

## **Outage Reporting Procedures**

### **SECTION 1**

#### **A. Scheduled Outages**

Notice of scheduled outages shall be provided as follows:

##### **1. Initial Notice to the Regulatory Authority**

Each telecommunications carrier shall notify the Regulatory Authority electronically, ten business days prior to any scheduled outage that is expected to exceed 30 minutes of duration. If a telecommunications carrier determines that exigencies exist which necessitate that an outage be scheduled sooner than would permit such notice, the telecommunications carrier shall notify the Regulatory Authority within 120 minutes after it makes such a determination. The notification required by this subsection shall include the information required by Section 2.

##### **2. Final Notice to the Regulatory Authority**

Within 30 days after such request the telecommunications carrier shall submit to the Regulatory Authority, a Final Outage Report. The Final Outage Report shall contain the information required by Section 2.

#### **B. Unscheduled Outages**

Notice of unscheduled outages shall be provided as follows:

##### **1. Initial Notice to the Regulatory Authority**

Each telecommunications carrier shall notify the Regulatory Authority, within 120 minutes of discovering that it has experienced, with respect to any facility that it owns, operates, leases, or otherwise utilizes, an outage of at least 30 minutes duration. The notification required by this subsection shall include the information required by Section 2.

##### **2. Final Notice to the Regulatory Authority**

Within 30 days after such request the telecommunications carrier shall submit, pursuant to the Contact Protocol, a Final Outage Report. The Final Outage Report shall contain the information required by Section 2.

#### **C. Service Restoration**

##### **1. Notice to the Regulatory Authority**

Within 120 minutes after service is restored from an outage, the telecommunications carriers shall so notify the Regulatory Authority



## **CONTENT OF NOTICE**

### **SECTION 2**

#### **A. Initial Notice to the Regulatory Authority**

The Initial Notice required to be provided to the Regulatory Authority shall include the following information:

1. the name of the telecommunications carrier;
2. the date of the notice;
3. the name, position, and 24x7 contact information of the person completing the notice or other responsible persons familiar with the situation;
4. the date and time of onset of outage;
5. a brief description of the problem;
6. the particular services affected; and
7. the geographic area affected by the outage.

#### **B. Final Notice to the Regulatory Authority**

Any Final Notice provided to the Regulatory Authority shall include all of the information from the Initial Notice, and the following information:

1. all information that was not contained in, or has changed from that provided in the Initial Notice; and
2. a description of the actions taken by the telecommunications carrier to correct the cause of the outage and to prevent its recurrence.