	CROP.27001 Telephone Failures	
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References

1. OP 2 Appendix A - Itemized Equipment
2. CROP.50001 Reporting
3. M/LCC 3 Attachment B – Iridium Satellite Phone Instructions


Procedure Background

The Zetron telephone system serves as ISO’s primary interpersonal communication capability for the MCC and BCC Control Rooms. There are three available independent phone systems accessible from any of the MCC and BCC phone consoles. They provide access to multiple external voice communication networks. These networks include landline calls that use the Publicly Switched Telephone Network (PSTN), Private Line or Automatic Ring Down (ARD) phones, and the Iridium Satellite phone network. The Phone consoles support thousands of contact buttons and are regularly updated with current phone numbers and ARD’s. Simultaneous Ring feature allows calls to be answered from any of the Zetron systems using the same incoming phone numbers. The majority of Private Line phone circuits simultaneously connect to all three phone systems.

When operating at either the MCC or BCC, the Iridium Satellite telephones are ISO-NE’s designated Alternative Interpersonal Communication capability equipment to be used in the event of a complete failure of the primary voice communications system. The satellite telephones can be used through the Zetron consoles or the spare telephones that are connected to satellite docking station and stored in the same location. System Operators should refer to M/LCC3 Attachment B – Iridium Satellite Phone Instructions for advanced guidance on the usage of the Iridium Phones.

In periods of high call volume, during system emergencies or national security situations, methods of communications are provided by the Department of Homeland Security to enhance and support communications by authorized national security and emergency preparedness users. ISO-NE has access to two of these systems, the Government Emergency Telecommunications Services (GETS) for landlines, and the Wireless Priority Service (WPS) for cellular communications.

GETS is a priority communications network for landline telephone systems. The GETS capability provides the user with a higher priority over other callers allowing a better chance for completing the requested call. WPS is a similar service for wireless users.

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Common Procedure Information

- A. Any ISO-NE qualified Control Room Operator has the authority to take actions required to comply with NERC Reliability Standards. A qualified ISO-NE Control Room Operator has met the following requirements:
 1. Have and maintain a NERC certification at the RC level (per R.1 of PER-003-2)
 2. Applicable Requirements of PER-005-2
 3. Approved to cover a Control Room Operator shift position by the Manager, Control Room Operations
 4. Is proficient at the current qualified level.
- B. Real time operation is defined as the current hour and the current hour plus one.
- C. Future hours are those beyond real time operation.
- D. All verbal communications with Local Control Centers (LCC), neighboring Reliability Coordinators/Balancing Authorities (RC/BA), Designated Entities (DE), Demand Designated Entities (DDE) and/or SCADA centers shall be made on recorded phone lines unless otherwise noted.
- E. For all communications:
 1. Use the Basic Protocol for All Operational Communications as prescribed in M/LCC 13
 2. Use 'ISO New England' or 'New England'. Refrain from using 'ISO'.
 3. Use Asset ID's when communicating with DE/DDEs.
 4. Use three-part communication in all situations where its use will enhance communications.
- F. Primary responsibilities are stated for each step within the procedure, but any ISO Control Room Operator qualified at that position or higher can perform the step. The Primary Responsibility may be delegated to an Operator in a lower qualified position, but the responsibility for its completion remains with the identified individual.
- G. The use of “ensure” within this document means that a verification has been performed and if the item is not correct, corrective actions will be performed.

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Procedure

Condition(s) to perform this section:

- Failure of an ARD; Or
- Failure of a landline; Or
- Failure of a single Zetron phone console.

Section 1 : Failure of an ARD, Landline or Single Zetron phone console

Step 1.1 Primary Responsibility: Operations Shift Supervisor
Access OP 2 Appendix A to determine the criteria for repair/maintenance priority.

Step 1.2 Primary Responsibility: Operations Shift Supervisor
Inform the IT On Call Technician of the failure and the associated priority.

Step 1.3 Primary Responsibility: Any Control Room Operator

Condition(s) to perform this step:

- Failure of an ARD or landline.

Notify all Control Room Operators of the phone issue and the method to contact the applicable party.

Notes

A DE Binder is located at Generation, Loader and Senior System Operator Desks that contains a DE phone list and DE temporary files where updated or new contact information may be awaiting the monthly Zetron update.

Step 1.4 Primary Responsibility: Any Control Room Operator

Condition(s) to perform this step:

- A single Zetron phone console is NOT fully functional.

