

## New York State Department of Public Service, Office of Telecommunication: Outage Report

The following entries below must be filled in when sending the outage email. The initial outage report must have entries 1 through 8c filled. The final outage report must include entries 1 through 11. An outage will not be considered reported unless all entries are filled.

Additional Information at - <https://dps.ny.gov/telecommunications-outage-reporting>

1) Reporting Entity / Company: \_\_\_\_\_

1a) Primary Contact: Company's Regulatory Compliance Officer's Name: \_\_\_\_\_

1b) Phone Number: Company's Regulatory Compliance Officer's Phone Number: \_\_\_\_\_

1c) Email Address: Company's Regulatory Compliance Officer's Email Address: \_\_\_\_\_

2) Affected Central Office / Headend Location: City, Town, State: \_\_\_\_\_

3) Outage Start Date and Time: \_\_\_\_\_

4) Estimated Time of Restoration (if known): \_\_\_\_\_

5) Reason Reported: \_\_\_\_\_

6) Is 911 affected?: \_\_\_\_\_

7) Affected Network / Subnetwork: \_\_\_\_\_

8) Impact of Outage (What is not working?): \_\_\_\_\_

8a) Number of Customers Impacted: \_\_\_\_\_

8b) Number of Blocked Calls: \_\_\_\_\_

8c) Type of Circuit or Hardware: \_\_\_\_\_

9) Outage Cause: \_\_\_\_\_

10) Corrective Action Taken (This is how the outage was resolved and by whom): \_\_\_\_\_

10a) Outage End Date and Time: \_\_\_\_\_

10b) Outage Duration: \_\_\_\_\_

11) Event Timeline (This is all of the trouble ticket entries associated with the outage): \_\_\_\_\_