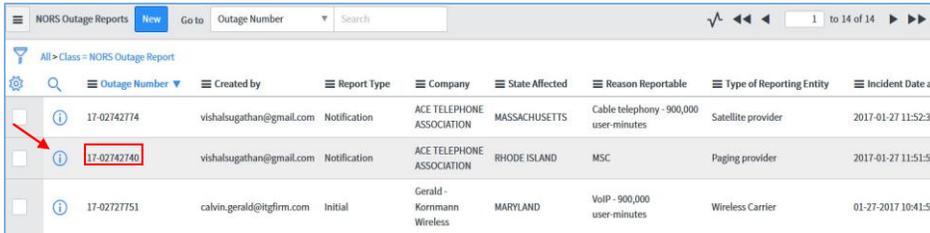


Figure 22, NORS Outages

3. Find the Notification from the list view in the “Notification” status that you want to update (Figure 23, red rectangle).

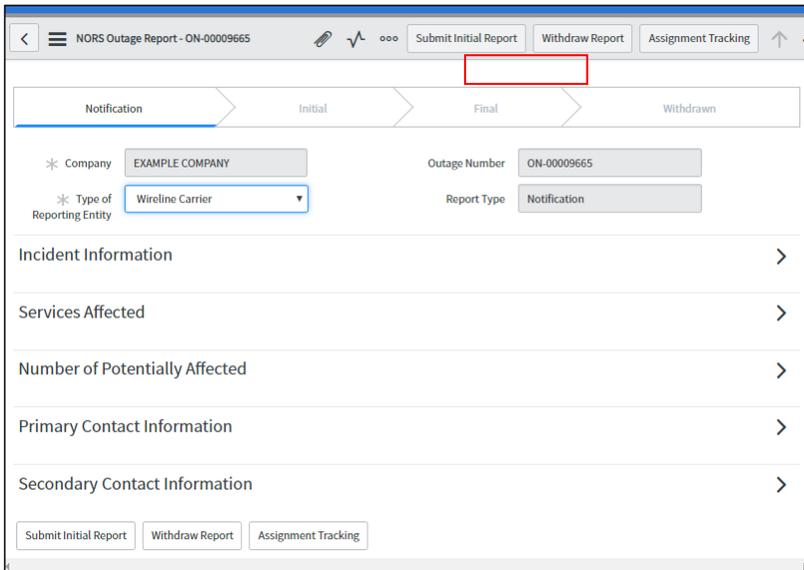
4. Select the  icon on the list view to open the NORS Outage Report form (Figure 21, red arrow).



	Outage Number	Created by	Report Type	Company	State Affected	Reason Reportable	Type of Reporting Entity	Incident Date and Time
	17-02742774	vishalsugathan@gmail.com	Notification	ACE TELEPHONE ASSOCIATION	MASSACHUSETTS	Cable telephony - 900,000 user-minutes	Satellite provider	2017-01-27 11:52:32
	<b>17-02742740</b>	vishalsugathan@gmail.com	Notification	ACE TELEPHONE ASSOCIATION	RHODE ISLAND	MSC	Paging provider	2017-01-27 11:51:56
	17-02727751	calvin.gerald@itgfirm.com	Initial	Gerald - Kornmann Wireless	MARYLAND	VoIP - 900,000 user-minutes	Wireless Carrier	01-27-2017 10:41:53

Figure 23, Notification List View

5. Once the NORS Outage Report form is displayed, fill in the required information (expanding tabs as necessary) and click on **Submit Initial Report** (Figure 24).



NORS Outage Report - ON-0009665

Submit Initial Report Withdraw Report Assignment Tracking

Notification Initial Final Withdrawn

\* Company: EXAMPLE COMPANY      Outage Number: ON-0009665

\* Type of Reporting Entity: Wireline Carrier      Report Type: Notification

Incident Information >

Services Affected >

Number of Potentially Affected >

Primary Contact Information >

Secondary Contact Information >

Submit Initial Report Withdraw Report Assignment Tracking

Figure 24, Submit Initial Report

### 4.3 Update Report (Initial, Final, or Withdrawn)

To update a report:

1. Follow Steps 1-2, Section 4.2, *Submit Initial Report*.
2. Find the file that you wish to update, finalize, or withdraw.
3. Select the  icon on the list view to open the NORS Outage Report form.