Determine if the Zetron phone console at the Spare Desk is operating properly.

Instructions

If the Zetron phone console at the Spare Desk is operating properly, have the applicable Control Room Operator use the Spare Desk.

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Condition(s) to perform this section:

- **Malfunction of the Lumen PSTN landline Service characterized by the loss of telephone communications to extensions within the building and external landline numbers. The majority of ARD circuits will continue to work;**
Or
- **Calls cannot be made from multiple Control Room Zetron phone consoles.**

Section 2 : Zetron Phone Malfunction

Step 2.1 Primary Responsibility: Any Control Room Operator

Swap one Zetron Phone Console to the stand-by Zetron phone systems and determine if any of the stand-by systems are working

Instructions

Perform the following to activate one of the stand-by Zetron Systems, repeat for each MCC-A, MCC-B and BCC-C system until a working system is found:

- ☐ Select the “Logoff” button from the “Configure” menu on the Zetron Console;
- ☐ Log the user completely out of the Zetron console;
- ☐ Log the user back into the Zetron Console;
- ☐ From the opening Zetron Screen, select “Logon”;
- ☐ From the Logon Pop-up select the following:
 - ☐ Select MCC Desk or BCC Desk;
 - ☐ If selecting an MCC Desk, select the stand-by Connection (Phone System A or B);
 - ☐ Select “Ok”.

Step 2.1.1 Primary Responsibility: Any Control Room Operator

Condition(s) to perform this step:

- **Determined that one stand-by Systems is operating.**

Swap the remaining Zetron Phone Consoles to the working stand-by Zetron phone system.

Instructions

Perform the following to activate the stand-by Zetron System:

- ☐ Select the “Logoff” button from the “Configure” menu on the Zetron Console;
- ☐ Log the user completely out of the Zetron console;
- ☐ Log the user back into the Zetron Console;
- ☐ From the opening Zetron Screen, select “Logon”;
- ☐ From the Logon Pop-up select the following:
 - ☐ Select MCC Desk, or BCC Desk;
 - ☐ If selecting an MCC Desk, select the stand-by Connection (Phone System A or B);
 - ☐ Select “Ok”.
- ☐ Log the swap.

Use log entry: > TEST AND AUDIT > Zetron Switch [E]

Step 2.2 Primary Responsibility: Any Control Room Operator

Inform the IT On Call Technician of the Zetron failure.

Step 2.3 Primary Responsibility: Any Control Room Operator

Condition(s) to perform this step:

- **Zetron Phone System is NOT fully functional on any system.**

Proceed to [Section 3](#).

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Condition(s) to perform this section:

- The Zetron Phone System is NOT fully functional.

Section 3 : Telephone Failure

Step 3.1 Primary Responsibility: Operations Shift Supervisor
Access OP 2 Appendix A to determine the criteria for repair/maintenance priority.

Step 3.2 Primary Responsibility: Operations Shift Supervisor
Inform the IT On Call Technician of the failure and the associated priority.

Step 3.3 Primary Responsibility: Any Control Room Operator

Condition(s) to perform this step:

- Complete failure of the Zetron Phone System has occurred.

Log the complete failure of primary voice communication.

Instructions

Use log entry: > EQUIPMENT FAILURES > Complete Primary Voice Communication failure

Enter the time that the failure was detected.

Step 3.4 Primary Responsibility: Any Control Room Operator

Condition(s) to perform this step:

- A complete failure of the primary voice communications capability for 30 minutes or longer.

Notify all the LCCs and RCs/BAs within 60 minutes of the following:

Instructions

The following RCs/BAs are required to be notified:

- ☐ NBP-SO
- ☐ HQTE
- ☐ IESO
- ☐ NYISO
- ☐ PJM

Provide the following information to all entities contacted:

- ☐ Primary means of voice communications failure has been detected;
- ☐ Contact information;
- ☐ Expected duration, if known;
- ☐ Cause of failure, if known.

Notes

- The 60-minute clock for notifications begins at the time of detection of the complete failure of the primary voice communications system.
- For example: A failure of the primary voice communications system is detected at 09:00; if the failure extends past 09:30, notifications are to be made by 10:00.
- Estimated duration of failure is to be determined by the mode of failure and the ability of on-site staff to correct the problem in a timely manner.

