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<p>TAXATION AND CUSTOMS UNION DG ITSM</p> <p>SUBJECT: Availability Plan for the Trans European IT Services including the Taxation business thread ITSM DLV 8.2.4.2.2 ITSM DLV 8.2.4.2.2 REF: ITS-IPLN-SC06-AVL-TAX</p>		
<p>FRAMEWORK CONTRACT # TAXUD/2007/CC/088</p> <p>SPECIFIC CONTRACT 06</p>		

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DOCUMENT HISTORY

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(*) Action: I = Insert R = Replace

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1. Introduction

This document represents the formal Deliverable DLV.8.2.4.2.2 “Availability Plan for the Trans European IT Services including the Taxation business thread” identified in Specific Contract SC06 to Framework Contract TAXUD/2007/CC/C088, Work Package WP.8.2.4.2 Availability Management for the trans-European IT services.

1.1 Purpose of the document

The Availability Plan is a forward looking plan aimed at improving the overall availability of the IT Infrastructure to ensure that existing and future levels of availability can be provided.

The availability of IT services (or Applications) at the trans-European level is reviewed to identify structural issues and to initiate the required improvement actions. This plan supports the concept of continuous improvement for example by identifying improvement actions to reduce the frequency and duration of unavailability incidents and to avoid recurrence.

This plan structures and aggregates the wide range of initiatives that can be undertaken in order to improve availability. This document is also key input for the overall Continuous Service Improvement Programme (CSIP). The CSIP is used to co-ordinate all IT Service improvement opportunities into an overall programme of improvement activities.

1.2 Structure of this document

The Availability Plan contains the following sections briefly described below.

Chapter 1, 2 and 3 give information about the document characteristics such as purpose, scope, structure and maintenance. Furthermore, it lists related documentation and data sources, abbreviations, acronyms and definitions used in this document.

Chapter 4, Trans-European IT System Description and Scope , analysis the coverage of the availability Trans European Systems Plan and precisely defines the scope of the present document.

Chapter 5, Availability requirements, documents the current availability requirements for the IT services/applications in scope.

In chapter 6, Availability data analysis, the availability data collected by the different processes are consolidated and reviewed.

In chapter 7, Availability improvements actions, the proposed improvements are addressed.

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1.3 Scope

Availability Management considers all aspects of the IT Infrastructure and supporting organisation, which may affect availability, including, policy, people, process effectiveness, procedures and tools to ensure that the level of availability delivered in all services matches the current and future agreed business needs.

This document describes some availability achievements of Customs Trans European Systems IT services for the period 1/11/2007 to 31/03/2010 and of Trans European Systems IT services linked to the Taxation business thread for the period 1/07/2008 to 31/03/2010 to identify availability trends and needs for availability improvements ¹².

This document covers the DG Taxation and Customs Union services/applications for the following business threads (part of SC06):

- Customs;
- Excise;
- Taxation.

While the present document represents the second one of a list of annual review, as agreed with DG Taxation and Customs Union, it mainly focuses on the existing availability procedures, data and on the identification of improvements of the availability management process capabilities itself.

All planned applications are considered for which the design specifications have been formalised and approved. For these applications the availability requirements should have been captured.

As the Availability Management process matures *the plan should evolve to cover* the following:

- New applications forecasted to entry in operations for which the specifications, if including availability requirements, have been submitted for SfA (by x-DEV) and have been accepted at least one month before the start of the review cycle of the present document's revision;
- Actual levels of availability versus agreed levels of availability for key IT Services;
- Activities being progressed to address shortfalls in availability for existing IT Services;
- A forward looking schedule for the planned Service Outage Analysis (SOA) assignments;
- Regular reviews of Service Outage Analysis (SOA) assignments should be completed to ensure that infrastructure availability is being proactively improved;
- A technology futures section to provide an indication of the potential benefits and exploitation opportunities that exist for planned technology upgrades. Anticipated

¹ The initial release covered the availability data that has been collected and analysed since November 1st, 2007 till the end of June 2008. The revisions of the availability plan will cover an extended period.

² The Taxation business thread was taken over by ITSM at the end of June 2008.

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availability benefits should be detailed, where possible based on business focused measures.

1.4 Document maintenance

As this document is a snapshot of the situation at a certain point in time it is necessary to have a maintenance process in place in order to keep this document up-to-date.

The Availability Plan needs to be revised periodically³. The Availability plan will be revised through the annual review mechanism, at dates to be agreed with DG Taxation and Customs Union within every Specific Contract (evolutive version of the Availability Plan DLV.8.2.4.1.2).

Other than this annual update, different triggers may be used by the Availability Manager to propose DG Taxation and Customs Union the revision of the Availability plan⁴:

Issue Description	Trigger's description
Inability for IT services to meet agreed SLA targets (for availability) or unacceptable IT Service recovery and restoration delays;	Two consecutive months, leading to an analysis on issues occurred during three months.
Identified issues based upon periodic availability analysis;	If outcome of analysis is effectively determining causes, raise alerts through the Problem Management procedure and update Availability Plan
Increased level of availability required by the business (requirements for availability are changed by the business);	Change Management (or review of new specifications)

Revisions to this document will be triggered and coordinated by the ITSM Availability Manager.

1.5 Assumptions and constraints

It is assumed that the reader of this Availability Plan has the understanding of the Availability Management process, SLAs and contracts and the definitions of the IT services and ICT infrastructure deployed for the DG Taxation and Customs Union.

³ Periodic revision of the availability plan is described in the FQP (see AvM 3.3 Update Availability Plan).

⁴ See also FQP procedure AvM 2.3 Identify availability issues and AvM 1.6 Create availability review report. The decision to update/revise the plan is taken by ITSM Availability Manager influenced by specific events and/or discussions with stakeholders.

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A next evolutive version of the availability plan will take into account the following documents (for availability targets and metrics):

- SLA(s) per business thread and/or application;
- OLA (if applicable);
- cOLA (if applicable);
- Hosted infrastructure OLA (if applicable);
- Terms of Collaboration with different National Administrations (if applicable and existing).

Due to the fact that the availability requirements with National Administrations are not yet formalised into a consolidated SLA/OLA document for all systems we cannot define the targets for the other business threads under the scope of the present plan, or be used to evaluate current availability achievements.

The improvement actions covered in this plan are primarily related to improving the capabilities of the availability management process itself, rather than the availability capabilities of the underlying ICT infrastructure of the National Administrations (including the applications).

This is due to the fact that key data/information required as an input to the availability plan is missing (such as availability requirements of planned applications/releases; historic analysis of incidents and outstanding problems and assessment reports).

The initial plan therefore identifies these data gaps and recommends improvement actions to ensure a next revision can cover the intended scope of an availability plan.

1.6 Target Audience

The Availability Plan for trans-European systems is, at this moment, DG Taxation and Customs Union and the IT Service Management (ITSM) contractor (process owners, business thread managers, ...).

When the Availability Plan for TES becomes more mature, it can be shared with the Member States.

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2. Reference and Applicable Documents

This chapter presents two lists of relevant documents. They are divided into applicable and reference documents.

2.1 Reference Documents

Id	Reference	Title	Date	Version
1	ITT TAXUD/2006/AO-007	Technical Annex to the Model Framework Contract of ITT TAXUD/2006/AO-007	25/07/2006	1.00 – EN
2	ITIL Best Practice	Service Delivery process “Availability Management”	2003	Version 2
3	ITSM DLV 8.2.4.2.2	Availability Plan for the Trans European IT Services including the Taxation business thread - DLV AVL TES	09/03/2009	1.21
4	TMP-REF-AVM	TEMPO Availability Management reference manual	05/03/2008	V1.40
5	MPR/MSR	(all MPR/MSRs)	2007-2010	(different versions)
6	FQP	ITS-IFQP-SC04-Framework Quality Plan	22/03/2010	1.04
7	TAXUD/A3	SPECIFICATIONS FOR IMPLEMENTING AVAILABILITY AND CONTINUITY IN NCTS – Annex 1	16/06/2006	V1.06 VERSION ACCEPTED BY NATIONAL ADMINISTRATIONS
8	ITS-IRPT-INF-SC06-005-ICT-Evolutive version of Infrastructure Reference	TAXUD Technical Infrastructure Reference DLV 8.6.1.3.1	28/04/2008	V1.3

Table 2-1: Reference documents

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2.2 Applicable Documents

An applicable document is a document of which the content is binding for the contractor in the context of this document.

Id	Reference	Title	Date	Version
1	Contractual OLA	Contractual OLA ITSM between DG TAXATION AND CUSTOMS UNION and XXX	14/07/2008	0.08
2	OLA-H-I	Hosted Infrastructure OLA between XXX and DG Taxation and Customs Union.	15/07/2008	0.06
A3	TAXUD/2008/DE/114	Specific Contract 06	30/10/2009	N/A
4	ITS-IFQP-SC01-Framework Quality Plan	Framework Quality Plan	2008	V0.10
5	CQP	ITS-ICQP-SC06	2008	V0.10
6	TOC	ITS-ITOC-SLA Availability & Continuity Document	2008	V0.02
7	DLV.8.2.1.2.1 (SLA)	Harmonised & converged Service Catalogues & SLAs, per customer/user community across all taken over business threads and ITSM thread.	(Pending)	(Pending)
8	CMDB / ODL	CMDB containing the list of Configuration Items installed in the ICT infrastructure. ODL containing additional information about the components; e.g. information about suppliers ⁵ .	NA	NA
9	SCIT68-SLA	Service Level Agreement	14/03/2008	V3.00

⁵ See FQP for more detail about content and procedures around the CMDB and ODL.

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10	EXC-ISLA-COS-001 v1.00.doc	Excise System SLA between DG TAXUD and Member States	26/03/2009	1.00
11	ITS-ITOC-001-ExciseEMCS v3.00.doc	Terms of Collaboration for TES EMCS	23/04/2009	3.00
12	ITS-IGDL-eCUST-NSD.OPS-v1.31.doc	Guidelines for National Service Desk Set-up and Operation for Customs Trans-European Systems	07/04/2010	1.31
13	ITS-ISLA-eCUST-SD-v1.1.1-EN.doc	Service Level Agreement for the Service Desks of the Customs Trans-European Systems between National Administrations and DG TAXUD	07/04/2010	1.1.1
14	ITS-ISLA-eCUST-TES-ACM_v1.3.1-EN.doc	Service Level Agreement for Availability and Continuity of Customs Trans-European Systems between National Administrations and DG TAXUD	07/04/2010	1.3.1
15	ITS-ITOC-eCUST-TES_v3.1.1-EN.doc	Terms of Collaboration for the Customs Trans-European Systems	07/04/2010	3.1.1
16	TAX-IRPT-MAR-2010-04-v1.00.doc	Monthly Activity Report	27/05/2010	1.00

Table 2-2: Applicable documents

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3. Terminology

3.1 Abbreviations and Acronyms

A list of the principal abbreviations and acronyms used is provided here for a better understanding of this document.

Abbreviation / Acronym	Description
AMDB	Availability Management Database
CI	Configuration Item
CMDB	Configuration Management Database
cOLA	Contractual Operational Level Agreement
CQP	Contract Quality Plan
CSIP	Continuous Service Improvement Programme
FQP	Framework Quality Plan
ICT	Information and Communication Technology
ITIL	Information Technology Infrastructure Library
ITSM	Information Technology Service Management
MPR	Monthly Progress Report
MSR	Monthly Service Report
MTBF	Mean Time between Failures
MTBSI	Mean Time between System Incidents
MTTR	Mean Time to Repair
ODL	Operation Document Library
OLA	Operational Level Agreement
SC	Specific Contract
SLA	Service Level Agreement
SMT	Service Management Tooling
SQI	Specific Quality Indicator
TAXUD	Directorate-General for Taxation and Customs Union
TEMPO	TAXUD Electronic Management of Projects Online
ToC	Terms of Collaboration
VBF	Vital Business Functions

Table 3-1: Abbreviations and acronyms

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3.2 Definitions

Term	Definition
Availability plan	An Availability Plan is a plan to ensure that existing and future availability requirements for IT services can be provided (a plan for the improvement of IT availability).
TES	A trans-European System is a set of collaborative business processes, services, applications and infrastructure distributed in National Administrations and at the European Commission, in order to perform a given business activity
Availability Management Database (AMDB)	<p>An availability Management Database (AMDB) is a database containing all data needed to support availability management.</p> <p>This is a federated/logical database consisting of multiple repositories and tools.</p>
Availability	<p>Ability of a Configuration Item (CI) or IT Service to perform its agreed Function when required. Availability is determined by Reliability, Maintainability, Serviceability. Availability is usually calculated as a percentage. This calculation is often based on Agreed Service Time and Downtime.</p> <p>Availability (or rather unavailability) is the key indicator of service quality perceived by the business and by the users. In summary, availability depends on:</p> <ul style="list-style-type: none"> • The availability of components; • The resilience to failure; • The quality of maintenance and support; • The quality, pattern and extent of deployment of operational processes and procedures.
Availability Manager	<p>For more details see also Framework Quality Plan (FQP).</p> <p>Availability Manager is responsible for, in collaboration with ICT Infrastructure, the availability monitoring and related plans.</p> <ul style="list-style-type: none"> • Accountable for the deployment of the Availability Management process and associated methods and techniques; • Responsible for ensuring the Availability Management process, its associated techniques and methods are regularly reviewed and audited, and that all of these are subjected to continuous improvement and remain fit for purpose; • Responsible for the monitoring of actual Availability achieved versus targets and to ensure shortfalls are addressed; • Responsible for the production and maintenance of an Availability Plan which prioritises and plans Availability improvements.

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Term	Definition
Incident	Any event which is not part of the standard operation of a service (central or national) that causes or may cause, an interruption to, or a reduction in, the quality of the overall service.
Reliability	Measure of how long a Configuration Item or IT Service can perform its agreed Function without interruption. Usually measured as MTBF or MTBSI.
Maintainability	<p>Maintainability relates to the ability of an IT infrastructure component to be retained in, or restored to an operational state after a failure. Maintainability of an IT infrastructure component can be divided into 7 separate stages:</p> <ul style="list-style-type: none"> • The anticipation of failures; • The detection of failures; • The diagnosing of failures; • The resolving of failures; • The recovery from failures; • The restoration of the data and IT service; • The levels of preventive maintenance applied to prevent failures occurring. <p>Maintainability is measured and reported as Mean Time to Repair (MTTR).</p>
Serviceability	<p>Serviceability describes the contractual arrangements made with third party IT service providers. This is to assure the availability, reliability and maintainability of IT services and components under their care.</p> <p>It is important to recognise that serviceability in itself cannot be measured as a specific metric. It is the availability, reliability and maintainability of an IT service and the components under their care that must be measured.</p>
Resilience	The resilience is the capability of a set of CIs to continue to provide a required function, if not immediately then very quickly, when some CIs in the set have failed.
Downtime	Downtime is the total amount of time during which a Configuration Item or IT Service is not Available during its Agreed Service Time. A distinction can be made between planned and unplanned downtime.
Mean Time Between Failures (MTBF)	The MTBF is a metric for measuring and reporting reliability. The MTBF is the average time that a CI or IT service can perform its agreed function without interruption.

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Term	Definition
Mean Time Between System Incidents (MTBSI)	The mean elapsed time between the occurrence of one system or service failure and the next.
Mean Time To Repair (MTTR)	<p>The MTTR is a metric for measuring and reporting maintainability. The MTTR is the average time taken to restore a CI or IT service after a failure.</p> <p>In this Availability Plan the MTTR is calculated using the average time taken to resolve an unscheduled unavailability incident (from incident registration till incident closure).</p>
Scheduled unavailability (alias "S")	Scheduled unavailability is a disruption/outage planned (and notified to the relevant stakeholders) in advance of one or more IT services. It is often used for maintenance, upgrades and testing.
Unscheduled unavailability (alias "U"):	Unscheduled unavailability is a sudden disruption (or a disruption planned less than 48 hours in advance) of one or more IT services or severe service degradation in terms of performance.
Unavailability	The inability of a National Administration to receive and/or send messages or both from/to other parties within the external and/or common domain.
Agreed Service Time	<p>The agreed service time is an agreed period of time during which a particular IT service should be available. Agreed service time is defined in an SLA.</p> <p>In the context of ITSM this includes:</p> <ul style="list-style-type: none"> • The agreed service time is defined between 07.00 and 20.00 hours Brussels time (Monday through Friday excluding Business holidays) (780 minutes); • Business holidays are: 1st of January and 25th of December; • Scheduled unavailability must be planned outside the agreed service hours.

Table 3-2: List of definitions

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4. Trans-European IT System Description and Scope

The present chapter explains the IT architecture and business organisation of IT systems under the scope of the document.

4.1 Introduction

A trans-European System is a set of collaborative business processes, services, applications and infrastructure distributed in National Administrations and at the European Commission, in order to perform a given business activity.

The portfolio of IT services provided by DG Taxation and Customs Union is composed of a set of systems and applications. This portfolio is currently organised in three business threads as follows:

Customs TES and applications: This thread includes:

- The Tariff oriented applications, e.g; CRMS, ART, EOS. These applications run on the IT infrastructure of the Data Centre (DC) of DIGIT and most of them are centralised trans-European systems relying on CCN for the secure connectivity with NAs;
- New Computerised Transit System (NCTS) and applications underpinning the NCTS, i.e. the Export Control System (ECS) and the Import Control System (ICS). NCTS, ECS and ICS are distributed trans-European systems with CCN as backbone. CS/RD (reference data subsystem, COL subsystem) and CS/MIS are supportive applications. CSRD is supportive for NCTS, ECS, ICS, EOS, NCTS-SPEED and SEEDv1. CS/MIS is the monitoring and statistics subsystem for NCTS, ECS, ICS, EOS and NCTS-SPEED;

Excise TES: The flagship of this thread is EMCS⁶, consisting of a set of small- and medium-sized systems already in operation (SEED, EWSE, MVS). The excise systems are distributed trans-European systems with CCN at their core. CS/MISE is the monitoring and statistics subsystem for EMCS;

Taxation TES: The flagship of this thread is the VAT Information Exchange System (VIES) which is complemented with the VAT on e-Services (VoeS). VIES and Taxation on Savings are distributed trans-European systems, taking advantage of CCN.

From an IT point of view, a trans-European system is a series of software components running in the National Administrations and/or at the European Commission and which communicate with each other via a secure trans-European network, the Common Communication Network (CCN).

⁶ Live for Business since April 2010.

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There are different architectures of trans-European systems, in certain cases National Administrations communicate directly to one another, in other cases they all communicate to a single central application.

The principle of the TES is the following: all National Administrations, and the Commission connect to a trans-European Network for exchanging information (Information Exchange, IE) either with one another, either with a central application.

The trans-European systems business process model is mainly oriented to the consolidation information from National Administration and broadcasting information to National Administration and on business movement process. The sensitivity of the information transferred and the visibility of the operation imposes that different security aspects are considered during the complete lifecycle of the TES.

DG Taxation and Customs Union offers a series of services to support the entire lifecycle of all trans-European systems, such as creation of specifications, testing, monitoring, statistics, Service Desk. These aspects are out of the scope of the present document.

4.2 CCN

The trans-European systems developed and operated under DG Taxation and Customs Union coordination rely all on the Common Communication Network (CCN).

The CCN allows a harmonised approach to the application development and operation, in compliance with the regulatory constraints of the European Commission in the context of data transmission.

As described by TEMPO, the CCN allows the coexistence of several application flow types meeting different needs of interoperability between National Administrations.

The exchange channels are based on:

- The proprietary protocol (Common System Interface, CSI) meeting the need of interoperability between heterogeneous systems;
- The standard HTTP or HTTPS protocol used by services offered on the “CCN Intranet”;
- CCN Mail;
- SOAP.

The CCN, with its corresponding gateways defines the limits of the Common Domain.

4.3 TES Architecture Models

DG Taxation and Customs Union business is oriented on three architectural models of trans-European systems: Distributed, Centralised and Coordinated TES.

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4.3.1 Distributed TES model

A Distributed TES has the main system functionality operated in the National Domain of each National Administration (distributed) and is under the responsibility of each National Administration. Users (NAs, National Offices, and Traders) are able to exchange information directly with users and applications in other Member States/countries over the CCN by using the Nationally Developed Application (NDA).

Distributed TES are developed and operated by the National Administrations.

A typical distributed TES is shown in the following figure.

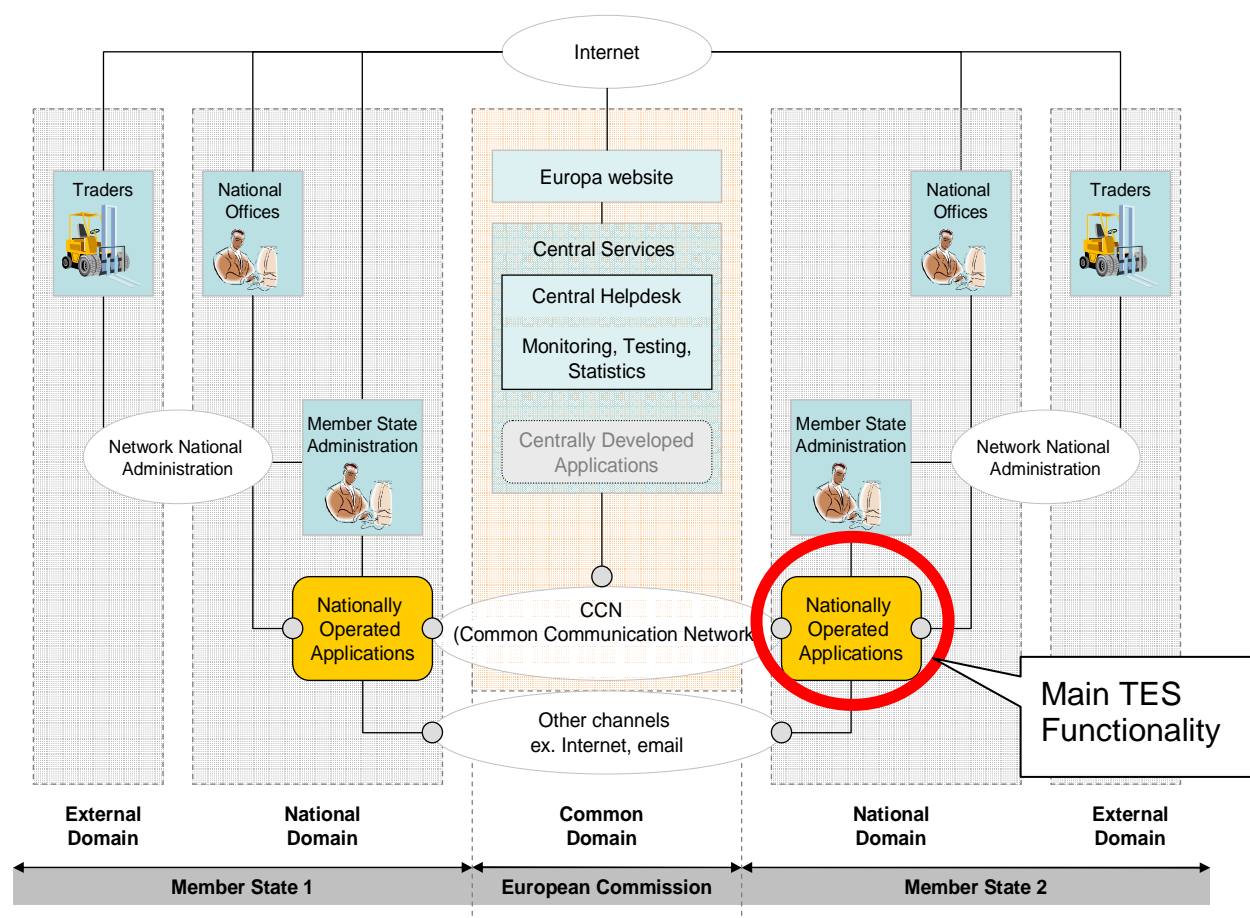


Figure 4-1: Typical Distributed TES⁷

The three domains of responsibility are clearly separated:

- The Common Domain is managed by the Commission; the Common Domain comprises the CCN, the Central Services, and the Centrally Developed Applications (CDA), which may implement some functionality of the TES.
- The National Domain falls under the responsibility of each National Administration.
- The External Domain falls under the responsibility of each National Administration.

