Working Group 10: CPE Powering

Status Update

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Tim Walden, Century Link, Chair
Brian Allen, Time Warner Cable, Co-Chair
John Healy, FCC Liaison

WG10 Objectives

Description:

With the rapid proliferation of VoIP technologies as substitutes for legacy telecommunications services, end-users are now utilizing a service that lacks the lifeline they were once accustomed to. Instead of being powered from the resilient back-up power infrastructure in the serving central office, the user's home device is powered by a local battery when line power is lost, as often happens during emergencies. Different communications providers have different policies as it relates to powering these devices. This Working Group will recommend best practices for providing back-up power to VoIP customer premise equipment, including best practices for consumer notification.

Deliverables:

- Recommend consumer outreach and communications strategies for making users aware of back-up power features in their home adapter.

- Recommend best practices for powering consumer devices during commercial power failure.

WG10 Members

- Tim Walden, *Chair* – Century Link

- Brian Allen, *Co-Chair* – Time Warner Cable

- John Healy – FCC Liaison

- Lois Burns – PA Public Utility Commission

- Seth R. Davis – Innovative Companies

- Robin Erkkila – TeleCommunication Systems, Inc.

- Eric Dreas, Director, Engineering Operations – Comcast

- Mike Nawrocki – Verizon

- Alland Sy – Goldman Sachs

- Steve Schwartz – Goldman Sachs

- Michael Delaney - New Technology Product Developing Engineer – AT&T

- Marte Kinder, Sr. – Planner/011 – Time Warner Cable

- Dr. Thomas Schwengler – CenturyLink

WG10 Status

- Two working groups have been established.

- Consumer Outreach Subcommittee *Working Group 10A* (WG10A).

    o Recommend consumer outreach and communications strategies for making users aware of back-up power features in their home adapter.

    o On target to submit these documents to the Council in early May, 2014.

- Best Practices Subcommittee *Working Group 10B* (WG10B)*.*

    o Recommend best practices and alternatives for powering consumer devices during commercial power failure.

    o On target to submit these documents to the Council in early August, 2014.

WG10A Consumer Outreach Status Report

- The general strategy for managing backup battery power during commercial power outages has been divided into three general areas:

  Step 1: Develop a Communications Plan

  Step 2: Acting During Commercial Power Outage

  Step 3: Post-outage Analysis

WG10A Consumer Outreach Status Report

Step 1: Develop a Communications Plan

- Understanding CPEs, their capabilities and what's in their premises.
- Identifying if they have battery backup.
- Steps to build a plan if alternate power is needed.
- Battery backup and alternative power lifecycle.
- Guidance on where to find the information.
- Identification Checklist for consumers.
  - Identify VoIP service provider.
  - Battery Backup capabilities and lifecycle.
  - Understanding of energy usage and activation during a crisis.
  - Guidance and understanding of where battery backups could be purchased and maintenance considerations:
    - What type to purchase, how much to purchase, and ways to conserve power.
    - Guidance on how often back-up battery needs to be charged, tested and replaced.

WG10A Consumer Outreach Status Report

Step 2: Acting During Commercial Power Outage

- Consumer should determine when to switch to backup battery power.
  - Keep in mind that backup battery is a finite source and should be managed as one.
- Consumer should determine if VoIP network and/or commercial power is out of service.
  - If the VoIP network is out of service, consumer should save the backup battery power until the VoIP network is back in service.

Step 3: Post-outage Analysis

- Consumer should analyze the effectiveness of the backup battery methods they employed.
- Consumer should determine what, if any, additional backup battery resources should be added.

WG10B Best Practices Status Report

- Sub-committee has identified nine different use cases for how VoIP service is deployed at a consumer's residence.

- We have outlined the configuration and characteristics of these use cases.

- We are currently reviewing methods and procedures related to installation, battery backup and grounding from participating service providers.

- We are creating a template document, based on a template a provided by the CSRIC.

- Next step is to populate this template, for each use case, based on a review of the best methods and procedures provided by operators.

- We plan to complete new versions of the document each month.

- Our goal is to submit our document in August 2014 to the CSRIC with the goal that it would be published in September 2014.