

September 25, 2009

~~FOR OFFICIAL USE ONLY~~

NCC SOP 303

~~Warning: This document is UNCLASSIFIED//FOR OFFICIAL USE ONLY (U//FOUO).~~

~~It contains information that may be exempt from public release under the Freedom of Information Act (5 U.S.C. 552). It is to be controlled, stored, handled, transmitted, distributed, and disposed of in accordance with DHS policy relating to FOUO information and is not to be released to the public, the media, or other personnel who do not have a valid "need-to-know" without prior approval of an authorized DHS official. State and local Homeland security officials may share this document with authorized security personnel without further approval from DHS.~~



## NCC STANDARD OPERATING PROCEDURE (SOP) 303:

### Emergency Wireless Protocols

1. Purpose. This SOP provides detailed procedures for the National Coordinating Center for Telecommunications (NCC) to coordinate requests for the disruption of cellular service.

(b)(7)(f)

5. Procedures.

- a. Disruption of Services

- i. Order Received. The NCC Watch is informed of the requirement to disrupt/disable cellular service to a particular site or region by a designated federal/state/local law enforcement official or member of government. A list

(b)(7)(f)

September 25, 2009

~~FOR OFFICIAL USE ONLY~~

NCC SOP 303

---

(b)(7)(f)

~~FOR OFFICIAL USE ONLY~~

September 25, 2009

~~FOR OFFICIAL USE ONLY~~

NCC SOP 303

(b)(7)(f)

5. Fax Confirmation. The NCC Watch will prompt the caller to send in Appendix F (or signed equivalent on the originator's letterhead) within one hour.

(b)(7)(f)

(b)(7)(f) This fax transmission will be scanned to a file for electronic distribution upon receipt.

ii. Notification

1. In concert with the notification process below, IMAP (or other suitable software) will be used to create overlays and PowerPoint slides defining the required shutdown area in accordance with Appendix D.
2. The NCC Watch will establish a conference bridge with participants as indicated below in item-3.
3. The NCC Watch will immediately send out an alert message to the following groups, notifying them that a cellular service disruption request has been received and to immediately join the NCS conference bridge:

(b)(7)(f)

4. The NCC Watch will contact the above members via phone to confirm receipt of the alert message.

(b)(7)(f)

~~FOR OFFICIAL USE ONLY~~

September 25, 2009

~~FOR OFFICIAL USE ONLY~~

NCC SOP 303

(b)(7)(f)

disruption. Provide the Federal agency POC to the state/territory officials if requested.

8. The NCC Watch will notify the following personnel/agencies of the disruption by the indicated means:

(b)(7)(f)

iii. Service disruption confirmation

1. Following initiation by any carrier, the NCC Watch will track the disruption progress and any additional information provided by the carriers

(b)(7)(f)

~~FOR OFFICIAL USE ONLY~~

September 25, 2009

~~FOR OFFICIAL USE ONLY~~

NCC SOP 303

(b)(7)(f)

8. The NCC Watch will request periodic carrier status updates to confirm ongoing service disruptions and any known changes in service disruption levels.
- b. Restoration
    - i. Order Received. The NCC Watch is informed of the requirement to restore cellular service to a particular site or region by a designated federal/state/local law enforcement official or member of government. (b)(7)(f)

(b)(7)(f)

~~FOR OFFICIAL USE ONLY~~

September 25, 2009

~~FOR OFFICIAL USE ONLY~~

NCC SOP 303

(b)(7)(f)

5. Fax Confirmation. The NCC Watch will prompt the caller to send in Appendix F (or signed equivalent on the originator's letterhead) within one hour.