⁷ Source : TEMPO Methodology [R4]

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All users in the National and External Domains (NAs, National Offices, and Traders) access the Nationally Developed Applications through the National Administration Network.

NDA's implement the main part of the TES functionality. Users in one NA exchange information with users in another country interacting with their NDA, which transfers messages to other NDA's via the secure CCN. Depending on how the TES have been conceived, NDA's may exchange messages also via other channels than the CCN, such as the Internet or email, mainly as fallback.

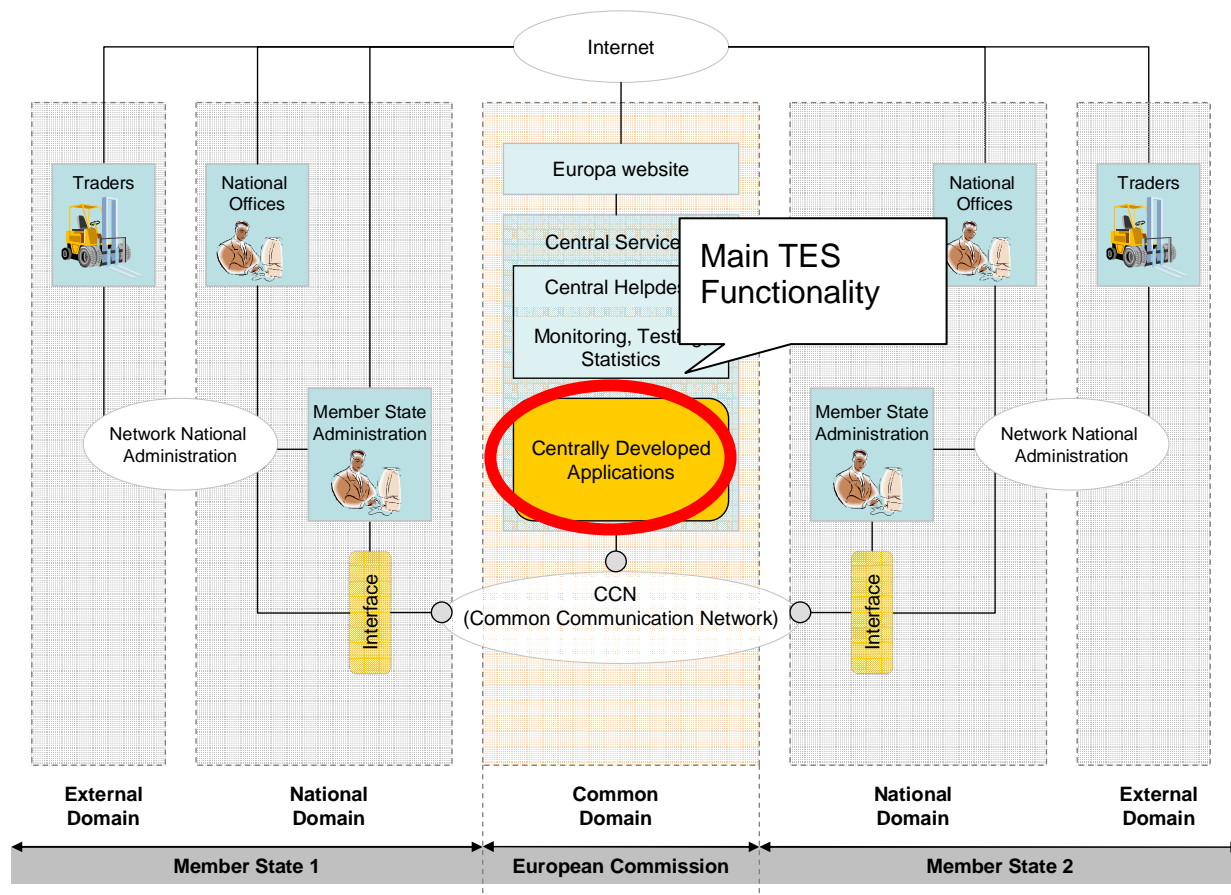
An example of a distributed trans-European system is the NCTS system.

4.3.2 Centralised TES model

A Centralised TES has its main system functionality operated in the Common Domain (centrally) under the responsibility of the Commission. National Administrations are able to interact with and exchange information through the Centralised TES.

The applications of the centralised TES are accessible to the National Administrations remotely.

As described by TEMPO, a typical Centralised TES is depicted in the following figure.



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Figure 4-2: Typical Centralised TES8

The three domains of responsibility are clearly separated:

- The Common Domain (comprising the CCN, the Central Services and the Centrally Developed Applications (CDA)), which implement the main functionality of the TES is managed by the Commission ;
- The National Domain falls under the responsibility of each National Administration.
- The External Domain falls under the responsibility of each National Administration.

All users in the National Domain (NAs, National Offices) access the CDA and the Central Services through the National Administration Network via a client application (Interface), which mainly serves as a relay to the CCN.

Figure 4.2 also shows that users may access the CDA and the Central Services via other channels, such as the Internet

An example of centralised TES is the Quota2 application.

4.3.3 Coordinated TES model

TES Coordinated systems include central applications hosted and operated inside the DG Taxation and Customs Union domain, providing the coordination of information exchanges between National Administrations.

A coordinated TES supports the coordinated process initiated by National Administrations and centrally coordinated by DG Taxation and Customs Union. Such systems provide central services for National Administrations, treated in centralised TES, for the support of business services transferred to them.

4.4 TES Process Model

In addition to the architecture of the different TES, another classification can be performed based on the type of information that is exchanged in the trans-European systems. Two main types of TES can be identified:

Business Systems/applications: when the messages (Information Exchange) exchanged between the different participant organisations reflect state changes of business event activities (*e.g.* the departure of a movement in the NCTS system);

Reference Systems/applications: when the messages exchanged are used to disseminate information created/owned by one author and shared with multiple possible readers in other National Administrations or in Data Centre (*e.g.* VAT information concerning a trader from another National Administration in the VIES System).

⁸ Source : TEMPO Methodology [R444]

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Table 4-1 provides a classification of different TES applications and/or operations under DG Taxation and Customs Union responsibility based on the architectural model (Centralised/Distributed) and the process model (Reference/Business).

This table highlights the independence between the process model of a TES application and its architecture. The supporting applications (VIES Monitoring, CS/RD...) are all centralised and are omitted in Table 4-1.

	Centralised TES	Distributed TES
Reference oriented	<u>Customs Business Thread :</u> EBTI TARIC (including commercial policies related applications): Suspensions CN, ISPP ECICS Transit/Export/Import reference CS/RD CS/MIS EOS <u>Excise Business Thread :</u> SEED <u>Taxation Business Thread:</u> VIES-on-the-Web	<u>Taxation Business Thread:</u> VIES VoeS, Taxation on Savings e-Forms
Business oriented	<u>Customs Business Thread :</u> Quota2 Surveillance CRMS ART	<u>Customs Business Thread :</u> NCTS, ECS, ICS <u>Excise Business Thread:</u> EMCS

Table 4-1: DG Taxation and Customs Union trans-European systems ⁹

⁹ Source : TEMPO Methodology [R4]

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4.5 Applications in Scope of the TES Availability Plan

4.5.1 Analysis of the Portfolio of Applications

By the time of writing the document, the following applications were taken into account and studied for the availability plan linked to Trans European Systems:

Business Thread	Application	TES Architecture Model	Explanation
DDS ¹⁰	DDS Website	Trans-European Centralised System	Dissemination of information managed by TAXUD.
		Trans-European Coordinated System	Dissemination of information managed by NA.
	DDS COL	See CS/RD (second)	
	DDS Suspensions	See SUSPENSIONS	
	DDS TARIC	See TARIC	
	DDS Surveillance (SURV2)	See Surveillance	
	DDS Export MRN Follow-up	See CS/MIS	
	DDS Transit MRN Follow-up	See CS/MIS	
	DDS SEED (SEED-on-Europe)	See SEED	
	DDS ECICS	See ECICS	
	DDS QUOTA	See TQS	
	DDS AEO	See AEO	
	DDS EBTI	See EBTI	
Customs Thread	Surveillance (SURV2)	Trans-European Centralised System	<p>Surveillance system which consists of:</p> <ul style="list-style-type: none"> • central Surveillance application, • national Surveillance applications which facilitate surveillance information submission and query, • DDS which disseminates surveillance information to citizens.

¹⁰ DDS is formally not a business thread by itself. DDS is used as a term to group the applications from Customs and Taxation (that use a single point of access through the web).

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Business Thread	Application	TES Architecture Model	Explanation
	TQS Surv & Quota	Trans-European Centralised System	<p>part of Surveillance system which consists of:</p> <ul style="list-style-type: none"> • central TQS application, • national TQS applications which facilitate surveillance information submission and query, • DDS application which disseminates quota information to citizens. <p>Phased out and replace by Quota2.</p>
	ART	Trans-European Coordinated System	ART system which consist of central ART application and national ART applications.
	ECICS	Trans-European Centralised System	ECICS system which consists of central ECICS application, national ECICS applications which maintained local copy of ECICS data and DDS which is used for ECICS information dissemination to citizens.
	ISPP	Trans-European Centralised System	ISPP system which consists of central ISPP application and national ISPP applications which facilitate document entry.
	TARIC Reports (TARREP)	Trans-European Centralised System	<p>Taric system which consists of:</p> <ul style="list-style-type: none"> • central Taric application, • Taric reports application, • national Taric applications which store the local copy of tariff information for NAs, • DDS which disseminates tariff information to citizens
	EBTI	Trans-European Coordinated System	EBTI system consists of central EBTI application, national EBTI applications which facilitate BTI entry and consultation and DDS which is used for BTI information dissemination to citizens.
	SUSP	Trans-European Centralised System	<p>Suspension system which consists of:</p> <ul style="list-style-type: none"> • Central Suspension application, • DDS which disseminates

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Business Thread	Application	TES Architecture Model	Explanation
			surveillance information to citizens.
	CRMS	Trans-European Centralised System	CRMS system which consists of central CRMS application and national CRMS applications which facilitate document entry and query
	SMS	Trans-European Coordinated System	SMS system which consists of central SMS application and national SMS applications which facilitate document entry and query
	AEO	Trans-European Coordinated System	Phased out. Merged with EOS.
	ART	See ART	
	ISPP	See ISPP	
	EBTI	See EBTI	
	SUSP	See SUSP	
	CRMS	See CRMS	
	SMS	See SMS	
	SURV2	See SURV	
	CRMS	See TARIC	
eCustoms (NCTS)	CS/RD	Trans-European Centralised System	The reference data subsystem.
		Trans-European Coordinated System	The COL subsystem.
	CS/MIS	Trans-European Coordinated System	part of NCTS and ECS systems, monitoring and statistics subsystem.
	TTA	Trans-European Coordinated System	simulates trans-European Distributed system for the tested application
	STTA	Trans-European Distributed System	
Excise	PSP	Trans-European Centralised System	Phased out since 1/04/2010.
	SEEDv1	Trans-European Centralised System	The reference data subsystem
		Trans-European Coordinated System	The registration data subsystem.
	TA (Test Application)	Trans-European Coordinated System	simulates trans-European Distributed system for the tested

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Business Thread	Application	TES Architecture Model	Explanation
			application
	MVS	Trans-European Distributed System	Live for Business, merged with EMCS.
	EWSE	Trans-European Distributed System	Live for Business, merged with EMCS.
	EMCS	Trans-European Distributed System	Consists of SEEDv1, EWSE and MVS.
Taxation	VIES System	Trans-European Coordinated System	Each Member State is obliged to maintain an electronic database which should contain the VAT identification numbers of its traders; such information would extend to the name, address and, where appropriate, the date of cessation of validity of the number.
	VIES-on-the-Web	Trans-European Centralised System	Allows traders involved in the intra-Community supply of goods or of services to obtain confirmation of the validity of the VAT identification number of any specified person. The verification is done against the national VAT database using the synchronous R-VATR service of the traditional VIES system.
	VIES Monitoring	Trans-European Centralised System	The VIES Monitoring periodically sends preformatted VIES messages to each Member State in both synchronous and asynchronous modes. The response received is used to verify "on-line" the availability of the Member States VIES application.
	VIES-on-the-Web Monitoring	Trans-European Centralised System	The application is dedicated to control operational status of the VIES-on the-Web. One of its functionalities is to control whether requests sent to Member States with utilisation of Vies-on the-Web are processed correctly. Another one is to monitor performance parameters of VIES-on the-Web production server.
	VIES-on-the-Web Configuration Tool	Trans-European Centralised System	The objective of the VIES-on-the-Web Configuration Tool is providing a web interface for

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Business Thread	Application	TES Architecture Model	Explanation
			managing the VIES-on-the-Web application.
	VIES Statistics System	Trans-European Coordinated System	Collects and processes differential information from various sources in several formats. On the basis of this information it provides consolidated statistics concerning VIES System and VIES-on-the-WEB.
	VIES Test Application	Trans-European Coordinated System	VIES Test Application is dedicated to test if the National VIES application is able to provide correct support for exchange of information with other Member States and authorised users.
	VIES Initial Application	Trans-European Coordinated System	Application made available by DG Taxation and Customs Union to the National Administrations as a reference to create their own national application implementing the VIES protocol (all VIES messages).
	VAT-on-e-Services	Trans-European Coordinated System	<p>VoeS is a special scheme which rules the VAT legislation and procedure applicable for traders who are not established in the EU but who provide electronically supplied services to non-taxable persons established within the EU.</p> <p>This special scheme has led to the implementation of the dedicated system “VoeS” for exchange of information between MS. The scheme provides for traders not established within the EU, supplying specific eservices, an electronic means of registration for VAT; Submission of VAT return; Payment of VAT due; in a single MS of their choice irrespective of the MS of residence of the non-taxable client.</p>
	VAT-on-e-Services Remote Test Application	Trans-European Coordinated System	VoeS RTA is dedicated to test that the National VoeS application can process correctly messages coming from Member

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Business Thread	Application	TES Architecture Model	Explanation
			States of identification and to produce the messages that must be sent to the Member States of consumption.
	Taxes in Europe Database	Trans-European Coordinated System	<p>The "Tax Inventory" system provides two functionalities:</p> <ul style="list-style-type: none"> - provide access to the information in the Inventory of Taxes available on the Europe web site, and to allow to navigate, browse and search this information through the different documents; - Ease the process of production and publication for DG Taxation and Customs Union.
	Taxation of Savings	Trans-European Coordinated System	<p>The application ensures a flow of relevant information between all Member States according to the EU legislation: when the interests are paid by an entity in one Member State and a recipient of interest payments is resident of another Member State, then process of taxation of those interests falls under the authority of the second. Meaning that tax return forms should be submitted in the Member State of Relevant Interest Recipient and also there taxes on interests should be paid. Also withheld taxes should be transferred from other Member States to the Member State of Relevant Interest Recipient.</p>
	Generic Test Tool	Trans-European Centralised System	<p>Generic Test Tool is a tool intended to be the basis of new test tools for various application domains and application protocols for the exchange of structured messages, i.e. XML. The core principle is that the GTT is a basic platform that offers the bulk of services needed to perform a set of tests. Specific test applications will be developed for the different application domains that may add to the functionality provided by the GTT. Plug-ins are currently</p>

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Business Thread	Application	TES Architecture Model	Explanation
			available for : <ul style="list-style-type: none"> • Taxation of Savings • Exchange of Forms
	Exchange of Forms	Trans-European Coordinated System	Electronic Forms exchanged between MS to retrieve / verify information, in the framework of the “Administrative Cooperation”: MISSING TRADER FORM (commonly used as a simplified form for a fast exchange of information in case of suspected fraudulent operation); REQUEST FOR NOTIFICATION (commonly used to notify of an administrative decision to another MS who communicates it to its taxable person) and FORM "SCAC 2004“ (commonly used for exchange of spontaneous data and information requests).

Table 4-2: Application list and their Model

4.5.2 Conclusions of Analysis and Applications in Scope of the TES Availability Plan

Finally, with the study of this table, of the availability plan for Commission IT services and taking into account the following hypothesis:

1. All DDS applications are accessed through the DDS Portal, which is maintained by DG Taxation and Customs Union and therefore is part of the Availability Plan for Commission IT Services and not of the present document. This is applicable even if parts of DDS applications are fed with data by the National administrations. The update of this data is part of the National administrations job and is not part of the Availability plan.
2. The Availability plan for TES only treats the applications or part of applications which are operated and maintained under the responsibility of the National Administrations.
3. The Conformance test environment, being hosted and operated by DG Taxation and Customs Union, are out of the scope of the present plan.
4. The CS/RD application, including the COL, being hosted and operated by DG Taxation and Customs Union, is not covered by the scope of the present plan, being part of the Availability Plan for Commission IT Services. This is applicable even if

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National administrations are obliged to feed the CS/RD database with their national data.

5. Similarly, the CS/MIS application, being hosted and operated by DG Taxation and Customs Union, is out of the scope of the present document for the same reasons.
6. Testing applications like TTA, STTA, TA, VIES Test Application, Generic Test Tool, etc, being all tools developed and operated by DG Taxation and Customs Union, are not covered by the present plan.
7. The applications taken into account for the Taxation business thread linked to Trans-European Services are only the ones covered by the National Domain responsibility (i.e. VIES, VAT-on-e-Services and the Exchange of Forms. The remaining ones, including some of them which from a theoretical point of view are part of TES, will be treated under the Availability Plan for Commission IT Services.
8. As described by the SLA agreed with the Members States (see [A9], clause 4.5.2.1 Availability Agreement [for Member States], "the availability of the EoF application is linked to the availability of the LCMS server", which will be covered by the "CCN/TC SLA". According to this agreement, the availability of Exchange of Forms application, although within TES, will not be covered by the present document as linked to the CCN and LCMS availability plan (coverage within the Availability Plan COM document).

[A14] details the Customs TES for which the availability and continuity are managed by the current Service Level Agreement:

- National administrations:
 - NCTS
 - ECS
 - ICS
 - EOS
- DG Taxation and Customs Union:
 - CS/RD
 - CS/RD Test
 - CS/MIS
 - TTA
 - DDS/ECS
 - DDS/NCTS
 - DDS/COL
 - EOS

For Excise;

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- National administrations:
 - EMCS
- DG Taxation and Customs Union:
 - SEEDv1
 - TA
 - CS/RD
 - CS/MIS
 - EWSE
 - MVS

Concerning the Taxation applications, [A9] stipulates the services of one Member State to be made available for the other Member State, hence covered by the scope of this TES availability plan. It includes:

- VIES:
 - VIES – On request services;
 - VIES – Spontaneous messages.
- VAT-on-e-Services;
- Exchange of Forms.

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5. TES Availability requirements

5.1 Introduction

This section provides an overview of current requirements related to availability of IT-services and underlying ICT infrastructure (where existing derived from agreements such as SLA, OLA and ToC) and if applicable any planned or expected changes that are expected in these requirements.

The analysis and the present status of the requirements fulfilment will be described in the next Chapter.

5.2 Customs Availability requirements

Each National Administration and DG TAXUD have to monitor on 24/7 basis the availability of its Customs TES components marked as “mandatory” in the ‘Customs TES classes’ defined in applicable document ‘ITS-ISLA-eCUST-TES-ACM_v1.3.1-EN.doc’ [A14]. Services subject to monitoring for availability and continuity by the National Administrations and DG TAXUD are defined in Appendix A of this document.

It includes information on the management of scheduled (with more than 48 hours) unavailabilities of applications part of a trans-European system. Both National Administration and DG TAXUD could be at the origin of the unavailability.

It also includes information on the management of unscheduled (either completely unforeseen, or planned within less than 48 hours) unavailabilities of applications part of a trans-European system. Both National Administrations and DG TAXUD could be at the origin of the unavailability.

The appendices also describe the following;

- Appendix A of [A14] details the applicability of the SLA on availability and continuity for the Customs TES services;
- Appendix B of [A14] details the business days and business hours in the collaborating national administrations;
- Appendix C of [A14] details the availability targets and limits for Customs TES.

5.3 Excise Availability requirements

As already stated, agreements could not be found between DG Taxation and Customs Union and the National administrations concerning the services subject to monitoring for availability and continuity by the National Administrations.

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#	Excise Services	Monitoring need	Responsible (NA or COM)
CLASS A: Excise services of National Administrations within external domain			
1	All mission-critical Excise services provided to the traders community such as interfaces, communications, XML/EDIFACT conversion modules, etc.	Mandatory	NA
CLASS B: Excise services of National Administrations within common/national domain			
1	All mission-critical Excise services provided within common/national domain such as Communication module with CSI , SEED V1, etc.	Mandatory	NA

Table 5-1: Excise services under availability management

5.3.1 Scheduled Unavailability of a National System

Each National Administration will have to announce the ITSM Service Desk any scheduled unavailability (there are no specifications concerning the minima of calendar days in advance).

The information has to include: start/end date and time, reason, and any impacted functionalities. The ITSM Service Desk, broadcasts the registered unavailability automatically to all other National Administrations.

5.3.2 Unscheduled Unavailability of a National System

When an unscheduled unavailability is detected, the National Administration concerned has to communicate it immediately to the central ITSM Service Desk via a fallback medium such as e-mail, phone or fax for immediate broadcasting to other National Administrations.

The overall time window from the first alert until its registration and broadcasting to National Administrations is not settled to a certain threshold.

5.3.3 Current availability targets

In principle, this paragraph covers the current agreed levels of availability. These requirements should then be used to compare between actual levels and agreed levels of availability.

Because the two thresholds are not yet known, this comparison is not possible by the time of writing this document.

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5.4 Taxation Availability Requirements

The Taxation Business Thread services are, for the time being, the most advanced in the area of availability requirements from the National administrations.

5.4.1 Current availability targets

This paragraph covers the current agreed levels of availability.

Availability requirements (according to the SLA):

- 08h00-20h00 CET- at least 95% availability in 85% of the months of one rolling year;
- 20h01-07h59 CET at least 85% availability in 85% of the months of one rolling year;
- No distinction between planned and unplanned unavailabilities (see section 5.4.3);
- MTTR: max 12 working hours (Mo-Fr);
- Maintenance: max 8 hours inside 18h00-8h00 with a notification of min 3 days advance in at least 95% of cases per one rolling year.

5.4.2 Scheduled Unavailability of a National System

National Administration has to "plan" a scheduled unavailability according to the following agreed SLA:

For any reasons other than Force Majeure:

- Max 8 hours inside 18h00-8h00, with a
- Notification of min 3 days advance in at least 95% of cases per one rolling year.

As announced by the Member states [A16], the targeted VIES on the Web / VIES availability shifts during the period from July to April 2010 are the following:

MS	VIES Unavailability Shifts (Local Time)	GMT ¹¹
AT	Available 24 hours/day, 7 days/week	+1
BE	Daily around midnight for a few minutes	+1
CY	Available 24 hours/day, 7 days/week	+2
CZ	Registration data unavailable everyday around 07:00 for about 20	+1

¹¹ The summer-time period shall begin, in every Member State, at 1.00 a.m., Greenwich Mean Time, on the last Sunday in March.
The summer-time period shall end, in every Member State, at 1.00 a.m., Greenwich Mean Time, on the last Sunday in October.