4. Once the NORS Outage Report form is displayed, update the report, as needed.
3. After updates are made to a draft report, as shown in Figure 24 above, it can be submitted as an Initial Report or a Final Report or Withdrawn by clicking on the respective buttons.
4. If **Submit Initial Report** was selected, NORS displays a confirmation page, “Confirm Submission of Initial Report”. Click on **Yes** to confirm submission (Figure 25).

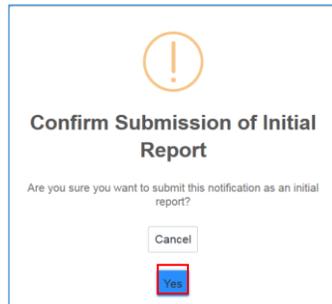


Figure 25, Submission of Initial Report Confirmation

5. If **Submit Final Report** was selected, NORS displays a confirmation page, “Confirm Submission of Final Report”. Click on **Yes** to confirm submission (Figure 26).

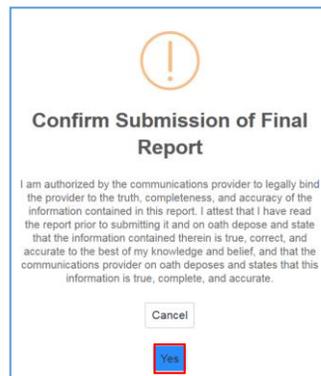


Figure 26, Submission of Final Report Confirmation

6. If **Withdraw Report** was selected, NORS displays the “Withdraw Report” dialogue box (Figure 27).



Withdraw Report (17-05573395)

Outage Number: 17-05573395

Company Name: Carhara Soft Wireless

\*Reason for Withdrawal:

Cancel Withdraw

Figure 27, Withdraw Report Screen

7. Enter the reason for withdrawal and select **Withdraw** (Figure 27).
8. Once the request to withdraw a report is submitted, the user is asked to confirm the withdrawal of report; click on **Yes** in response to “Are you sure you want to withdraw this report?”
9. To verify the updated or current report type (i.e., the change from “Notification” to “Initial” or “Final” or “Withdrawn”) click on **NORS Outage History** (Figure 28).

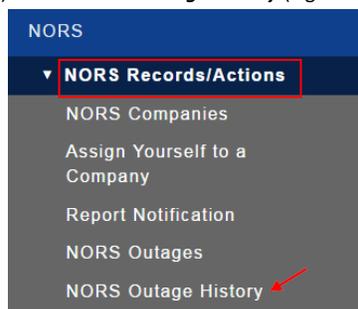


Figure 28, NORS Outage History

10. Once **NORS Outage History** is selected, the history for a record is listed (Figure 29).

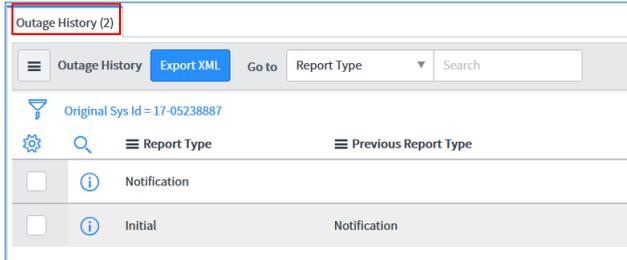


Figure 29, Outage History List

11. NORS Coordinators receive confirmation e-mails from “IT Service Desk” verifying the submission an initial, final, or withdrawn reports. Users should ensure e-mail can be accepted from <fccprod@midatl.service-now.com> and should check their spam folder if these messages are not being received.

**Commented [SMG4]:** Confirmation emails are now being received from “FCC NORS” < [fcc-outage@fcc.gov](mailto:fcc-outage@fcc.gov) >. The NORS User Manual should be updated to reflect this change.