(b)(7)(f)

(b)(7)(f)

ii. Notification

1. In concert with the notification process below, IMAP (or other suitable means) will be used to create overlays and PowerPoint slides defining the required restoration area in accordance with Appendix D.
2. The NCC Watch will establish a conference bridge for the organizations listed below in item-3.
3. The NCC Watch will immediately send out an alert message to the following groups, notifying them that a cellular restoration request has been received and to immediately join the NCS conference bridge:

(b)(7)(f)

4. The NCC Watch will contact the above members via phone to confirm receipt of the alert message.
5. After all participants have joined the bridge, the NCC Watch will perform the following:

(b)(7)(f)

~~FOR OFFICIAL USE ONLY~~

September 25, 2009

~~FOR OFFICIAL USE ONLY~~

NCC SOP 303

(b)(7)(f)

8. The NCC Watch will notify the following personnel/agencies of the restoration by the indicated means:

(b)(7)(f)

iii. Restoration confirmation

1. Following initiation, the NCC Watch will track the restoration progress and any additional information provided by the carriers

(b)(7)(f)

6. Review. Review annually and following any instance where these procedures are implemented.
7. Supersession. This is the initial issue of this SOP.

September 25, 2009

~~FOR OFFICIAL USE ONLY~~

NCC SOP 303

**Appendix A: Points of Contact**

Appendix A will be updated as required based on input provided by the State Homeland Security Advisors.

**ALABAMA**

Alabama Emergency Management Agency  
5898 County Road 41, P.O. Drawer 2160, Clanton, Alabama 35046-2160  
Ph: 251/280-2200  
Fax: 205/280-2493  
24-Hr: 800/843-0699

(b)(6),(b)(7)(c)

**ALASKA**

Alaska Div. of Homeland Security and Emergency Management  
P.O. Box 5750, Fort Richardson, AK 99505-5750  
Ph: 602/244-0504  
Fax: 907/428-7009  
24-Hr: 907/428-7000

(b)(6),(b)(7)(c)

**ARIZONA**

Arizona Div. of Emergency Management  
5636 E. McDowell Road, Phoenix, AZ 85008-3495  
Fax: 602/231-6263  
24-Hr: 800/411-2336

(b)(6), (b)(7)(c)

**ARKANSAS**

Arkansas Department of Emergency Management  
P.O. Box 758, Conway, AR 72033  
Ph: 501/730-9750 (24-Hr.)  
Fax: 501/730-9778  
Emergency: 800/322-4012 or 501/730-9751

(b)(6), (b)(7)(c)

**CALIFORNIA**

California Office of Emergency Services  
3650 Schriever Avenue, Mather, CA 95655  
Ph: 916/845-8510  
Fax: 916/845-8506

(b)(6), (b)(7)(c)

Office of Primary Responsibility: NCC  
Distribution: OMNCS, NCC, NOC, All POCs in Appendix A

Page 8 of 30

~~FOR OFFICIAL USE ONLY~~



September 25, 2009

~~FOR OFFICIAL USE ONLY~~

NCC SOP 303

(b)(6), (b)(7)(c)

**COLORADO**

Division of Emergency Management  
9195 East Mineral Avenue, Suite 200, Centennial, Colorado 80112  
Ph: 720/852-6600  
Fax: 720/852-6750

(b)(6), (b)(7)(c)

**CONNECTICUT**

Department of Emergency Management and Homeland Security  
25 Sigourney Street, 6th Floor, Hartford, CT 06106-5042  
Ph: 860/256-0800 or 800/397-8876  
Fax: 860/256-0815

(b)(6), (b)(7)(c)

**DELAWARE**

Department of Safety and Homeland Security  
Delaware Emergency Management Agency  
165 Brick Store Landing Road, Smyrna, DE 19977  
Ph: 302/659-3362  
Fax: 302/659-6855  
24-Hr: 877/729-3362 (Delaware Only)

(b)(6), (b)(7)(c)

**DISTRICT OF COLUMBIA**

**Cellular Disruption POC: Darrell Darnell**  
**Phone: (202) 727-4036**  
**Fax: (202) 727-1617**  
**Email: Darrell.darnell@dc.gov**  
Homeland Security & Emergency Management Agency  
2720 Martin Luther King Jr. Ave., SE.  
Washington, DC 20032  
Fax: 202/673-7054 or 202/673-2290  
24-Hr: 202/727-6161 (Shift Supervisor)

(b)(6), (b)(7)(c)

**FLORIDA**

Division of Emergency Management  
2555 Shumard Oak Boulevard, Tallahassee, FL 32399-2100  
24-Hr: 850/413-9911 and 800/320-0519  
Fax: 850/488-1739