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MS	VIES Unavailability Shifts (Local Time)	GMT ¹¹
	minutes	
DE	Available from 05:00 to 23:00	+1
DK	Unavailable everyday around midnight for about 10 minutes	+1
EE	Available 24 hours/day, 7 days/week	+2
EL	Available 24 hours/day, 7 days/week	+2
ES	Everyday around 00:10 for about 10 minutes	+1
FI	Every Sunday between 05:40 and 05:50	+2
FR	Almost everyday between 01:30 and 01:40	+1
GB	Almost daily from around 20:00 to 20:10	=
HU	Available 24 hours/day, 7 days/week	+1
IE	Unavailable on Sunday nights for maximum 30 minutes	=
IT	Every Monday to Saturday from 20:00 for 30 to 60 minutes	+1
LT	Available 24 hours/day, 7 days/week	+2
LU	Available 24 hours/day, 7 days/week	+1
LV	Available 24 hours/day, 7 days/week	+2
MT	Unavailable every Tuesday from 7:00 to 7:30 AM	+1
NL	Every weekend from Saturday 21:50 to Sunday 21:40	+1
PL	Available 24 hours/day, 7 days/week	+1
PT	Every Friday unavailable around 23:30 for about 30 minutes	=
SE	Everyday between 01:25 and 01:45	+1
SI	Unavailable a few hours during the night	+1
SK	Available 24 hours/day, 7 days/week	+1

Table 5-2 : Targeted VIES on the Web / VIES Unavailability

5.4.3 Unscheduled Unavailability of a National System

When an unscheduled unavailability occurs in the VIES systems, the National Administration concerned has to repair and recover the incident in max 12 working hours (Monday-Friday). Periods of CCN unavailability are taken out of the measurement period.

The overall time window from the first alert till its registration and broadcasting to National Administrations has not to exceed the 2 hours during business days and hours.

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However, the [A9] specifies in the document under 5.3.1 Availability requirements for Member States, that “there will be no distinction between scheduled and unscheduled unavailabilities when calculating availability rates”.

5.5 Proposed availability targets

This paragraph is intended to provide an overview of planned and/or expected changes in availability requirements for existing IT services as well as for new/planned IT services (if applicable).

5.5.1 Taxation

Annex 1 of the SLA document [A9] contains all the references to future evolutions of the targets that were set up. They represent a present view of the expected evolution of the contained SLA Targets :

Service Availability:

The percentage of availability indicated in section 5.4.1 should be increased with final goal from 2010 onwards as follows:

- from 8.00 a.m. to 20.00 p.m. CET, at least 98% availability in 90% of the months of one rolling year
- from 20.01 p.m. to 7.59 a.m. CET at least 90% availability in 90% of the months of one rolling year

Maximum Time To Repair:

The maximum time to repair from any availability incident caused by reasons other than Force Majeure, defined in section 5.3.1.1 of the SLA document, should evolve from 12 working hours in 2007 to 4 working hours by 2010.

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6. Availability data analysis

6.1 Introduction

This section provides a summary of the historic availability of IT services (based upon collected data between 01/11/2007 and 31/03/2010, for the Taxation business thread the data is collected between 01/07/2008 and 31/03/2010). This data is afterwards used to identify trends and potential issues.

6.2 Availability metrics

Based upon the captured availability data, the availability achievements according to the metrics defined in chapter “TES Availability requirements” are consolidated in this sub-section.

The availability data and statistics are currently collected from:

- Availability monitoring (data collection) as per Service Desks registered incidents and related monthly availability reporting (from MPR/MSR);
 - Incidents related to unscheduled unavailability;
 - Scheduled unavailabilities (due to changes and maintenance activities / IE71 messages for NCTS, ECS and ICS).
- Availability monitoring (data collection) for VIES with the Big Brother monitoring tool (VIES Monitoring);
- Outstanding and/or identified availability problems;

Based upon this information the following availability metrics can be derived:

- Total down time per service/application and per country (outage due to unscheduled unavailability);
- Actual availability compared with availability limit;
- Reliability of IT services/components compared to expectations (based upon the number of incidents) measured by MTBF and MTBSI;
- Maintainability of IT services/components compared to expectations (see MTTR) measured by the average time taken to resolve an unscheduled unavailability incident;
- Security of IT services/components;
- Serviceability of IT services/components.

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6.3 Scheduled Unavailability Customs Business Thread

6.3.1 NCTS

Within the studied period, we observed the following number of scheduled unavailabilities per country (See '[8.1 Annex 1: TES Scheduled Unavailabilities](#)' for the detailed list):

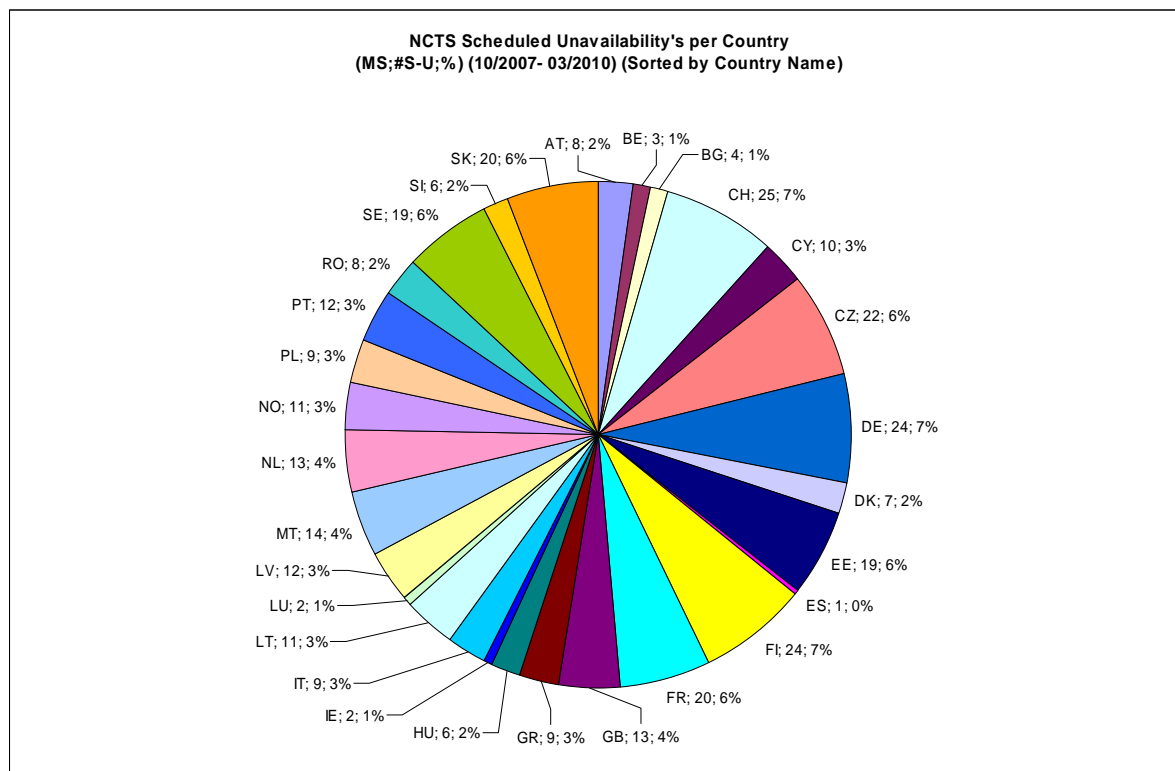


Figure 6-1: NCTS S-U by country name (10/2007 – 03/2010)

ITSM DLV 8.2.4.2.2	REF.: ITS-IPLN-SC06-AVL-TAX
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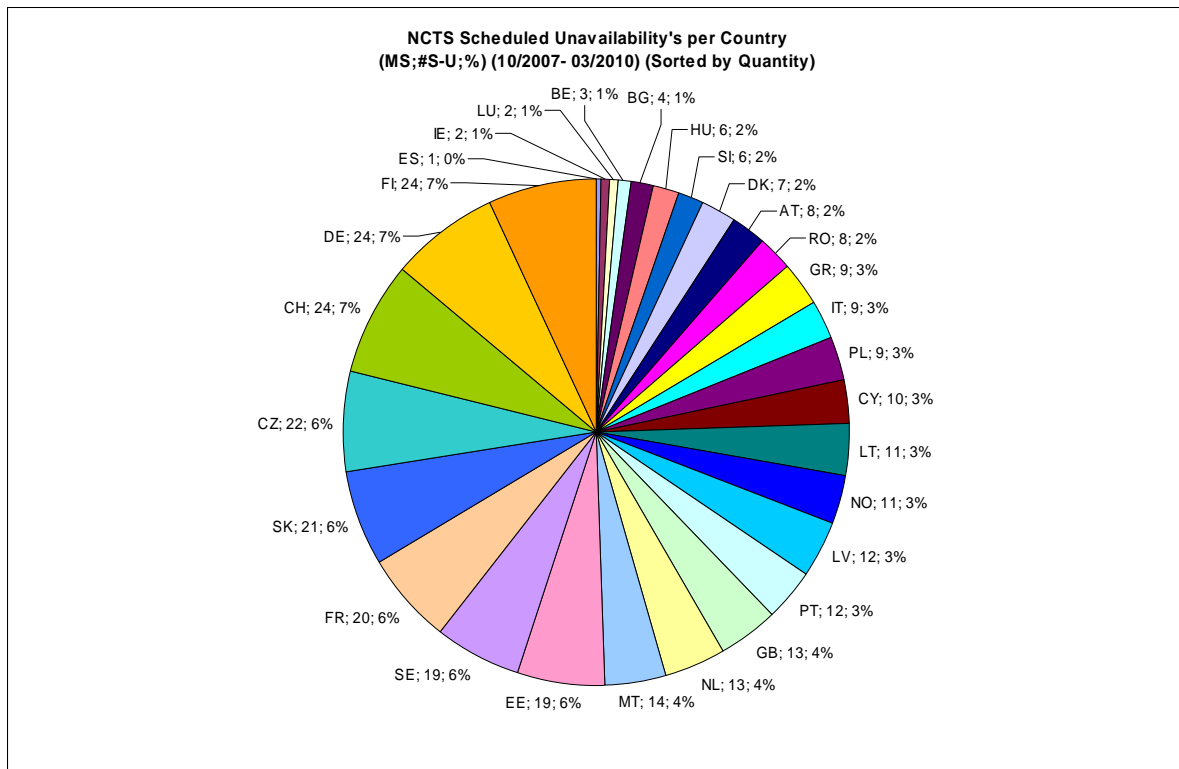


Figure 6-2: NCTS S-U by quantity (10/2007 – 03/2010)

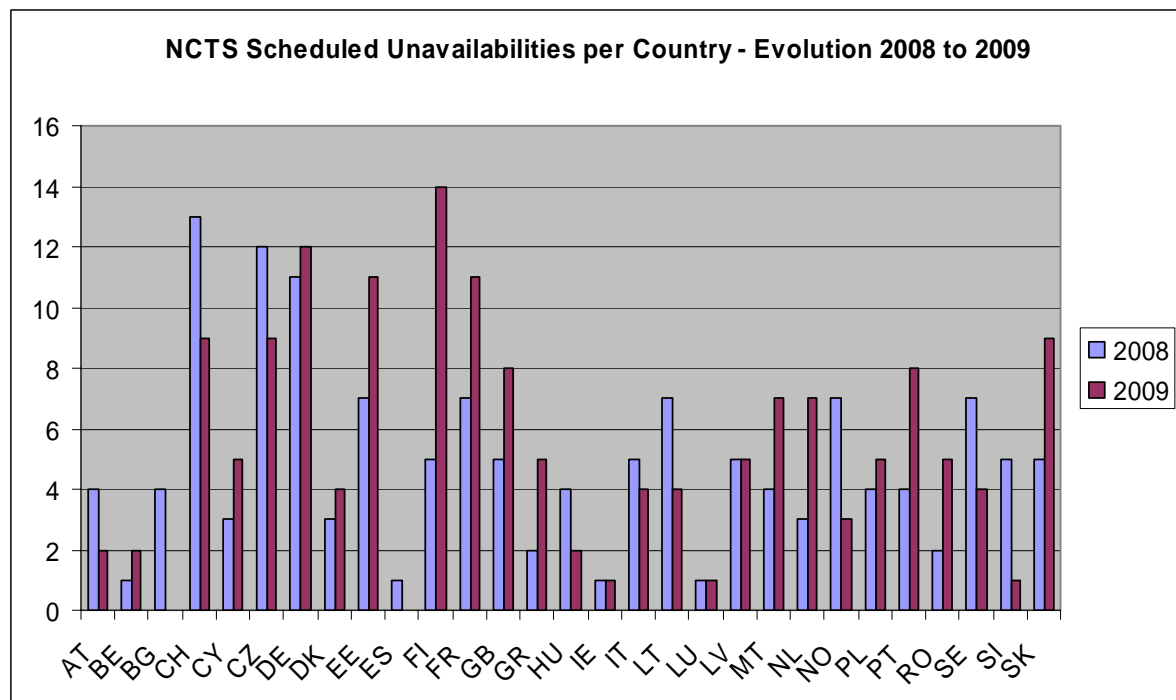


Figure 6-3: NCTS S-U evolution per country (2008 - 2009)

ITSM DLV 8.2.4.2.2	REF.: ITS-IPLN-SC06-AVL-TAX
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6.3.2 ECS

Within the studied period, we observed the following number of scheduled unavailabilities per country (See '[8.1 Annex 1: TES Scheduled Unavailabilities](#)' for the detailed list):

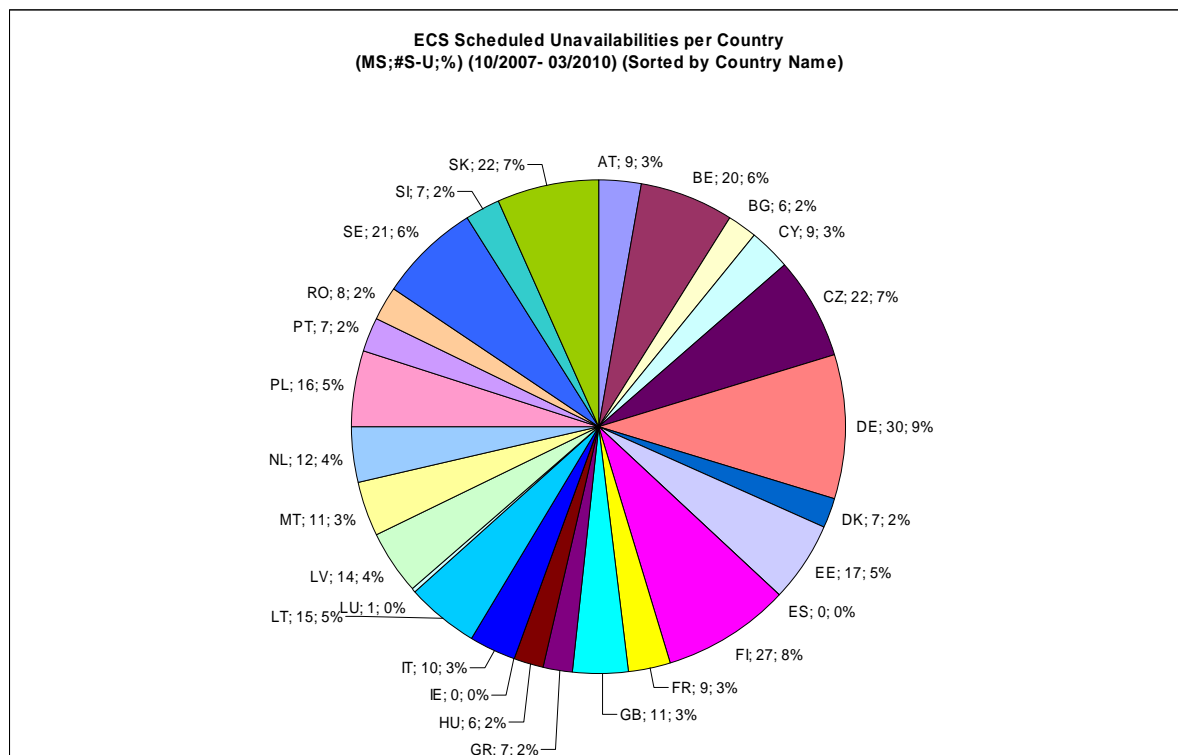


Figure 6-4: ECS S-U by country name (10/2007 – 03/2010)

ITSM DLV 8.2.4.2.2	REF.: ITS-IPLN-SC06-AVL-TAX
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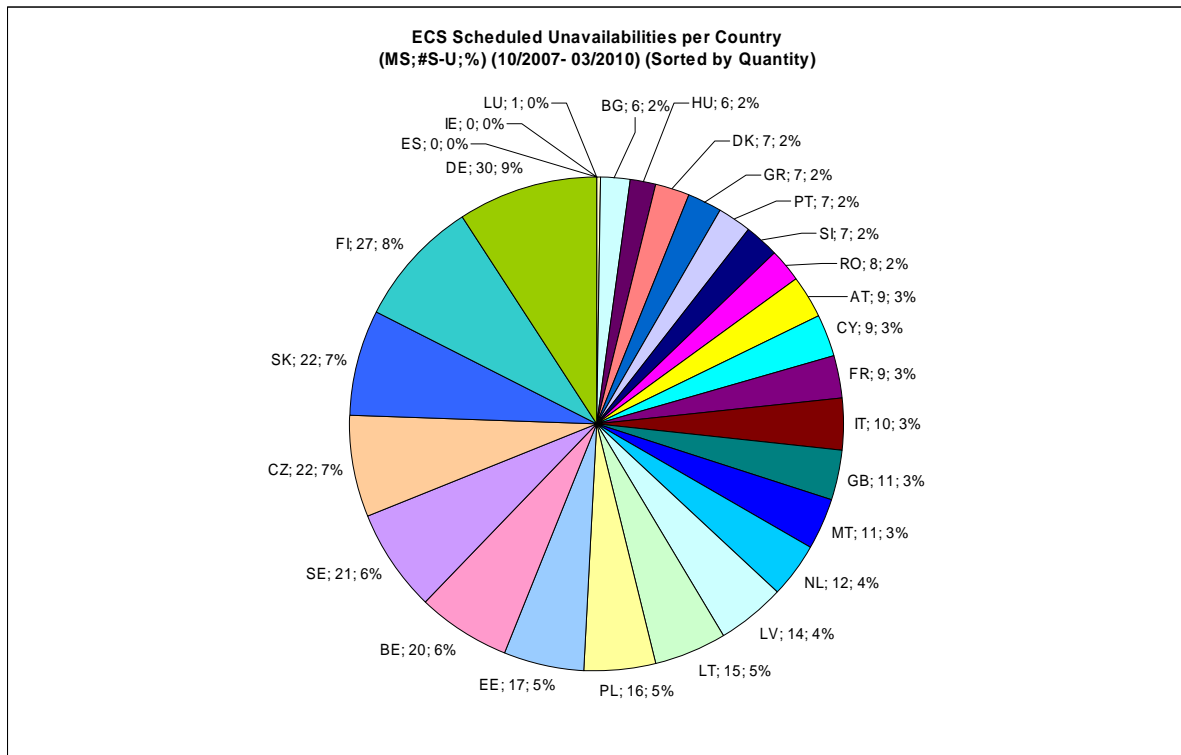


Figure 6-5: ECS S-U by quantity (10/2007 – 03/2010)

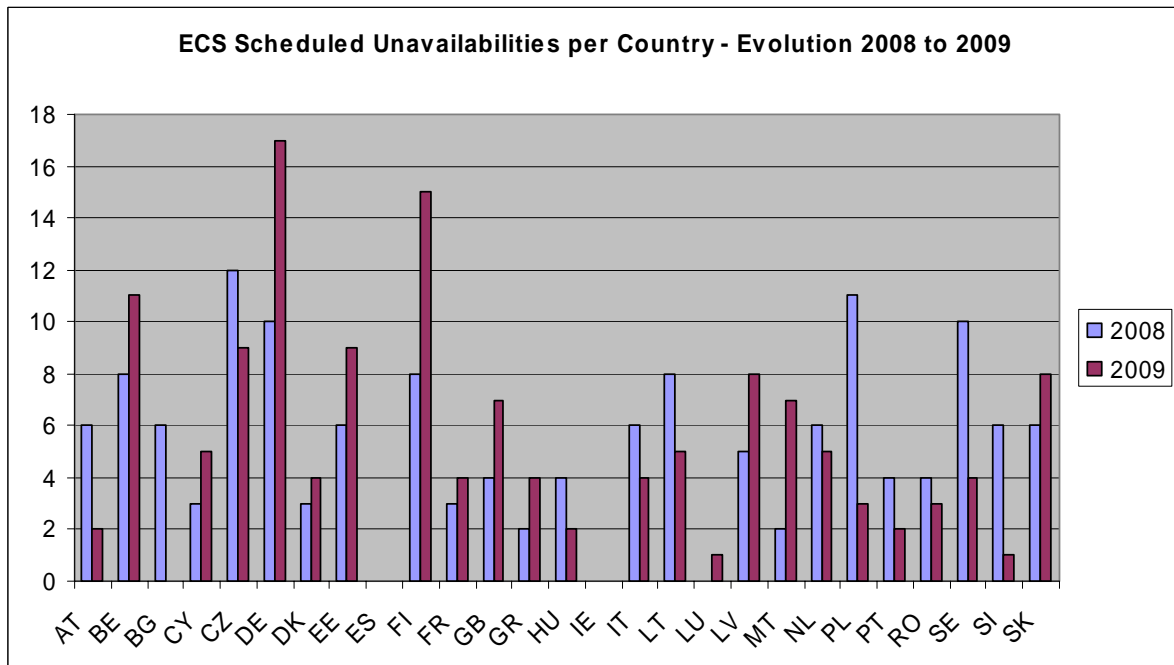


Figure 6-6: ECS S-U evolution per country (2008 - 2009)

ITSM DLV 8.2.4.2.2	REF.: ITS-IPLN-SC06-AVL-TAX
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6.3.3 Conclusions

We observe that for NCTS, 8 countries (i.e. Finland, Germany, Switzerland, Czech Republic, Slovakia, France, Sweden and Estonia) are accountable for 50% of the scheduled unavailabilities. Some countries planned only 1-4 scheduled unavailabilities (i.e. Spain, Luxembourg, Belgium and Bulgaria), while the countries listed above planned between 19 and 24 scheduled unavailabilities during the period 11/2007 to 03/2010.

Most noticeable variation (increase) or evolution of scheduled unavailabilities (2008 to 2009) for NCTS is:

- Finland with 5 scheduled unavailabilities during 2008 and 14 scheduled unavailabilities during 2009.

For ECS we observe as well that 8 countries (i.e. Germany, Finland, Slovakia, Czech Republic, Sweden, Belgium, Estonia and Poland) are accountable for 50% of the scheduled unavailabilities. Some countries (i.e. Spain, Ireland, Luxembourg) planned none or one scheduled unavailability, while the countries listed above planned between 16 and 30 scheduled unavailabilities during the period 11/2007 to 03/2010.

Most noticeable variations (increase) or evolution of scheduled unavailabilities (2008 to 2009) for ECS are:

- Germany with 10 scheduled unavailabilities during 2008 and 17 scheduled unavailabilities during 2009.
- Finland with 8 scheduled unavailabilities during 2008 and 15 scheduled unavailabilities during 2009.
- Malta with 2 scheduled unavailabilities during 2008 and 7 scheduled unavailabilities during 2009.

Most noticeable variations (decrease) or evolution of scheduled unavailabilities (2008 to 2009) for ECS are:

- Bulgaria with 6 scheduled unavailabilities during 2008 and 0 scheduled unavailabilities during 2009.
- Poland with 11 scheduled unavailabilities during 2008 and 3 scheduled unavailabilities during 2009.
- Sweden with 10 scheduled unavailabilities during 2008 and 4 scheduled unavailabilities during 2009.
- Slovenia with 6 scheduled unavailabilities during 2008 and 1 scheduled unavailability during 2009.

Further investigation is necessary in order to understand what the reasons are for these scheduled unavailabilities and if steps must be taken by DG Taxation and Customs Union in order to reduce them. The fact that the same countries have a lot of scheduled unavailabilities, leads to the need for further investigation of possible structural issues within these countries.

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6.4 Scheduled Unavailability Excise Business Thread

Within the studied period, we observed the following number of scheduled unavailabilities, all registered to Romania: (See '[8.1 Annex 1: TES Scheduled Unavailabilities](#)' for the detailed list). In many cases the scheduled unavailabilities of SEEDv0/v1 are combined with an unavailability of VIES.

