



Outage Reporting Policy

California Radio Interoperable System (CRIS)

To ensure the CRIS is capable of providing communications to its subscribers it is critical that any and all issues with system performance or infrastructure are reported to the CRIS support group. Outage reporting may encompass system issues such as major system failure, system failure full or partial at a specific site, lack of ability to access talk groups by a subscriber, or coverage issues etc.

The following describes how outages should be addressed

- In the event of a communications access problem with the system where a subscriber cannot communicate either system wide or at a specific site, call the Network Operation Center 24 hours a day at 916-657-9999 or 888-657-6577 (toll free).
- For all other problems such as degraded service yet the subscriber can still communicate, the subscriber should complete the CRIS Outage Reporting Form (TDe-605) found on the CRIS website @ www.caloes.ca.gov/CRIS and email the form to the Network Operations Center (NOC) at: PSCO-Network-Operations-Center-NOC@CalOES.ca.gov.
- All Outages, either planned or un-planned will be reported to the CRIS subscribers representative via the email address on file with the CRIS. It will be the responsibility of the subscriber representative to notify their appropriate staff of the reported outage and any subsequent updates.
- The NOC will provide at a minimum the time of outage, either un-planned or planned, affected area and expected time of service restoration.
- All outage repair will be completed under Cal OES/PSC maintenance/repair procedures.

Issues arising due to problems with subscriber equipment are not covered under this policy and should be referenced under the Subscriber Maintenance Policy located on the CRIS website.