#### 4.4 Reopen an Outage Report

1. To reopen a Final Report, click the **Reopen Report** (Figure 30).

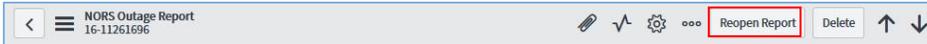


Figure 30, Reopen Report

2. Once **Reopen Report** is selected, NORS displays “Request to Reopen Report” dialogue box opens (Figure 31).

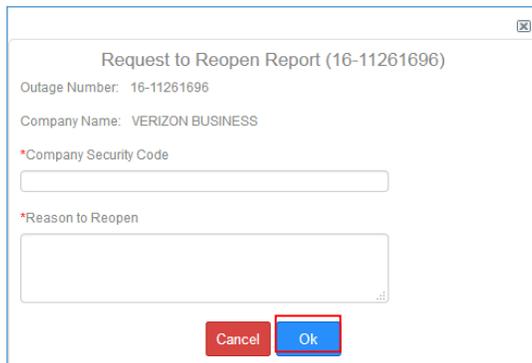
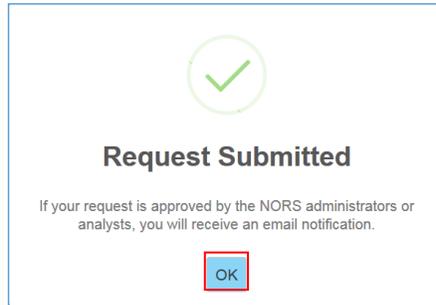


Figure 31, Request to Reopen Report

3. Enter the company security code and the reason to reopen (Figure 31, starred, mandatory fields) and select **Ok**.

- Once the request to reopen a report is submitted, NORS displays “Request Submitted” dialogue



box; click on **OK** (Figure 31).

Figure 32, Request to Reopen Notification

Notes:

- (1) After a final outage report has been submitted, or a report has been withdrawn; users must reopen the report to make any changes.
- (2) After the request is received and approved, NORS Admin will send an email notification with the approval. The header of the notification report will state, “A request to reopen this report is in progress”.<sup>2</sup>

## 5. Files of Groups of NORS Reports

### 5.1 Create a File of NORS Reports

All reporting and queries of NORS Outages can be performed from the NORS Outages and the NORS Outage History.

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<sup>2</sup>This feature has not yet been implemented in NORS 3.

1. Click **NORS Outages** or **NORS Outage History** (Figure 33).

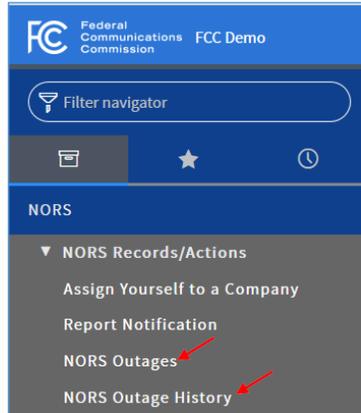


Figure 33, NORS Outage Reports

2. Filter search results according to options (Figure 34).
3. Enter the search criteria of interest. To include additional criteria in the filter, press “AND” or “OR” to your filter query. Click “Run” after you have built the query. (Figure 34, redarrows).

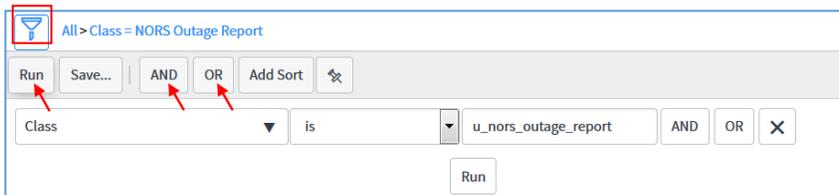
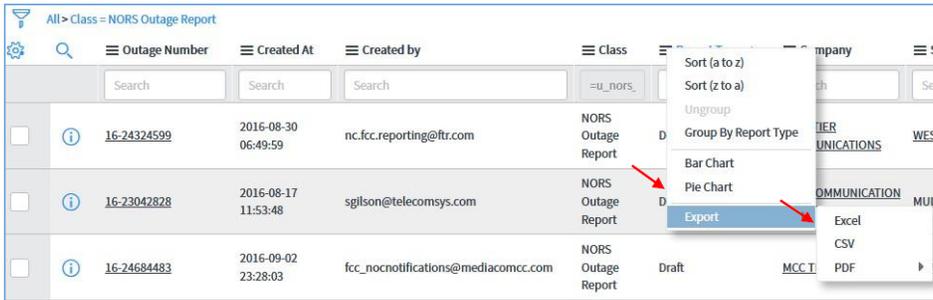


Figure 34, NORS Outage Report Criteria

The user can now view a list of outage reports that meet the search criteria.

- Right click the label at the top of any column, or the  icon to the left of the label; select



**Export**, and select the desired format (Excel, CSV, PDF) for the exported file (Figure 35).

Figure 35, NORS Outage Report Formats

## 5.2 Obtain List of Overdue Outage Reports

- Click the **Overdue Initial Reports**, **Overdue Final Reports**, or **Final Reports Due in 5 Days** module in the application navigator (Figure 36).



Figure 36, NORS Reports

The requested list of reports will be displayed.