

**State of California
Office of Administrative Law**

In re:
Office of Emergency Services

Regulatory Action:

Title 19, California Code of Regulations

Amend sections: 2480.2, 2480.3

**NOTICE OF APPROVAL OF REGULATORY
ACTION**

Government Code Section 11349.3

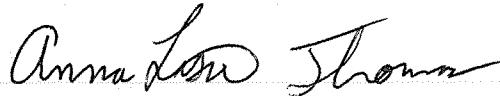
OAL Matter Number: 2022-0621-02

OAL Matter Type: Regular (S)

This action amends regulations requiring telecommunication service providers to provide notifications of community isolation outages. Specifically, it reduces the threshold reporting requirement from 50 percent to 25 percent of a carrier's coverage area in a single zip code and it requires providers to post public outage maps on their internet website.

OAL approves this regulatory action pursuant to section 11349.3 of the Government Code. This regulatory action becomes effective on 10/1/2022.

Date: August 3, 2022



**Anna Thomas
Attorney**

**For: Kenneth J. Pogue
Director**

Original: Mark S. Ghilarducci, Director

Copy: Beth Abdallah

NOTICE PUBLICATION/REGULATIONS (BMS 5510)

STD. 400 (REV. 10/2019)

REGULAR

For use by Secretary of State only

per agency *u25* request *8/3/22*

OAL FILE NUMBERS	NOTICE FILE NUMBER	REGULATORY ACTION NUMBER	EMERGENCY NUMBER
	<i>Z-2022-0322-02</i>	<i>2022-0621-02</i>	<i>S</i>

For use by Office of Administrative Law (OAL) only

ENDORSED - FILED
in the office of the Secretary of State
of the State of California

AUG 03 2022

2:48 PM

OFFICE OF ADMIN. LAW
2022 JUN 21 PM4:53

AGENCY WITH RULEMAKING AUTHORITY	AGENCY FILE NUMBER (if any)
<i>Governor's Office of Emergency Services</i>	

A. PUBLICATION OF NOTICE (Complete for publication in Notice Register)

1. SUBJECT OF NOTICE	TITLE(S)	FIRST SECTION AFFECTED	2. REQUESTED PUBLICATION DATE
<i>Amendment Community Isolation Outage Regs</i>	<i>19</i>	<i>§ 2480.2</i>	<i>ASAP</i>
3. NOTICE TYPE	4. AGENCY CONTACT PERSON	TELEPHONE NUMBER	FAX NUMBER (Optional)
<input checked="" type="checkbox"/> Notice re Proposed Regulatory Action <input type="checkbox"/> Other	<i>Beth Abdallah</i>	<i>(916) 952-9449</i>	
OAL USE ONLY	ACTION ON PROPOSED NOTICE	NOTICE REGISTER NUMBER	PUBLICATION DATE
	<input type="checkbox"/> Approved as Submitted <input type="checkbox"/> Approved as Modified <input type="checkbox"/> Disapproved/Withdrawn		

B. SUBMISSION OF REGULATIONS (Complete when submitting regulations)

1a. SUBJECT OF REGULATION(S)	1b. ALL PREVIOUS RELATED OAL REGULATORY ACTION NUMBER(S)
<i>Telecommunication Outages</i>	<i>per agency u25 request 8/3/22</i>

2. SPECIFY CALIFORNIA CODE OF REGULATIONS TITLE(S) AND SECTION(S) (Including title 26, if toxics related)	
SECTION(S) AFFECTED (List all section number(s) individually. Attach additional sheet if needed.)	ACTION
<i>§ 2480.2 and § 2480.3</i>	<i>ADOPT</i>
TITLE(S)	ACTION
<i>19</i>	<i>REPEAL</i>

3. TYPE OF FILING			
<input checked="" type="checkbox"/> Regular Rulemaking (Gov. Code §11346)	<input type="checkbox"/> Certificate of Compliance: The agency officer named below certifies that this agency complied with the provisions of Gov. Code §§11346.2-11347.3 either before the emergency regulation was adopted or within the time period required by statute.	<input type="checkbox"/> Emergency Readopt (Gov. Code, §11346.1(h))	<input type="checkbox"/> Changes Without Regulatory Effect (Cal. Code Regs., title 1, §100)
<input type="checkbox"/> Resubmittal of disapproved or withdrawn nonemergency filing (Gov. Code §§11349.3, 11349.4)	<input type="checkbox"/> Resubmittal of disapproved or withdrawn emergency filing (Gov. Code, §11346.1)	<input type="checkbox"/> File & Print	<input type="checkbox"/> Print Only
<input type="checkbox"/> Emergency (Gov. Code, §11346.1(b))		<input type="checkbox"/> Other (Specify)	

4. ALL BEGINNING AND ENDING DATES OF AVAILABILITY OF MODIFIED REGULATIONS AND/OR MATERIAL ADDED TO THE RULEMAKING FILE (Cal. Code Regs. title 1, §44 and Gov. Code §11347.1)

5. EFFECTIVE DATE OF CHANGES (Gov. Code, §§ 11343.4, 11346.1(d); Cal. Code Regs., title 1, §100)			
<input checked="" type="checkbox"/> Effective January 1, April 1, July 1, or October 1 (Gov. Code §11343.4(a))	<input type="checkbox"/> Effective on filing with Secretary of State	<input type="checkbox"/> \$100 Changes Without Regulatory Effect	<input type="checkbox"/> Effective other (Specify)

