


REGIONAL WIRELESS COOPERATIVE POLICIES AND PROCEDURES	
	No. O-08.12
Subject: Notification of Service Activities Procedure	Revised: 05/2025 Prior Rev: 07/2023

1.0 Purpose

- 1.1. The purpose of this procedure is to establish the requirement for notification to Regional Wireless Cooperative (RWC) Members 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 RWC Network Operations Center (NOC) and will require notification of the member agencies. With the exception of Motorola cloud-based solutions (e.g. Cirrus Central) as these notifications come directly from the vendor.
- 6.2. At least 48 hour notice to the RWC Members will precede any scheduled RWC service affecting maintenance activity.
- 6.3. Any service affecting maintenance activity performed on RWC not preceded by 48-hour notice will be considered unscheduled maintenance.
- 6.4. Notification of an unscheduled service affecting maintenance will be made to the RWC Members.
- 6.5. Notification will be made by priority email. Other acceptable forms of notification may be utilized as requested by the OWG members.
- 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 any 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 requires member agencies to respond if activity needs to be re-scheduled.
- 6.8. The RWC NOC will be notified prior to maintenance activities that may trigger events that would be detected by the NOC.
- 6.9. Contact information for all RWC Members must be provided to the NOC 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 will be allowed up to three contact email addresses per list. The email address is recommended to be in an agency administered distribution list.
 - 6.9.3. Each RWC Member is responsible for email address updates.
- 6.10. No service affecting maintenance activities will be conducted during RWC Member planned special operations when known.

7.0 Responsibilities

- 7.1. The NOC is responsible for notifying the member agencies of scheduled and unscheduled service affecting maintenance activities.

- 7.2. RWC Members are responsible for communicating scheduled and unscheduled RWC maintenance activities to their respective agencies and, if necessary, their respective dispatch centers.
- 7.3. RWC Members, service providers, or contractors are responsible for notifying the NOC prior to, and after, any entry to an RWC facility. Preferred method of communication is via email to: rwconsite@phoenix.gov or 602-534-8800.
- 7.4. RWC Members are responsible for notifying the NOC 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.