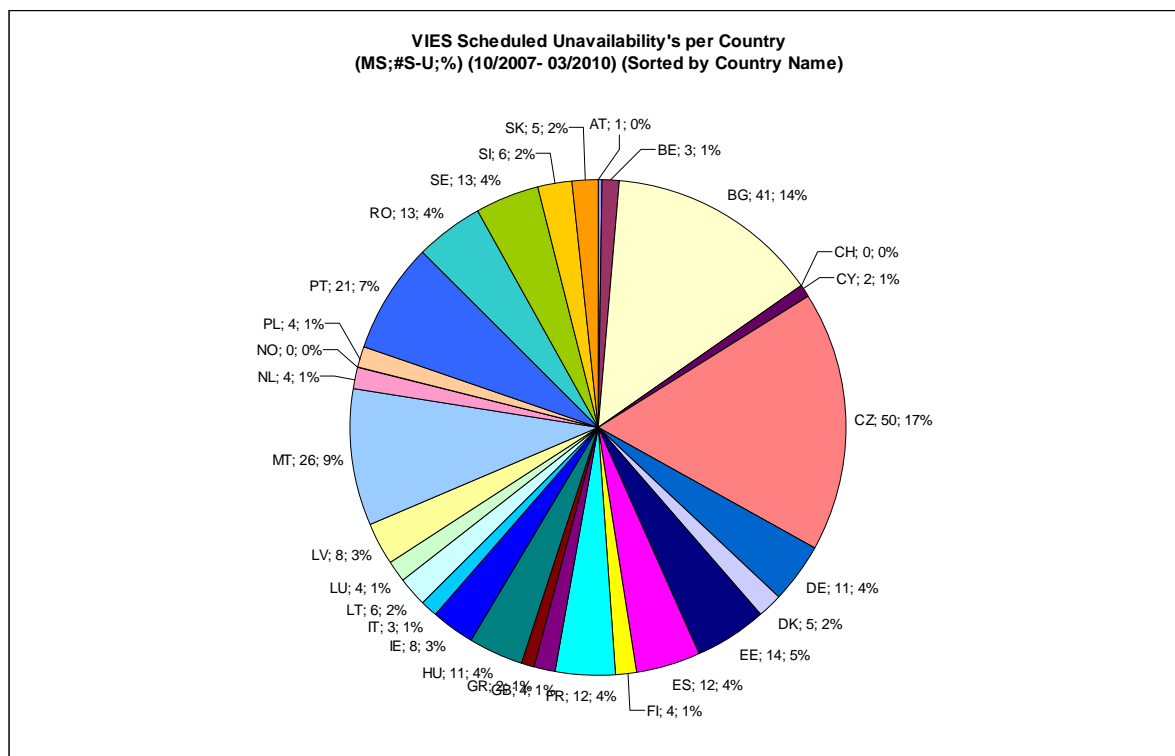
6.5 Scheduled Unavailability Taxation Business Thread

6.5.1 VIES

Scheduled unavailability is reported and measured through Incident Management. Each outage or unavailability of an IT service for the business/end-users is registered as an incident in the ITSM tool.

Within the studied period, we observed the following number of scheduled unavailabilities per country (See '[8.1 Annex 1: TES Scheduled Unavailabilities](#)' for the detailed list):

Classification of scheduled versus unscheduled is subject to SLA specifications for the Taxation business thread (VIES¹² in particular), which is reflected in the registration of the unavailability by the used categorization primarily (RFI(Unavailability) or Incident(Unavailability) and only secondarily by the subject (or other incident details). Further alignment with SQI52 and SQI53 is foreseen in the next evolutive maintenances.



¹² Scheduled unavailabilities must be announced 48 hours prior to the planned activity taking place.

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Figure 6-7: VIES S-U by country name (10/2007 – 03/2010)

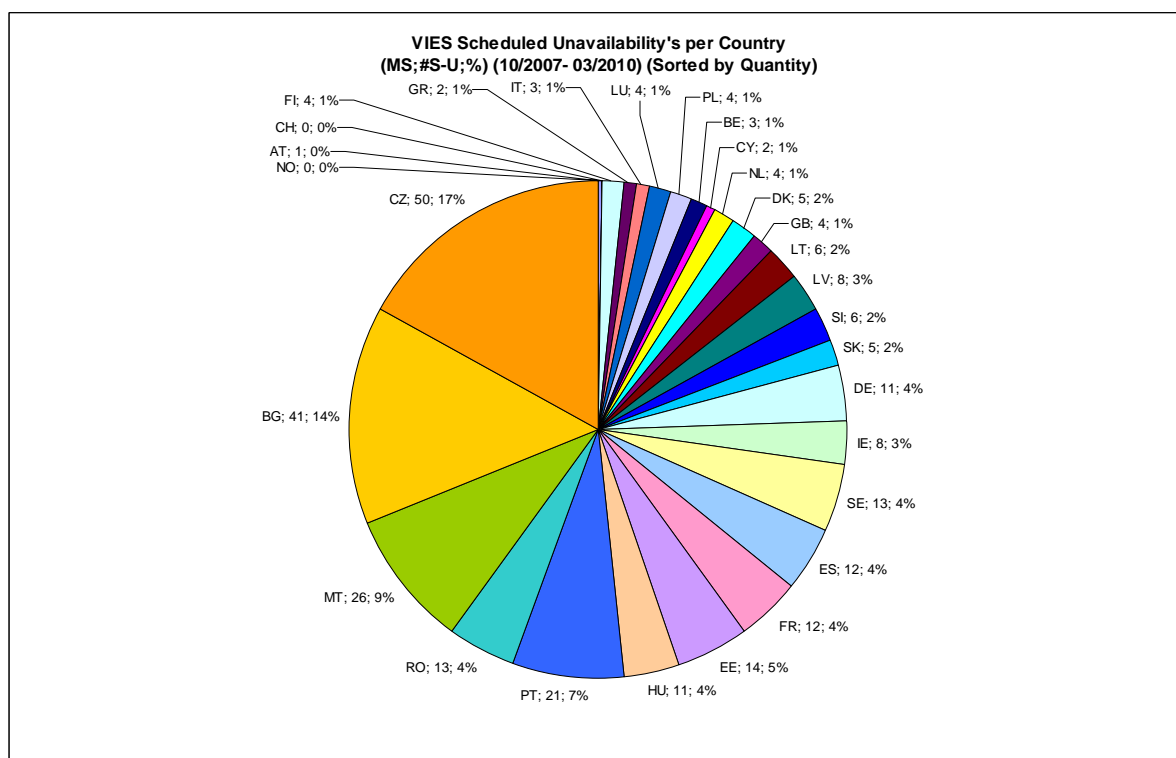


Figure 6-8: VIES S-U by quantity (10/2007 – 03/2010)

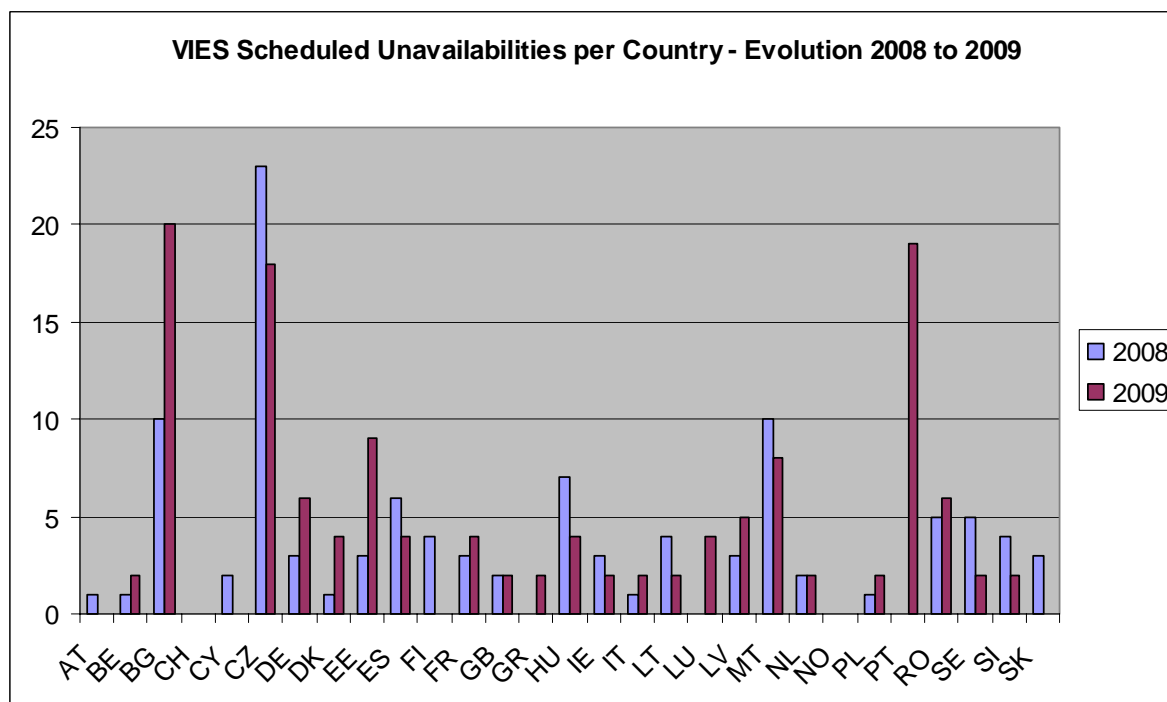


Figure 6-9: VIES S-U evolution per country (2008 - 2009)

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6.5.2 Conclusions

We observe that for VIES, 5 countries (i.e. Czech Republic, Bulgaria, Malta, Romania and Portugal) are accountable for 50% of the scheduled unavailability's. These countries planned between 13 and 50 scheduled unavailability's during the period 11/2007 to 03/2010:

- Czech Republic: 50 scheduled unavailability's;
- Bulgaria: 41 scheduled unavailability's;
- Malta: 26 scheduled unavailability's;
- Portugal: 21 scheduled unavailability's;
- Romania: 13 scheduled unavailability's.

Most noticeable variation (increase) or evolution of scheduled unavailability's (2008 to 2009) for VIES is:

- Bulgaria with 10 scheduled unavailability's during 2008 and 20 scheduled unavailability's during 2009.
- Luxembourg with 0 scheduled unavailability's during 2008 and 4 scheduled unavailability's during 2009.
- Portugal with 0 scheduled unavailability's during 2008 and 19 scheduled unavailability's during 2009.

Most noticeable variations (decrease) or evolution of scheduled unavailability's (2008 to 2009) for VIES are:

- Finland with 4 scheduled unavailability's during 2008 and 0 scheduled unavailability's during 2009.
- Slovakia with 3 scheduled unavailability's during 2008 and 0 scheduled unavailability's during 2009.

Further investigation is necessary in order to understand what the reasons are for these scheduled unavailability's and if steps must be taken by DG Taxation and Customs Union in order to reduce them. The fact that the same countries have a lot of scheduled unavailability's, leads to the need for further investigation of possible structural issues within these countries.

The analysis of scheduled unavailability's was done on the basis of the Service Desk announcement. Some data were missing, and therefore a comparison between expected (announced) downtime and the actual one was not possible to be done in a scientific manner.

6.6 Unscheduled Unavailability Customs Business Thread

Unscheduled unavailability is reported and measured through Incident Management. Each outage or unavailability of an IT service for the business/end-users is registered as an incident in the ITSM tool.

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6.6.1 NCTS

Within the studied period, we observed the following number of unscheduled unavailabilities per country (See '[8.1 Annex 2: TES Unscheduled Unavailabilities](#)' for the detailed list):

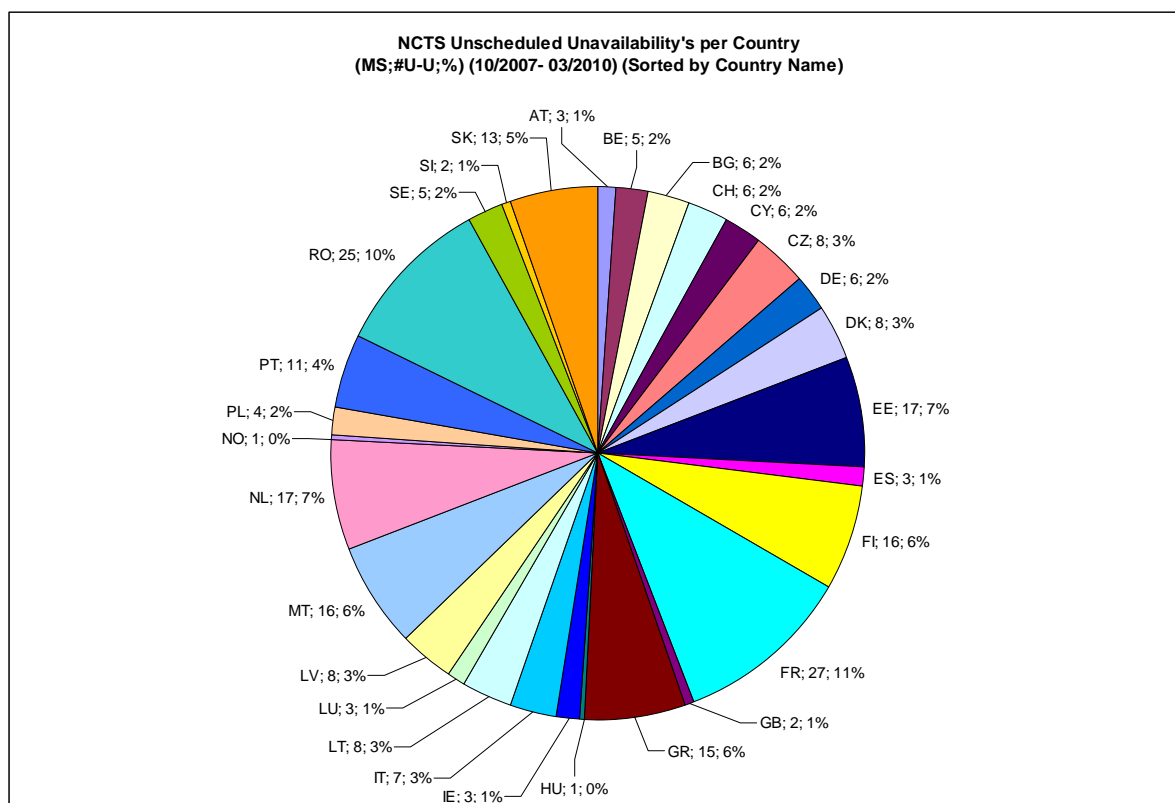


Figure 6-10: NCTS U-U sorted by country name (10/2007 – 03/2010)

ITSM DLV 8.2.4.2.2	REF.: ITS-IPLN-SC06-AVL-TAX
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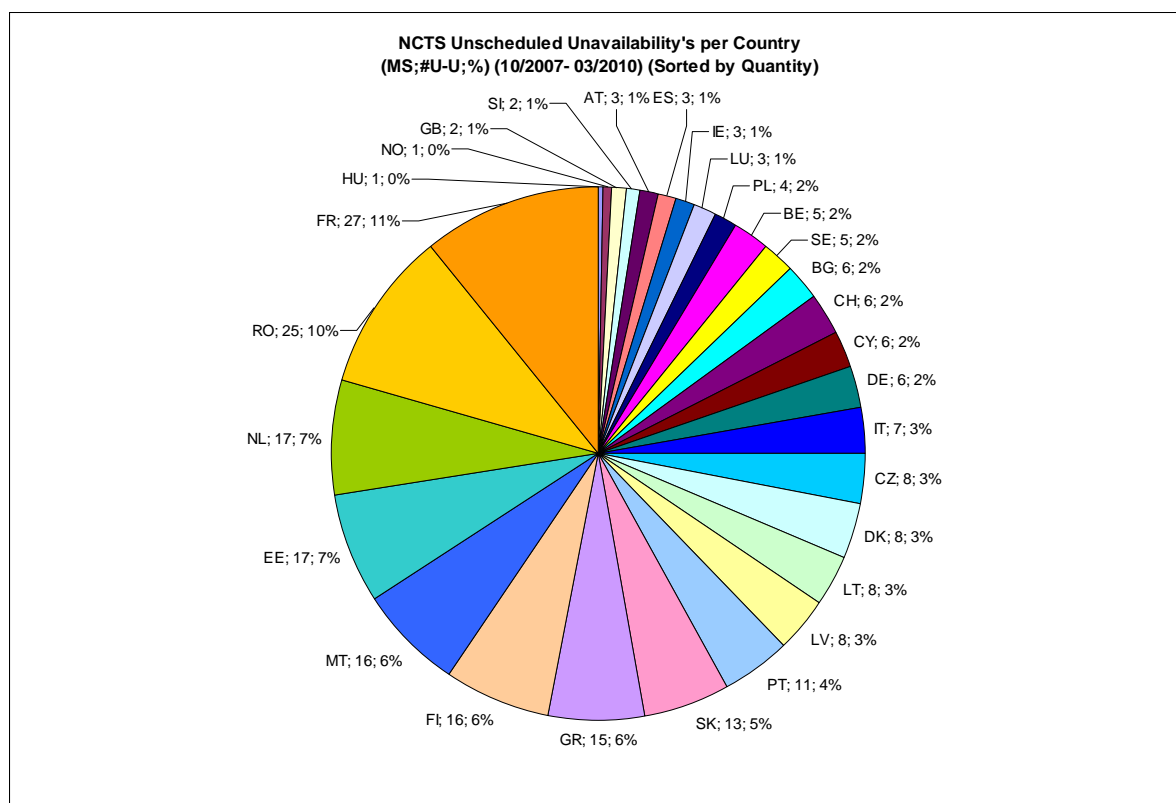


Figure 6-11: NCTS U-U by quantity (10/2007 – 03/2010)

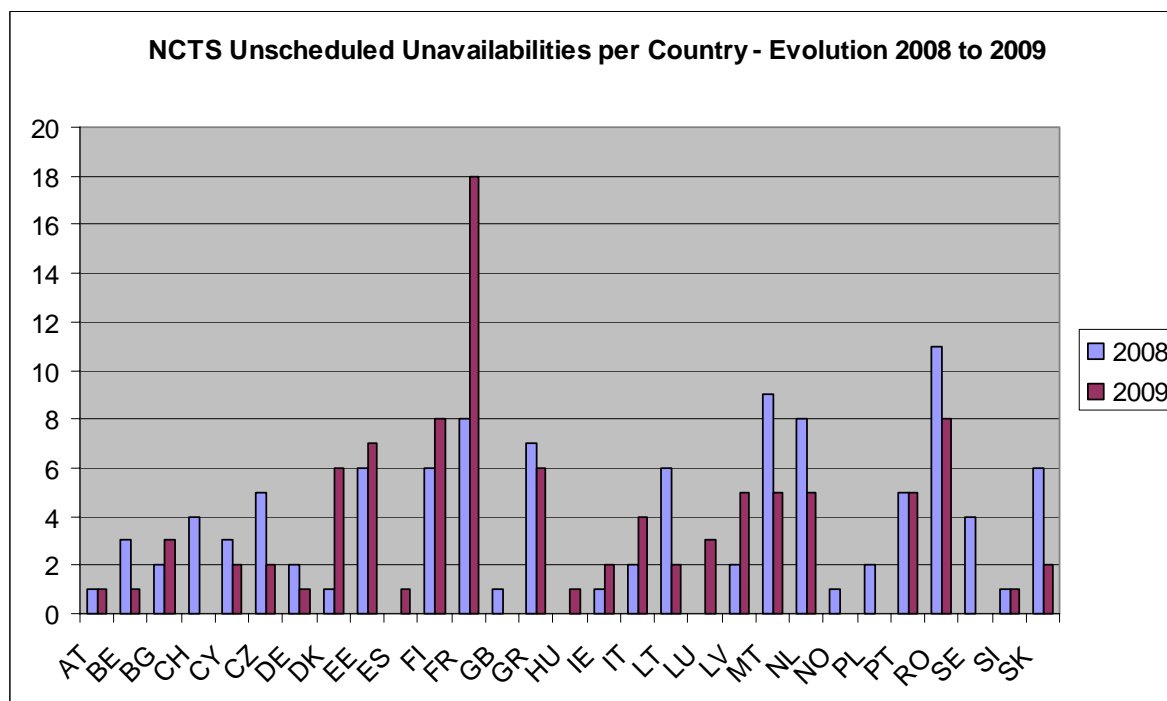


Figure 6-12: NCTS U-U evolution per country (2008 - 2009)

ITSM DLV 8.2.4.2.2	REF.: ITS-IPLN-SC06-AVL-TAX
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6.6.2 ECS

Within the studied period, we observed the following number of unscheduled unavailabilities per country (See [Annex 2: TES Unscheduled Unavailabilities](#)

' for the detailed list):

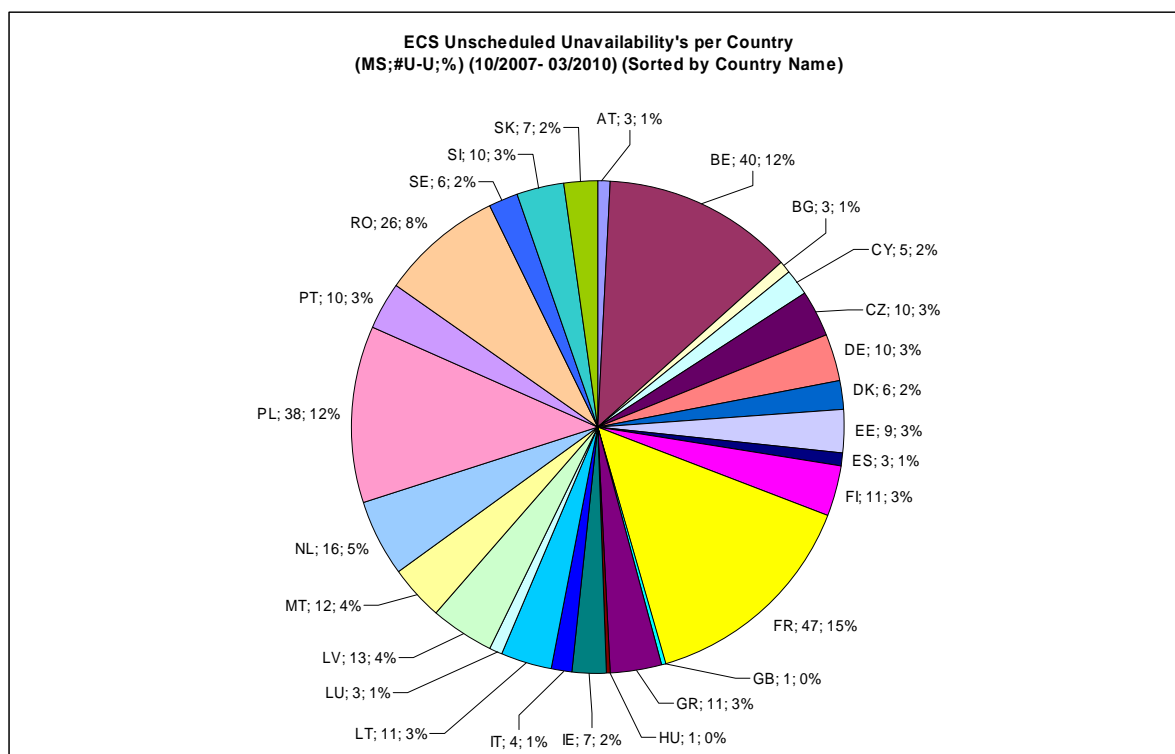


Figure 6-13: ECS U-U by country name (10/2007 – 03/2010)