(b)(6), (b)(7)(c)

Office of Primary Responsibility: NCC  
Distribution: OMNCS, NCC, NOC, All POCs in Appendix A

Page 9 of 30

~~FOR OFFICIAL USE ONLY~~

September 25, 2009

~~FOR OFFICIAL USE ONLY~~

NCC SOP 303

(b)(6), (b)(7)(c)

**GEORGIA**

Georgia Emergency Management Agency  
935 East Confederate Avenue, SE, Atlanta, GA 30316  
Ph: 404/ 635-7000 or 1-800-TRY-GEMA (in Georgia only)  
Fax: 404/635-7205

(b)(6), (b)(7)(c)

**HAWAII**

Oahu Civil Defense Agency  
650 S. King Street, Basement, Honolulu, HI 96813  
Fax: 808/524-3439  
24-Hr: 808/529-3911

(b)(6), (b)(7)(c)

Fax: 808/270-7275  
24-Hr: 808/244-6400

(b)(6), (b)(7)(c)

Hawaii County Civil Defense Agency  
920 Ululani Street, Hilo, HI 96720  
Fax: 808/935-6460  
24-Hr: 808/935-3311

(b)(6), (b)(7)(c)

**IDAHO**

Bureau of Homeland Security  
4040 Guard Street, Bldg. 600, Boise, ID 83705-5004  
Ph: 208/334-3460  
Fax: 208/334-2322  
24-Hr: 208/846-7610 or 800/632-8000 (Idaho only)

(b)(6), (b)(7)(c)

(b)(6), (b)(7)(c)

Illinois Emergency Management Agency  
110 E. Adams Street, Springfield, IL 62701  
Fax: 217/557-2145  
24-Hr: 217/782-7860

(b)(6), (b)(7)(c)

September 25, 2009

~~FOR OFFICIAL USE ONLY~~

NCC SOP 303

**INDIANA**

State Emergency Management Agency  
302 W. Washington, Room E-208, Indianapolis, IN 46204-2760  
Ph: 317/232-3830  
Fax: 317/232-3895  
24-Hr: 800/669-7362

(b)(6), (b)(7)(c)

**IOWA**

(b)(6), (b)(7)(c)

Homeland Security and Emergency Management Division  
Hoover State Office Building  
1305 E. Walnut, Level A, Des Moines, IA 50319-0113  
Fax: 515/281-7539  
24-Hr: 515/281-3231

(b)(6), (b)(7)(c)

**KANSAS**

Division of Emergency Management  
2800 S.W. Topeka Blvd., Topeka, KS 66611-1287  
Ph: 785/274-1409  
Fax: 785/274-1426  
24-Hr: 785/296-3176 or 800/905-7521

(b)(6), (b)(7)(c)

**KENTUCKY**

Division of Emergency Management  
Emergency Operations Center  
100 Minuteman Parkway, Boone Center, Frankfort, KY 40601-6168  
Ph: 502/607-1638  
Fax: 502/607-1614  
24-Hr: 800/255-2587

(b)(6), (b)(7)(c)

**LOUISIANA**

Office of Homeland Security and Emergency Preparedness  
7667 Independence Blvd., Baton Rouge, LA 70806  
Ph: 225/925-7500  
Fax: 225/925-7501

(b)(6), (b)(7)(c)

Office of Primary Responsibility: NCC  
Distribution: OMNCS, NCC, NOC, All POCs in Appendix A

Page 11 of 30

~~FOR OFFICIAL USE ONLY~~

September 25, 2009

~~FOR OFFICIAL USE ONLY~~

NCC SOP 303

(b)(6), (b)(7)(c)

**MAINE**

Maine Emergency Management Agency  
72 State House Station, Augusta, ME 04333-0072  
Ph: 207/624-4400  
24-Hr: 207/624-7000 or 1-800-452-8735 (in-state only)

(b)(6), (b)(7)(c)

**MARYLAND**

Maryland Emergency Management Agency  
5401 Rue St. Lo Drive, Reisterstown, MD 21136  
Fax: 410/517-3610  
24-Hr: 410/517-3600

(b)(6), (b)(7)(c)

