



State of Vermont
Enhanced 911 Board
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Originating Carrier and Commercial Mobile Radio Service Outage Notification Form

Originating Carriers and Commercial Mobile Radio Service providers shall make an initial notification as required by the [Outage Reporting Rule](#) within one hour of discovery of an outage; a second notification within two hours of discovery, and shall provide additional updates as they become available, or at the request of the Board.

INSTRUCTIONS: Complete this form and submit it electronically to e911.notify@vermont.gov. The e911.notify@vermont.gov address will notify Vermont 911 Board staff and Vermont's 911 system provider, meeting the requirements of the rule.

Initial Report Update Resolution (see page 2)

Originating Carrier Name:

Point of Contact Name:

Contact Phone:

Contact E-Mail:

Affected ZIP code and associated readily identifiable descriptive term that would enable validation of the ZIP code, such as the name of a town, county, community name, or similar term:

Approximate subscriber physical locations – including town or community name:

Approximate number of affected subscribers:

Date and time outage began:

Estimated date and time for restoration of service:

General cause of outage (for example – fiber cut, equipment failure, or similar general description):

Description of the limitation of 911 calling capability: (for example - subscribers are receiving dial-tone and can make calls to other local subscribers but cannot complete calls to 911):

A resolution of service report shall be provided to the 911 system provider and the Board within two hours of resolution of the outage and shall include, to the extent it is known, the following information:

Actual restoration time:

The call back number(s) of any subscribers that attempted to reach 911, but were unable to do so, due to the outage, if available. (exempt from public disclosure). If the listing is too large to include in the below box then note in the box that the listing will be a separate attachment with the notification.

Any other information requested in the initial and second notification that was previously unavailable or unverified such as general cause, or number of affected subscribers.