

After review of FOIA request 1492357, the information below has been identified as responsive to question (a). To clarify, an outage is defined as the inability to submit and perform a firearms background check during the normal NICS Call Center operational hours of 8:00 a.m. EST through 12:00 a.m. EST, seven days a week, excluding Christmas day. Below is a list of outages and the duration of each:

Date	Time	Total Outage (h:mm)
02/04/2019	13:44 to 14:12	0:28
02/11/2019	8:52 to 9:28	0:36
03/05/2019	14:32 to 14:38	0:06
07/01/2019	10:06 to 10:24	0:18
08/20/2019	8:00 to 8:05	0:05
08/24/2019	12:25 to 13:10	0:45
09/08/2019	12:13 to 14:00	1:47
09/12/2019	15:15 to 15:30	0:15
10/01/2019	10:05 to 10:38	0:33
11/06/2019	8:00 to 9:42	1:42
03/01/2020	17:20 to 19:40	2:20
07/22/2020	8:00 to 13:20	5:20
08/14/2020	15:17 to 16:27	1:10
10/15/2020	9:17 to 10:31	1:14
11/13/2020	8:00 to 8:33	0:33
01/28/2021	9:19 to 9:48	0:29
02/05/2021	9:34 to 12:34	3:00