

Incident report checklist

Data

- Description of the problem:
- IMSI or ICCID
- Timestamp
- When did the data last work?
- How many devices went offline simultaneously?
- Description of the problem
- APN name device is using?
- Does the APN use a VPN?
- The technology used 2G/3G/4G?
- Network name?
- Country

SMS

- Description of the problem:
- SMS MO/SMS MT:
- IMSI or ICCID
- A-number:
- A-network
- B-number:
- B-network:
- Timestamp:
- Has it worked previously, when?:

Voice

- Description of the problem:
- Voice MO/Voice MT?:
- IMSI or ICCID
- A-number:
- A-network
- B-number:
- B-network:
- Timestamp:
- Has it worked previously, when?: