



Annual Incident Reports 2016

Annex

JUNE 2017



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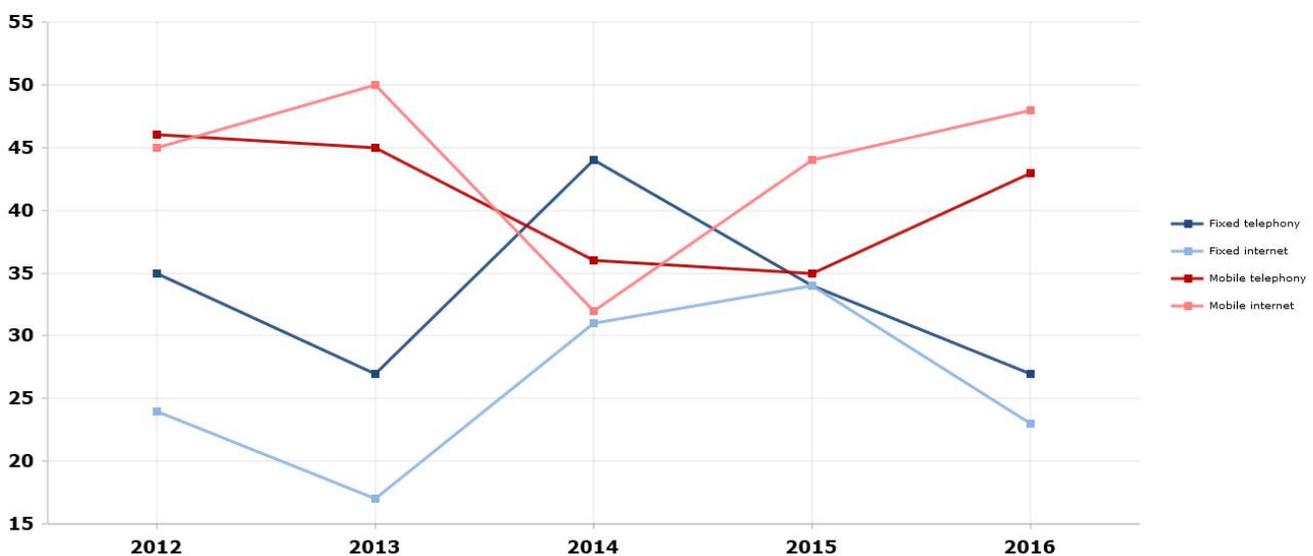
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Annex

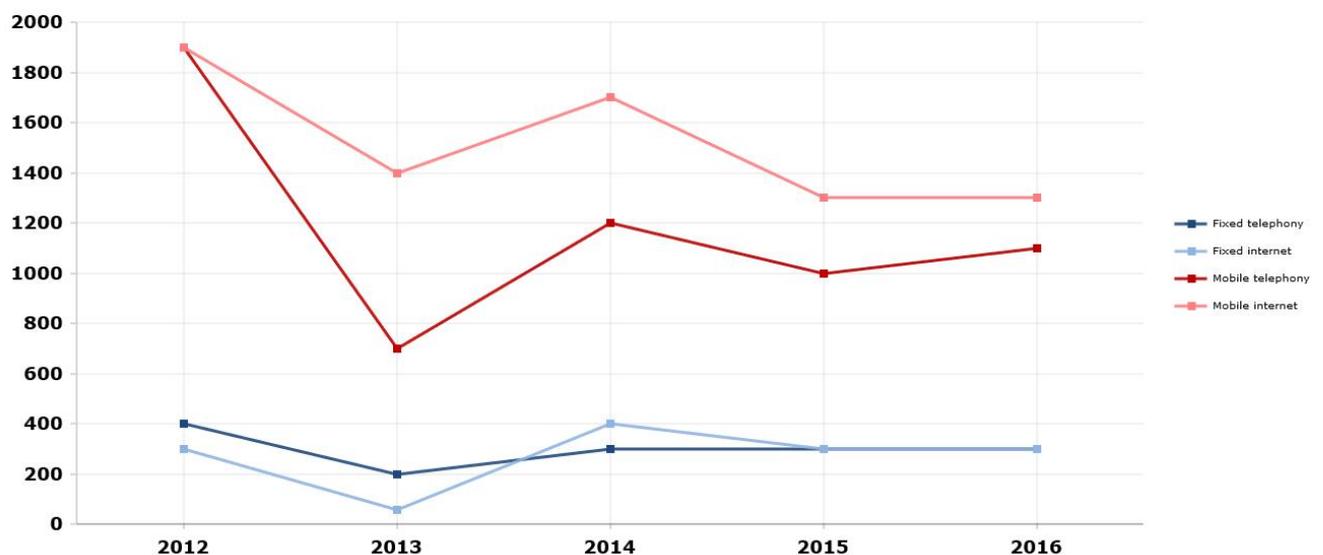
In this annex (A-D) we present graphs showing the situation between 2012 and 2016 based on the annual summary reporting by the NRAs to ENISA and the Commission. The graphs provide a brief comparison between the years, but conclusion should be drawn with care, as the threshold for the incidents in scope has been lowered from year to year, and thus the number of reported incidents has increased over the years, and the list of causes and assets has been developed over the years.

Annex A: Impact of incidents

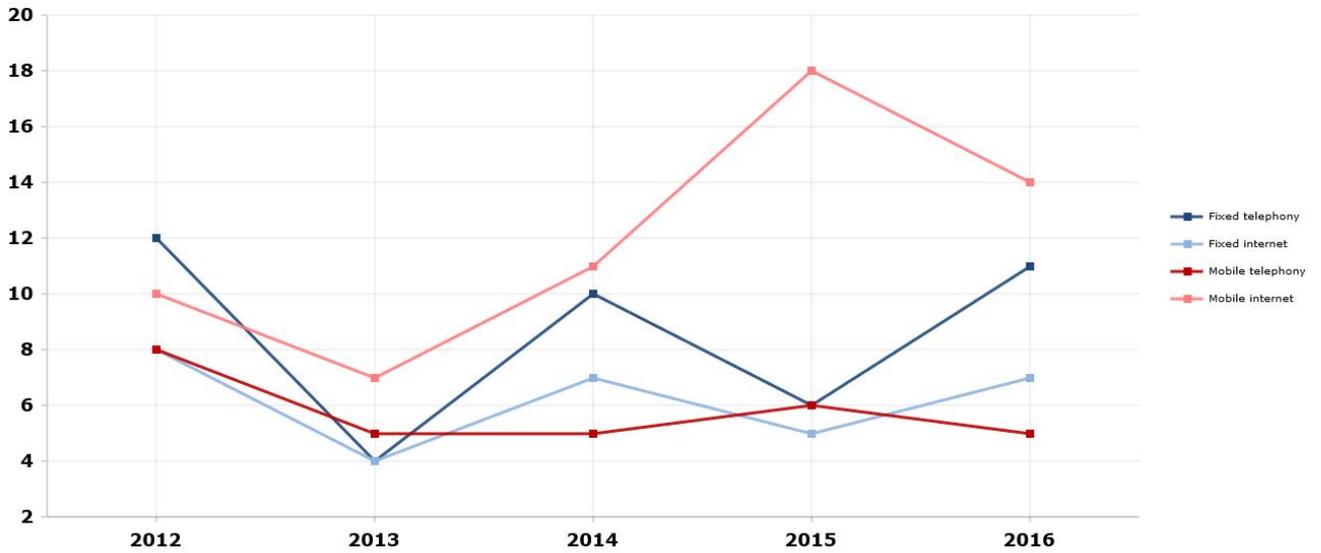
Impact per classic services (percentage)



