



Form for **completing** a previously reported continuity interruption by providers of public electronic communication networks and services.

As intended by article 11a.2 first clause of the Dutch Telecommunication law

Send this form as soon as possible but no later than within 4 weeks after the end of the incident to Agentschap Telecom. If necessary, you can use appendices to help answer the questions. Refer to the appendix at the relevant questions. Bear in mind that additional information may be requested as a result of this report. For correct administrative processing we ask you to use the button "Send form", which can be found at the bottom of this form.

Identification string of the incident			
Contact information			
Name of the organization:			
Name of the contact:			
Telephone number of contact:			
E-mail address of contact:			
Incident information			
Start incident: <i>(consider the point of view of the user, format: dd-mm-yyyy HH:MM)</i>			
Please list a timeline of important events concerning this incident? <i>(e.g. incident first observed, incident escalated, recovery of services, end-time incident etc.)</i>			
Did the incident affect the accessibility of 112 or delivery of NL-alert messages? <i>(concerning your provided services or network infrastructure to own customers)</i>	<table border="1"><tr><td>112 <input type="radio"/> Yes <input type="radio"/> No</td><td>NL-Alert <input type="radio"/> Yes <input type="radio"/> No</td></tr></table>	112 <input type="radio"/> Yes <input type="radio"/> No	NL-Alert <input type="radio"/> Yes <input type="radio"/> No
112 <input type="radio"/> Yes <input type="radio"/> No	NL-Alert <input type="radio"/> Yes <input type="radio"/> No		
Which services were affected? <i>(e.g. fixed telephone, fixed internet, e-mail, mobile telephony, mobile internet, SMS etc.)</i>			
How many customers were affected? <i>(List each affected service separately)</i>	<table border="1"><tr><td><input type="radio"/> Exact <input type="radio"/> Reliable estimate <input type="radio"/> Unreliable estimate</td></tr></table>	<input type="radio"/> Exact <input type="radio"/> Reliable estimate <input type="radio"/> Unreliable estimate	
<input type="radio"/> Exact <input type="radio"/> Reliable estimate <input type="radio"/> Unreliable estimate			
In what way were services affected? <i>(e.g. partial or full outage, delayed e-mail, congestion, frequent disconnects etc.)</i>			

<p>Which components of the network architecture were affected and how does this relate to the incident?</p> <p><i>(bv. Hardware or Software specifics, Cables, UMTS, etc.)</i></p>		
<p>At which geographical location did the incident start and what is the technical functionality of this location?</p> <p><i>(e.g. City-POP, Regional-POP, Core-Location etc.)</i></p>		
<p>Which security regions have been affected?</p>		
<p>Enter the identification number(s) of the affected security regions:</p>	<input type="checkbox"/> National <input type="checkbox"/> International	
<p>Which sub-providers have been affected?</p> <p><i>(Sub-providers are parties that use your infrastructure to provide public communication services)</i></p>		

<p>What was cause and how could this lead to (partial) failure of provided services?</p>	
<p>How was this incident resolved? <i>(If applicable, make a distinction between end-impact for the customer and end-technical failure)</i></p>	
<p>Are there any other relevant details or <i>'lessons learned'</i> concerning this incident?</p>	

Formulier verzenden
(Gelieve dit formulier enkel te versturen via deze knop)

*With the help of this button, the subject line of your email is automatically converted to the desired format. This is a condition for correct administrative processing of your request.
In the event that this button does not work, mail this document to: meldplicht@agentschaptelecom.nl*