At KPN we have a distinctive Major Incident Management and crisis management process, which is internally known as the Be Alert process. All disruptions are classified with a color Be Alerts with a classification blue or higher are managed centrally and have centralized management control. The highest classification is code red which is controlled by the Corporate Crisis Management Team. Codes Red are significant failures with possible disruptive impact on Dutch Society and impacts minimal 3.8% of our customer base at the same time (500.000 customers). In 2021 we did not faced a code red which significantly influenced our network availability results.
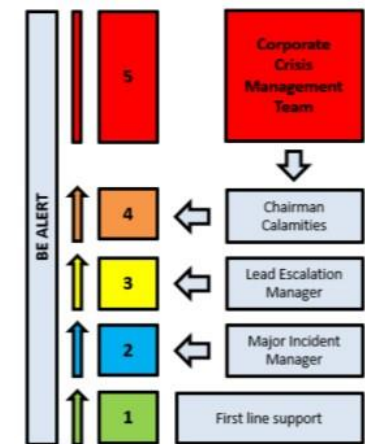
Code Red Be Alerts					
Service	2021	2020	2019	2018	2017
Mobile	0	0	1	0	0
Internet Fixed	0	0	0	0	0
Television Fixed	0	0	0	0	0
Telephony Fixed	0	0	0	0	0

The service availability is an indication of the time KPN delivers their services towards the customers. This indicator is determined by the sum of downtime divided by the total possible uptime. This calculation is performed with information from the major incidents of the four service clusters

$$Service\ Availability = 100\% \times \left(1 - \left(\frac{\sum_{i=1}^{\#Be\ Alerts} estimated\ impacted\ customers_i \times Service\ Recovery\ Time_i}{Number\ of\ hours \times Active\ Customer\ Base}\right)\right)$$

(mobile, internet fixed, television fixed and telephony fixed). All four above described Be Alert classifications (blue, yellow, orange and red) are taken into account. For the four major service clusters the service availability is determined in 2021. All four service clusters have a service availability higher than 99,9% in 2021.

Service	Service Availability	
	2021	**2020**
Mobile	99,991%	99,97%
Internet Fixed	99,988%	99,92%
Television Fixed	99,973%	99,91%
Telephony Fixed	99,984%	99,96%