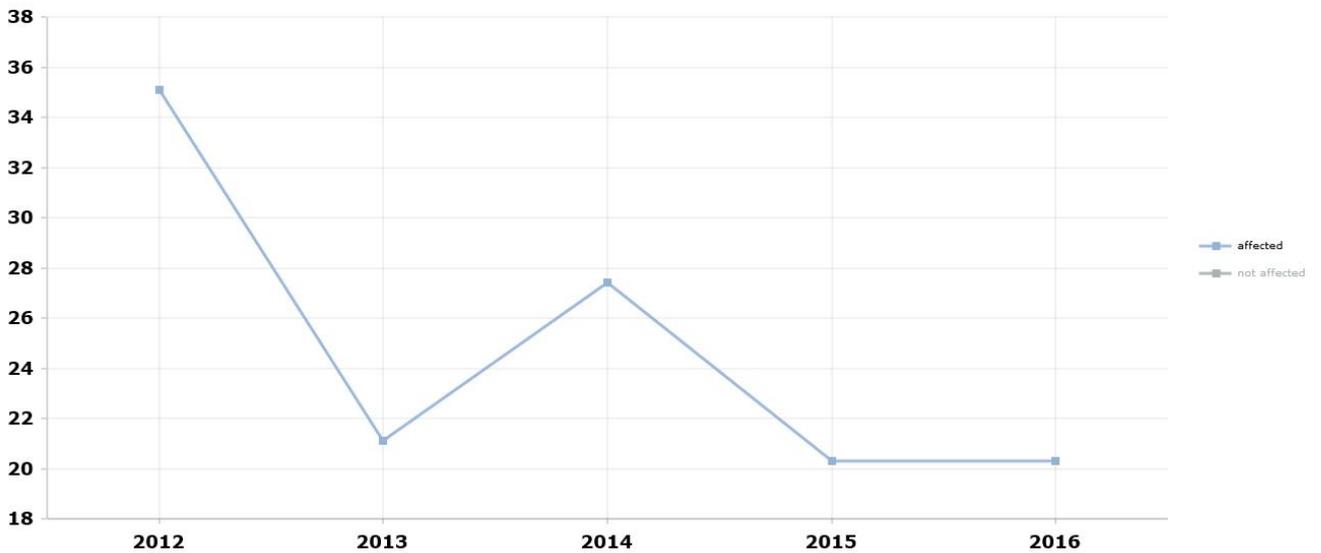
Number of user connections affected (1000s) - classic services



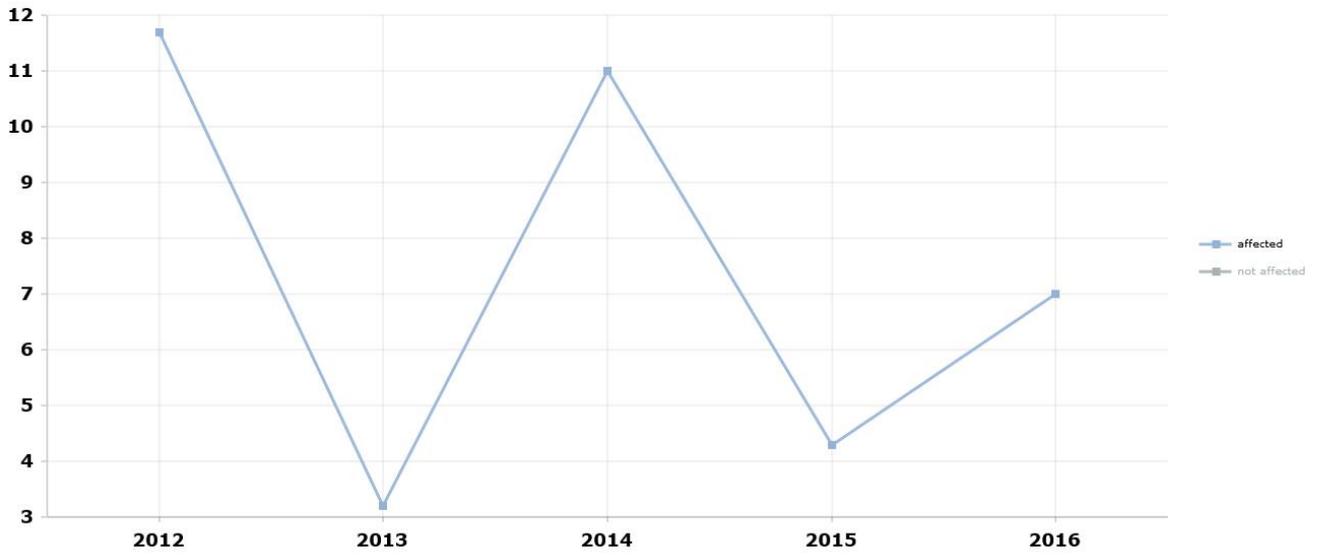
Percentage of the national user base affected - classic services



Impact on emergency services (percentage)

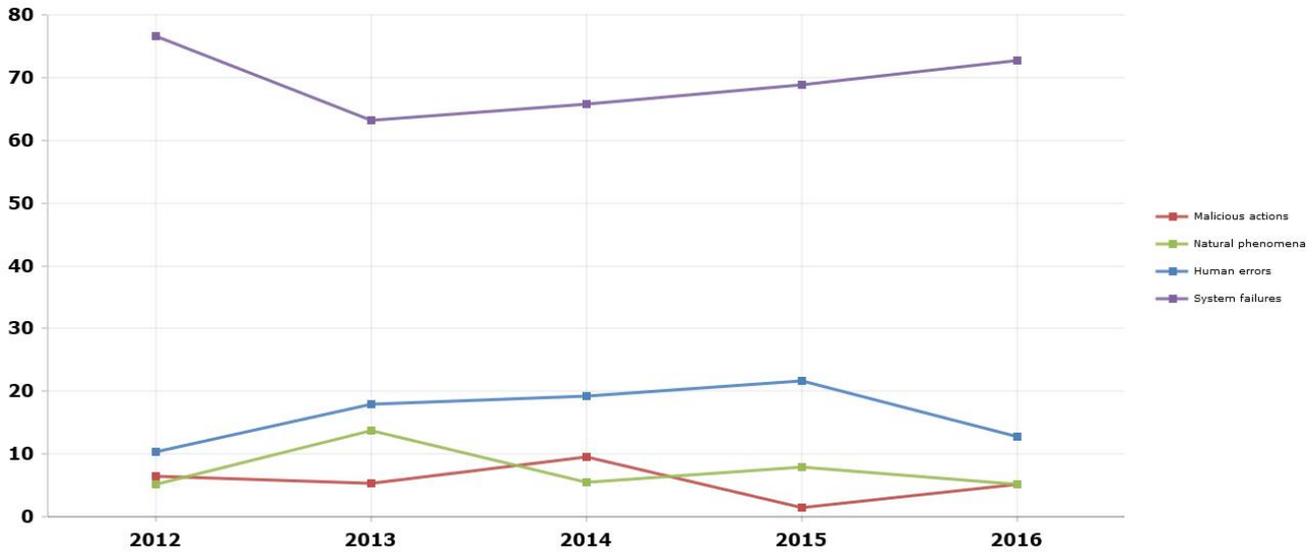


Impact on interconnections (percentage)

