

Please send the completed form to
 viat@traficom.fi

Details of the telecommunications operator	Name of the telecommunications operator			
	Name of the person providing further information about the case			
	Telephone	E-mail		
Impact of the disturbance	Targeted communications services			
	Public telephone service			
		Fixed network (PSTN, VoIP)	Mobile network (2G, 3G, 4G)	Other wireless network (satellite, WiMAX, WLAN)
	Severity rating			
	Number of users			
	Affected area ≥ 60 000 km ²	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Affected area ≥ 20 000 km ²	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Number of base stations	_____		
	How the telecommunications operator was informed about the disturbance?			
	Time of discovery			
	Disturbance started			
	Disturbance ended			
	Geographical area			
	Internet access service			
		Fixed network (xDSL, Ethernet, cable modem, FTTH and HomePNA)	Mobile network (2G, 3G, 4G)	Other wireless network (satellite, WiMAX, WLAN)
	Severity rating			
	Number of users			
	Affected area ≥ 60 000 km ²	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Affected area ≥ 20 000 km ²	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Number of base stations	_____		
	How the telecommunications operator was informed about the disturbance?			
	Time of discovery			
	Disturbance started			
	Disturbance ended			
Geographical area				

Impact of the disturbance	Targeted communications services				
	SMS service • E-mail service • Other communications service				
		SMS service	E-mail service	Other communications service	
	Name of service	_____	_____		
	Severity rating				
	Number of users				
	How the telecommunications operator was informed about the disturbance?				
	Time of discovery				
	Disturbance started				
	Disturbance ended				
	Geographical area				
	Mass communications services				
	Radio • Television				
		Radio	Cable television	Terrestrial television	IPTV
	Severity rating				
	Number of users				
	Affected area ≥ 60 000 km ²	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Affected area ≥ 20 000 km ²	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Number of base stations		_____		_____
	How the telecommunications operator was informed about the disturbance?				
Time of discovery					
Disturbance started					
Disturbance ended					
Geographical area					
Reason for disturbance	<input type="checkbox"/> Power cut <input type="checkbox"/> Failure of power supply system <input type="checkbox"/> Cable break				
	<input type="checkbox"/> Hardware failure <input type="checkbox"/> Software failure <input type="checkbox"/> Equipment facility fault				
	<input type="checkbox"/> Update or modification <input type="checkbox"/> Other reason (please specify):				
	<input type="checkbox"/> Unknown				
Affected components	Targeted communication				
	Transmission links				
	<input type="checkbox"/> Cable (such as optical fibre, telephone cable)		<input type="checkbox"/> Radio link		
	Hardware				
<input type="checkbox"/> Base station		<input type="checkbox"/> IP network active device (such as switch, router)			
<input type="checkbox"/> Transmission network device (such as ATM, SDH, WDM)		<input type="checkbox"/> Fixed telephone switching centre			
<input type="checkbox"/> Fixed network broadband centralizer (such as DSLAM, CMTS)					

<p>Affected components</p>	<p>Targeted communication</p> <p>Centralised systems</p> <p><input type="checkbox"/> Media Gateway <input type="checkbox"/> Fixed telephone centre</p> <p><input type="checkbox"/> Base station controller for 2G/3G network <input type="checkbox"/> Mobile network central system component (such as SAE-GW, MME, MSC, SMSC, SGSN, GGSN)</p> <p><input type="checkbox"/> Mobile network database/registry (such as HSS/HLR, EIR) <input type="checkbox"/> Intelligent network device (such as SCP, SDP)</p> <hr/> <p>Servers</p> <p><input type="checkbox"/> E-mail server <input type="checkbox"/> DNS server</p> <p><input type="checkbox"/> DHCP server <input type="checkbox"/> Other server (such as PoC or VoIP server)</p>
<p>Mass communications</p>	<p>Transmission links</p> <p><input type="checkbox"/> Cable (such as optical fibre) <input type="checkbox"/> Radio link</p> <hr/> <p>Components of terrestrial TV and radio network</p> <p><input type="checkbox"/> Terrestrial TV network source fault <input type="checkbox"/> Terrestrial TV network coding and multiplexing</p> <p><input type="checkbox"/> Terrestrial TV or radio network transmitter</p> <hr/> <p>Components of cable TV or IPTV</p> <p><input type="checkbox"/> Cable TV or IPTV source fault <input type="checkbox"/> Cable TV or IPTV Head End</p> <p><input type="checkbox"/> Cable TV amplifier</p>
<p>Description of the incident (A- and B-rated disturbances)</p>	<p>Progress of events</p> <p>Series of events that led to the disturbance and the corrective actions taken</p>

Prevention	The measures through which similar incidents will be avoided in the future
Other information	Other relevant information, if any