Imagen que contiene dibujo, plato

El contenido generado por IA puede ser incorrecto.Un dibujo de una persona

El contenido generado por IA puede ser incorrecto.A black and white logo

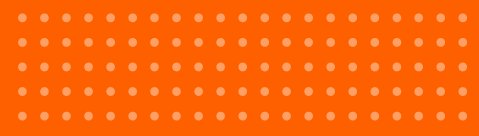
Description automatically generated with low confidence

**INCIDENT REPORT**

Report from: **{{ start\_day\_num }}** of **{{start\_month\_name}}** of the year **{{start\_year\_str}}.**  
To: **{{ end\_day\_num }}** of **{{end\_month\_name}}** of the year **{{end\_year\_str}}.**

Customer: **{{cust}}**

CUSTOMER SERVICE CENTER



**LIBERTYNETWORKS.COM**

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TABLE OF CONTENTS – INCIDENTS REPORT

This report provides a detailed analysis of incident management, service requests, and changes during the month of {{start\_month\_name}} - {{start\_year\_str}} to {{end\_month\_name}} - {{end\_year\_str}}for the customer **{{cust}}.**

It includes a summary of closed cases, open cases to date, service availability for contracted services, and the distribution of incidents by attribution. Additionally, it highlights the services with the highest number of incidents, helping to identify critical areas that require priority attention.

[MANAGEMENT REPORT DETAILS 3](#_Toc194605189)

[TOP 3 SERVICES WITH THE HIGHEST NUMBER OF INCIDENTS AND THEIR ATTRIBUTION 4](#_Toc194605190)

[SUMMARY OF CLOSED INCIDENT CASES 5](#_Toc194605191)

[SERVICE AVAILABILITY 6](#_Toc194605192)

[FINAL CONSIDERATIONS 7](#_Toc194605193)

[General Information and Excluded Events: 7](#_Toc194605194)

[The Following Events Will Be Excluded from Service Availability Calculations: 7](#_Toc194605195)

# MANAGEMENT REPORT DETAILS

This report compiles information on reported ***Incident Cases (INC).*** These cases may have been reported reactively by ***{{cust}}*** or proactively by the Liberty Networks team.

Below is a summary of the cases closed during this month:

|  |
| --- |
| Summary of Closed Cases in the Month of {{start\_month\_name}} - {{start\_year\_str}} to {{end\_month\_name}} - {{end\_year\_str}}. |
| Incidents |
| {{total\_incidentes}} |

**{% if grafica\_proactividad %}  
{{ grafica\_proactividad }}  
Graph 1:** Summary of cases. **{% endif %}**

The ***Liberty Networks*** team continuously works to provide proactive service, aiming to enhance your experience as a client.

**Graph 1** presents a total summary of the cases opened during the month. However, the primary focus of this report is on closed cases.

While a table of cases still under CSC management is included, ***these will be analyzed in detail in the report for the month in which they are closed.***

# **TOP 3 SERVICES WITH THE HIGHEST NUMBER OF INCIDENTS AND THEIR ATTRIBUTION**

**Graph 2** provides an analysis of the three services with the highest number of incident cases during the month of *{{start\_month\_name}} - {{start\_year\_str}} to {{end\_month\_name}} - {{end\_year\_str}}.* This report helps identify critical areas that require priority attention or an in-depth review.

**{% if grafica\_top\_sedes %}  
{{ grafica\_top\_sedes }}  
Graph2:** Locations/Links with the Highest Incidences.  
**{% endif %}**

Similarly, **Graph 3** illustrates the distribution of attributions for these incident cases during the month, ensuring a more accurate analysis.

**{% if grafica\_atribuciones %}  
{{ grafica\_atribuciones }}  
Graph3:** Incident Attributions. **{% endif %}**

# SUMMARY OF CLOSED INCIDENT CASES

{% if total\_incidentes > 0 %} This report provides a summary of the management of your ***incident cases*** during the month of *{{start\_month\_name}} - {{start\_year\_str}} to {{end\_month\_name}} - {{end\_year\_str}}.*

It is important to note that this summary includes only the cases closed by ***Liberty Networks***. Any incidents that remain open will be reflected in the open cases report but will not have this level of detail until they are resolved.