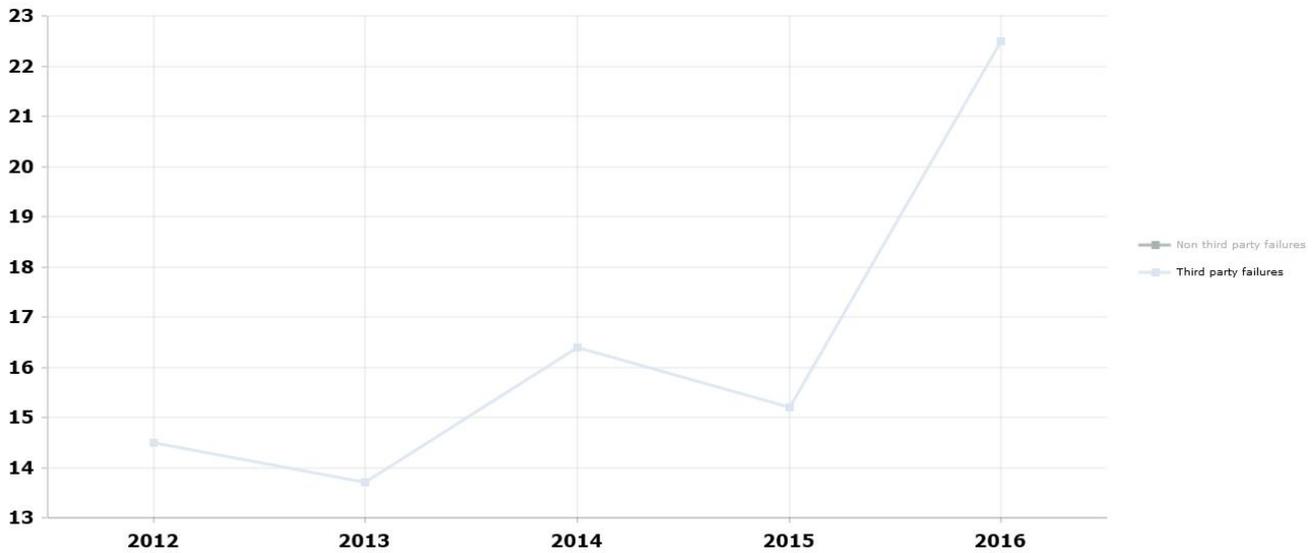


Annex B: Root cause categories

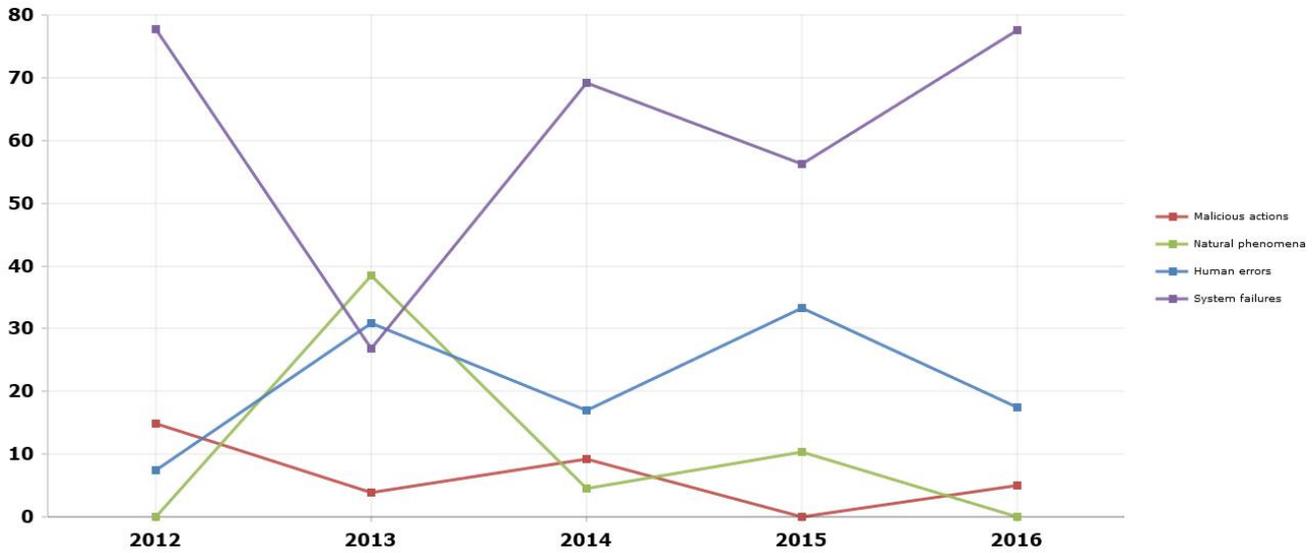
Incidents per root cause category (percentage)



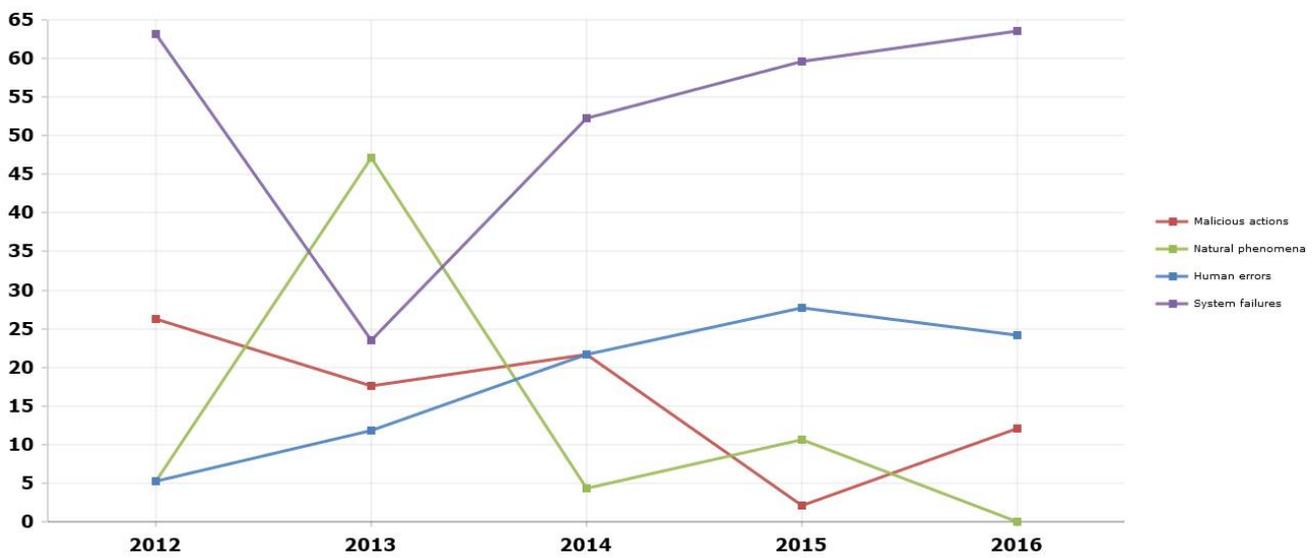
Third party failures (percentage)



