# ComReg Incident Reporting Template for Framework Regulation 23 (4) Reports

## Note: Incident reporting will be used for reporting requirements under Regulation 23 and may be used for investigation and enforcement under Regulation 24.

Commission for

**Communication Regulation**

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| --- | --- |
| Version | 1/3 |
| Date | 03/10/2013 |

## Fill out the fields of the incident report

Date of Incident Reporting Operator

(*Please Check the appropriate box)*

Incident Category Description (F01, F02 etc)

1 1. (Available from ComReg Document 13/ )

## Service impact

**Fixed telephony Fixed internet Mobile telephony Mobile internet**

Duration(hours) Duration(hours) Duration(hours) Duration(hours)

No. of users

No. of users

No. of users No. of sites

No. of users No. of sites

(*Please Check the appropriate box)*

### PSTN DSL GSM GPRS/EDGE

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DSL

Fibre Cable Other

Fibre Cable Other

### UMTS LTE

Other

### UMTS LTE

Other

## Root Cause Category

(*Please Check the appropriate box)*

**Initial Cause Subsequent Cause Assets affected by initial cause**

System Failure Human errors Malicious actions Natural phenomena Third party failures

Cable Cut Cable theft Flood

Heavy snowfall Storm

Power cut Power surges Physical attack Cyber attack Bad change

Bad maintenance Overload

Fuel exhaustion Policy/procedure flaw Hardware failure Software bug

Human error None

No information Other

Cable Cut Cable theft Flood

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Base stations and controllers(e.g. BTS, NodeB, RNC) Mobile switching(e.g. MSC, VLR, SGSN, GGSN) User and location registers(e.g. HLR, HSS, AuC) Switches(e.g. local exchanges, routers, DSLAM) Transmission nodes(e.g. SDH, WDM)

Core network(e.g. fibre-core, cable-aggregation) Interconnections(e.g. IXPs, IP transit)

Power supply system(e.g. transformers, power grid) Backup power supply(e.g. diesel generators, batteries) Cooling system

Street cabinets Messaging center

Switching center(MSC, VLR,e.g.)

International backbone(submarine cables,interconnections,e.g.) Addressing servers(DHCP, DNS)

Operator backbone(fiber, cables,e.g.) Area network(fiber, cables,e.g.)

No information Other



**Description of "Other" (Please indicate assets not listed)**

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## Associated impacts

Impact on emergency calls; Check if availability of emergency services were impacted by the incident.

Impact on interconnections; Check if there was impact on interconnections, affecting other operators in the same country or abroad.

Description:

General description Description of the incident.

Incident response and recovery actions Description of the actions taken after the discovery of the incident.

Post-incident actions Description of actions taken by the telco to reduce the likelihood of the incident occurring again or the impact of the incident.

Lessons learnt Desciption of lessons learnt, leading to measures or procedures implemented on the long-term.

Operator Contact Details