**MASSACHUSETTS**

Emergency Management Agency  
400 Worcester Road (Route 9 Eastbound), Framingham, MA 01702-5399  
Ph: 508/820-2000  
Fax: 508/820-2030  
24-Hr: 508/820-2000

(b)(6), (b)(7)(c)

**MICHIGAN**

(b)(6), (b)(7)(c)

Emergency Management Division  
P.O. Box 30636, Lansing, MI 48909-8136  
Ph: 517/332-2521  
Fax: 517/333-4987

(b)(6), (b)(7)(c)

**MINNESOTA**

Homeland Security and Emergency Management  
444 Cedar Street, Suite 223, St. Paul, MN 55101-6223  
Ph: 651-296-2233  
Fax: 651/296-0459 or 651/297-7372

(b)(6), (b)(7)(c)

Office of Primary Responsibility: NCC  
Distribution: OMNCS, NCC, NOC, All POCs in Appendix A

Page 12 of 30

~~FOR OFFICIAL USE ONLY~~

September 25, 2009

~~FOR OFFICIAL USE ONLY~~

NCC SOP 303

(b)(6), (b)(7)(c)

**MISSISSIPPI**

Mississippi Emergency Management Agency  
1410 Riverside Drive, Jackson, MS 39202-1297  
P.O Box 4501, Jackson, MS 39296-4501  
Phone: 601/352-9100  
Fax: 601/352-8314  
24-Hr: 1-800-222-MEMA(6362)

(b)(6), (b)(7)(c)

**MISSOURI**

Emergency Management Agency  
2302 Militia Drive, P.O. Box 116, Jefferson City, MO 65102  
Fax: 573/526-9261  
24-Hr: 573/751-2748

(b)(6), (b)(7)(c)

**MONTANA**

Disaster and Emergency Services  
P.O. Box 4789 mitigation, Helena, MT 59604-4789  
Ph: 406/841-3911 (duty officer)  
Fax: 406/841-3965  
Emergency: 406/841-3911

(b)(6), (b)(7)(c)

**NEBRASKA**

Emergency Management Agency  
1300 Military Road, Lincoln, NE 68508-1090  
Fax: 402/471-7433  
24-Hr: 402/471-7421 and 877/297-2368

(b)(6), (b)(7)(c)

**NEVADA**

Department of Public Safety  
Division of Emergency Management  
2525 S. Carson Street, Carson City, NV 89711  
Ph: 775/687-4240  
Fax: 775/687-6788  
24-Hr: 775/688-2830

(b)(6), (b)(7)(c)

September 25, 2009

~~FOR OFFICIAL USE ONLY~~

NCC SOP 303

**NEW HAMPSHIRE**

Division of Emergency Services, Communications and Emergency Management  
Bureau of Emergency Management  
33 Hazen Drive, Concord, NH 03305  
107 Pleasant Street, State Office Park South, Concord, NH 03301  
Fax: 603/225-7341  
24-Hr: 603/271-3636 or 1-800-852-3792 (New Hampshire WATS line)

(b)(6), (b)(7)(c)

**NEW JERSEY**

Department of Environmental Protection State Emergency Response Commission (SERC)  
New Jersey Office of Emergency Management  
P.O. Box 7028, Trenton, NJ 08628  
Fax: 609/777-0985

(b)(6), (b)(7)(c)

**NEW MEXICO**

New Mexico Department of Public Safety  
Office of Emergency Management  
PO Box 1628, Santa Fe, NM 87504  
Fax: 505/476-9695  
24-Hr: 505/476-9635

(b)(6), (b)(7)(c)

**NEW YORK**

State Emergency Management Office  
1220 Washington Avenue, Building 22, Suite 101, Albany, NY 12226-2251  
Ph: 581/292-2000  
Fax: 518/457-9930  
24-Hr: 518/457-2200

(b)(6), (b)(7)(c)

**NORTH CAROLINA**

(b)(6), (b)(7)(c)

September 25, 2009

~~FOR OFFICIAL USE ONLY~~

NCC SOP 303

116 W Jones St, Raleigh, NC 27603  
Ph: 919/733-3867  
Fax: 919/733-7554  
24-Hr: 919/733-3300 or 800/858-0368

(b)(6), (b)(7)(c)

