



Cal OES 9-1-1 Emergency Communications Branch (CA 9-1-1 Branch)

INSTRUCTIONS

Complete this form and submit electronically to CA911outages@caloes.ca.gov. For initial notices only, also provide telephonic confirmation of submission to (916) 698-5555. Submit update notices at least once every six (6) hours until restoration of service, and a final notice upon restoration of service.

Initial Report Update Final

Telecommunications Service Provider:

Point of Contact: Name and Title:

Phone:

Email:

In the space below, list each affected ZIP Code, with an associated, readily-identifiable descriptive term that will enable validation of the ZIP Code, such as the name of a city, county, community name, or similar term.

Type of Outage: Wireless Wireline VoIP

Date and time of this report:

Date and time service restored:

ADDITIONAL INFORMATION (complete to extent known at time of report)

Estimated number of potentially impacted end users:

Date and time outage discovered:

Date and time outage began:

In the space below, include any other relevant Information:

Check if this report contains confidential information

The Federal Communications Commission has stated that telecommunications outage reports contain "sensitive data, which requires confidential treatment" because the data "could be used by hostile parties to attack those [telecommunications] networks, which are part of our Nation's critical information infrastructure" (In the Matter of New Part 4 of the Commission's Rules Concerning Disruptions to Communications (Aug. 19, 2004, FCC 04-188)), and the Public Utilities Commission already treats information regarding telecommunications outages submitted to the commission as confidential.