ITSM DLV 8.2.4.2.2	REF.: ITS-IPLN-SC06-AVL-TAX
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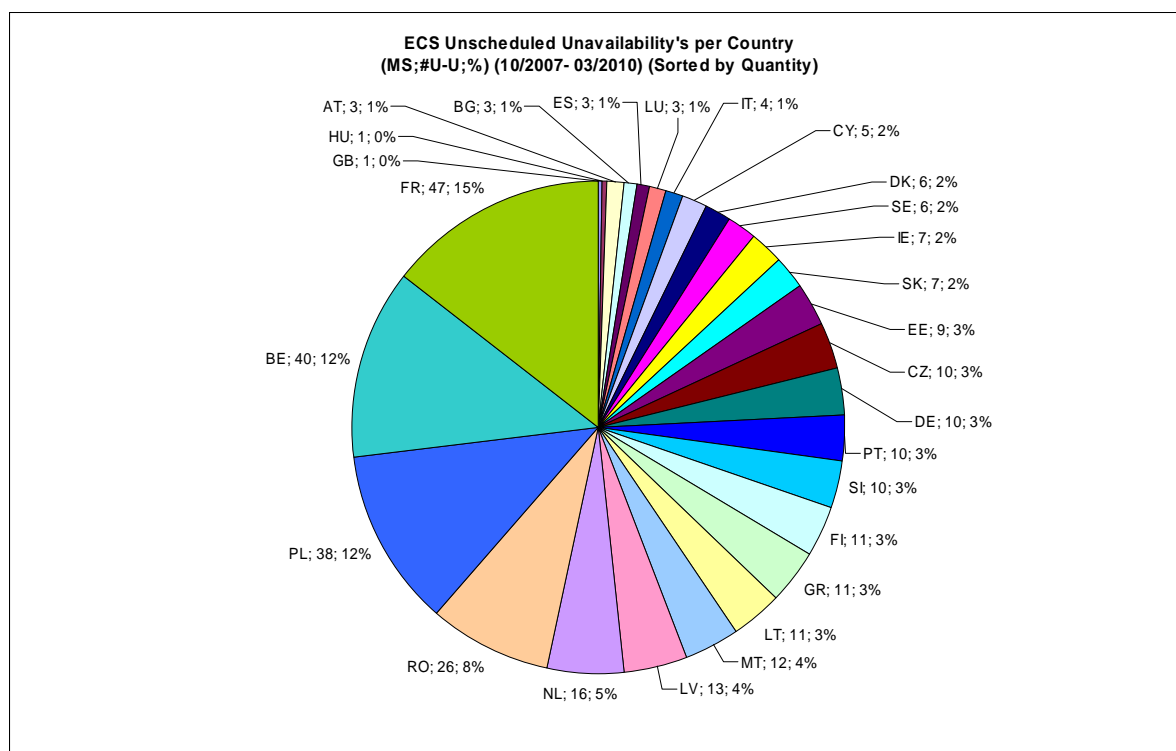


Figure 6-14: ECS U-U by quantity (10/2007 – 03/2010)

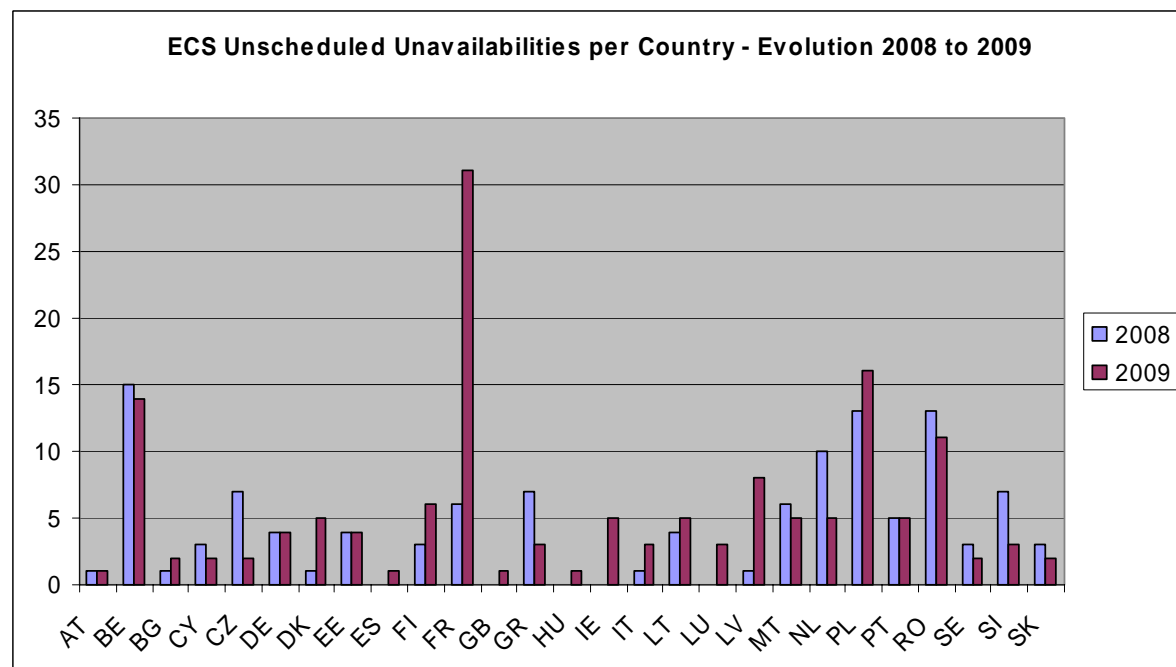


Figure 6-15: ECS U-U evolution per country (2008 - 2009)

6.6.3 Conclusions

We observe that for NCTS, 7 countries (i.e. France, Romania, The Netherlands, Estonia, Malta, Finland and Greece) are accountable for 50% of the unscheduled unavailabilities.

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Some countries only encountered 1-4 unscheduled unavailabilities (i.e. Hungary, Norway, Great Britain, Slovenia, Austria, Spain, Ireland, Luxembourg, Poland), while the 7 countries listed above encountered between 15 and 27 unscheduled unavailabilities during the period 11/2007 to 03/2010.

Most noticeable variation (increase) or evolution of unscheduled unavailabilities (2008 to 2009) for NCTS is:

- Denmark with 1 unscheduled unavailability during 2008 and 6 unscheduled unavailabilities during 2009.
- France with 8 unscheduled unavailability during 2008 and 18 unscheduled unavailabilities during 2009.
- Latvia with 2 unscheduled unavailability during 2008 and 5 unscheduled unavailabilities during 2009.

For ECS we observe as well that 5 countries (i.e. France, Belgium, Poland, Romania and The Netherlands) are accountable for 50% of the unscheduled unavailabilities. Some countries (i.e. Czech Republic, Great Britain and Hungary) encountered none or one unscheduled unavailability, while the 5 countries listed above encountered between 16 and 47 scheduled unavailabilities during the period 11/2007 to 03/2010.

Most noticeable variations (increase) or evolution of scheduled unavailabilities (2008 to 2009) for ECS are:

- Denmark with 1 unscheduled unavailability during 2008 and 5 unscheduled unavailabilities during 2009.
- France with 6 unscheduled unavailability during 2008 and 31 unscheduled unavailabilities during 2009.
- Latvia with 1 unscheduled unavailability during 2008 and 8 unscheduled unavailabilities during 2009.

Most noticeable variations (decrease) or evolution of scheduled unavailabilities (2008 to 2009) for ECS are:

- Czech Republic with 7 scheduled unavailabilities during 2008 and 2 scheduled unavailabilities during 2009.
- The Netherlands with 10 scheduled unavailabilities during 2008 and 5 scheduled unavailabilities during 2009.

Further investigation is necessary in order to understand what the reasons are for these scheduled unavailabilities and if steps must be taken by DG Taxation and Customs Union in order to reduce them. The fact that the same countries have a lot of scheduled unavailabilities, leads to the need for further investigation of possible structural issues within these countries.

The analysis of unscheduled unavailabilities was done on the basis of the Service Desk announcement. Some data were missing, and therefore a comparison between expected (announced) downtime and the actual one was not possible to be done in a scientific manner.

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6.7 Unscheduled Unavailability Excise Business Thread

Within the studied period, we have no available data for this business thread. (See '[Annex 2: TES Unscheduled Unavailabilities](#)

' for the detailed list):

6.8 Unscheduled Unavailability Taxation Business Thread

6.8.1 VIES

Unscheduled unavailability is reported and measured through Incident Management. Each outage or unavailability of an IT service for the business/end-users is registered as an incident in the ITSM tool.

Classification of scheduled versus unscheduled is subject to SLA specifications for the Taxation business thread (VIES¹³ in particular), which is reflected in the registration of the unavailability by the used categorization primarily (RFI(Unavailability) or Incident(Unavailability) and only secondarily by the subject (or other incident details). Further alignment with SQI52 and SQI53 is foreseen in a next evolutive maintenance.

Within the studied period, we observed the following number of unscheduled unavailability's per country (See '[8.2 Annex 2: TES Unscheduled Unavailabilities](#)' for the detailed list):

¹³ Scheduled unavailabilities must be announced 48 hours prior to the planned activity taking place.

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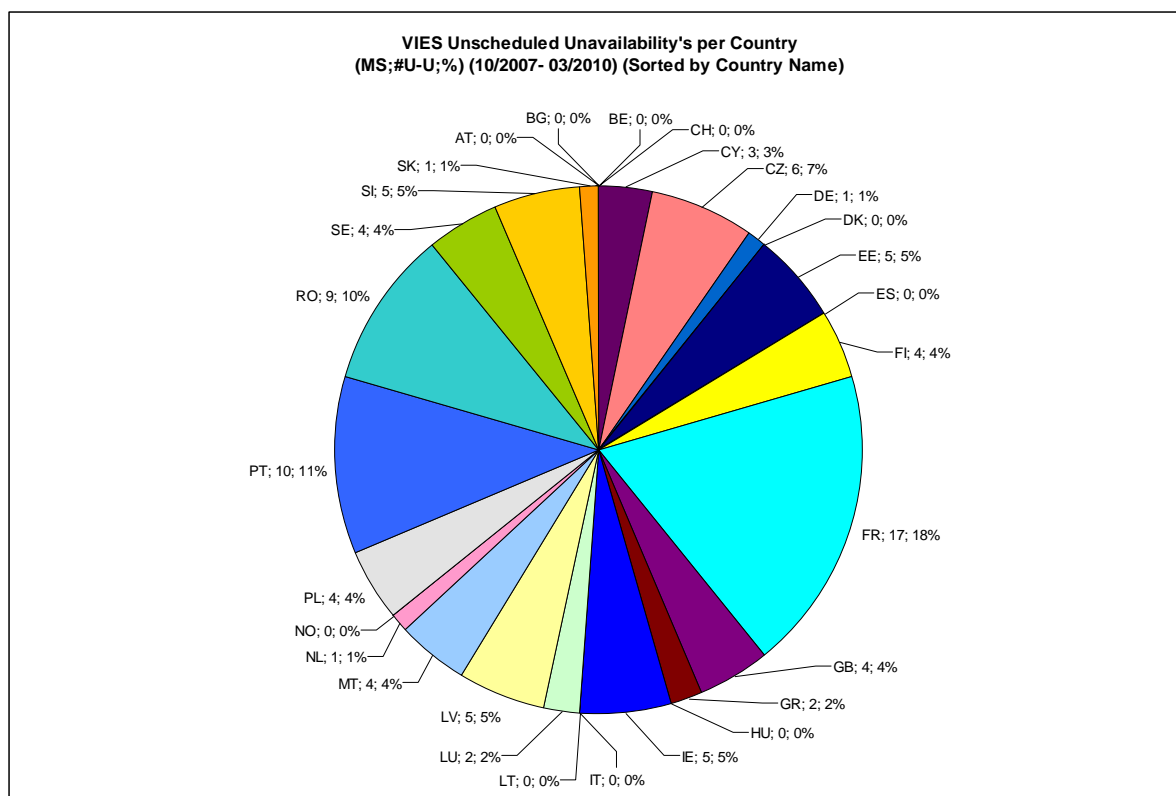


Figure 6-16: VIES U-U by country name (10/2007 – 03/2010)

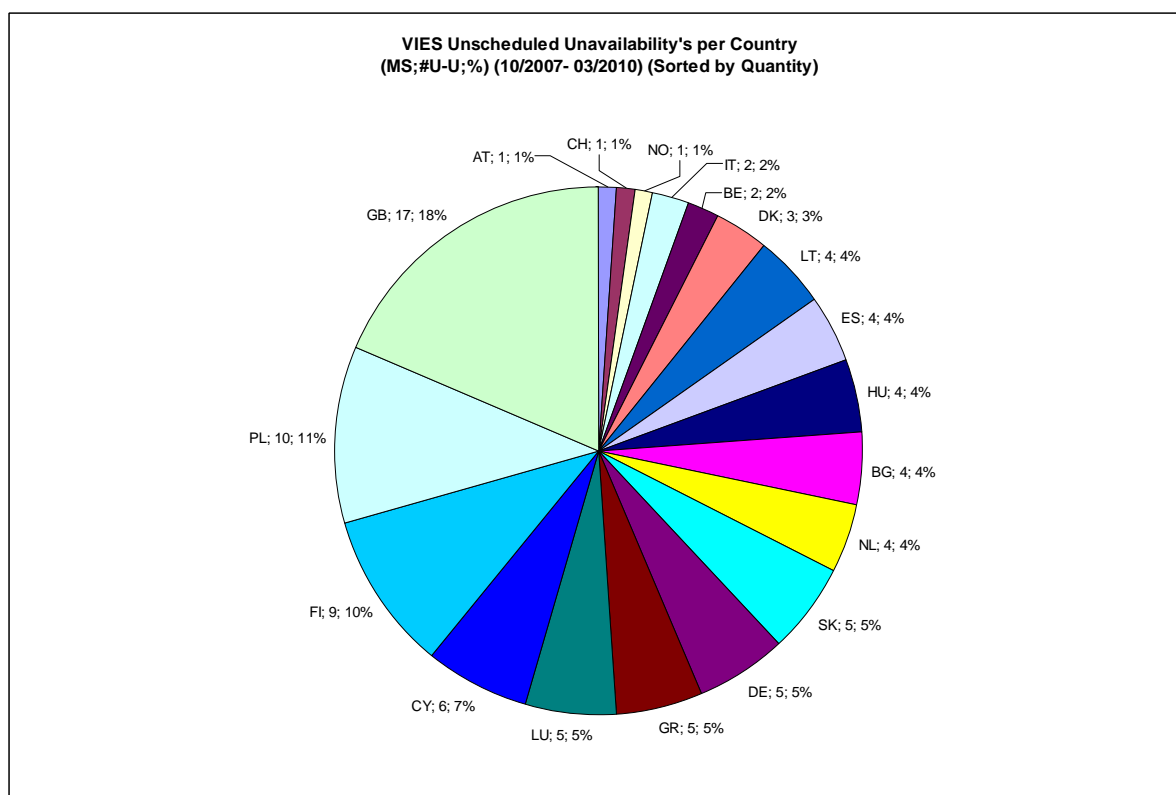


Figure 6-17: VIES U-U by quantity (10/2007 – 03/2010)

ITSM DLV 8.2.4.2.2	REF.: ITS-IPLN-SC06-AVL-TAX
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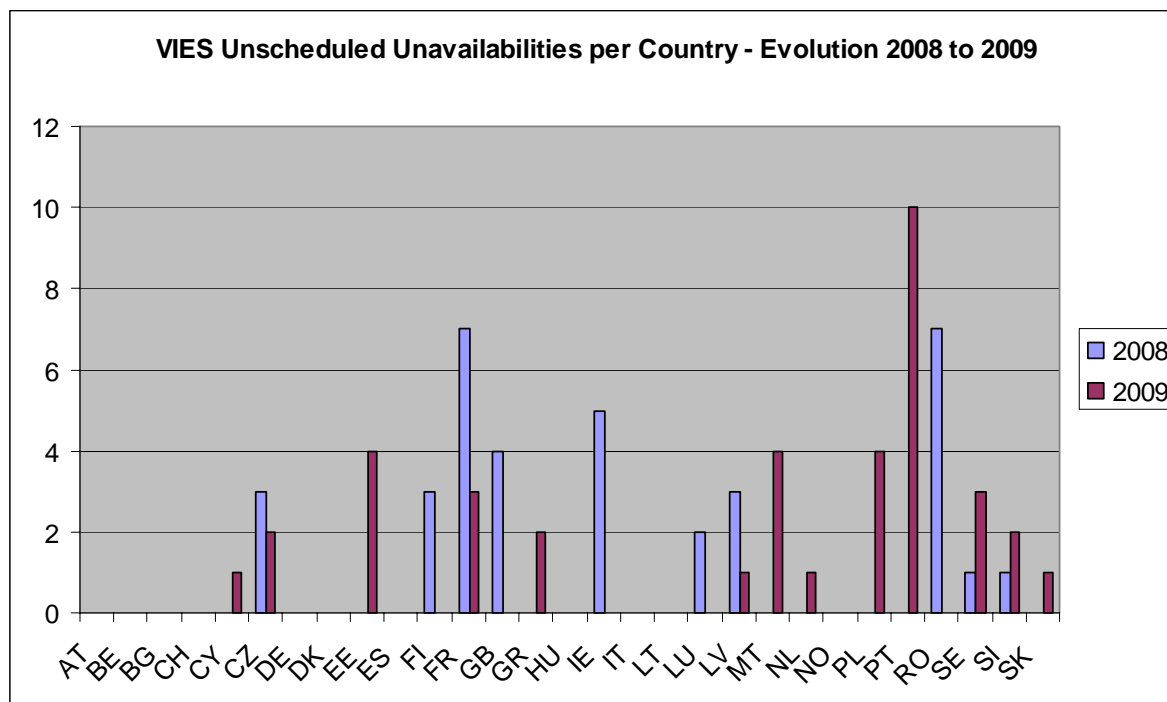


Figure 6-18: VIES U-U evolution per country (2008 - 2009)

6.8.2 Conclusions

We observe that for VIES, 5 countries (i.e. Great Britain, Poland, Finland, Cyprus and Luxembourg) are accountable for 50% of the unscheduled unavailability's. The countries above encountered between 5 and 17 unscheduled unavailability's during the period 11/2007 to 03/2010.

Most noticeable variation (increase) or evolution of unscheduled unavailability's (2008 to 2009) for VIES is:

- Estonia with 0 unscheduled unavailability's during 2008 and 4 unscheduled unavailability's during 2009.
- Malta with 0 unscheduled unavailability's during 2008 and 4 unscheduled unavailability's during 2009.
- Poland with 0 unscheduled unavailability's during 2008 and 4 unscheduled unavailability's during 2009.
- Portugal with 0 unscheduled unavailability's during 2008 and 10 unscheduled unavailability's during 2009.

Most noticeable variations (decrease) or evolution of scheduled unavailability's (2008 to 2009) for VIES are:

- Finland with 3 unscheduled unavailability's during 2008 and 0 unscheduled unavailability's during 2009.

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- France with 7 unscheduled unavailability's during 2008 and 3 unscheduled unavailability's during 2009.
- Great Britain with 4 unscheduled unavailability's during 2008 and 0 unscheduled unavailability's during 2009.
- Ireland with 5 unscheduled unavailability's during 2008 and 0 unscheduled unavailability's during 2009.
- Romania with 7 unscheduled unavailability's during 2008 and 0 unscheduled unavailability's during 2009.

Further investigation is necessary in order to understand what the reasons are for these scheduled unavailability's and if steps must be taken by DG Taxation and Customs Union in order to reduce them. The fact that the same countries have a lot of scheduled unavailability's, leads to the need for further investigation of possible structural issues within these countries.

The analysis of unscheduled unavailability's was done on the basis of the Service Desk announcement. Some data was missing, and therefore a comparison between expected (announced) downtime and the actual one was not possible to be done in a scientific manner.

6.9 VIES Availability per MSA

The following messages have been studied under the VIES application availability:

VIES - On request services:

- VAT Registration Data service enabling a Member State to verify that a particular VAT number from another Member State is valid.
- VAT Historical Registration Data service enabling a Member State to verify that a particular VAT number from another Member State was valid

What is therefore taken into account and monitored with the monitoring tools are the requests messages (R_xVATR). For this, at this point, no distinction can be made between scheduled and unscheduled unavailability. This distinction is however not strictly relevant because of the SLA definition (see 5.4.1).

The VIES Monitoring tool consists of a module that sends eight types of VIES Messages to the different Member States, R_VATR, R_HVATR, R_L2F2, R_L1F2, R_L2F1, R_L1F1, R_L1C and R_L1CM. Messages are sent in synchronous and asynchronous modes for the R_VATR and R_HVATR, and asynchronous only mode for the other messages.

The purpose of the Monitoring Engine is to check the availability of the VIES service and its response time, not to check the correctness of the response returned or the validity of the VAT number submitted. Therefore, the application does not parse completely the response returned, but checks that the response to a given request is the corresponding VIES response message. These will be considered as positive response. The absence of response, a CSI error message or in some cases a VIES Warning message is considered as a negative response, and the corresponding error code is recorded in the statistical log file.

The table below show the synchronous and asynchronous specifications used in the monitoring tool 'VIES Monitoring' for the R_xVATR messages:

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Message	Synchronous Mode Frequency	Asynchronous Mode Frequency
R_VATR	10 Minutes	30 Minutes
R_HVATR	10 Minutes	30 Minutes

Figure 6-19: VIES Monitoring R_xVATR Message Frequency

The Asynchronous monitoring mainly consists in sending VIES requests, in asynchronous mode, and getting the corresponding responses, or checking the absence of response in the CSI queue. The result of the request/response operation and the response time are recorded in a statistical log file for all queried MS in asynchronous mode. There is one statistical log file for each type of request (at present R_VATR, R_HVATR, R_L2F2, R_L1F2, R_L2F1, R_L1F1, R_L1C and R_L1CM). This raw data is used as the source for the reporting and further analysis.

The Synchronous monitoring mainly consists of sending VIES requests in synchronous mode, and checking the response or the received CSI error code. The result of the request/response operation and the response time are recorded in a statistical log file for all queried MS in synchronous mode. There is one statistical log file for each type of request (at present R_VATR, R_HVATR). This raw data is used as the source for the reporting and further analysis.