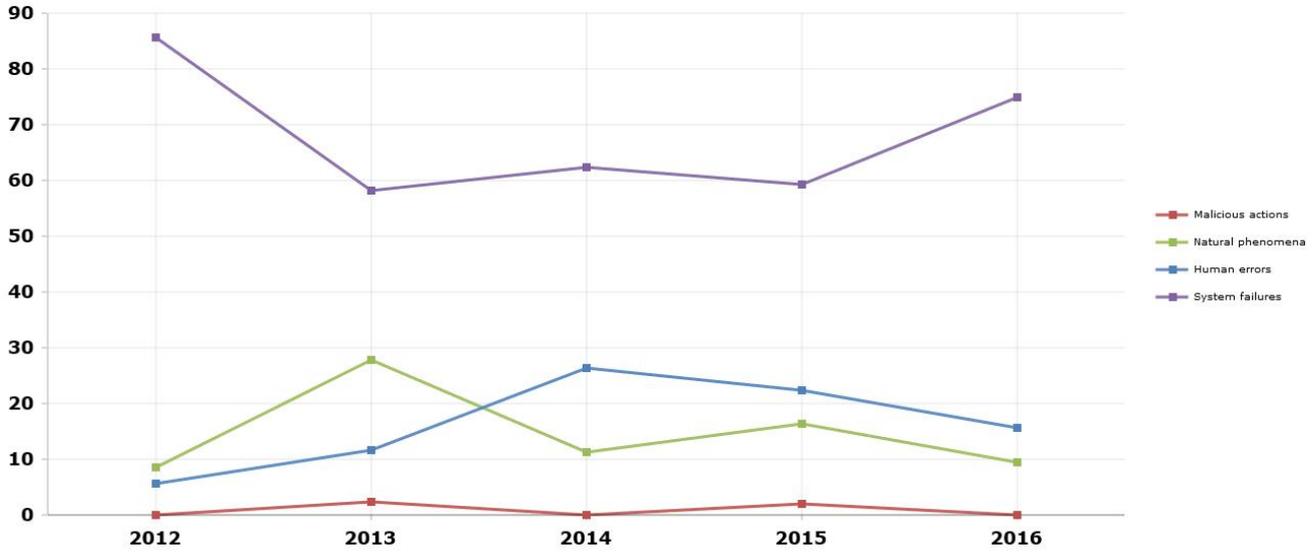
Root cause categories per service - Fixed telephony (percentage)



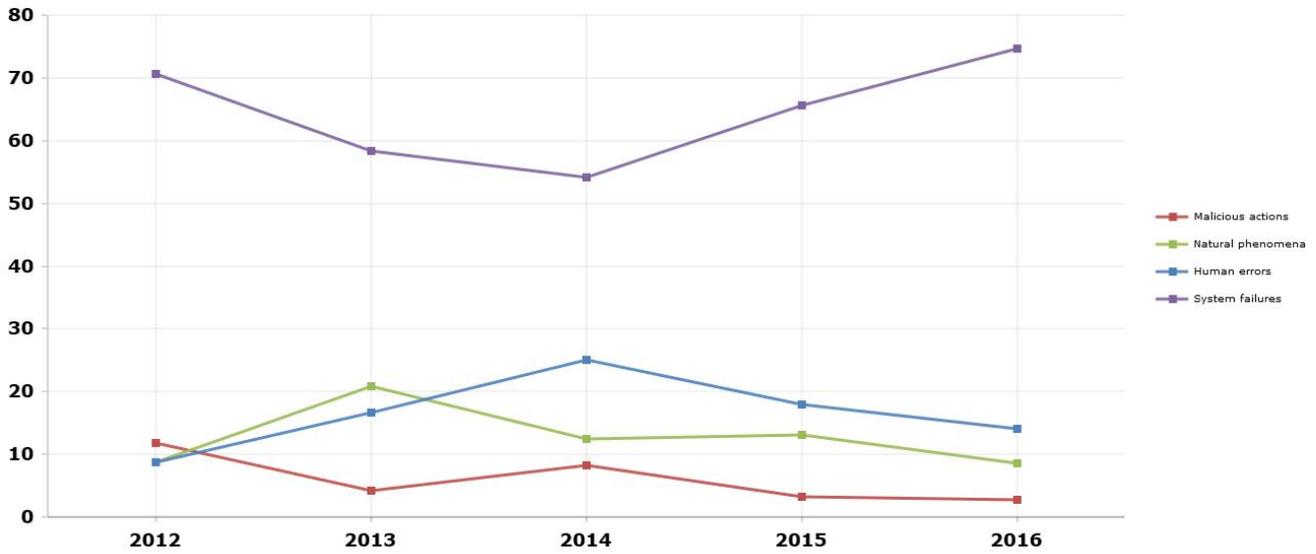
Root cause categories per service - Fixed internet (percentage)



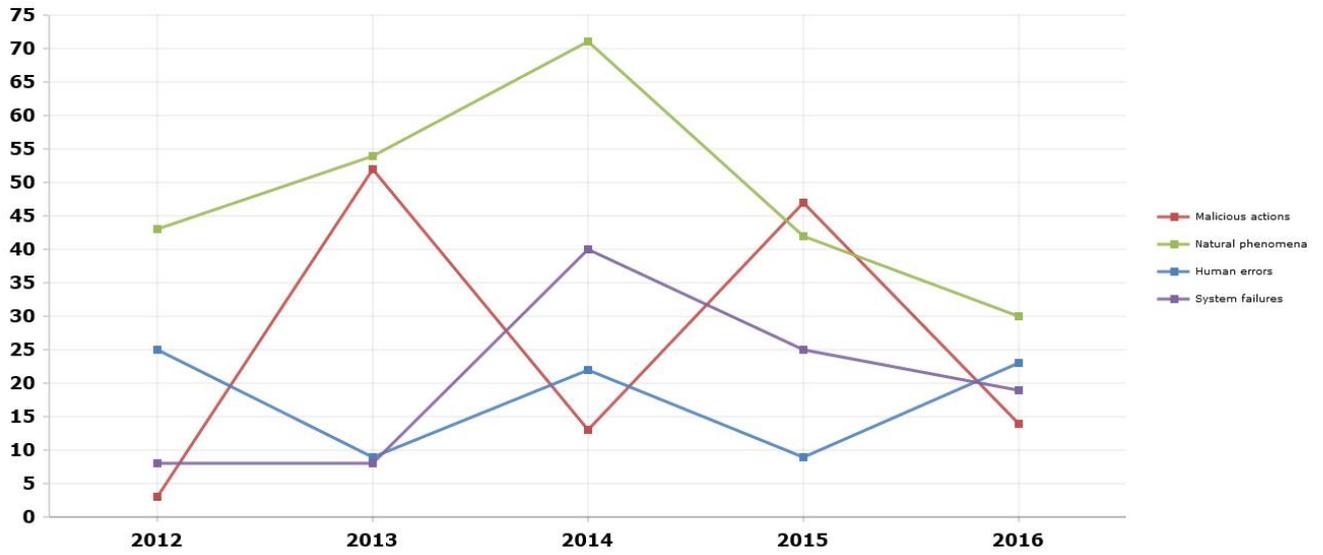
Root cause categories per service - Mobile telephony (percentage)



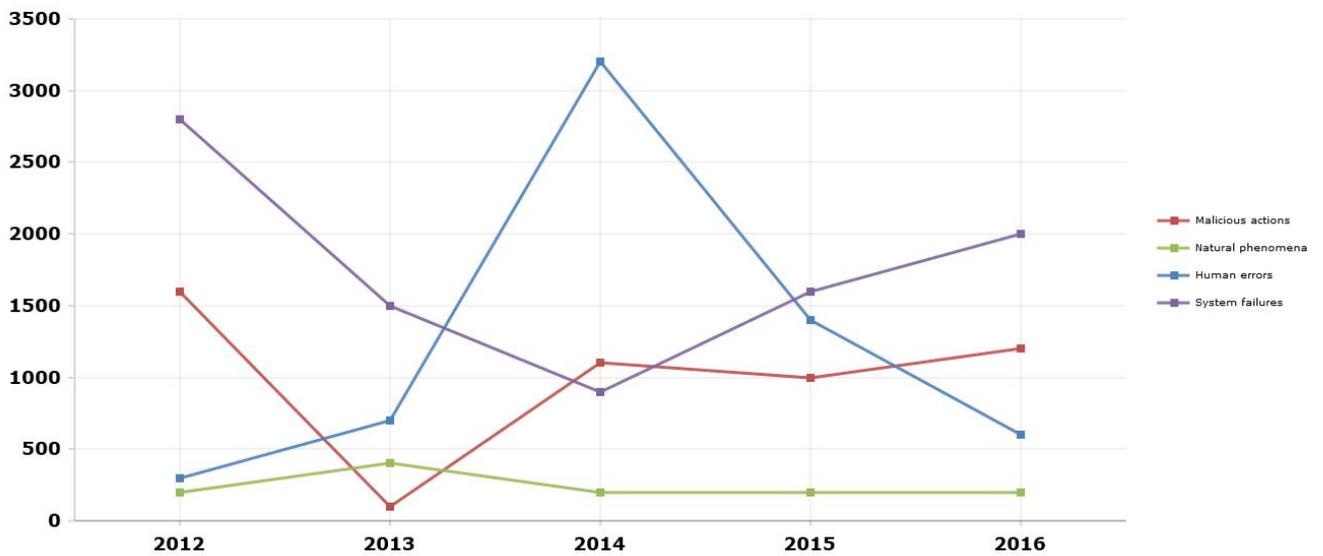
Root cause categories per service - Mobile internet (percentage)