**NORTH DAKOTA**

Division of Emergency Management  
P.O. Box 5511, Bismarck, ND 58506-5511  
Ph: 701/328-8100  
Fax: 701/328-8181  
24-Hr: 701/328-9921

(b)(6), (b)(7)(c)

**OHIO**

(b)(6), (b)(7)(c)

Ohio Emergency Management Agency  
2855 W. Dublin-Granville Road, Columbus, OH 43235-2206  
Fax: 614/889-7183  
24-Hr.: 614/889-7150

(b)(6), (b)(7)(c)

**OKLAHOMA**

Department of Emergency Management  
2401 Lincoln Blvd - Suite C51, P.O. Box 53365, Oklahoma City, OK 73152  
Ph: 405/521-2481  
Fax: 405/521-4053  
24-Hr: 800/800-2481

(b)(6), (b)(7)(c)

**OREGON**

(b)(6), (b)(7)(c)

Oregon Emergency Management  
P.O. Box 14370, Salem, OR 97309-5062  
Fax: 503/588-1378  
24-Hr: 800/452-0311

(b)(6), (b)(7)(c)

September 25, 2009

~~FOR OFFICIAL USE ONLY~~

NCC SOP 303

**PENNSYLVANIA**

Pennsylvania Emergency Management Agency  
2605 Interstate Drive , Harrisburg, PA 17110-9364  
Fax: 717/651-2021  
24-Hr: 717/651-2001

(b)(6), (b)(7)(c)

**RHODE ISLAND**

Emergency Management Agency  
645 New London Avenue, Cranston, RI 02920  
Fax: 401/944-1891  
24-Hr: 401/946-9996

(b)(6), (b)(7)(c)

**SOUTH CAROLINA**

(b)(6), (b)(7)(c)

**Fax: (803) 737-8570**

Emergency Management Division  
Pine Ridge Armory  
2779 Fish Hatchery Road, West Columbia, SC 29172-2024  
Fax: 803/737-8570  
24-Hr: 803/737-8500

(b)(6), (b)(7)(c)

**SOUTH DAKOTA**

Department of Public Safety  
Office of Emergency Management  
118 W. Capitol Avenue, Pierre, SD 57501  
Ph: 605/773.32321  
Fax: 605/773.3580  
24-Hr: 605/773-3231

(b)(6), (b)(7)(c)

**TENNESSEE**

Tennessee Emergency Management Agency  
3041 Sidco Drive, Nashville, TN 37204-1502  
Fax: 615/242-9635  
24-Hr: 615/741-0001 & In-State: 800/262-3400,  
Out-of-State: 800/258-3300

(b)(6), (b)(7)(c)

Office of Primary Responsibility: NCC  
Distribution: OMNCS, NCC, NOC, All POCs in Appendix A

Page 16 of 30

~~FOR OFFICIAL USE ONLY~~



September 25, 2009

~~FOR OFFICIAL USE ONLY~~

NCC SOP 303

(b)(6), (b)(7)(c)

**TEXAS**

Texas Department of Public Safety  
Emergency Management Division  
5805 North Lamar Blvd., Austin, Texas 78752-4422  
Fax: 512/424-2444  
24-Hr: 512/424-2208

(b)(6), (b)(7)(c)

**UTAH**

Department of Public Safety  
Div. of Emergency Services and Homeland Security  
State Office Building, Room 1110, Salt Lake City, UT 84114  
Fax: 801/538-3770  
24-Hr: 801/538-3400 or 1-800-SL-FAULT

(b)(6), (b)(7)(c)

**VERMONT**

Department of Public Safety  
Emergency Management Division  
103 S. Main Street, Waterbury, VT 05671-2101  
Ph: 802/244-8721  
Fax: 802/241-5556  
24-Hr: 800/347-0488

(b)(6), (b)(7)(c)

**VIRGINIA**

**Cellular Disruption POC: Chris McIntosh**  
**Phone: (503)**  
Department of Emergency Management  
10501 Trade Court Virginia, Richmond, VA 23236-3713  
Fax: 804/897-6576  
24-Hr: 804/674-2400 or 800/468-8892

