POLICY NO. 31

NOTICE OF OUTAGE

Emergency communications districts ("ECDs") or their agents or designees responsible for carrying out "operations of the district," shall notify the Tennessee Emergency Communications Board ("Board") of any failure or decrease in the level of any type or degree of 911 service of a duration over, or predicted to be over, sixty (60) minutes. Such notice shall be provided as soon as practicable after the outage occurs or notice of a predicted outage is received in order to permit the Board to assist in the restoration of service, if appropriate. The Executive Director shall determine the Board's level of involvement, if any, in assisting ECDs, carriers and service providers in restoring the appropriate level of E-911 service.

Consistent with current practice, in the event of service interruptions, ECDs shall be responsible for maintaining and/or restoring service. ECDs and carriers shall receive authorization from the Executive Director or his designee prior to halting or reducing the level or quality of E-911 service within any area of the state.

Adopted 3-17-05