6.9.1 VIES Service VAT Request Synchronous Availability

The following availability figures have been recorded per country¹⁴ during the period between 01/01/2007 and 31/03/2010 (See '[8.3 Annex 3: VIES Service R_HVATR availability details](#)' for the detailed list):

¹⁴ Figures represent the synchronous message availability of the VIES VAT Request service (24/7)

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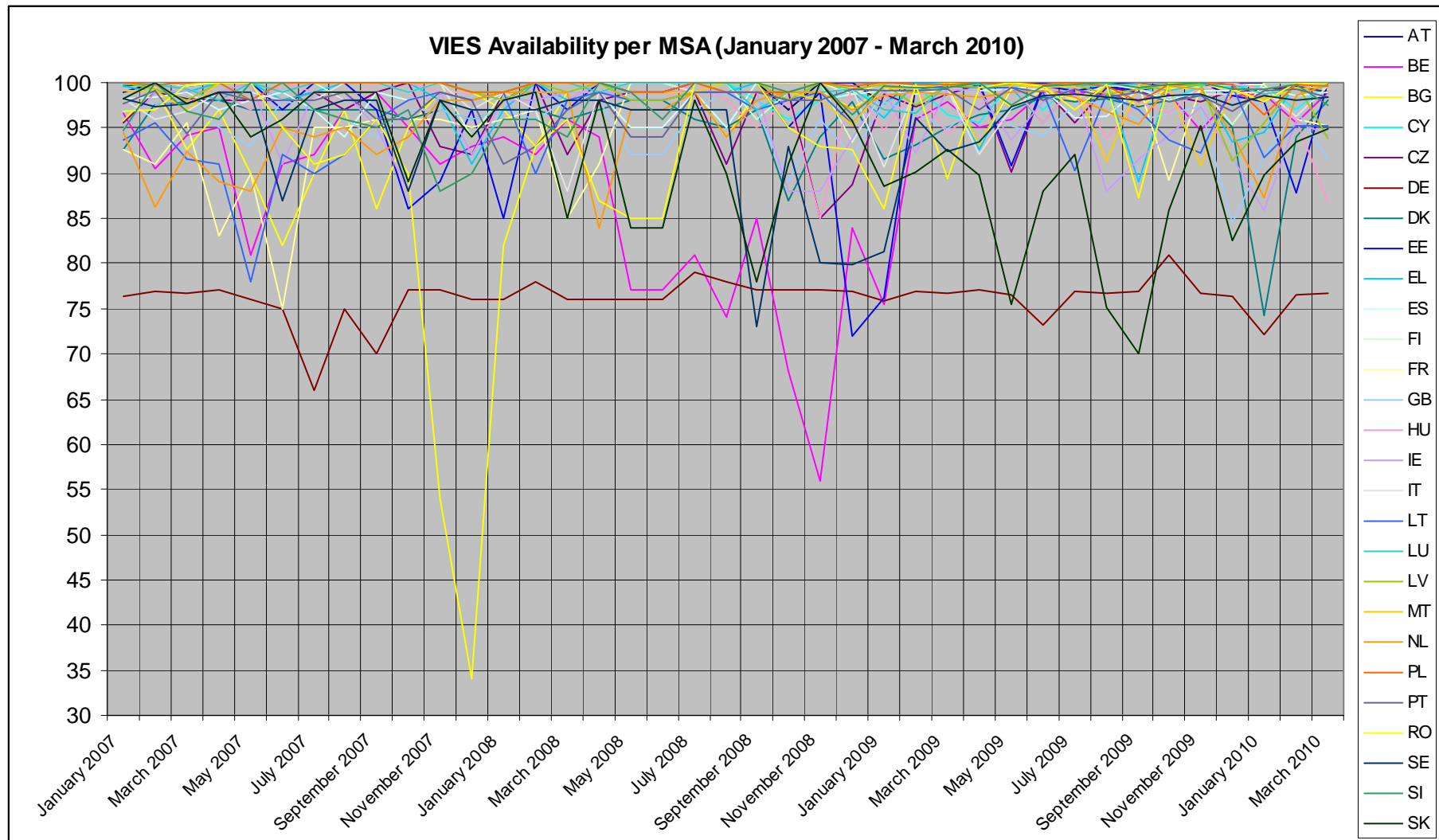
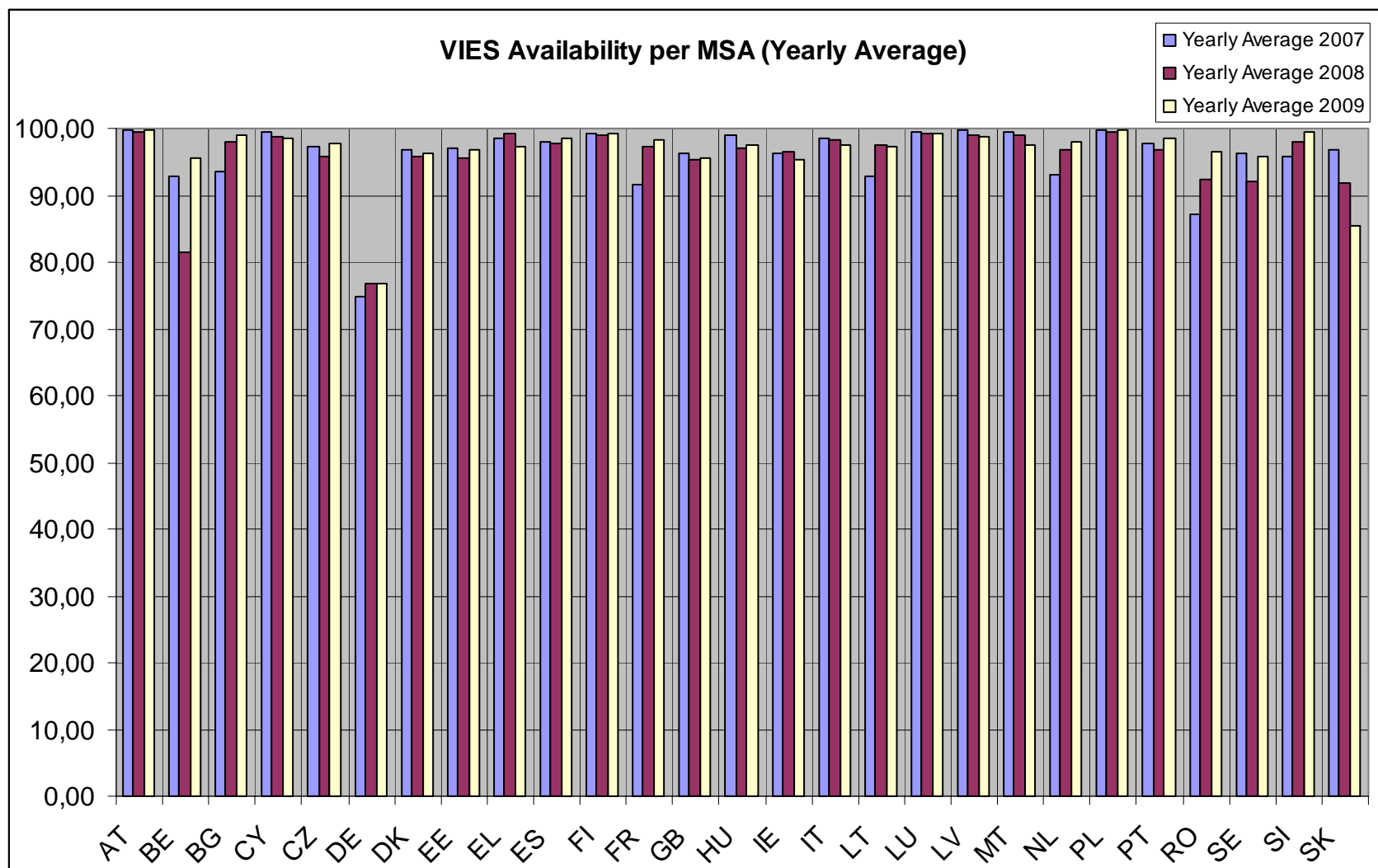


Figure 6.5: VIES Availability per MSA (Yearly Average) (01/2007 – 03/2010)

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Figure 6.5: VIES Availability per MSA (Yearly Average) (2007 – 2009)

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	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	avg
January 2007	99	97	96	100	96	76	93	100	100	98	100	93	97	100	95	98	94	100	100	99	95	100	98	97	98	95	98	97
February 2007	100	91	100	100	99	77	98	100	99	98	100	91	98	100	99	96	96	100	99	99	86	100	99	97	97	100	100	97
March 2007	100	94	93	100	98	77	98	100	99	99	100	96	98	98	99	97	92	99	98	97	92	100	94	100	98	97	98	97
April 2007	100	95	97	100	98	77	98	100	100	97	100	83	95	99	99	99	91	98	100	100	89	100	99	100	99	96	99	97
May 2007	100	81	90	98	98	76	97	100	100	98	100	90	93	97	100	99	78	100	100	100	88	98	98	100	99	100	94	95
June 2007	100	91	82	100	98	75	97	97	98	99	100	75	98	100	91	98	92	99	100	100	95	100	98	95	87	100	96	95
July 2007	100	92	90	100	99	66	97	100	99	97	100	95	97	99	99	98	90	100	100	100	94	100	98	91	97	97	99	96
August 2007	100	97	97	98	97	75	97	100	100	94	98	95	96	98	99	100	92	100	100	100	95	100	99	92	98	96	99	97
September 2007	100	99	86	100	99	70	97	97	100	99	100	96	94	100	95	100	96	100	100	100	92	100	96	96	98	95	99	96
October 2007	100	95	95	100	100	77	96	86	100	98	99	96	97	100	88	99	98	99	100	100	94	100	96	90	88	97	89	95
November 2007	100	91	99	100	93	77	97	89	98	99	100	96	97	99	99	100	99	100	100	100	98	100	99	54	98	88	98	95
December 2007	99	93	99	99	92	76	96	97	91	99	94	95	96	99	92	97	98	99	99	99	98	99	98	34	97	90	94	93
Yearly Average 2007	100	93	94	100	97	75	97	97	99	98	99	92	96	99	96	98	93	99	100	100	93	100	98	87	96	96	97	96
January 2008	98	94	97	99	99	76	97	85	97	98	99	96	97	99	98	99	99	99	98	99	99	99	91	82	97	96	98	96
February 2008	100	92	93	100	100	78	97	100	100	99	100	97	96	97	98	97	90	100	100	100	99	100	93	93	97	96	99	97
March 2008	100	96	99	97	92	76	96	97	98	99	100	85	98	98	99	88	98	100	99	100	99	100	97	96	98	94	85	96
April 2008	100	94	99	99	98	76	97	100	100	99	100	91	98	100	99	99	99	99	100	100	84	100	99	87	98	100	98	97
May 2008	100	77	100	100	99	76	98	99	100	95	100	100	92	98	99	100	98	100	98	99	97	99	94	85	97	99	84	96
June 2008	100	77	100	100	99	76	98	99	100	95	100	100	92	98	99	100	98	100	98	99	97	99	94	85	97	96	84	96
July 2008	100	81	99	99	99	79	96	100	100	99	100	99	97	100	99	99	99	100	99	99	99	100	99	100	97	100	98	98
August 2008	100	74	94	100	91	78	95	100	99	95	100	100	99	98	99	100	99	100	100	100	94	99	99	100	97	100	90	96
September 2008	100	85	99	98	99	77	97	100	100	100	96	100	97	95	99	100	97	97	100	100	98	99	99	100	73	100	78	96
October 2008	97	68	99	96	99	77	87	95	99	99	99	100	89	98	88	99	98	99	98	99	99	99	98	95	93	99	91	95
November 2008	100	56	99	98	85	77	94	99	100	98	100	100	96	85	88	99	99	99	100	98	99	100	98	93	80	100	100	94

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December 2008	100	84	97	99	89	77	98	72	99	99	93	99	92	100	94	99	95	99	99	95	97	100	99	93	80	96	96	94
Yearly Average 2008	100	81	98	99	96	77	96	96	99	98	99	97	95	97	97	98	97	99	99	99	97	99	97	92	92	98	92	96
January 2009	98	76	99	98	99	76	91	76	96	99	99	100	98	95	99	91	100	97	100	100	99	100	99	86	81	100	89	94
February 2009	100	96	100	100	97	77	93	100	100	99	100	100	97	99	92	99	99	97	98	99	99	100	99	100	96	99	90	97
March 2009	100	98	100	97	99	77	95	100	100	99	100	100	95	94	99	99	100	100	100	100	99	100	99	89	92	99	93	97
April 2009	100	95	100	96	100	77	96	100	93	99	99	93	98	97	99	92	100	100	100	93	98	100	97	100	94	100	90	96
May 2009	100	96	97	100	90	77	97	91	100	99	100	99	95	100	94	97	99	100	100	100	99	100	100	100	97	98	75	96
June 2009	100	99	99	97	100	73	98	100	96	99	100	100	94	96	98	99	99	100	99	100	99	100	98	100	99	100	88	97
July 2009	100	99	98	100	96	77	98	99	100	96	100	100	98	100	99	98	90	100	100	100	98	100	99	97	99	100	92	98
August 2009	100	99	100	99	99	77	98	100	100	96	100	100	98	94	88	100	99	100	99	91	97	100	98	100	98	100	75	97
September 2009	100	98	97	100	99	77	97	99	89	99	100	100	96	98	91	99	97	100	99	100	95	98	99	87	98	99	70	96
October 2009	100	99	99	98	99	81	98	100	100	98	99	89	97	97	94	98	94	99	100	99	100	100	98	100	99	100	86	97
November 2009	100	95	100	100	98	77	99	100	100	99	99	99	97	99	97	99	92	100	100	91	99	100	99	100	99	100	95	98
December 2009	100	99	99	100	99	76	95	99	93	99	95	100	84	100	92	99	100	100	91	99	94	100	97	99	98	99	83	96
Yearly Average 2009	100	96	99	99	98	77	96	97	97	99	99	98	96	97	95	98	97	99	99	98	98	100	99	97	96	99	85	97
January 2010	100	99	99	100	99	72	74	98	95	99	100	100	92	99	86	99	92	99	96	98	87	96	99	98	99	99	90	95
February 2010	100	96	99	97	100	76	94	88	100	99	100	96	97	96	96	96	95	99	100	99	99	100	99	100	98	100	94	97
March 2010	100	99	99	100	99	77	98	100	100	99	100	95	92	87	94	100	95	100	94	100	100	100	98	100	98	97	95	97

Figure 6-20: VIES Availability per MSA (Monthly and Yearly Average) (2007 - 2009)

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6.9.2 Conclusions

We observe that for the messages of type R_VATR (VAT Number identification / verification), some countries have recurrent problems in respecting the agreed SLA.

We observe an overall availability improvement (increase from 95,76% in 2007, 95,93% in 2008 to 96,61% in 2009).

In 2007 seven countries did not achieve an average of 95% availability:

- Belgium
- Bulgaria
- Germany¹⁵
- France
- Lithuania
- The Netherlands
- Romania

In 2008 five countries did not achieve an average of 95% availability:

- Belgium; consistent low availability starting May 2008 (up to January 2009)
- Germany; had a consistent low availability between 75% and 80%;
- Romania
- Sweden
- Slovakia

In 2009 only two countries did not achieve an average of 95% availability:

- Germany: had a consistent low availability between 75% and 80%;
- Slovakia: had a highly fluctuating availability between 70% and 95%.

Slovakia is very often under the agreed SLA, and this leads to the conclusion that further investigation should be realised in order to identify the structural issues, if any, leading to low availability of their VIES application.

¹⁵ Announced reduced VIES availability of Germany for which we should find an amendment of the SLA

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7. Availability improvement actions

This chapter defines the availability improvement options and recommendations to be implemented in the near future.

Based upon the availability review, a list of findings, issues and recommended improvement actions are identified.

These identified actions and improvements will have to be worked out in more detail (and prioritised in an overall programme plan).

7.1 Findings and recommendations

This chapter briefly inventories the key findings and associated recommendations for improvements. These are proposed recommendations to be discussed with DG Taxation and Customs Union.

The two main conclusions derived from the availability data analysis are as follows:

1. No major availability threats or problems have become apparent; however, some countries show recurrent problems of both scheduled and unscheduled unavailabilities, that need further analysis on the causes in order to detect eventual structural issues (capacity issues, staffing issues, organisation problems, etc).
2. Because underlying causes of unavailability have currently not been documented in much detail yet, no specific improvement options for the ICT Infrastructure / applications have been identified. During the incident analysis, resolution and closure phase not enough data is captured in the incident records for further analysis (mainly due to time pressure and inadequate support of the incident management tool). For example: document unavailability causes (what provoked the unavailability) and the resolution actions (what has been done to resolve the incident) and recommend further actions (input for problem management).

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The following table captures the key findings and general recommendations:

ID	Finding	Description	Recommendation	Owner
F1	Missing information about underlying causes of unavailability.	Incident registration lacks cause and resolution details of unavailability incidents. Inadequate analysis of incidents causing outages. Insufficient communication of scheduled unavailability. Unclear duration of recovery timing	Improve incident registration (captured details of affected services; cause and resolution information, temporary/permanent fix). This requires an update/revision of the current incident registration form (as supported by the current Service Management Tool). Plan and conduct service outage analysis (based upon input of Problem Management). Improve communication between the NAs and the Service Desk to timely inform it about planned interventions (e.g. fail over actions). In particular, NAs should communicate to the Service Desk, by the end of the unavailability, the cause of the interruption of services. Present communication of unavailabilities does not state types of failures and expected recovery needed time. Therefore, communication of passed unavailability should be mandatory and within a “normal” delay (ex. Within max 2 hours after service restored).	ITSM Incident Manager ITSM Change Manager (together with ITSM Availability Manager)
F2	Lacking capabilities automated application/system availability monitoring.	Currently only automated monitoring tool provided to ITSM for the Taxation Business Thread application ‘VIES’.	Analysis to determine the need of developing monitoring tools for NCTS, ECS, ICS, EOS, NCTS-SPEED. (+Analysis of monitoring in place at Member States.) Based upon the outcome of the analysis, develop end-to-end monitoring tool to automatically monitor the availability for each application/system (from different locations); e.g. using syntactic transactions or monitoring of the queues. Define standards for end-to-end application monitoring. Propose changes	ITSM Application Manager (together with ITSM Tools Application Development)

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ID	Finding	Description	Recommendation	Owner
			into the functional specifications (to be approved and implemented by NAs within future applications' versions) to include monitoring functions.	Manager)
F3	Inadequate reporting and evaluation of scheduled unavailability.	Improve the monitoring, analysis and reporting of scheduled unavailability (why, what component, planned and actual duration, etc.). Missing analysis of reasons/cause of scheduled unavailability.	Ensure that scheduled unavailability is monitored (compare planned outage to actual outage). Planned downtime and performance against the stated objectives for each component should be recorded and used in service reporting. Improve monthly reviews of scheduled unavailability (including downtime reporting in MPR/MSR).	ITSM Availability Manager
F4	Missing unavailability information for planned applications (new releases).	List of planned applications / releases including the necessary recovery time in case of restore.	Ensure NAs are communicating in advance a plan of installation of new releases/applications into their national systems that might have an impact on the availability of their systems in the Common domain.	ITSM Business Perspective

Table 7-1: Key findings and recommendations

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7.2 Proposed projects and initiatives

This section defines the proposed initiatives for improving Availability Management process capabilities and availability of IT services.

Based upon these main findings/recommendations, the following actions are proposed in order to improve the capabilities of Availability Management:

1. Evaluate possible development of automatic monitoring tools for the TES systems (equivalent to VIES Monitoring).
2. Improve communication between different NAs and the Service desk, especially the past unavailability communication.
3. Improve the registration of incidents related to outages (to include the cause and action taken, affected application, outage time).
4. Review each incident causing unavailability in the light of the impact on other NAs.
5. Develop availability monitoring capabilities for applications during the design and development phase. This functionality should be delivered as part of application development activities (X-DEV).
6. Conduct periodic reviews and assessments to proactively identify potential improvements related to availability, including scheduling periodic service outage analysis assignments.

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8. Annexes

8.1 Annex 1: TES Scheduled Unavailabilities

Overview of the scheduled unavailabilities of Trans European Systems during the period 11/2007 and 03/2010 (sorted by Business Thread). For the Taxation business thread the period is 07/2008 until 03/2010.

BT	TES	MS	Date	Incident ID	Incident Description
Customs	ECS	AT	09/01/2008	INC0801.102261	NCTS // ECS & NCTS Scheduled unavailability of NA-AT on 13/01/2008 //Mass sent
Customs	ECS	AT	10/01/2008	INC0801.102322	NCTS // ECS & NCTS Scheduled unavailability of NA-AT on 13/01/2008 // Mass mail sent
Customs	ECS	AT	05/03/2008	INC0803.104239	NCTS // ECS Scheduled unavailability of NA-AT on 16/03/2008
Customs	ECS	AT	22/04/2008	INC0804.105863	ECS: On 29/04/2008, scheduled unavailability of NA-AT
Customs	ECS	AT	05/10/2008	INC0810.113402	CUST-DS//ECS: on 2008/10/05, Scheduled unavailability of NA-AT
Customs	ECS	AT	19/10/2008	INC0810.114078	CUST-DS// ECS: on 2008/10/19, Scheduled unavailability of NA-AT
Customs	ECS	AT	21/02/2009	INC0902.122180	CUST-DS//ECS: on 2009/02/21, Scheduled unavailability of NA-AT (INC0902.122180)
Customs	ECS	AT	08/12/2009	INC0912.140629	CUST-DS//ECS on 2009/12/08, Scheduled unavailability of NA-AT
Customs	ECS	AT	20/03/2010	INC1003.146352	CUST-DS//ECS on 2010/03/20, Scheduled unavailability of NA-AT
Customs	ECS	BE	25/01/2008	INC0801.102940	NCTS//ECS Scheduled unavailability of NA-BE on 27/01/2008 //Mass sent
Customs	ECS	BE	01/02/2008	INC0802.103168	NCTS // ECS Scheduled unavailability of NA-BE on 01/02/2008 // Mass mail sent
Customs	ECS	BE	13/03/2008	INC0803.104481	ECS Scheduled unavailability of NA-BE on 14/03/2008
Customs	ECS	BE	21/05/2008	INC0805.106908	NCTS // ECS: On 21/05/2008, scheduled unavailability of NA-BE
Customs	ECS	BE	22/05/2008	INC0805.106953	NCTS//ECS: On 22/05/2008, scheduled unavailability of NA-BE
Customs	ECS	BE	21/10/2008	INC0809.112797	CUST-DS// ECS: on 2008/10/11, Scheduled unavailability of NA-BE
Customs	ECS	BE	15/11/2008	INC0811.115490	CUST-DS//ECS: on 2008/11/15, Scheduled unavailability of NA-BE
Customs	ECS	BE	15/12/2008	INC0812.118090	CUST-DS//ECS: on 2008/12/15, Scheduled unavailability of NA-BE
Customs	ECS	BE	05/02/2009	INC0902.121134	CUST-DS//FW: ECS: on 2009/02/05, Scheduled unavailability of NA-BE (INC0902.121134)

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BT	TES	MS	Date	Incident ID	Incident Description
Customs	ECS	BE	22/04/2009	INC0904.126026	CUST-DS//ECS: on 2009/04/22, Scheduled unavailability of NA-BE
Customs	ECS	BE	10/05/2009	INC0905.127603	CUST-DS//ECS: on 2009/05/10, Scheduled unavailability of NA-BE
Customs	ECS	BE	11/07/2009	INC0907.132355	CUST-DS//ECS: on 2009/07/11, Scheduled unavailability of NA-BE
Customs	ECS	BE	21/07/2009	INC0907.132898	CUST-DS//CS/MIS - A new IE71 is published. (ecs)
Customs	ECS	BE	30/07/2009	INC0907.133489	CUST-DS//ECS: on 2009/07/30, Scheduled unavailability of NA-BE
Customs	ECS	BE	23/09/2009	INC0909.136197	CUST-DS//ECS On 2003/09/23, Scheduled unavailability of NA-BE
Customs	ECS	BE	23/09/2009	INC0909.136167	CUST-DS//ECS On 2009/09/23, Scheduled unavailability of NA-BE
Customs	ECS	BE	03/10/2009	INC0909.136723	CUST-DS//ECS On 2009/10/3, Scheduled unavailability of NA-BE
Customs	ECS	BE	14/11/2009	INC0911.139406	CUST-DS//ECS on 2009/11/14, Scheduled unavailability of NA-BE
Customs	ECS	BE	14/12/2009	INC0912.141032	CUST-DS//ECS on 2009/12/14, Scheduled unavailability of NA-BE
Customs	ECS	BE	30/01/2010	INC1001.142921	CUST-DS//ECS on 2010/01/30, Scheduled unavailability of NA-BE
Customs	ECS	BG	03/04/2008	INC0804.105125	NCTS // ECS Scheduled unavailability of NA-BG on 07/04/2008
Customs	ECS	BG	15/04/2008	INC0804.105602	NCTS // ECS: On 19/04/2008, scheduled unavailability of NA-BG
Customs	ECS	BG	18/04/2008	INC0804.105732	NCTS//ECS: On 23/04/2008, scheduled unavailability of NA-BG
Customs	ECS	BG	24/04/2008	INC0804.105970	NCTS // ECS: On 26/04/2008, scheduled unavailability of NA-BG
Customs	ECS	BG	07/05/2008	INC0805.106360	NCTS //ECS: From 10/05/2008 19:00 GMT to 11/05/2008 05:00 GMT, scheduled unavailability of NA-BG
Customs	ECS	BG	07/05/2008	INC0805.106361	NCTS // ECS: On 10/05/2008, scheduled unavailability of NA-BG
Customs	ECS	CY	09/04/2008	INC0804.105330	NCTS // ECS Scheduled unavailability of NA-CY on 11/04/2008
Customs	ECS	CY	06/05/2008	INC0805.106294	NCTS// ECS: On 08/05/2008, scheduled unavailability of NA-CY
Customs	ECS	CY	01/12/2008	INC0811.116968	CUST-DS//ECS: on 2008/12/01, Scheduled unavailability of NA-CY
Customs	ECS	CY	05/02/2009	INC0902.121067	CUST-DS//ECS: on 2009/02/05, Scheduled unavailability of NA-CY
Customs	ECS	CY	22/06/2009	INC0906.130786	CUST-DS//ECS: on 2009/06/22, Scheduled unavailability of NA-CY
Customs	ECS	CY	25/06/2009	INC0906.130790	CUST-DS//ECS: on 2009/06/25, Scheduled unavailability of NA-CY
Customs	ECS	CY	12/08/2009	INC0908.134026	CUST-DS//ECS On 2009/08/12, Scheduled unavailability of NA-CY
Customs	ECS	CY	29/10/2009	INC0910.138257	CUST-DS//ECS on 2009/10/29, Scheduled unavailability of NA-CY
Customs	ECS	CY	27/01/2010	INC1001.143069	CUST-DS//ECS on 2010/01/27, Scheduled unavailability of NA-CY
Customs	ECS	CZ	11/01/2008	INC0801.102432	NCTS//ECS&NCTS Scheduled unavailability of NA-CZ on 13/01/2008 (INC0801.102432)/Mass sent

