

ACME Telecom Supply

## SOTS Administrative Report

Product Category 1.1

Report Period:  
1 January 2007 – 31 January 2007

Report Contact:  
Mary Smith  
+1 555 555-1212  
[Sots-Admin@ServiceProvider..com](mailto:Sots-Admin@ServiceProvider..com)

Total number of SOTS Data Records during the report period: 3

Sums of the durations of all Total and Partial Outages during the reporting period: 11:56:45

Product (Supplier) Attributable -	0:08:30
Customer (Service Provider) Attributable -	3:05:15
Other Attributable -	8:43:00
Excess Time -	4:30:00
Unable to Access Time -	0:00:00

Installed Base: From Table A-2 Measurement Applicability Table (Normalization Units)

Population data for this product category at the end of the reporting period

Network Elements:	1,870
Terminations:	10,320,434

## Record Summary

<b>Outage ID</b>	<b>Outage Classification</b>	<b>Atributable To</b>	<b>T/P</b>	<b>Sched?</b>	<b>Admin?</b>	<b>End User Impact?</b>	<b>Total Duration</b>	<b>Partial Duration</b>	<b>Excess or Access Time</b>
<i>06-123</i>	<i>Procedural Telco</i>	<i>Cust</i>	<i>T</i>	<i>N</i>	<i>N</i>	<i>Y</i>	<i>3:05:15</i>		
<i>06-124</i>	<i>Design SW</i>	<i>Prod</i>	<i>P</i>	<i>N</i>	<i>N</i>	<i>Y</i>		<i>0:08:30</i>	
<i>06-125</i>	<i>Environment</i>	<i>External</i>	<i>T</i>	<i>N</i>	<i>N</i>	<i>N</i>	<i>8:43:00</i>		<i>4:30:00</i>