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| CASE NUMBER | SERVICE ID | CREATION DATE | CLOSURE DATE | CASE TYPE | REQUEST | SOLUTION | FAILURE TYPE | ATTRIBUTION | IMPACT TIME |
| {%tr for i in incident\_table %} | | | | | | | | | |
| {{ i.incident\_number }} | {{ i.cid }} | {{ i.created\_at }} | {{ i.resolution\_at }} | {{ i.type\_incident }} | {{ i.symptom }} | {{ i.resolution\_summary }} | {{ i.reason }} | {{ i.attributed\_to }} | {{ i.downtime }} |
| {%tr endfor %} | | | | | | | | | |

{% else %}

During the month of *{{start\_month\_name}} - {{start\_year\_str}} to {{end\_month\_name}} - {{end\_year\_str}},*no closed incident cases were recorded, as no cases in this category were finalized.

If you have an open case with ***Liberty Networks*** and do not see it in this section, you can find it in the **Open Cases Summary**. Once closed, it will be included in the report for the month in which it is finalized, allowing you to analyze its resolution and attribution.

{% endif %}

# SERVICE AVAILABILITY

{%p if downtime\_tables|length > 0 %}

Below is the availability of the services contracted by ***{{cust}}*** during the month of {{start\_month\_name}} - {{start\_year\_str}} to {{end\_month\_name}} - {{end\_year\_str}}.  
***Please note that incidents attributed to force majeure or those caused by the client are not considered in the service availability calculation.***

**{% for monthblock in downtime\_tables %}**

**Availability for: {{ monthblock.periodo }}**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| CIRCUIT ID | TIPO DE SERVICIO | DIRECCIÓN | CASOS RELACIONADOS | DOWNTIME (MIN) | DISPONIBILIDAD | SLA |
| {%tr for row in monthblock.rows %} | | | | | | |
| {{ row.cid }} | {{ row.service\_type }} | {{ row.address }} | {{ row.case\_related }} | {{ row.downtime }} | {{ row.disponibilidad }} | {{ row.disponibility }} |
| {%tr endfor %} | | | | | | |

{% endfor %}

{% else %}

During the month of *{{start\_month\_name}} - {{start\_year\_str}} to {{end\_month\_name}} - {{end\_year\_str}},* service availability was **100%**.

{% endif %}

# **FINAL CONSIDERATIONS**

The following points are considered in the preparation of this report and are key factors in determining service unavailability. We recommend carefully reviewing this information.

## General Information and Excluded Events:

* These reports are standard and not customizable. If you have any suggestions, please let us know by replying to this email, and they will be considered for future versions of this report.
* This report reflects service unavailability based exclusively on incidents generated during the month.
* The values shown are those recorded in our ticket management system. However, if you believe any value should be modified and/or that SLA compensation applies, you must request it in writing to the Customer Service department at **ciclodevidadelcliente@libertynet.com** within thirty (30) days from the end of the period in which the failure occurred.

## ****The Following Events Will Be Excluded from Service Availability Calculations:****

* Force majeure events, including but not limited to war, insurrection, sabotage, embargo, fire, natural disasters, or vandalism.
* Scheduled maintenance, emergency maintenance, and service platform update events, duly coordinated between both parties.
* Scheduled suspensions, emergency or planned maintenance on the network, force majeure events, unforeseeable circumstances, and service suspensions caused by failures attributable to the CLIENT.
* Actions or omissions by the CLIENT or third parties contracted or authorized by the CLIENT, including but not limited to negligence or sabotage.
* Restricted or denied access to the CLIENT's premises preventing Liberty Networks from addressing failures.
* Extended repair time due to actions or omissions by the CLIENT.
* Failure of the CLIENT to follow Liberty Networks’ procedures or unauthorized modifications to Liberty Networks’ equipment.
* Power issues occurring at the CLIENT’s facilities.
* CLIENT’s failure to notify that the service is operational.
* Problems caused by environmental conditions on the CLIENT’s side (such as power supply, weather, or housing conditions).
* Failures or malfunctions of equipment, applications, or systems not owned or controlled by Liberty Networks.
* Any review and/or modification can be made with prior reconciliation and verification between both parties.