6. CHECK IF THESE REGULATIONS REQUIRE NOTICE TO, OR REVIEW, CONSULTATION, APPROVAL OR CONCURRENCE BY, ANOTHER AGENCY OR ENTITY			
<input type="checkbox"/> Department of Finance (Form STD. 399) (SAM §6660)	<input type="checkbox"/> Fair Political Practices Commission	<input type="checkbox"/> State Fire Marshal	
<input checked="" type="checkbox"/> Other (Specify) <i>California Public Utilities Commission</i>			

7. CONTACT PERSON	TELEPHONE NUMBER	FAX NUMBER (Optional)	E-MAIL ADDRESS (Optional)
<i>Beth Abdallah</i>	<i>(916) 952-9449</i>		<i>beth.abdallah@caloes.ca.gov</i>

8. I certify that the attached copy of the regulation(s) is a true and correct copy of the regulation(s) identified on this form, that the information specified on this form is true and correct, and that I am the head of the agency taking this action, or a designee of the head of the agency, and am authorized to make this certification.

SIGNATURE OF AGENCY HEAD OR DESIGNEE	DATE
<i>Mark S Ghilarducci</i>	<i>6/20/2022</i>
TYPED NAME AND TITLE OF SIGNATORY	
<i>Mark S Ghilarducci, Director</i>	

For use by Office of Administrative Law (OAL) only

ENDORSED APPROVED

AUG 03 2022

Office of Administrative Law

**California Governor's Office of Emergency Services
Community Isolation Outage Regulations
Title 19**

Final Regulation Text

§ 2480.2. Community Isolation Outage Reporting Thresholds.

(a) A community isolation outage that limits a telecommunications service provider's end users' ability to make 911 calls or receive emergency notifications shall be deemed to exist, and must be reported to the office, when any of the following conditions exist:

(1) For telecommunications service provided by facilities-based carriers, other than mobile telephony service as defined in Public Utilities Code section 224.4 or VoIP service as defined in PUC code 239, herein referred to as wireline, an outage that lasts at least 30 minutes and potentially affects (A) at least 100 end users in a single ZIP Code, or (B) at least 50% of end users in a ZIP Code with fewer than 100 end users;

(2) For telecommunications service provided by Voice over Internet Protocol or Internet Protocol enabled service, as those terms are defined in Public Utilities Code section 239, an outage that lasts at least 30 minutes and potentially affects (A) at least 100 end users in a single ZIP Code, or (B) at least 50% of end users in a ZIP Code with fewer than 100 end users;

(3) For telecommunications service provided by mobile telephony service, as that term is defined in Public Utilities Code section 224.4, an outage that lasts at least 30 minutes and affects at least ~~50~~ 25 percent of a carrier's coverage area in a single ZIP Code;

(4) For any telecommunications service, whenever the office determines that a community isolation outage meeting any of the criteria specified in paragraphs (1) - (3) exists within an identifiable ZIP Code or ZIP Codes and provides notice of its determination and identification of the ZIP Code or ZIP Codes to a telecommunications service provider. For purposes of this paragraph, every telecommunications service provider subject to these regulations shall provide the office at least one designated point of contact or similar means to receive and respond to such notices.

(b) Nothing in subdivision (a) precludes or limits the ability of a telecommunications service provider to notify the office of a community isolation outage whenever a provider reasonably suspects or believes such an outage exists.

Note: Authority cited: Sections 8585 and 53122, Government Code. Reference: Section 53122, Government Code.

§ 2480.3. Notification Requirements.

(a) Telecommunications service providers shall provide the notices required by Government Code section 53122, subdivision (c) via electronic submission to the office. Electronic notices shall be made in a format prescribed by the office and submitted to CA911outages@caloes.ca.gov. The office may implement an alternative online submission method, including through an application program interface, and upon such implementation, providers may use the alternative submission method in lieu of the office's form. Telecommunication carrier's compliance is required with the prescribed electronic submission format within 90 days of notification from the office.

(b) For purposes of the requirement in Government Code section 53122 that notification to the office include "a description of the estimated area affected by the outage and the approximate communities, including cities, counties, and regions, affected by the outage," telecommunications service providers shall list each affected ZIP Code, with an associated, readily-identifiable descriptive term that will enable validation of the ZIP Code, such as the name of a city, county, community name, or similar descriptive term, which shall be deemed sufficient for purposes of the initial notification to the office.

(1) For wireline and VoIP outages, the notice shall also include the estimated number of potentially impacted end users.

(2) For mobile telephony outages, the notice shall also include the estimated percentage of coverage degradation in the affected ZIP Codes.

(c) For the purposes of the requirement in Government Code section 53122 that notification to the office include "the estimated time to repair the outage" and "when achieved, the restoration of service," telecommunications service providers shall submit updated notifications at least once every 6 hours from the most recent notification until the service has been restored, and a final notification once the service has been restored.

(d) Nothing in subdivision (c) precludes or limits the ability of a telecommunications service provider to provide an update to the office whenever a provider reasonably suspects or believes an update is required.

(e) Each provider of telecommunications service that provides access to 911 service shall maintain on its internet website a public outage map showing that provider's outages. The public outage map for each provider shall be available

upon each notification to the office and shall include, at a minimum, the following information:

- (1) Map indicating the geographic area impacted by the outage.
- (2) Zip code(s) of the impacted area.
- (3) Type of outage: Wireline, Voice over Internet Protocol (VoIP) or Mobile Telephony.

This map shall be posted by the provider of telecommunications service within 60 minutes of the discovery of a new outage and updated at least once every 6 hours from the most recent notification until the service has been restored.

Note: Authority cited: Sections 8585 and 53122, Government Code. Reference: Section 53122, Government Code.