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Customs	ECS	CZ	26/02/2008	INC0802.103982	NCTS // ECS Scheduled unavailability of NA-CZ on 01/03/2008
Customs	ECS	CZ	11/03/2008	INC0803.104427	NCTS // ECS Scheduled unavailability of NA-CZ on 16/03/2008
Customs	ECS	CZ	03/04/2008	INC0804.105151	NCTS// ECS Scheduled unavailability of NA-CZ on 05/04/2008
Customs	ECS	CZ	03/04/2008	INC0804.105157	NCTS//ECS Scheduled unavailability of NA-CZ on 06/04/2008
Customs	ECS	CZ	22/04/2008	INC0804.105871	NCTS // ECS: On 24/04/2008, scheduled unavailability of NA-CZ
Customs	ECS	CZ	07/05/2008	INC0805.106352	NCTS // ECS: On 11/05/2008, scheduled unavailability of NA-CZ (INC0805.106352)
Customs	ECS	CZ	27/05/2008	INC0805.107148	NCTS// ECS: on 2008/06/02, Scheduled unavailability of NA-CZ
Customs	ECS	CZ	27/07/2008	INC0807.109510	
Customs	ECS	CZ	19/08/2008	INC0808.110452	CUST-DS//CS/MIS - A new IE71 is published. (ecs)
Customs	ECS	CZ	04/10/2008	INC0809.113129	CUST-DS//ECS: on 2008/10/04, Scheduled unavailability of NA-CZ
Customs	ECS	CZ	05/10/2008	INC0810.113404	CUST-DS//ECS: on 2008/10/05, Scheduled unavailability of NA-CZ
Customs	ECS	CZ	18/04/2009	INC0904.125829	CUST-DS//ECS: on 2009/04/18, Scheduled unavailability of NA-CZ
Customs	ECS	CZ	29/06/2009	INC0906.131296	CUST-DS//ECS: on 2009/06/29, Scheduled unavailability of NA-CZ
Customs	ECS	CZ	04/09/2009	INC0909.135152	CUST-DS//ECS On 2009/09/04, Scheduled unavailability of NA-CZ
Customs	ECS	CZ	24/09/2009	INC0909.136165	CUST-DS//ECS On 2009/09/23, Scheduled unavailability of NA-CZ
Customs	ECS	CZ	13/10/2009	INC0910.137211	CUST-DS//ECS On 2009/10/13, Scheduled unavailability of NA-CZ
Customs	ECS	CZ	14/11/2009	INC0911.139165	CUST-DS//ECS on 2009/11/14, Scheduled unavailability of NA-CZ
Customs	ECS	CZ	08/12/2009	INC0912.140681	CUST-DS//ECS on 2009/12/08, Scheduled unavailability of NA-CZ
Customs	ECS	CZ	09/12/2009	INC0912.140796	CUST-DS//ECS on 2009/12/09, Scheduled unavailability of NA-CZ
Customs	ECS	CZ	12/12/2009	INC0912.140891	CUST-DS//ECS on 2009/12/12, Scheduled unavailability of NA-CZ
Customs	ECS	CZ	27/02/2010	INC1002.144921	CUST-DS//ECS on 2010/02/27, Scheduled unavailability of NA-CZ
Customs	ECS	DE	14/12/2007	INC0712.101661	ECS//NA-DE scheduled unavailability on 15.12.2007 between 14:00 and 17:00 GMT/Mass Mail was sent
Customs	ECS	DE	18/01/2008	INC0801.102703	NCTS // ECS Scheduled unavailability of NA-DE on 22/01/2008 // Mass mail sent
Customs	ECS	DE	22/02/2008	INC0802.103945	ECS Scheduled unavailability of NA-DE on 26/02/2008
Customs	ECS	DE	07/03/2008	INC0803.104361	ECS Scheduled unavailability of NA-DE on 16/03/2008
Customs	ECS	DE	02/04/2008	INC0804.105085	NCTS // ECS Scheduled unavailability of NA-DE on 12/04/2008
Customs	ECS	DE	28/04/2008	INC0804.106074	NCTS// ECS: On 30/04/2008, scheduled unavailability of NA-DE

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Customs	ECS	DE	19/08/2008	INC0808.110249	
Customs	ECS	DE	08/09/2008	N/A	N/A
Customs	ECS	DE	20/09/2008	INC0809.112449	CUST-DS// ECS: on 2008/09/20, Scheduled unavailability of NA-DE
Customs	ECS	DE	02/12/2008	INC0811.116992	CUST-DS//ECS: on 2008/12/02, Scheduled unavailability of NA-DE
Customs	ECS	DE	16/12/2008	INC0812.118092	CUST-DS//ECS: on 2008/12/16, Scheduled unavailability of NA-DE
Customs	ECS	DE	27/01/2009	INC0901.120237	CUST-DS//ECS: on 2009/01/27, Scheduled unavailability of NA-DE
Customs	ECS	DE	28/02/2009	INC0902.122357	CUST-DS//ECS: on 2009/02/28, Scheduled unavailability of NA-DE (INC0902.122357)
Customs	ECS	DE	09/04/2009	INC0904.125430	CUST-DS//ECS: on 2009/04/09, Scheduled unavailability of NA-DE (INC0904.125430)
Customs	ECS	DE	25/04/2009	INC0904.126326	CUST-DS//ECS: on 2009/04/25, Scheduled unavailability of NA-DE (INC0904.126326)
Customs	ECS	DE	04/05/2009	INC0904.127013	CUST-DS//ECS: on 2009/05/04, Scheduled unavailability of NA-DE (INC0904.127013)
Customs	ECS	DE	04/06/2009	INC0905.129271	CUST-DS//ECS: on 2009/06/04, Scheduled unavailability of NA-DE
Customs	ECS	DE	06/06/2009	INC0906.129630	CUST-DS//ECS: on 2009/06/06, Scheduled unavailability of NA-DE
Customs	ECS	DE	27/06/2009	INC0906.131149	CUST-DS//ECS: on 2009/06/27, Scheduled unavailability of NA-DE
Customs	ECS	DE	04/07/2009	INC0907.131840	CUST-DS//ECS: on 2009/07/04, Scheduled unavailability of NA-DE
Customs	ECS	DE	25/07/2009	INC0907.133247, INC0907.133291	CUST-DS//ECS: on 2009/07/25, Scheduled unavailability of NA-DE
Customs	ECS	DE	15/08/2009	INC0908.134135	CUST-DS//ECS On 2009/08/15, Scheduled unavailability of NA-DE
Customs	ECS	DE	26/09/2009	INC0909.136400	CUST-DS//ECS On 2009/09/26, Scheduled unavailability of NA-DE
Customs	ECS	DE	24/10/2009	INC0910.137927	CUST-DS//ECS On 2009/10/24, Scheduled unavailability of NA-DE
Customs	ECS	DE	07/11/2009	INC0911.138821	CUST-DS//ECS On 2009/11/07, Scheduled unavailability of NA-DE
Customs	ECS	DE	08/11/2009	INC0911.138832	CUST-DS//ECS on 2009/11/08, Scheduled unavailability of NA-DE
Customs	ECS	DE	28/11/2009	INC0911.140129	CUST-DS//ECS on 2009/11/28, Scheduled unavailability of NA-DE
Customs	ECS	DE	19/12/2009	INC0912.141394	CUST-DS//ECS on 2009/12/19, Scheduled unavailability of NA-DE
Customs	ECS	DE	23/01/2010	INC1001.143017	CUST-DS//ECS on 2010/01/23, Scheduled unavailability of NA-DE
Customs	ECS	DE	27/02/2010	INC1002.144963	CUST-DS//ECS on 2010/02/27, Scheduled unavailability of NA-DE
Customs	ECS	DK	12/02/2008	INC0802.103506	NCTS // ECS Scheduled unavailability of NA-DK on 01/03/2008 // Mass mail
Customs	ECS	DK	30/08/2008	INC0808.111174	CUST-DS//CCNTC SC#43220 - OLAF - RFA068 - Installation of CC[...]
Customs	ECS	DK	13/12/2008	INC0812.117517	CUST-DS//ECS: on 2008/12/13, Scheduled unavailability of NA-DK

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Customs	ECS	DK	15/01/2009	INC0901.119549	CUST-DS//ECS: on 2009/01/15, Scheduled unavailability of NA-DK
Customs	ECS	DK	21/09/2009	INC0909.135997	CUST-DS//ECS On 2009/09/21, Scheduled unavailability of NA-DK
Customs	ECS	DK	25/09/2009	INC0909.136302	CUST-DS//ECS On 2009/09/26, Scheduled unavailability of NA-DK
Customs	ECS	DK	21/10/2009	INC0910.137839	CUST-DS//ECS on 2009/10/21, Scheduled unavailability of NA-DK
Customs	ECS	EE	16/01/2008	INC0801.102571	NCTS // ECS Scheduled unavailability of NA-EE on 17/01/2008 // Mass mail
Customs	ECS	EE	02/05/2008	INC0805.106198	NCTS // ECS: On 07/05/2008, scheduled unavailability of NA-EE
Customs	ECS	EE	12/05/2008	INC0805.106562	NCTS // ECS-On 15/05/2008, scheduled unavailability of NA-EE
Customs	ECS	EE	13/05/2008	INC0805.106587	NCTS//Scheduled ECS unavailability of NA-EE
Customs	ECS	EE	28/11/2008	INC0811.116676	CUST-DS//ECS: on 2008/11/28, Scheduled unavailability of NA-EE
Customs	ECS	EE	23/12/2008	INC0812.118514	CUST-DS//ECS: on 2008/12/23, Scheduled unavailability of NA-EE
Customs	ECS	EE	03/01/2009	INC0812.118894	CUST-DS//ECS: on 2009/01/03, Scheduled unavailability of NA-EE
Customs	ECS	EE	28/01/2009	INC0901.120331	CUST-DS//ECS: on 2009/01/28, Scheduled unavailability of NA-EE
Customs	ECS	EE	02/05/2009	INC0904.126541	CUST-DS//ECS: on 2009/05/02, Scheduled unavailability of NA-EE (INC0904.126541)
Customs	ECS	EE	05/05/2009	INC0904.127049	CUST-DS//A new IE71 is published.
Customs	ECS	EE	30/06/2009	INC0906.131210	CUST-DS//ECS: on 2009/06/30, Scheduled unavailability of NA-EE
Customs	ECS	EE	30/06/2009	INC0906.131210	CUST-DS//ECS: on 2009/06/30, Scheduled unavailability of NA-EE
Customs	ECS	EE	05/11/2009	INC0910.138487	CUST-DS//ECS on 2009/11/05, Scheduled unavailability of NA-EE
Customs	ECS	EE	10/12/2009	INC0912.140649	CUST-DS//ECS on 2009/12/10, Scheduled unavailability of NA-EE
Customs	ECS	EE	15/12/2009	INC0912.141140	CUST-DS//ECS on 2009/12/15, Scheduled unavailability of NA-EE
Customs	ECS	EE	28/01/2010	INC1001.143127	CUST-DS//ECS on 2010/01/28, Scheduled unavailability of NA-EE
Customs	ECS	EE	18/02/2010	INC1002.144485	CUST-DS//ECS on 2010/02/18, Scheduled unavailability of NA-EE
Customs	ECS	FI	21/04/2008	INC0804.105791	NCTS // ECS: On 22/04/2008, scheduled unavailability of NA-FI
Customs	ECS	FI	30/05/2008	INC0805.107262	NCTS//ECS: on 03/06/2008, Scheduled unavailability of NA-FI
Customs	ECS	FI	04/06/2008	INC0806.107441	NCTS//ECS: on 03/06/2008, Scheduled unavailability of NA-FI (INC0805.107262) - ANALYSIS
Customs	ECS	FI	08/10/2008	INC0810.113586	CUST-DS//ECS: on 2008/10/08, Scheduled unavailability of NA-FI
Customs	ECS	FI	21/10/2008	INC0810.114296	CUST-DS// ECS: on 2008/10/21, Scheduled unavailability of NA-FI
Customs	ECS	FI	29/11/2008	INC0811.116754	CUST-DS//ECS: on 2008/11/29, Scheduled unavailability of NA-FI

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Customs	ECS	FI	23/12/2008	INC0812.118536	CUST-DS//ECS: on 2008/12/23, Scheduled unavailability of NA-FI
Customs	ECS	FI	23/12/2008	INC0812.118536	CUST-DS//ECS: on 2008/12/23, Scheduled unavailability of NA-FI
Customs	ECS	FI	27/01/2009	INC0901.120382	CUST-DS//ECS: On 2009/01/27, UNScheduled unavailability of NA-FI
Customs	ECS	FI	18/03/2009	INC0903.123660	CUST-DS//
Customs	ECS	FI	28/03/2009	INC0903.124313	CUST-DS//ECS: on 2009/03/28, Scheduled unavailability of NA-FI
Customs	ECS	FI	15/04/2009	INC0904.125705	CUST-DS//ECS Scheduled unavailability of NA-FI-Analysis
Customs	ECS	FI	19/05/2009	INC0905.128309	CUST-DS//ECS: on 2009/05/19, Scheduled unavailability of NA-FI
Customs	ECS	FI	16/06/2009	INC0906.130269	CUST-DS//ECS: on 2009/06/16, Scheduled unavailability of NA-FI
Customs	ECS	FI	04/07/2009	INC0907.131676	CUST-DS//ECS: on 2009/07/04, Scheduled unavailability of NA-FI
Customs	ECS	FI	26/08/2009	INC0908.134631	CUST-DS//ECS On 2009/08/26, Scheduled unavailability of NA-FI
Customs	ECS	FI	12/09/2009	INC0909.135489	CUST-DS//ECS On 2009/09/12, Scheduled unavailability of NA-FI
Customs	ECS	FI	16/09/2009	INC0909.135723	CUST-DS//ECS On 2009/09/16, Scheduled unavailability of NA-FI
Customs	ECS	FI	26/09/2009	INC0909.136290	CUST-DS//ECS On 2009/09/26, Scheduled unavailability of NA-FI
Customs	ECS	FI	21/10/2009	INC0910.137778	CUST-DS//ECS on 2009/10/21, Scheduled unavailability of NA-FI
Customs	ECS	FI	18/11/2009	INC0911.139288	CUST-DS//ECS on 2009/11/18, Scheduled unavailability of NA-FI
Customs	ECS	FI	07/12/2009	INC0912.140495	CUST-DS//ECS on 2009/12/07, Scheduled unavailability of NA-FI
Customs	ECS	FI	12/12/2009	INC0912.140860	CUST-DS//ECS on 2009/12/12, Scheduled unavailability of NA-FI
Customs	ECS	FI	03/02/2010	INC1002.143529	CUST-DS//ECS on 2010/02/03, Scheduled unavailability of NA-FI
Customs	ECS	FI	17/02/2010	INC1002.144218	CUST-DS//ECS on 2010/02/17, Scheduled unavailability of NA-FI
Customs	ECS	FI	02/03/2010	INC1002.144908	CUST-DS//ECS on 2010/03/02, Scheduled unavailability of NA-FI
Customs	ECS	FI	27/03/2010	INC1003.146741	CUST-DS//ECS on 2010/03/27, Scheduled unavailability of NA-FI
Customs	ECS	FR	08/01/2008	INC0801.102244	NCTS//ECS Scheduled unavailability of NA-FR on 13/01/2008 (INC0801.102244)//Mass mail sent
Customs	ECS	FR	10/04/2008	INC0804.105396	NCTS // ECS Scheduled unavailability of NA-FR on 12/04/2008
Customs	ECS	FR	21/08/2008	INC0808.110820	CUST-DS//CCNTC SC#46412 - SPEED - Replacement of CCN securit[...]
Customs	ECS	FR	12/02/2009	INC0902.121507	CUST-DS//ECS: on 2009/02/12, Scheduled unavailability of NA-FR
Customs	ECS	FR	11/08/2009	INC0908.133958	CUST-DS//NCTS On 2009/08/11, Scheduled unavailability of NA-FR
Customs	ECS	FR	20/08/2009	INC0908.134408	CUST-DS//ECS On 2009/08/20, Scheduled unavailability of NA-FR

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Customs	ECS	FR	04/11/2009	INC0911.138741	CUST-DS//ECS On 2009/11/04, Scheduled unavailability of NA-FR
Customs	ECS	FR	26/01/2010	INC1001.143002	CUST-DS//ECS on 2010/01/26, Scheduled unavailability of NA-FR
Customs	ECS	FR	21/02/2010	INC1002.144244	CUST-DS//ECS on 2010/02/21, Scheduled unavailability of NA-FR
Customs	ECS	GB	06/02/2008	INC0802.103332	NCTS // ECS Scheduled unavailability of NA-GB on 09/02/2008 // Mass mail sent
Customs	ECS	GB	25/10/2008	INC0810.114465	CUST-DS//ECS: on 2008/10/25, Scheduled unavailability of NA-GB
Customs	ECS	GB	18/11/2008	INC0811.115449	CUST-DS//ECS: on 2008/11/18, Scheduled unavailability of NA-GB
Customs	ECS	GB	13/12/2008	INC0812.117872	CUST-DS//ECS: on 2008/12/13, Scheduled unavailability of NA-GB
Customs	ECS	GB	27/01/2009	INC0901.120012	CUST-DS//ECS: on 2009/01/27, Scheduled unavailability of NA-GB
Customs	ECS	GB	20/05/2009	INC0905.128129	CUST-DS//ECS: on 2009/05/20, Scheduled unavailability of NA-GB
Customs	ECS	GB	26/06/2009	INC0906.129820	CUST-DS//ECS: on 2009/06/26, Scheduled unavailability of NA-GB
Customs	ECS	GB	26/06/2009	INC0906.129820	CUST-DS//ECS: on 2009/06/26, Scheduled unavailability of NA-GB
Customs	ECS	GB	08/12/2009	INC0912.140432	CUST-DS//ECS on 2009/12/08, Scheduled unavailability of NA-GB
Customs	ECS	GB	12/12/2009	INC0912.140417	CUST-DS//ECS on 2009/12/12, Scheduled unavailability of NA-GB
Customs	ECS	GB	15/12/2009	INC0912.140435	CUST-DS//ECS on 2009/12/15, Scheduled unavailability of NA-GB
Customs	ECS	GR	21/04/2008	INC0804.105783	NCTS // ECS: On 21/04/2008, scheduled unavailability of NA-GR
Customs	ECS	GR	08/05/2008	INC0805.106413	NCTS // ECS-On 11/05/2008, scheduled unavailability of NA-GR
Customs	ECS	GR	20/03/2009	INC0903.123674	CUST-DS//ECS: on 2009/03/20, Scheduled unavailability of NA-GR
Customs	ECS	GR	03/07/2009	INC0907.131613	CUST-DS//ECS: on 2009/07/03, Scheduled unavailability of NA-GR
Customs	ECS	GR	27/11/2009	INC0911.139932	CUST-DS//ECS on 2009/11/27, Scheduled unavailability of NA-GR
Customs	ECS	GR	08/12/2009	INC0912.140429	CUST-DS//ECS on 2009/12/08, Scheduled unavailability of NA-GR
Customs	ECS	GR	28/03/2010	INC1003.146670	CUST-DS//ECS on 2010/03/28, Scheduled unavailability of NA-GR
Customs	ECS	HU	07/05/2008	INC0805.106363	NCTS //ECS: On 10/05/2008, scheduled unavailability of NA-HU
Customs	ECS	HU	07/05/2008	INC0805.106366	NCTS // ECS: On 10/05/2008, scheduled unavailability of NA-HU
Customs	ECS	HU	07/05/2008	INC0805.106368	NCTS // ECS On 10/05/2008, scheduled unavailability of NA-HU
Customs	ECS	HU	07/05/2008	INC0805.106367	NCTS // ECS: On 11/05/2008, scheduled unavailability of NA-HU (INC0805.106367)
Customs	ECS	HU	04/07/2009	INC0906.131480	CUST-DS//ECS: on 2009/07/04, Scheduled unavailability of NA-HU
Customs	ECS	HU	01/12/2009	INC0911.140232	CUST-DS//ECS on 2009/12/01, Scheduled unavailability of NA-HU

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Customs	ECS	IT	11/01/2008	INC0801.102431	NCTS//ECS&NCTS Scheduled unavailability of NA-IT on 13/01/2008 (INC0801.102431)//Mass sent
Customs	ECS	IT	30/04/2008	INC0804.106176	NCTS // ECS On 10/05/2008, scheduled unavailability of NA-IT
Customs	ECS	IT	07/05/2008	INC0805.106383	NCTS // ECS: On 11/05/2008, scheduled unavailability of NA-IT
Customs	ECS	IT	27/07/2008	INC0807.109520	
Customs	ECS	IT	31/12/2008	INC0812.118805	CUST-DS//ECS: on 2008/12/31, Scheduled unavailability of NA-IT
Customs	ECS	IT	31/12/2008	INC0812.118805	CUST-DS//ECS: on 2008/12/31, Scheduled unavailability of NA-IT
Customs	ECS	IT	21/03/2009	INC0903.124148	CUST-DS//ECS: On 2009/03/21, UNScheduled unavailability of NA-IT
Customs	ECS	IT	30/06/2009	INC0906.131240	CUST-DS//ECS: on 2009/06/30, Scheduled unavailability of NA-IT
Customs	ECS	IT	30/06/2009	INC0906.131240	CUST-DS//ECS: on 2009/06/30, Scheduled unavailability of NA-IT
Customs	ECS	IT	29/11/2009	INC0911.139957	CUST-DS//ECS on 2009/11/29, Scheduled unavailability of NA-IT
Customs	ECS	LT	09/01/2008	INC0801.102286	NCTS//NCTS&ECS Scheduled unavailability of NA-LT on 13/01/2008 (INC0801.102286)//Mass sent
Customs	ECS	LT	24/01/2008	INC0801.102863	NCTS // CS Scheduled unavailability of NA-LT on 30/01/2008 // Mass mail Sent
Customs	ECS	LT	28/01/2008	INC0801.102995	NCTS//ECS Scheduled unavailability of NA-LT on 30/01/2008//Mass sent
Customs	ECS	LT	31/01/2008	INC0801.103106	NCTS//ECS Scheduled unavailability of NA-LT on 07/02/2008//Mass
Customs	ECS	LT	15/02/2008	INC0802.103651	NCTS//ECS Scheduled unavailability of NA-LT on 19/02/2008//Mass sent
Customs	ECS	LT	04/03/2008	INC0803.104230	NCTS // ECS Scheduled unavailability of NA-LT on 16/03/2008
Customs	ECS	LT	21/04/2008	INC0804.105767	NCTS // ECS: On 23/04/2008, scheduled unavailability of NA-LT
Customs	ECS	LT	23/04/2008	INC0804.105909	NCTS // ECS: On 29/04/2008, scheduled unavailability of NA-LT
Customs	ECS	LT	30/06/2009	INC0906.131336	CUST-DS//ECS: on 2009/06/30, Scheduled unavailability of NA-LT
Customs	ECS	LT	30/06/2009	INC0906.131336	CUST-DS//ECS: on 2009/06/30, Scheduled unavailability of NA-LT
Customs	ECS	LT	11/10/2009	INC0910.137318	CUST-DS//ECS On 2009/10/11, Scheduled unavailability of NA-LT
Customs	ECS	LT	22/10/2009	INC0910.137923	CUST-DS//ECS on 2009/10/22, Scheduled unavailability of NA-LT
Customs	ECS	LT	21/12/2009	INC0912.141519	CUST-DS//ECS on 2009/12/21, Scheduled unavailability of NA-LT
Customs	ECS	LT	14/01/2010	INC1001.142305	CUST-DS//ECS on 2010/01/14, Scheduled unavailability of NA-LT
Customs	ECS	LT	07/02/2010	INC1002.143795	CUST-DS//ECS on 2010/02/07, Scheduled unavailability of NA-LT
Customs	ECS	LU	01/07/2009	INC0906.131195	CUST-DS// ECS: on 2009/07/01, Scheduled unavailability of NA-LU
Customs	ECS	LV	07/05/2008	INC0805.106395	NCTS // ECS-On 10/05/2008, scheduled unavailability of NA-LV