(b)(6), (b)(7)(c)

**WASHINGTON**

Washington State Emergency Management  
Building 20, Camp Murray  
Tacoma, WA 98430  
Ph: 800-562-6108  
24-hr: 1-800-258-5990

(b)(6), (b)(7)(c)

Office of Primary Responsibility: NCC  
Distribution: OMNCS, NCC, NOC, All POCs in Appendix A

~~FOR OFFICIAL USE ONLY~~

September 25, 2009

~~FOR OFFICIAL USE ONLY~~

NCC SOP 303

(b)(6), (b)(7)(c)

**WEST VIRGINIA**

Division of Homeland Security and Emergency Management  
Bldg. 1 Rm. EB-80, 1900 Kanawha Blvd. East, Charleston WV 25305  
Ph: 304/558-5380  
Fax: 304/558-4538  
24-Hr: 800/342-3074

(b)(6), (b)(7)(c)

**WISCONSIN**

Wisconsin Emergency Management  
2400 Wright Street, P.O. Box 7865, Madison, WI 53708  
Ph: 608/242-3232  
Fax: 608/242-3247  
24-Hr: 800/943-0003 or 608/242-3232

(b)(6), (b)(7)(c)

**WYOMING**

Emergency Management Agency  
Office of Homeland Security  
624 E. Pershing, Cheyenne, WY 82001  
Ph: 307/777-4663  
Fax: 307/638-7670  
24-Hr: 307/777-4321

(b)(6), (b)(7)(c)

September 25, 2009

~~FOR OFFICIAL USE ONLY~~

NCC SOP 303

(b)(7)(f)

Office of Primary Responsibility: NCC  
Distribution: OMNCS, NCC, NOC, All POCs in Appendix A

Page 19 of 30

~~FOR OFFICIAL USE ONLY~~

September 25, 2009

~~FOR OFFICIAL USE ONLY~~

NCC SOP 303

(b)(7)(f)

~~FOR OFFICIAL USE ONLY~~

September 25, 2009

~~FOR OFFICIAL USE ONLY~~

NCC SOP 303

(b)(7)(f)

Office of Primary Responsibility: NCC  
Distribution: OMNCS, NCC, NOC, All POCs in Appendix A

Page 21 of 30

~~FOR OFFICIAL USE ONLY~~

September 25, 2009

~~FOR OFFICIAL USE ONLY~~

NCC SOP 303

(b)(7)(f)

~~FOR OFFICIAL USE ONLY~~

September 25, 2009

~~FOR OFFICIAL USE ONLY~~

NCC SOP 303

(b)(7)(f)

~~FOR OFFICIAL USE ONLY~~

September 25, 2009

~~FOR OFFICIAL USE ONLY~~

NCC SOP 303

(b)(7)(f)

~~FOR OFFICIAL USE ONLY~~



September 25, 2009

~~FOR OFFICIAL USE ONLY~~

NCC SOP 303

(b)(7)(f)

~~FOR OFFICIAL USE ONLY~~

September 25, 2009

~~FOR OFFICIAL USE ONLY~~

NCC SOP 303

(b)(7)(f)

~~FOR OFFICIAL USE ONLY~~

September 25, 2009

~~FOR OFFICIAL USE ONLY~~

NCC SOP 303

---

(b)(7)(f)

Office of Primary Responsibility: NCC  
Distribution: OMNCS, NCC, NOC, All POCs in Appendix A

Page 27 of 30

~~FOR OFFICIAL USE ONLY~~

September 25, 2009

~~FOR OFFICIAL USE ONLY~~

NCC SOP 303

(b)(7)(f)

~~FOR OFFICIAL USE ONLY~~

September 25, 2009

~~FOR OFFICIAL USE ONLY~~

NCC SOP 303

(b)(7)(f)

~~FOR OFFICIAL USE ONLY~~

September 25, 2009

~~FOR OFFICIAL USE ONLY~~

NCC SOP 303

(b)(7)(f)

Office of Primary Responsibility: NCC  
Distribution: OMNCS, NCC, NOC, All POCs in Appendix A

Page 30 of 30

~~FOR OFFICIAL USE ONLY~~