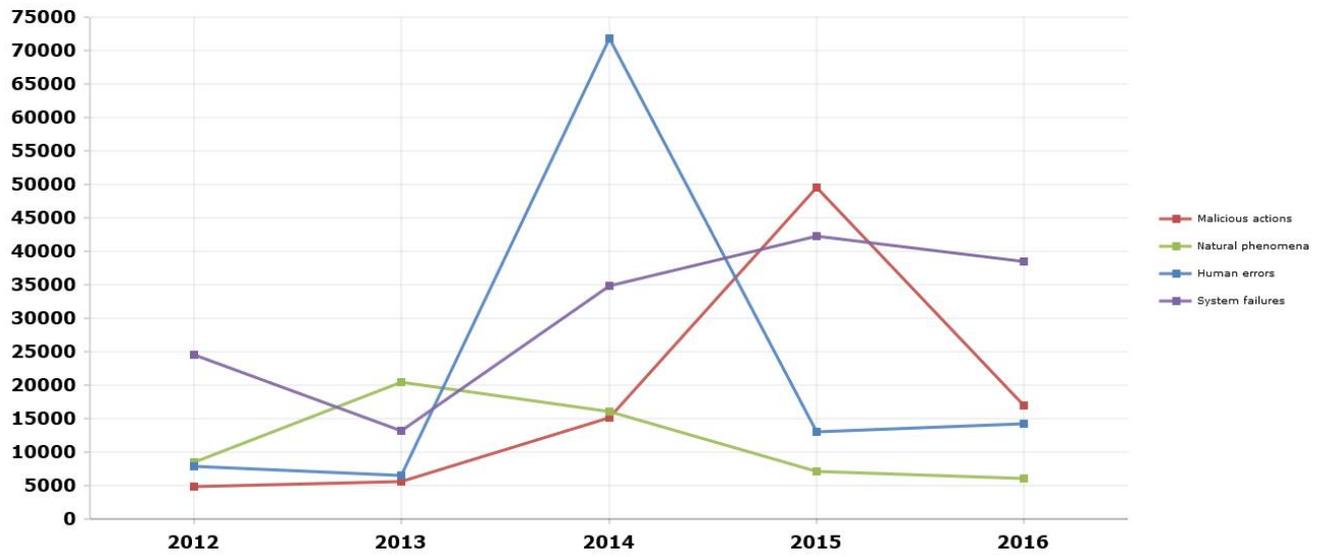
Average duration of incidents per root cause category (hours)



Average number of user connections affected per incident per root cause (1000s)

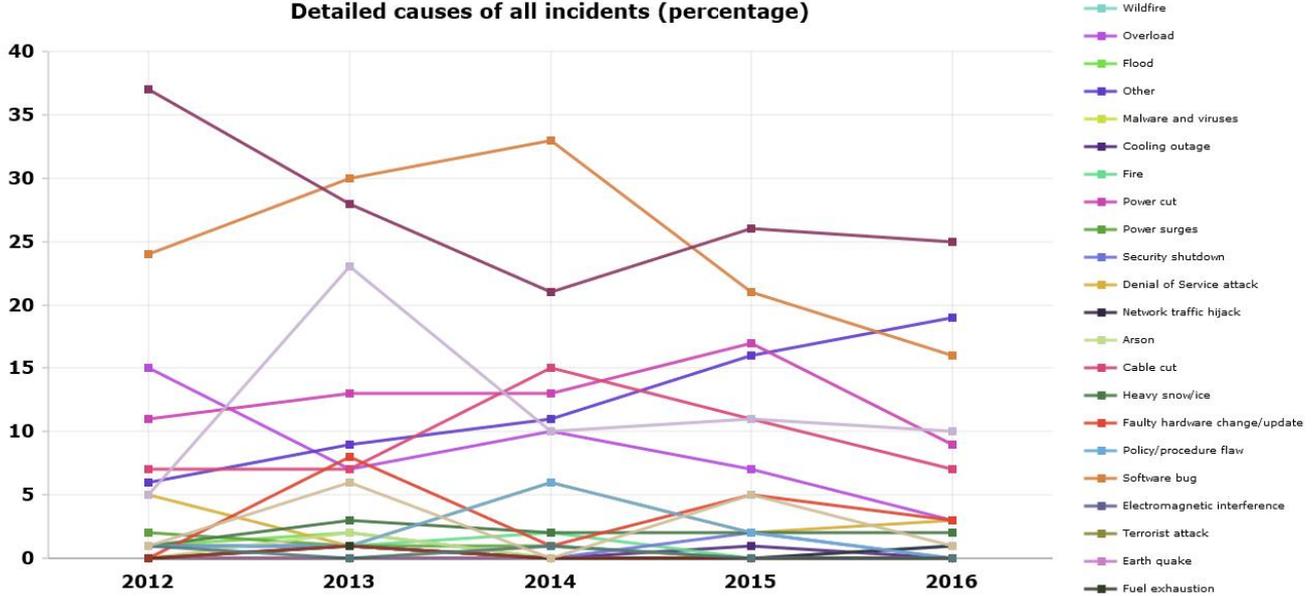


User hours lost per root cause category (hours)

