SOTS Administrative Report

ACME Telecom Supply  Product Category 1.1  Report Period:
1 January 2007 – 31 January 2007

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