

<p style="text-align: center;">REGIONAL WIRELESS COOPERATIVE POLICIES AND PROCEDURES</p>	
<p><b>Subject:</b>  <b>Notification of Service Activities Procedure</b></p>	<p><b>No.</b> <b>O-08.12</b></p> <p><b>Effective Date</b> <b>10/13/10</b></p> <p><b>Rev: 08/10/2017</b></p>

## 1.0 Purpose

- 1.1. The purpose of this procedure is to establish the requirement for notification to Regional Wireless Cooperative (RWC) Member agencies of scheduled and unscheduled service activities to the physical facilities or network infrastructure that have potential operational impact.

## 2.0 Owner

- 2.1. RWC Operations Working Group (OWG).

## 3.0 Applies to

- 3.1. All personnel making modifications and/or repairs to the physical facilities or network infrastructure components.

## 4.0 Background

- 4.1. The operational stability of RWC may be affected when the configuration of a communications facility or a RWC radio system hardware or software component is altered. Proper notification of scheduled and unscheduled service affecting maintenance activities will allow member agencies time to make necessary preparations. Conversely, unauthorized disruptions in RWC operations caused by the lack of notification will create safety issues that must be addressed by the OWG.

## 5.0 Policy Statement

- 5.1. The RWC member agencies will be properly notified of any scheduled and unscheduled service affecting maintenance activities that have potential impact to the operational capabilities of the network or the subscriber's usage of the system.

## 6.0 Supporting Rules

- 6.1. Service affecting maintenance activities related to RWC infrastructure will be coordinated by the Network Managing Member and will require notification of the member agencies.
- 6.2. At least twenty-four (24) hour notice to the RWC Member agencies will precede any scheduled RWC service affecting maintenance activity.
- 6.3. Any service affecting maintenance activity performed on RWC not preceded by twenty-four (24) hour notice will be considered unscheduled maintenance.
- 6.4. Notification of unscheduled service affecting maintenance will be made to the RWC Member agencies.
- 6.5. Notification will be done by urgent email. Other acceptable forms of notification may include phone, pager, text, or any other method as agreed to by the OWG.
- 6.6. At a minimum, the information contained in a notification will consist of:
  - 6.6.1. A description of the planned maintenance activity.
  - 6.6.2. The affected location(s) of the maintenance activity and the anticipated operational impact.
  - 6.6.3. The scheduled start and stop time of the maintenance activity.
  - 6.6.4. The name of department or organization responsible for performing the maintenance.
- 6.7. Notification of scheduled service affecting maintenance activities believed to have a significant operational impact require member agencies to respond if activity needs to be re-scheduled.
- 6.8. The RWC Operations Center (ROC) will be notified prior to maintenance activities that may trigger events that would be seen by the ROC.
- 6.9. Contact information for all RWC member agencies must be provided to the ROC to be included in two central email distribution lists.
  - 6.9.1. Notifications will be separated into two categories – one for routine maintenance and one for urgent notification.
  - 6.9.2. Each RWC Member agency will be allowed up to three contact email addresses per list. The email address may be a distribution list or individual email.
  - 6.9.3. Each RWC Member agency is responsible for email address updates.
- 6.10. No service affecting maintenance activities will be conducted during RWC Member agency planned special operations when known.

## **7.0 Responsibilities**

- 7.1. The Network Managing Member is responsible for notifying the member agencies of scheduled and unscheduled service affecting maintenance activities.
- 7.2. Member Agencies are responsible for communicating scheduled and unscheduled RWC maintenance activities to their respective agencies and, if necessary, their respective dispatch centers.
- 7.3. RWC Member agencies, service providers or contractors are responsible for notifying the ROC prior to, and after, any entry to an RWC facility.

7.4. RWC Member agencies are responsible for notifying the ROC of the scheduling of critical special operations that would preclude any service affecting maintenance activities or upgrades.

#### **8.0 Conditions for Exemption or Waiver**

8.1. As provided in the Waiver or Exception Policy.

#### **9.0 Applicable Policies and/or Procedures**

9.1. As listed at [www.rwcaz.org](http://www.rwcaz.org).