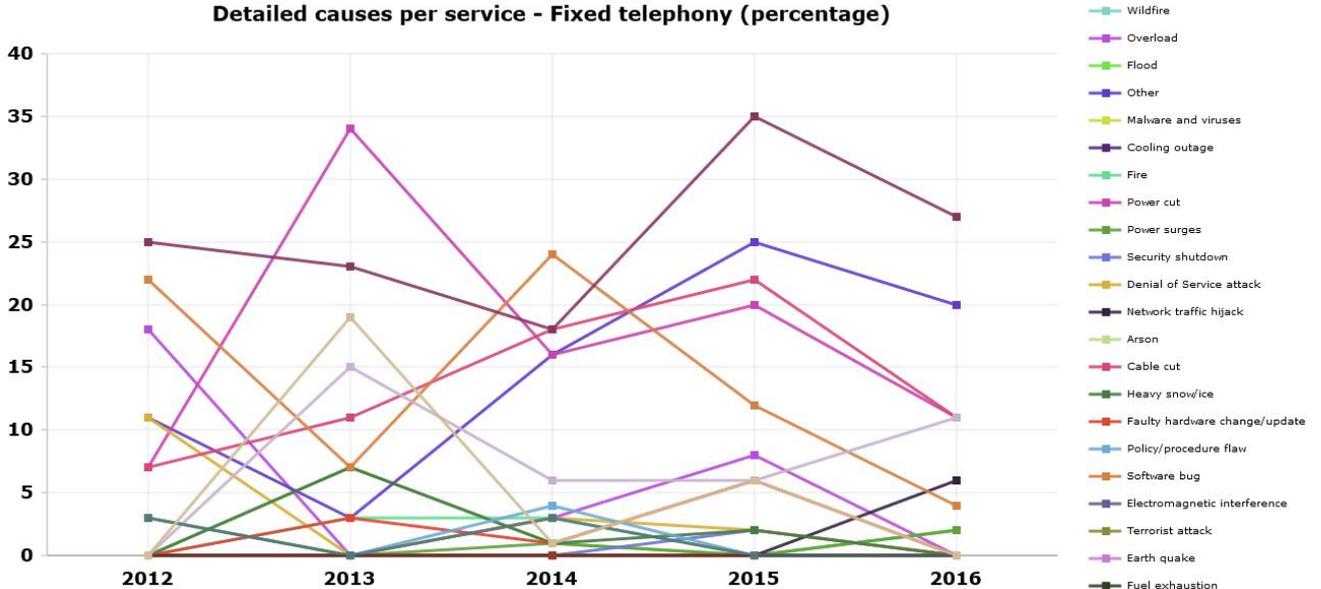


Annex C: Detailed causes

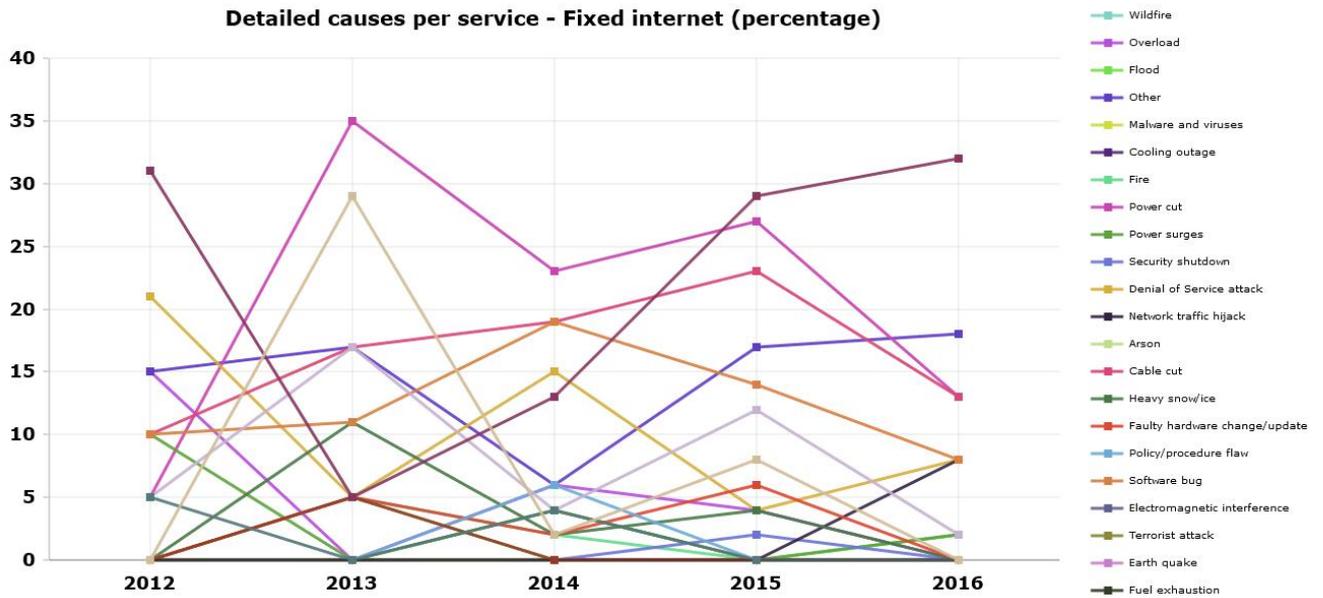
Detailed causes of all incidents (percentage)



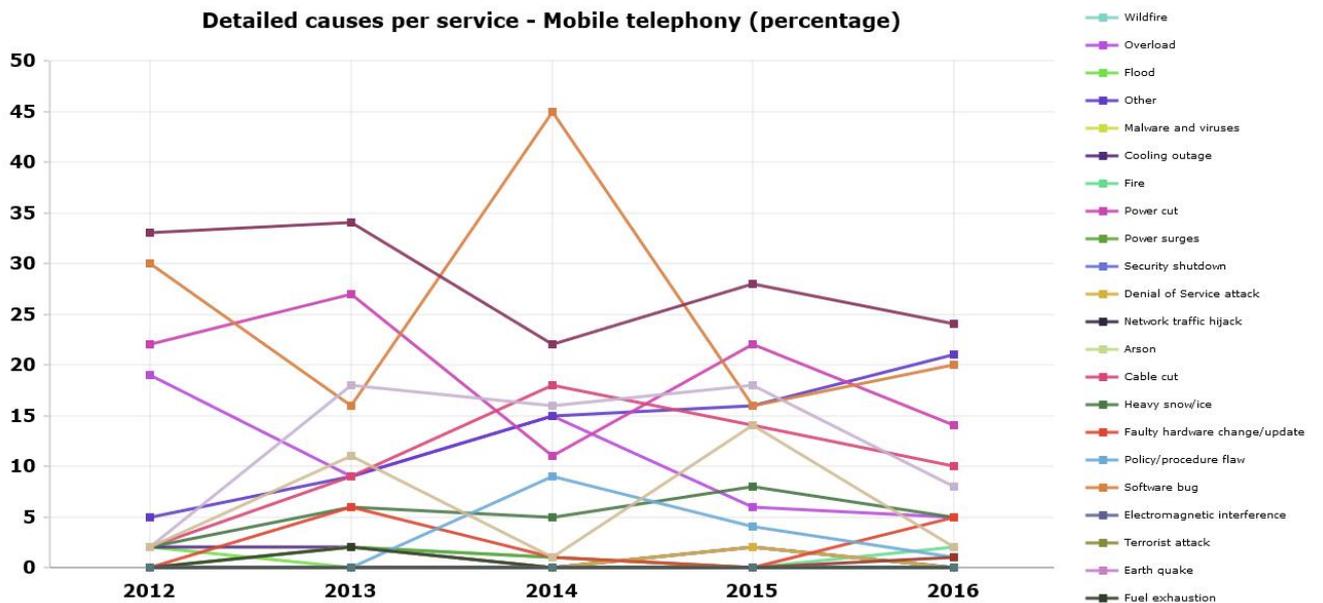
Detailed causes per service - Fixed telephony (percentage)



