**Model for communication about DDoS attacks**

**Phase 3: Information about the conclusion of steps taken to deal with the cyberattack**

**Internal communication**

Dear (NAME)

Following the DDoS attack on the company/organisation (NAME) on (DAY), (DATE), technical measures were immediately initiated to fend off the attack. In the meantime, the availability of the IT systems has been fully restored.

A criminal complaint has been filed with the cantonal police against persons unknown. Investigations into the origin of the attack are ongoing.

We would like to thank you for your understanding and assistance. If you have any questions, please contact (NAME/EMAIL).

**External communication**

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

**Following the DDoS attack on the company/organisation (NAME), the (SYSTEM/APPLICATION/WEBSITE) of the company/organisation (NAME) has been fully functional since (DAY), (DATE).**

Following the DDoS attack on the company/organisation (NAME) on (DAY), (DATE), technical measures were immediately initiated to fend off the attack. In the meantime, the IT systems have been fully restored.

A criminal complaint has been filed with the cantonal police against persons unknown. Investigations into the origin of the attack are ongoing.

The company/organisation would like to thank the clients for their understanding.

Contact for media enquiries

Name, Function, Section, Tel., Email address