

Sprint Network Outage Notification Request

Please complete the following if you choose to receive network outage notifications. If you elect not to receive these reports, please complete the notification waiver on the following page. Return either document to your account manager.

- CLLI/CLLIS** – In order to provide the specific outage location, please identify the specific office by 11-digit CLLI. [Resellers may input State and Exchange(s)]. This section **must** be completed.

_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

- Reports** – The following reports will be provided for each CLLI or EXCHANGE listed above.

Sprint Standard Reports

- NER1, NER2, NER3 – Network Event Report
- NAA – Network Activity Advisory
- SOR1, SOR2, SOR3, SOR4 – Significant Outage Report
- SCHED – Scheduled Event

Industry Standard Reports

- | | |
|--------------------------|---|
| <input type="checkbox"/> | FED1 - FCC Reportable Outage – Mandated by the FCC |
| <input type="checkbox"/> | FED2 - Loss of ESA (Emergency Stand Alone) – Mandated by the FCC |
| <input type="checkbox"/> | FL1 - Florida Commission – Mandated by the Florida state commission |
| | |

- Notification Method** – You can choose to be notified by e-mail, alpha-pager or both. Please provide the information needed for your preferred method of contact.

Full Name _____

Title _____

Street Address _____

City _____ State _____ ZIP _____

Company Name _____

*Email Address _____

Phone number _____

FAX number _____

Alpha-Pager number _____ PIN _____

Paging Service Provider’s Name (e.g.: Skytel, Ameritech, Sprint) _____

Paging Service Modem Access Number (if known) _____

*Sprint can only provide notifications via e-mail at this time. Future distribution methods may include facsimile or alpha-pager.

Sprint Waiver of Outage Notifications for CLECs

By the signing of this form I, _____ an authorized agent of _____ elect to not receive Network Outage Notifications from Sprint Local Telecommunications Division. If in the future, _____ elects to receive these notifications, it is our responsibility to contact Sprint to request the proper form to be completed and returned to Sprint.

Signature _____ Date _____

Name: _____
Address: _____
City, State: _____ ZIP: _____
Contact Number: _____



One Sprint. Many Solutions.™

Network Outage Notification Report Types

Significant Outage Report (SOR)

The significant outage report is prepared to report a service-affecting event in the Sprint LTD network that immediately impacts a large number of customers based upon the following guidelines. This is a Sprint internal report type.

The SOR0 report group includes disaster recovery situations. Disaster definition and the steps taken when a disaster is identified will be guided by each Operating Telephone Company's (OTC) disaster recovery (or similar) plan.

The SOR1 - SOR4 internal report groups define those outages that meet the following OTC criteria as defined below:

Report Group	OTC Guiding	
SOR1	POTS/ISDN	<p>Any cable or electronics outage that affect 50% or more of the in-service lines of a central office (host and/or remote) or 1000 access lines, whichever is less with a duration of ≥ 2 minutes. Total outage of a pair gain device with ≥ 1000 access lines with a duration of ≥ 2 minutes.</p> <p>Any dial tone delay that affects 85% of in-service lines with a duration of ≥ 3 seconds lasting for ≥ 30 minutes.</p>
SOR1	Access (Includes interoffice, message and special facilities and associated electronics)	<p>Any cable or electronics outage that results in the following situation(s):</p> <ul style="list-style-type: none"> ➤ Toll isolation of an entire exchange with duration of ≥ 2 minutes ➤ EAS isolation of an entire exchange with duration of ≥ 2 minutes ➤ DS3 or greater failure (quantified as more than 50% of in-service DS3s within a single route) with duration of ≥ 2 minutes ➤ Failure of 100% of a single toll or EAS trunk group containing more than 4 members lasting more than 15 minutes to any specific office or geographic location with no alternate routing (excludes 911 services) ➤ Any digital cross connect system or fiber optic system complete failure for ≥ 2 minutes
SOR2	911	Any cable or electronics outage that results in the isolation of a central office (host and/or remote) ^{from} 911 services or the isolation of a PSAP for any duration of time.
SOR3	N/A	N/A
SOR4	AMA/Billing System	Total outage of AMA processing system (or sub-system with that function) or other billing system causing loss of revenue.



One Sprint. Many Solutions.™

Network Outage Notification Report Types (Continued)

Network Exception Report (NER)

The network exception report is prepared to report a service-affecting event in the S/LTD network based upon the following guidelines. In general this report covers outages that are smaller in scope and duration than a significant outage.

The NER1 - NER3 internal report groups define those outages that meet the following OTC criteria as defined below:

Report Group	OTC Guiding	
NER1	POTS/ISDN	Any cable or electronics outage that affects 10% to 49% of the in-service lines of a central office (host and/or remote) with a duration of ≥ 2 minutes. Outage of a pair gain device with a duration of ≥ 2 minutes if the outage affects an entire community or geographic location.
NER1	Access (Includes interoffice, message and special facilities and associated electronics)	Any cable or electronics outage that results in the following situation(s): <ul style="list-style-type: none"> ➤ DS3 or greater failure (quantified as more than 25% of in-service DS3s within a single route) with duration of ≥ 2 minutes ➤ Failure of 50% of a single toll or EAS trunk group containing more than 4 members lasting more than 15 minutes to any specific office or geographic location with no alternate routing ➤ Any digital cross connect system or fiber optic terminal failure that affects ≥ 16 DS1 for ≥ 2 minutes
NER2	911	Outage of 50% of a 911 trunk group for ≥ 30 minutes
NER3	Network Services	Total loss of adjunct network service for ≥ 2 minutes. Network services include, but are not limited to, operator services, directory assistance services, voice processing services, custom calling features, etc.

Network Activity Advisory (NAA)

The network activity advisory is prepared to report on conditions deemed relevant to the operation of the S/LTD network and is not the result of an outage within the S/LTD network.

The NAA internal report group includes conditions in this category. Examples include, but are not limited to:

- Third party outages that impact our customers (i.e., XYZ carrier loses their switch or facilities)
- Weather advisories
- Mass calling events
- Outages of NOC operational support systems (i.e., NMA, private data networks, network operations PBX)

Scheduled Event

The network activity advisory is also prepared for notification of scheduled maintenance activity which is handled through the methods of procedures (MOP) process administered by the technical support work group.



One Sprint. Many Solutions.™