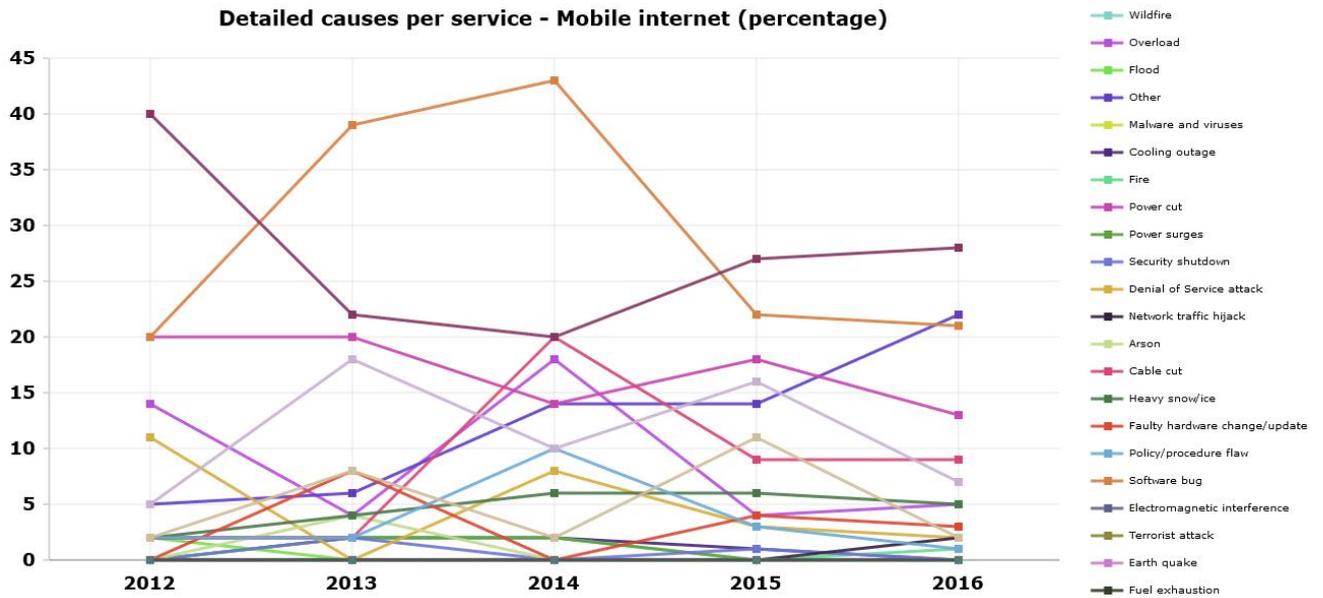
Detailed causes per service - Fixed internet (percentage)



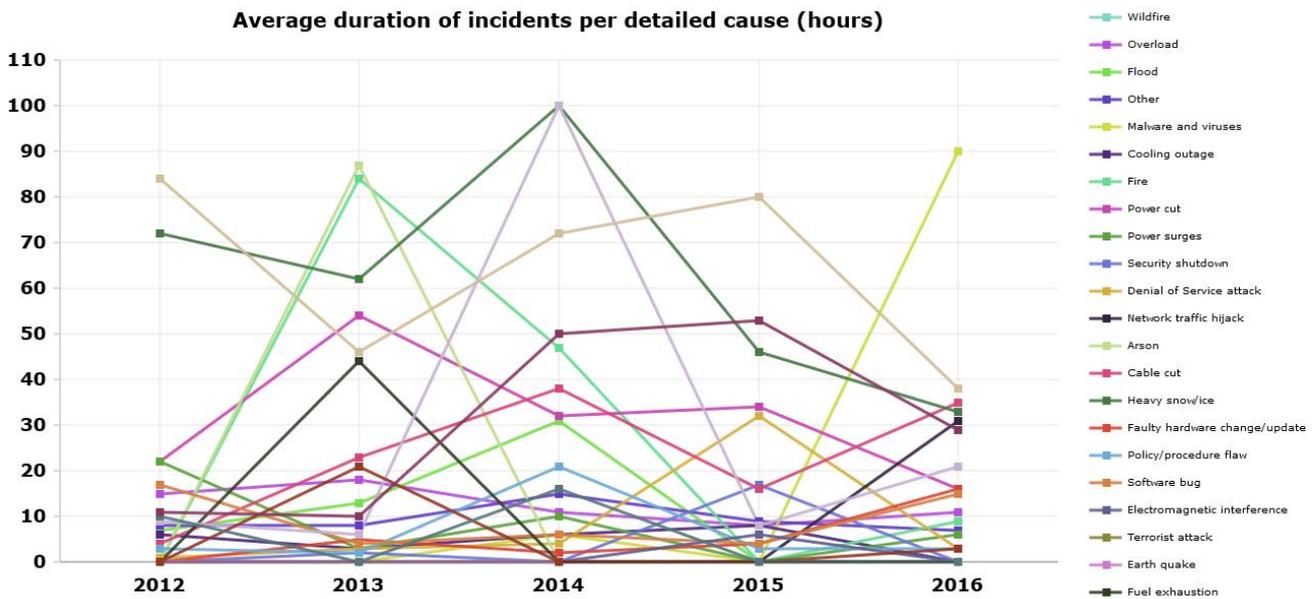
Detailed causes per service - Mobile telephony (percentage)



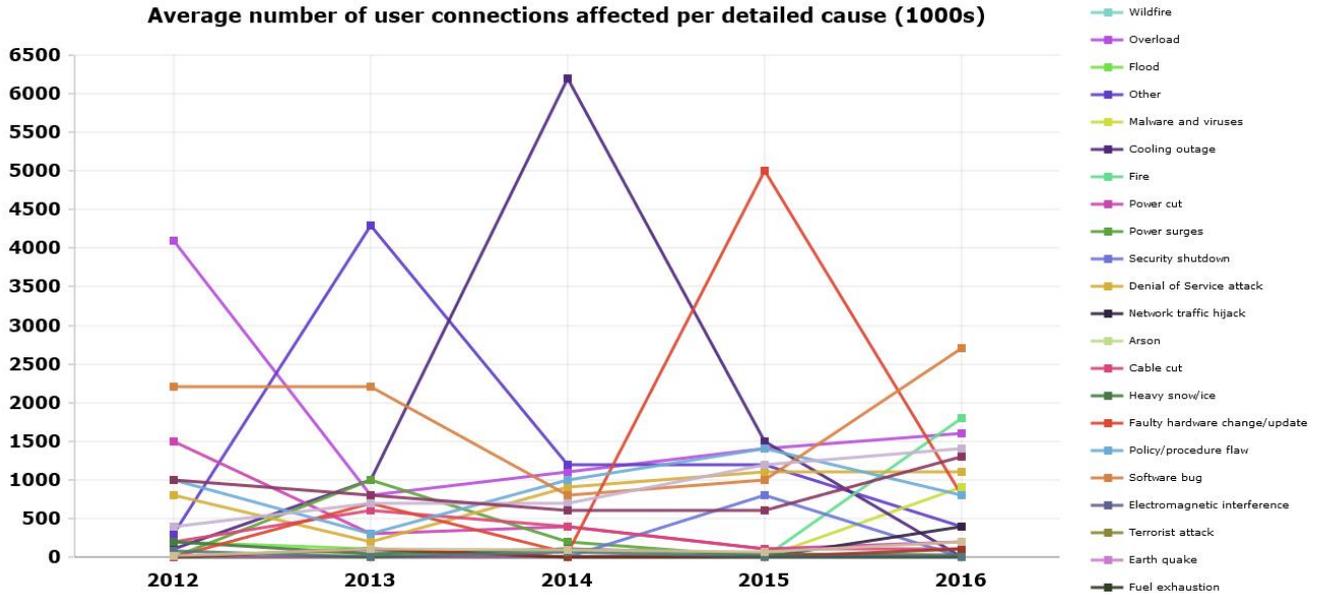
Detailed causes per service - Mobile internet (percentage)