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Step 3.5 Primary Responsibility: Senior System Operator

Condition(s) to perform this step:

- A complete failure of the primary voice communications capability for 30 minutes or longer.

Notify each DE and DDE of the telephone failure and provide an alternate contact method using ENS.

Instructions

Utilize the Telephone Failure ENS message, modified as necessary to include the applicable alternate contact method with phone number.

Notes

ENS utilizes the internet to send external notifications; therefore it will still be operational during a telephone failure if internet access is available.

Step 3.6 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- ISO-NE's phone system fails or becomes inoperable due to high call volume or overload.

Access a priority communications network to perform communications with an external party using Attachment 1 - GETS Communications.

Notes

Accessing the priority communications network has to be performed for each call.

Step 3.7 Primary Responsibility: Operations Shift Supervisor

Determine if evacuation to the BCC is required.

Step 3.8 Primary Responsibility: Operations Shift Supervisor


Condition(s) to perform this step:

- A complete failure of ISO New England's primary voice communications capability for 30 minutes or longer.

Perform section "Complete loss of voice communication capability" from CROP.50001 Reporting Procedure.

Notes

- Complete loss of voice communication capability affecting a BES control center for 30 continuous minutes or more (NERC EOP-004).
- Complete loss of Interpersonal Communication and Alternative Interpersonal Communication capability affecting its staffed Bulk Electric System control center for 30 continuous minutes or more (DOE-417).

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Condition(s) to perform this section:

- Telephone issue has been corrected.

Section 4 : Telephone Restoration

Step 4.1 Primary Responsibility: Any Control Room Operator

Log the use of telephones being restored.

Instructions

Use log entry: > EQUIPMENT FAILURES > Primary Voice Communication restored

Step 4.2 Primary Responsibility: Any Control Room Operator

Condition(s) to perform this step:

- If the notification was previously performed.

Notify all the LCCs and required RCs/BAs that the telephones have been restored and to use normal communication methods.

Instructions

The following RCs/BAs are required to be notified:


- ☐ NBP-SO
- ☐ HQTE
- ☐ IESO
- ☐ NYISO
- ☐ PJM

Step 4.3 Primary Responsibility: Senior System Operator

Condition(s) to perform this step:


- If the notification was previously performed.

Notify each DE and DDE of the telephone restoration using ENS.

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Revision History

Rev. No.	Date (MM/DD/YY)	Reason	Contact
--	10/08/15	For previous revision history, refer to Rev 6 available through Ask ISO	Steven Gould
7	03/07/16	Update the procedure background to identify that the spare telephones are always connected to the satellite docking station and remove reference to IPC phone system. Added a new Section 1 to specify actions for a malfunction of the Zetron phone system	Steven Gould
8	06/29/16	Update Section 4 for changes to CROP.50001 Reporting Procedure	Steven Gould
9	07/15/16	Restructured procedure	Steven Gould
10	09/11/17	Administrative update of modification of procedure format	Steven Gould
11	04/30/18	Biennial Review	Steven Gould
12	09/27/18	Added OPRALOG entry to Section 2.1.1 Updated section 5 to line up with CROP 50001 Reporting Procedure	Steven Gould
13	07/30/20	Periodic review. Added Condition to Perform Step 2.1 and 2.1.1 and modified the CtP Section 3.	Steven Gould
14	05/24/21	Updated References, Changed reference to OE-417 to DOE-417 to reflect change in format, Modified Step 5 to refer to CROP.50001, Updated Step 5.4.1	Steven Gould
15	07/18/22	Updated References, Procedure Background & Common Procedure Information, Updated Section 2, Deleted section 5 and placed the single step in Section 3.	Jonathan Gravelin
16	06/20//24	Periodic review, added a note to Step 1.3.	Jonathan Gravelin

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Attachment 1 - GETS Communications

The National Communication System provides a Government Emergency Telecommunications Service (GETS) to organizations requiring emergency communication capabilities. This capability provides the user with a higher priority over other callers allowing a better chance of completing the requested call. In order to access the GETS system, perform the following:

1. Access an outside line
2. Dial 1
3. Dial 710-NCS-GETS
4. Listen for the tone
5. Enter the PIN (PIN # controlled by Manager, Control Room Operations)
6. Listen for the prompt
7. Enter the ten-digit destination number

Additional guidance for using GETS is contained in the office of the Manager, Control Room Operations.

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Attachment 2 – Overview of ISO-NE Control Room Phone Systems

