


<p style="text-align: center;">REGIONAL WIRELESS COOPERATIVE POLICIES AND PROCEDURES</p>	
	<p style="text-align: center;"><b>No.</b> <b>A-08.11</b></p>
<p><b>Subject:</b> <b>System Performance Issue Reporting Procedure</b></p>	<p style="text-align: center;"><b>Revised: 09/2022</b>  <b>Prior Rev:</b> <b>09/2018</b> <b>08/2011</b></p>

## 1.0 Purpose

- 1.1. Define a notification procedure for reporting system performance issues.

## 2.0 Owner

- 2.1. Regional Wireless Cooperative (RWC) Operations Working Group (OWG).

## 3.0 Applies To

- 3.1. RWC Members, Interoperability Participants, and any entities otherwise using the operational capabilities of the RWC.

## 4.0 Background

- 4.1. Any radio system may experience performance issues requiring investigation.

## 5.0 Policy Statement

- 5.1. System issues may impact operations and should be identified and communicated in a timely manner.

## 6.0 Supporting Rules

- 6.1. System Performance issues will be reported to the RWC Network Operations Center (NOC) via correspondence or by phone.

- 6.1.1. The reporting party will provide specific details, to include:

- 6.1.1.1. The-affected area.

- 6.1.1.2. Details on type of subscriber units, radio ID's, and accessories involved.

- 6.1.1.3. Date and time of occurrence.
- 6.1.1.4. Talkgroup(s) experiencing the issue.
- 6.1.1.5. Characterization of the problem.
- 6.1.1.6. Efforts taken for mitigation.

6.2. The Network Administrator, the reporting party, and when appropriate, the Network Manager, will collaborate to analyze, report, and if possible, resolve all subscriber impacting network performance issues.

6.3. If the system performance issue is not resolved to the satisfaction of the originating reporting party, the issue may be escalated to the Executive Director.

## **7.0 Responsibilities**

- 7.1. The Network Administrator or designee will report back to the originating reporting party.
- 7.2. If the issue requires extensive follow-up or mitigation, it may be submitted to the OWG for discussion and possible recommendations.
- 7.3. The Network Administrator or designee will notify the Executive Director.
- 7.4. If the issue requires additional regional funding, the recommendation will be submitted to the Executive Committee for referral to the Board of Directors.

## **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).