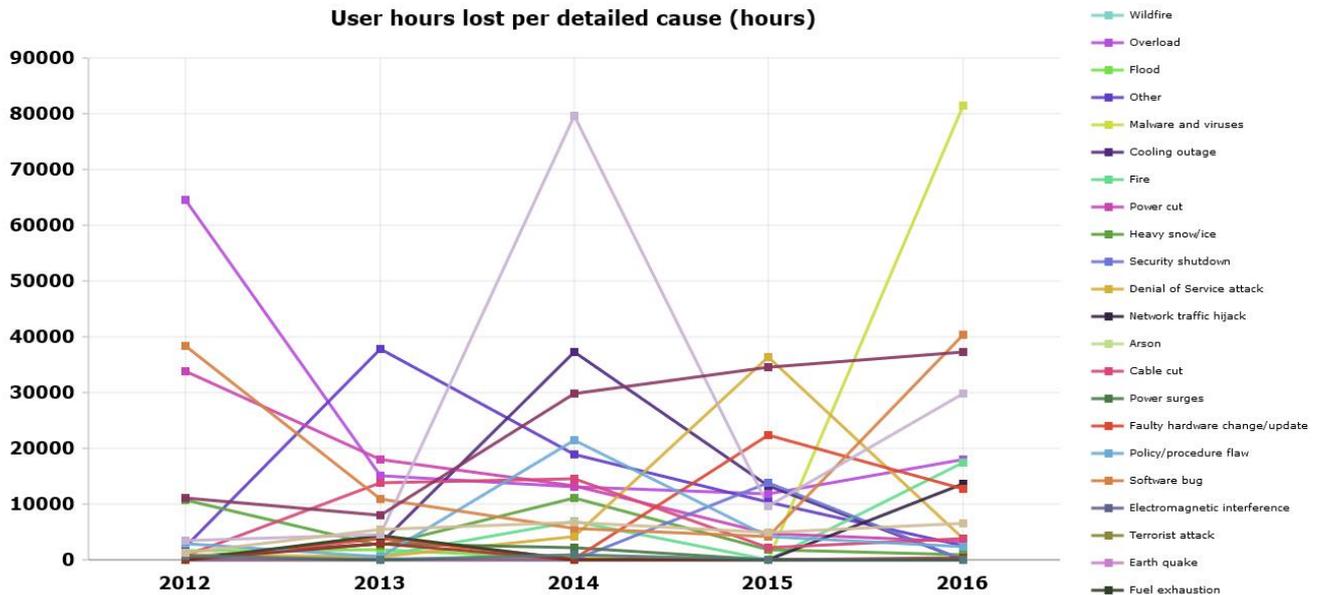
Average duration of incidents per detailed cause (hours)



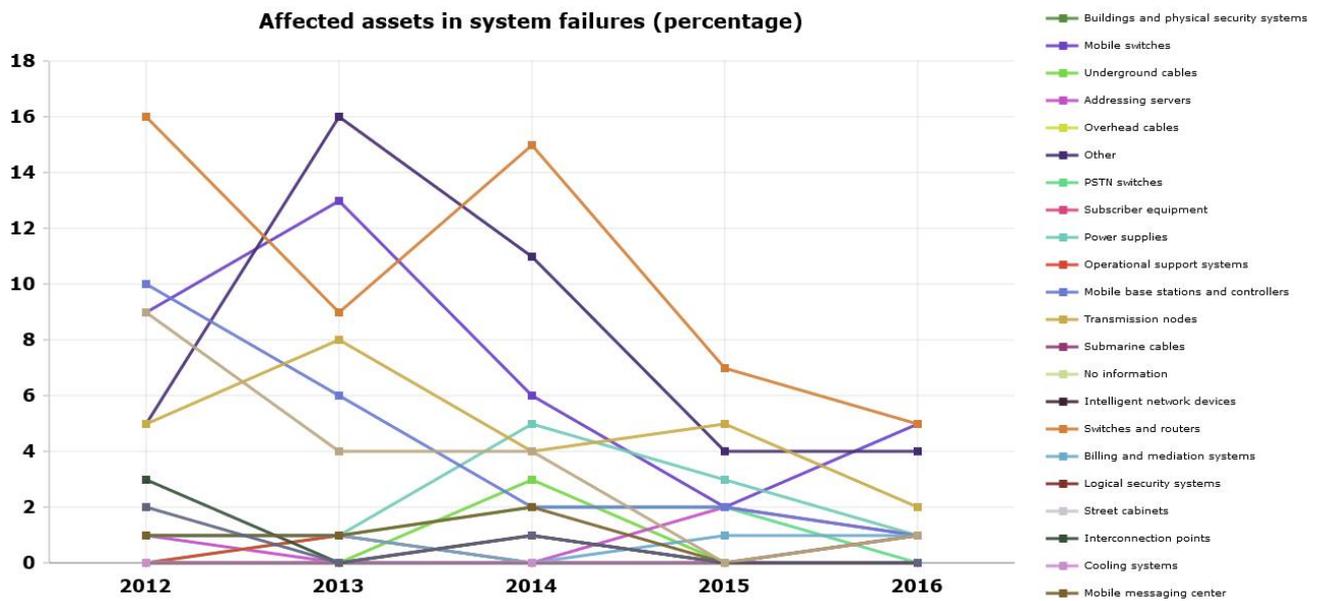
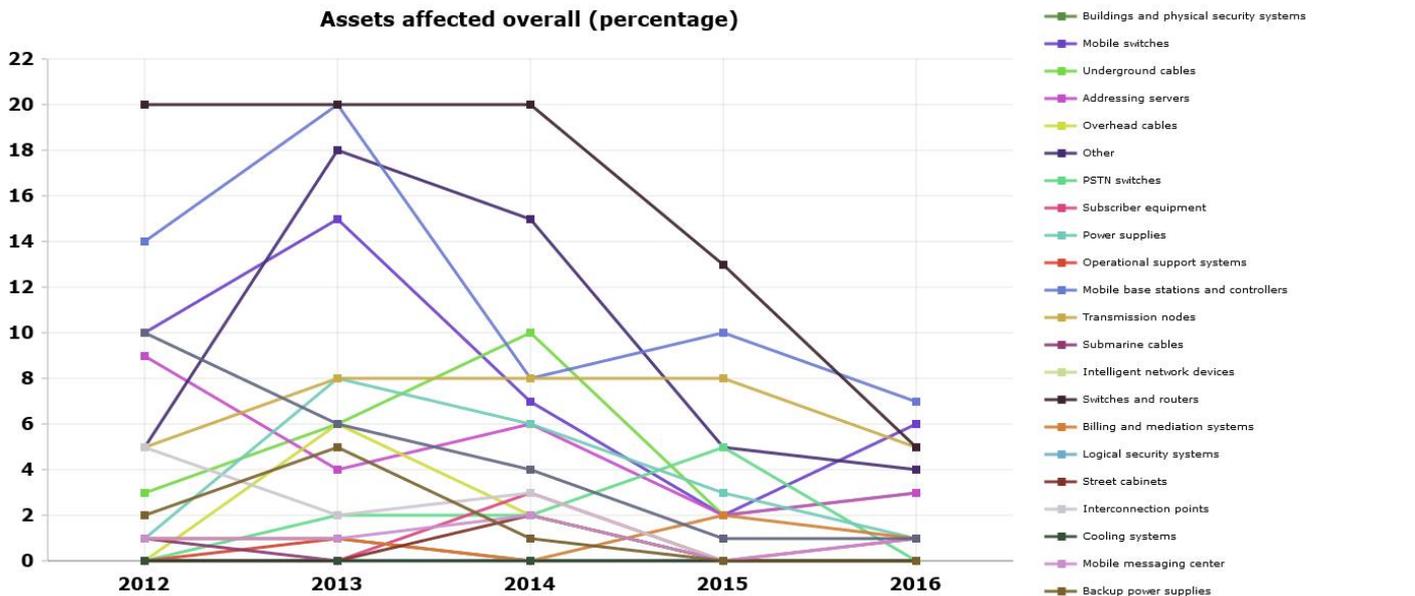
Average number of user connections affected per detailed cause (1000s)



User hours lost per detailed cause (hours)



Annex D: Assets affected





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