**Model for communication about DDoS attacks**

**Phase 2: Information about steps taken to deal with the cyberattack**

**Internal communication**

Dear (NAME)

The DDoS attack against the company/organisation (NAME) was discovered on (DATE) and immediately reported to the cantonal police and the National Cyber Security Centre (NCSC). The relevant IT service provider immediately initiated technical measures.

The (SYSTEM/APPLICATION/WEBSITE) of the company/organisation (NAME) are fully available again. Due to ongoing maintenance work, (SYSTEM/APPLICATION/WEBSITE) will not be available for the next few days. In the meantime, you will be kept informed via (COMMUNICATION CHANNEL) / In the meantime, information will be provided on (WEBSITE). If the service interruption has an impact on your work, we ask you to coordinate matters with your line manager.

Please forward any enquiries from the media to (PERSON/EMAIL) and refrain from responding yourself.

We will continue to keep you up to date via (COMMUNICATION CHANNEL). If you have any questions, you can contact (NAME/EMAIL or TEL) at any time. Thank you for your cooperation.

**External communication**

***Title: Situation report on DDoS attack against the company/organisation (NAME)***

**The (SYSTEM/APPLICATION/WEBSITE) of the company/organisation (NAME) is/are fully functional again following the DDoS attack; (SYSTEM/APPLICATION/WEBSITE) has limited functionality.**

*Place, Date –* The company/organisation (NAME) asks those affected to be patient until all systems are available again as usual. It will provide up-to-date information on the website (URL) on an ongoing basis, where you will also find answers to frequently asked questions.

Contact for media enquiries

Name, Function, Section, Tel., Email address