

# NRIC

## Voluntary Trial Criteria

Industry Segment	"Alert Situation" Criteria	Outage Examples
CMRS Wireless <hr style="border-top: 1px dashed black;"/> Paging	A system level failure affecting wireless customers service and preventing new calls for 30 minutes or more.	Wireless Mobile Telephone Switching Office (MTSO) failure. <hr style="border-top: 1px dashed black;"/> Multiple Switches isolated from PSTN
Cable Telephony	A failure that would cause a loss of cable telephony service to 30,000 or more customers for 30 minutes or more. (reported through 63.100)	Failure of Head Ends (Class 5 switch, etc) which serves a minimum of 30,000 telephony customers.
ISPs	A failure that would cause a loss of service to a large number of customers for 30 minutes or more.	A Domain Name Server (DNS) failure.
Satellite Telephony	A failure that causes loss of service to 30,000 or more customers for 30 or more minutes	LEO - Loss of multi customer shared earth station. GEO - Failure of transponders.
Data Networking Including Broadband Access	A failure that causes a loss of service to 30,000 or more customers for 30 or more minutes.	Multiple Asynchronous Transfer Mode (ATM) Switch failures.