

Obtaining UserID

New User

Notice: Company ID is needed for users from companies on this list (the default is 11111111). Outage Coordinators set this ID for their company. If you are entering a new company name, you may leave the Company ID blank.

Reporting Company:

New Company (Type in new company name if applicable):

Company ID:

Contact Person:

Phone Number: (###-###-####)

Extension:

E-Mail:

Address:

SUBMIT

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Notification Template

Notification of New Outage Report

If this outage is a national security concern, please call DHS at (703) 235-5080

Name of Reporting Entity (e.g., Company): TESTCO

Type of Entity Reporting Disruption:

Date of Incident: 01/10/2011

Local Time Incident Began (24 hr clock (nnnn)): **Time Zone:**

Reason Reportable:

E911 Outage - Location Affects:

Failure Occurred in Another Companies Network:

Effects of the Outage

Number of Potentially Affected

Wireline Users:

Wireless (non-paging) Users:

Paging Users:

Cable Telephony Users:

Satellite Users:

Number Affected

Blocked Calls: **Real-Time:** **Historic:**

DS3s:

Lost SS7 MTP Messages: **Real-Time:** **Historic:**

Geographic Area Affected

State, Territory, Commonwealth, or the District of Columbia:

City:

Description of Incident

Primary Contact Person: John Healy

Phone Number: 202-418-2448 **Extension:**

E-mail Address: john.healy@fcc.gov

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Initial and Final Report Template

Outage Report

Report Number: 11-01043010

Notification Date-Time: 01/10/2011 11:56

Report Type: Final Report
Name of Reporting Entity (e.g., Company): TESTCO
Type of Entity Reporting Disruption: Wireline Carrier
Date of Incident: 01/10/2011
Local Time Incident Began (24 hr clock (nnnn)): 1000 **Time Zone:** Eastern
Reason Reportable: Wireline - 900,000 user-minutes
Outage Duration: 0 Hrs 0 Min

Explanation of Outage Duration (for incidents with partial restoration times)

Inside Building:
E911 Outage - Location Affects:
Failure Occurred in Another Companies Network:

Effects of the Outage

Services Affected

Cable Telephony:
Wireless (other than paging):
E911:
Paging:
Satellite:
Signaling (SS7):
Wireline:
Special Facilities (Airport, Government, etc.):
Other (please specify):

Number of Potentially Affected

Wireline Users: 1000
Wireless (non-paging) Users:
Paging Users:
Cable Telephony Users:
Satellite Users:

Number Affected

Blocked Calls: **Real-Time:** **Historic:**
DS3s:
Lost SS7 MTP Messages: **Real-Time:** **Historic:**
Mobile Switching Center (MSC) Failed:

Geographic Area Affected

State, Territory, Commonwealth, or the District of Columbia: DISTRICT OF COLUMBIA
City: Washington

More Complete Description of Geographical Area of Outage

[Description of Incident](#)

[Description of the Cause\(s\) of the Outage](#)

Direct Cause: The direct cause is the immediate event that results in an outage. Please scroll down to the appropriate entry.

Root Cause: The root cause is the underlying reason why the outage occurred. Please scroll down to the appropriate entry.

Contributing Factors. Please scroll down to the appropriate entry.

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Lack of Diversity Contributed to, or Caused, the Outage:

Malicious Activity:

If yes, please explain

Name and Type of Equipment that Failed:

Specific Part of the Network Involved:

Method(s) Used to Restore Service

Was Telecommunications Service Priority (TSP) involved in the Restoration of Service?

Steps Taken to Prevent Reoccurrence

Applicable Best Practice that might have prevented the Outage or reduced its effects (See [Best Practices](#))

Best Practices used to mitigate effects of Outage

Analysis of Best Practices

[Remarks](#)

[Primary Contact Person:](#)

[Phone Number:](#)

[Extension:](#)

[E-mail Address:](#)

[U.S. Postal Service Address:](#)

[Secondary Contact Person:](#)

[Phone Number:](#)

[Extension:](#)

[E-mail Address:](#)

[U.S. Postal Service Address:](#)