

## A. Introduction

1. **Title:** **Telecommunications**
2. **Number:** COM-001-2
3. **Purpose:** Each Reliability Coordinator, Transmission Operator and Balancing Authority needs adequate and reliable telecommunications facilities internally and with others for the exchange of Interconnection and operating information necessary to maintain reliability.
4. **Applicability:**
  - 4.1. Transmission Operators.
  - 4.2. Balancing Authorities.
  - 4.3. Reliability Coordinators.
  - 4.4. Distribution Providers.
  - 4.5. Generator Operators.
5. **Effective Date:** **TBD**

## B. Requirements

- R1. Each Reliability Coordinator, Transmission Operator, and Balancing Authority shall operationally test, on a quarterly basis at a minimum, alternative telecommunications facilities to ensure the availability of their use when normal telecommunications facilities fail. [*Violation Risk Factor: Medium*][*Time Horizon: Real-time Operations*]
- R2. Each Reliability Coordinator, Transmission Operator and Balancing Authority shall notify impacted entities of the failure of its normal telecommunications facilities, and shall verify that alternate means of telecommunications are functional. [*Violation Risk Factor: Medium*][*Time Horizon: Real-time Operations*]
- R3. Unless agreed to otherwise, each Reliability Coordinator, Transmission Operator, Balancing Authority, Generator Operator and Distribution Provider shall use English as the language for all inter-entity Bulk Electric System (BES) reliability communications between and among operating personnel responsible for the real-time generation control and operation of the interconnected BES. Transmission Operators and Balancing Authorities may use an alternate language for internal operations. [*Violation Risk Factor: Medium*] [*Time Horizon: Real-time Operations*]
- R4. Each Distribution Provider and Generation Operator shall have telecommunications facilities with its Transmission Operator and Balancing Authority for the exchange of Interconnection and operating information. [*Violation Risk Factor: High*][*Time Horizon: Real-time Operations and Operations Planning*]

## C. Measures

- M1. Each Reliability Coordinator, Transmission Operator, and Balancing Authority shall provide evidence that it operationally tested, on a quarterly basis at a minimum,

alternative telecommunications facilities to ensure the availability of their use when normal telecommunications facilities fail.

- M2.** Each Reliability Coordinator, Transmission Operator and Balancing Authority shall provide evidence that it notified impacted entities of failure of their normal telecommunications facilities, and verified the alternate means of telecommunications were functional.
- M3.** The Reliability Coordinator, Transmission Operator or Balancing Authority shall have and provide upon request evidence that could include, but is not limited to operator logs, voice recordings or transcripts of voice recordings, electronic communications, or equivalent, that will be used to determine that personnel used English as the language for all inter-entity BES reliability communications between and among operating personnel responsible for the real-time generation control and operation of the interconnected BES.
- M4.** Each Distribution Provider and Generation Operator has telecommunications facilities with its Transmission Operator and Balancing Authority for the exchange of Interconnection and operating information.

#### **D. Compliance**

##### **1. Compliance Monitoring Process**

###### **1.1. Compliance Enforcement Authority**

Regional Entity

###### **1.2. Compliance Monitoring and Enforcement Processes**

Compliance Audits

Self-Certifications

- Spot Checking
- Compliance Violation Investigations

Self-Reporting

Complaints

###### **1.3. Data Retention**

The Reliability Coordinator, Transmission Operator and Balancing Authority shall keep data or evidence to show compliance as identified below unless directed by its Compliance Enforcement Authority to retain specific evidence for a longer period of time as part of an investigation:

For the Measures, each Reliability Coordinator, Transmission Operator, and Balancing Authority shall each keep the most recent three months of historical data (evidence).

If a Reliability Coordinator, Transmission Operator and Balancing Authority is found non-compliant it shall keep information related to the noncompliance until found compliant.

The Compliance Enforcement Authority shall keep the last audit records and all requested and submitted subsequent audit records.

**1.4. Additional Compliance Information**

**None**

2. Violation Severity Levels

Requirement	Lower VSL	Moderate VSL	High VSL	Severe VSL
R1	The Reliability Coordinator, Transmission Operator, or Balancing Authority failed to operationally test within the last quarter.	The Reliability Coordinator, Transmission Operator, or Balancing Authority failed to operationally test within the last 2 quarters.	The Reliability Coordinator, Transmission Operator, or Balancing Authority failed to operationally test within the last 3 quarters.	The Reliability Coordinator, Transmission Operator, or Balancing Authority failed to operationally test within the last 4 quarters.
R2	The Reliability Coordinator, Transmission Operator or Balancing Authority notified all impacted entities of the failure of their normal telecommunications facilities, but failed to verify the alternate means of telecommunications are functional.	The Reliability Coordinator, Transmission Operator or Balancing Authority notified some, but not all, impacted entities of the failure of their normal telecommunications facilities, and failed to verify the alternate means of telecommunications are functional.	N/A	The Reliability Coordinator, Transmission Operator or Balancing Authority failed to notify any impacted entities of the failure of their normal telecommunications facilities, and failed verify the alternate means of telecommunications are functional.

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Requirement	Lower VSL	Moderate VSL	High VSL	Severe VSL
R3	N/A	N/A	N/A	The responsible entity failed to provide evidence of concurrence to use a language other than English for all communications between and among operating personnel responsible for the real-time generation control and operation of the interconnected Bulk Electric System.
R4	N/A	N/A	N/A	The Distribution Provider or Generation Operator failed to have telecommunications facilities with its Transmission Operator and Balancing Authority

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## E. Regional Differences

None identified.

## F. Associated Documents

### Version History

Version	Date	Action	Change Tracking
0	April 1, 2005	Effective Date	New
0	August 8, 2005	Removed “Proposed” from Effective Date	Errata
1	November 1, 2006	Adopted by Board of Trustees	Revised
1	April 4, 2007	Regulatory Approval — Effective Date	New
1	April 6, 2007	Requirement 1, added the word “for” between “facilities” and “the exchange.”	Errata
2	TBD	Revised per SAR for Project 2006-06, RCSDT	Revised

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