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Customs	ECS	LV	01/09/2008	INC0808.111316	CUST-DS//ECS: on 2008/09/01, Scheduled unavailability of NA-LV
Customs	ECS	LV	23/09/2008	INC0809.112578	CUST-DS//ECS: on 2008/09/23, Scheduled unavailability of NA-LV
Customs	ECS	LV	19/11/2008	INC0811.116005	CUST-DS//ECS: on 2008/11/19, Scheduled unavailability of NA-LV
Customs	ECS	LV	22/12/2008	INC0812.118462	CUST-DS//ECS: on 2008/12/22, Scheduled unavailability of NA-LV
Customs	ECS	LV	10/03/2009	INC0903.123223	CUST-DS//ECS: on 2009/03/10, Scheduled unavailability of NA-LV (INC0903.123223)
Customs	ECS	LV	30/06/2009	INC0906.131331	CUST-DS//ECS: on 2009/06/30, Scheduled unavailability of NA-LV
Customs	ECS	LV	30/06/2009	INC0906.131331	CUST-DS//ECS: on 2009/06/30, Scheduled unavailability of NA-LV
Customs	ECS	LV	22/07/2009	INC0907.133057	CUST-DS//scheduled unavailability ECS
Customs	ECS	LV	01/08/2009	INC0907.133671	CUST-DS//ECS: on 2009/08/01, Scheduled unavailability of NA-LV
Customs	ECS	LV	16/11/2009	INC0911.139311	CUST-DS//ECS on 2009/11/16, Scheduled unavailability of NA-LV
Customs	ECS	LV	23/11/2009	INC0911.139679	CUST-DS//ECS on 2009/11/23, Scheduled unavailability of NA-LV
Customs	ECS	LV	29/12/2009	INC0912.141731	CUST-DS//ECS on 2009/12/29, Scheduled unavailability of NA-LV
Customs	ECS	LV	28/02/2010	INC1002.144859	CUST-DS//ECS on 2010/02/28, Scheduled unavailability of NA-LV
Customs	ECS	MT	16/07/2008	INC0807.109090	CUST-DS//ECS: on 2008/07/16, Scheduled unavailability of NA-MT
Customs	ECS	MT	26/09/2008	INC0809.112932	CUST-DS//ECS: On 2008/09/26, UNScheduled unavailability of NA-MT
Customs	ECS	MT	19/06/2009	INC0906.129828	CUST-DS//ECS: on 16/06/2009, Scheduled unavailability of NA-MT
Customs	ECS	MT	15/07/2009	INC0907.132512	CUST-DS//ECS: on 2009/07/15, Scheduled unavailability of NA-MT
Customs	ECS	MT	12/08/2009	INC0908.134013	CUST-DS//ECS On 2009/08/12, Scheduled unavailability of NA-MT
Customs	ECS	MT	04/11/2009	INC0911.138653	CUST-DS//ECS on 2009/11/04 Scheduled unavailability of NA-MT
Customs	ECS	MT	14/11/2009	INC0911.139012	CUST-DS//ECS on 2009/11/14, Scheduled unavailability of NA-MT
Customs	ECS	MT	21/11/2009	INC0911.139508	CUST-DS//ECS on 2009/11/21, Scheduled unavailability of NA-MT
Customs	ECS	MT	08/12/2009	INC0912.140445	CUST-DS//ECS on 2009/12/08, Scheduled unavailability of NA-MT
Customs	ECS	MT	26/01/2010	INC1001.142733	CUST-DS//ECS on 2010/01/26, Scheduled unavailability of NA-MT
Customs	ECS	MT	02/02/2010	INC1001.142997	CUST-DS//ECS on 2010/02/02, Scheduled unavailability of NA-MT
Customs	ECS	NL	08/01/2008	INC0801.102212	NCTS//ECS Scheduled unavailability of NA-NL on 10/01/2008 (INC0801.102212)//Mass sent
Customs	ECS	NL	06/02/2008	INC0802.103335	NCTS // ECS Scheduled unavailability of NA-NL on 10/02/2008 // Mass mail sent
Customs	ECS	NL	09/05/2008	INC0805.106477	NCTS//ECS: 11/05/2008, scheduled unavailability of NA-NL

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Customs	ECS	NL	13/07/2008	INC0807.108729	CUST-DS//ECS: on 2008/07/13, Scheduled unavailability of NA-NL
Customs	ECS	NL	07/09/2008	INC0809.111709	CUST-DS//ECS: on 2008/09/07, Scheduled unavailability of NA-NL
Customs	ECS	NL	29/11/2008	INC0811.116781	CUST-DS//ECS: on 2008/11/29, Scheduled unavailability of NA-NL
Customs	ECS	NL	15/03/2009	INC0903.123787	CUST-DS//ECS On 2009/03/15,Scheduled unavailability of NA-NL
Customs	ECS	NL	29/03/2009	INC0903.124546	CUST-DS//ECS: on 2009/03/29, Scheduled unavailability of NA-NL
Customs	ECS	NL	26/04/2009	INC0904.126694	CUST-DS//ECS: on 2009/04/26, Scheduled unavailability of NA-NL
Customs	ECS	NL	16/05/2009	INC0905.128202	CUST-DS//ECS: on 2009/05/16, Scheduled unavailability of NA-NL
Customs	ECS	NL	28/06/2009	INC0906.131245	CUST-DS//ECS: on 2009/06/28, Scheduled unavailability of NA-NL
Customs	ECS	NL	29/01/2010	INC1001.142570	CUST-DS//ECS on 2010/01/29, Scheduled unavailability of NA-NL
Customs	ECS	PL	06/02/2008	INC0802.103345	NCTS // ECS Scheduled unavailability of NA-PL on 07/02/2008 // Mass mail sent
Customs	ECS	PL	15/02/2008	INC0802.103684	NCTS // ECS Scheduled unavailability of NA-PL on 15/02/2008 // Mass mail sent
Customs	ECS	PL	28/02/2008	INC0802.104110	ECS Scheduled unavailability of NA-PL
Customs	ECS	PL	25/04/2008	INC0804.106004	ECS: On 26/04/2008 , scheduled unavailability of NA-PL
Customs	ECS	PL	28/04/2008	INC0804.106069	NCTS // ECS: On 29/04/2008, scheduled unavailability of NA-PL
Customs	ECS	PL	13/05/2008	INC0805.106612	NCTS//ECS: On 13/05/2008, scheduled unavailability of NA-PL
Customs	ECS	PL	14/05/2008	INC0805.106654	NCTS // ECS-scheduled unavailability of NA-PL
Customs	ECS	PL	05/09/2008	INC0809.111720	CUST-DS// ECS: on 2008/09/05, Scheduled unavailability of NA-PL
Customs	ECS	PL	22/09/2008	INC0809.112546	CUST-DS//ECS: on 2008/09/22, Scheduled unavailability of NA-PL
Customs	ECS	PL	23/09/2008	INC0809.112547	CUST-DS//ECS: on 2008/09/23, Scheduled unavailability of NA-PL
Customs	ECS	PL	29/11/2008	INC0811.116850	CUST-DS//ECS: On 2008/11/29, Scheduled unavailability of NA-PL
Customs	ECS	PL	31/08/2009	INC0908.134848	CUST-DS//ECS On 2009/08/31, Scheduled unavailability of NA-PL
Customs	ECS	PL	29/10/2009	INC0910.138278	CUST-DS//ECS on 2009/10/29, Scheduled unavailability of NA-PL
Customs	ECS	PL	19/12/2009	INC0912.141433	CUST-DS//ECS on 2009/12/19, Scheduled unavailability of NA-PL
Customs	ECS	PL	16/02/2010	INC1002.144314	CUST-DS//ECS on 2010/02/16, Scheduled unavailability of NA-PL
Customs	ECS	PL	08/03/2010	INC1003.145545	CUST-DS//ECS on 2010/03/08, Scheduled unavailability of NA-PL
Customs	ECS	PT	12/10/2007	INC0710.46389	[ECS]Scheduled unavailability for NA_PT from 08/10/2007 08:00 to 15/10/2007 08:00
Customs	ECS	PT	31/03/2008	INC0803.104989	NCTS // ECS Scheduled unavailability of NA-PT on 01/04/2008

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Customs	ECS	PT	01/04/2008	INC0804.105040	NCTS // ECS Scheduled unavailability of NA-PT on 01/04/2008
Customs	ECS	PT	27/07/2008	INC0807.109734	CUST-DS//unavailability of NA-FR on 04/03/2009 from 9:30 to [...]
Customs	ECS	PT	05/10/2008	INC0810.113353	CUST-DS//ECS: on 2008/10/05, Scheduled unavailability of NA-PT
Customs	ECS	PT	04/02/2009	INC0902.121007	CUST-DS//ECS: on 2009/02/04, Scheduled unavailability of NA-PT
Customs	ECS	PT	30/04/2009	INC0904.126780	CUST-DS//ECS: on 2009/04/30, Scheduled unavailability of NA-PT (INC0904.126780)
Customs	ECS	RO	08/01/2008	INC0801.102214	ECS//ECS Scheduled unavailability of NA-RO on 10/01/2008 (INC0801.102214)//Mass sent
Customs	ECS	RO	29/01/2008	INC0801.103015	NCTS // ECS Scheduled unavailability of NA-RO on 02/02/2008 // Mass mail sent
Customs	ECS	RO	06/05/2008	INC0805.106298	NCTS//ECS: On 10/05/2008, scheduled unavailability of NA-RO
Customs	ECS	RO	22/05/2008	INC0805.106942	NCTS//ECS: On 22/05/2008, scheduled unavailability of NA-RO
Customs	ECS	RO	28/06/2009	INC0906.131206	CUST-DS//ECS: on 2009/06/28, Scheduled unavailability of NA-RO
Customs	ECS	RO	28/06/2009	INC0906.131206	CUST-DS//ECS: on 2009/06/28, Scheduled unavailability of NA-RO
Customs	ECS	RO	08/12/2009	INC0912.140555	CUST-DS//ECS on 2009/12/08, Scheduled unavailability of NA-RO
Customs	ECS	RO	16/01/2010	INC1001.142506	CUST-DS//ECS on 2010/01/16, Scheduled unavailability of NA-RO
Customs	ECS	SE	28/02/2008	INC0802.104093	NCTS // ECS Scheduled unavailability of NS-SE on 08/03/2008
Customs	ECS	SE	03/04/2008	INC0804.105136	NCTS // ECS Scheduled unavailability of NA-SE on 05/04/2008
Customs	ECS	SE	23/04/2008	INC0804.105898	NCTS // ECS: On 07/05/2008, scheduled unavailability of NA-SE
Customs	ECS	SE	05/05/2008	INC0805.106266	NCTS//ECS: On 10/05/2008, scheduled unavailability of NA-SE
Customs	ECS	SE	20/05/2008	INC0805.106850	NCTS//ECS: On 27/05/2008, scheduled unavailability of NA-SE (INC0805.106850)
Customs	ECS	SE	28/05/2008	INC0805.107165	NCTS//ECS: on 2008/05/30, Scheduled unavailability of NA-SE
Customs	ECS	SE	07/07/2008	INC0807.108590	CUST-DS//ECS: on 2008/07/07, Scheduled unavailability of NA-SE
Customs	ECS	SE	06/09/2008	INC0808.111265	CUST-DS//ECS: on 2008/09/06, Scheduled unavailability of NA-SE
Customs	ECS	SE	29/11/2008	INC0811.116176	CUST-DS//ECS: on 2008/11/29, Scheduled unavailability of NA-SE
Customs	ECS	SE	13/12/2008	INC0811.116777	CUST-DS//ECS: on 2008/12/13, Scheduled unavailability of NA-SE
Customs	ECS	SE	14/03/2009	INC0903.123076	CUST-DS//ECS: on 2009/03/14, Scheduled unavailability of NA-SE (INC0903.123076)
Customs	ECS	SE	30/10/2009	INC0910.138423	CUST-DS//ECS on 2009/10/30, Scheduled unavailability of NA-SE
Customs	ECS	SE	02/12/2009	INC0911.140335	CUST-DS//ECS on 2009/12/02, Scheduled unavailability of NA-SE
Customs	ECS	SE	08/12/2009	INC0912.140768	CUST-DS//ECS on 2009/12/08, Scheduled unavailability of NA-SE

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Customs	ECS	SE	20/01/2010	INC1001.142437	CUST-DS//ECS on 2010/01/20, Scheduled unavailability of NA-SE
Customs	ECS	SE	29/01/2010	INC1001.143192	CUST-DS//ECS on 2009/01/29, Scheduled unavailability of NA-SE
Customs	ECS	SE	07/02/2010	INC1001.143019	CUST-DS//ECS on 2010/02/08, Scheduled unavailability of NA-SE
Customs	ECS	SE	21/02/2010	INC1002.144269	CUST-DS//ECS on 2010/02/21, Scheduled unavailability of NA-SE
Customs	ECS	SE	27/02/2010	INC1002.144179	CUST-DS//ECS on 2010/02/27, Scheduled unavailability of NA-SE
Customs	ECS	SE	10/03/2010	INC1003.145328	CUST-DS//ECS on 2010/03/10, Scheduled unavailability of NA-SE
Customs	ECS	SE	10/03/2010	INC1003.145540	CUST-DS//ECS on 2010/03/10, Scheduled unavailability of NA-SE
Customs	ECS	SI	26/03/2008	INC0803.104826	NCTS // ECS Scheduled unavailability of NA-SI on 30/03/2008
Customs	ECS	SI	04/04/2008	INC0804.105189	NCTS//ECS Scheduled unavailability of NA-SI on 06/04/2008
Customs	ECS	SI	09/05/2008	INC0805.106493	NCTS//ECS: On 11/05/2008, scheduled unavailability of NA-SI
Customs	ECS	SI	10/08/2008	INC0808.110158	CUST-DS//A new IE71 is published.
Customs	ECS	SI	18/10/2008	INC0810.114252	CUST-DS//ECS: on 2008/10/18, Scheduled unavailability of NA-SI
Customs	ECS	SI	14/12/2008	INC0812.117834	CUST-DS//ECS: on 2008/12/14, Scheduled unavailability of NA-SI
Customs	ECS	SI	30/06/2009	INC0906.131433	CUST-DS//ECS: on 2009/06/30, Scheduled unavailability of NA-SI
Customs	ECS	SK	13/12/2007	INC0712.101611	NCTS//ECS unavailability for NA-SK on Saturday 15/12/2007 from 07:00 to 19:00 GMT//Mass mail sent
Customs	ECS	SK	19/12/2007	INC0712.101821	NCTS//ECS Scheduled unavailability of NA-SK on 19/12/2007//ACK
Customs	ECS	SK	01/04/2008	INC0804.105004	NCTS//ECS Scheduled unavailability of NA-SK on 07/04/2008
Customs	ECS	SK	16/04/2008	INC0804.105629	NCTS // ECS:On 19/04/2008, scheduled unavailability of NA-SK
Customs	ECS	SK	21/04/2008	INC0804.105798	NCTS // ECS: On 22/04/2008, scheduled unavailability of NA-SK
Customs	ECS	SK	28/04/2008	INC0804.106049	NCTS // ECS: On 29/04/2008, scheduled unavailability of NA-SK
Customs	ECS	SK	19/10/2008	INC0810.114068	CUST-DS//ECS: on 2008/10/19, Scheduled unavailability of NA-SK
Customs	ECS	SK	01/12/2008	INC0811.116999	CUST-DS//ECS: on 2008/12/01, Scheduled unavailability of NA-SK
Customs	ECS	SK	21/02/2009	INC0902.122231	CUST-DS//ECS: on 2009/02/21, Scheduled unavailability of NA-SK (INC0902.122231)
Customs	ECS	SK	28/02/2009	INC0902.122571	CUST-DS//ECS: on 2009/02/28, Scheduled unavailability of NA-SK
Customs	ECS	SK	06/03/2009	INC0903.123042	CUST-DS//ECS: on 2009/03/06, Scheduled unavailability of NA-SK (INC0903.123042)
Customs	ECS	SK	20/06/2009	INC0906.130527	CUST-DS//ECS: on 2009/06/20, Scheduled unavailability of NA-SK
Customs	ECS	SK	30/06/2009	INC0906.131310	CUST-DS//ECS: on 2009/06/30, Scheduled unavailability of NA-SK

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Customs	ECS	SK	30/06/2009	INC0906.131310	CUST-DS//ECS: on 2009/06/30, Scheduled unavailability of NA-SK
Customs	ECS	SK	26/09/2009	INC0909.136022	CUST-DS//ECS On 2009/09/26, Scheduled unavailability of NA-SK
Customs	ECS	SK	14/12/2009	INC0912.141158	CUST-DS//ECS on 2009/12/14, Scheduled unavailability of NA-SK
Customs	ECS	SK	23/01/2010	INC1001.142893	CUST-DS//ECS on 2010/23/01, Scheduled unavailability of NA-SK
Customs	ECS	SK	10/02/2010	INC1002.143700	CUST-DS//ECS on 2010/02/10, Scheduled unavailability of NA-SK
Customs	ECS	SK	14/02/2010	INC1002.144250	CUST-DS//ECS on 2010/02/14, Scheduled unavailability of NA-SK
Customs	ECS	SK	27/02/2010	INC1002.144862	CUST-DS//ECS on 2010/02/27, Scheduled unavailability of NA-SK
Customs	ECS	SK	18/03/2010	INC1003.146186	CUST-DS//ECS on 2010/03/18, Scheduled unavailability of NA-SK
Customs	ECS	SK	20/03/2010	INC1003.146188	CUST-DS//ECS on 2010/03/20, Scheduled unavailability of NA-SK
Customs	NCTS	AT	14/12/2007	INC0712.101655	NCTS//NA-AT unavailability on Sunday 16/12/2007 from 09:00 to 14:00 GMT //Mass mail sent
Customs	NCTS	AT	05/03/2008	INC0803.104237	NCTS // Scheduled unavailability of NA-AT on 16/03/2008
Customs	NCTS	AT	22/04/2008	INC0804.105862	NCTS//NCTS: On 29/04/2008, scheduled unavailability of NA-AT
Customs	NCTS	AT	05/10/2008	INC0810.113401	CUST-DS//NCTS: on 2008/10/05, Scheduled unavailability of NA-AT
Customs	NCTS	AT	19/10/2008	INC0810.114079	CUST-DS//NCTS: on 2008/10/19, Scheduled unavailability of NA-AT
Customs	NCTS	AT	21/02/2009	INC0902.122177	CUST-DS//(INC0902.122177)CS/MIS - A new IE71 is published. (ncts)
Customs	NCTS	AT	08/12/2009	INC0912.140628	CUST-DS//NCTS on 2009/12/08, Scheduled unavailability of NA-AT
Customs	NCTS	AT	20/03/2010	INC1003.146350	CUST-DS//NCTS on 2010/03/20, Scheduled unavailability of NA-AT
Customs	NCTS	BE	20/05/2008	INC0805.106844	NCTS//NCTS: On 22/05/2008, scheduled unavailability of NA-BE
Customs	NCTS	BE	27/06/2009	INC0906.131079	CUST-DS//NCTS On 27/06/2009, scheduled unavailability of NA-BE
Customs	NCTS	BE	10/12/2009	INC0912.140448	CUST-DS//NCTS on 2009/12/10, Scheduled unavailability of NA-BE
Customs	NCTS	BG	03/04/2008	INC0804.105123	NCTS // Scheduled unavailability of NA-BG on 07/04/2008
Customs	NCTS	BG	14/04/2008	INC0804.105548	NCTS// On 19/04/2008, scheduled unavailability of NA-BG (INC0804.105548)
Customs	NCTS	BG	18/04/2008	INC0804.105734	NCTS//NCTS: On 23/04/2008, scheduled unavailability of NA-BG
Customs	NCTS	BG	24/04/2008	INC0804.105969	NCTS // On 26/04/2008, scheduled unavailability of NA-BG
Customs	NCTS	CH	15/01/2008	INC0801.102510	NCTS//NCTS Scheduled unavailability of NA-CH on 19/01/2008//Mass Sent
Customs	NCTS	CH	19/02/2008	INC0802.103763	NCTS//NCTS Scheduled unavailability of NA-CH on 24/02/2008//Mass sent
Customs	NCTS	CH	28/02/2008	INC0802.104083	NCTS // Scheduled unavailability of N-CH on 02/03/2008

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Customs	NCTS	CH	04/03/2008	INC0803.104226	NCTS Scheduled unavailability of NA-CH on 08/03/2008
Customs	NCTS	CH	22/04/2008	INC0804.105869	NCTS // On 27/04/2008, scheduled unavailability of NA-CH
Customs	NCTS	CH	30/04/2008	INC0804.106152	NCTS // NCTS-On 04/05/2008, scheduled unavailability of NA-CH
Customs	NCTS	CH	19/05/2008	INC0805.106819	NCTS // NCTS: On 25/05/2008, scheduled unavailability of NA-CH
Customs	NCTS	CH	13/07/2008	INC0806.108274	CUST-DS//NCTS: on 2008/07/13, Scheduled unavailability of NA-CH
Customs	NCTS	CH	27/07/2008	INC0807.109511	CUST-DS//NCTS Business Statistics from AT - Wrong calculation[...]
Customs	NCTS	CH	21/09/2008	INC0809.112278	CUST-DS// NCTS: on 2008/09/21, Scheduled unavailability of NA-CH
Customs	NCTS	CH	02/11/2008	INC0810.114810	CUST-DS//NCTS: on 2008/11/02, Scheduled unavailability of NA-CH
Customs	NCTS	CH	16/11/2008	INC0811.115879	CUST-DS//NCTS: on 2008/11/16, Scheduled unavailability of NA-CH
Customs	NCTS	CH	30/11/2008	INC0811.116482	CUST-DS//NCTS: on 2008/11/30, Scheduled unavailability of NA-CH
Customs	NCTS	CH	06/12/2009	INC0912.140454	CUST-DS//NCTS on 2009/12/13, Scheduled unavailability of NA-CH
Customs	NCTS	CH	07/01/2009	INC0910.138378	CUST-DS//NCTS on 2009/11/01, Scheduled unavailability of NA-CH
Customs	NCTS	CH	01/03/2009	INC0902.122475	CUST-DS//NCTS: on 2009/03/01, Scheduled unavailability of NA-CH (INC0902.122475)
Customs	NCTS	CH	29/03/2009	INC0903.123599	CUST-DS//NCTS: on 2009/03/29, Scheduled unavailability of NA-CH (INC0903.123599)
Customs	NCTS	CH	28/06/2009	INC0906.130313	CUST-DS//NCTS: on 2009/06/28, Scheduled unavailability of NA-CH
Customs	NCTS	CH	30/06/2009	INC0906.130316	CUST-DS//NCTS: on 2009/06/30, Scheduled unavailability of NA-CH
Customs	NCTS	CH	30/08/2009	INC0908.134074	CUST-DS//NCTS On 2009/08/30, Scheduled unavailability of NA-CH
Customs	NCTS	CH	22/11/2009	INC0911.138837	CUST-DS//NCTS On 2009/11/22, Scheduled unavailability of NA-CH
Customs	NCTS	CH	06/12/2009	INC0912.140451	CUST-DS//NCTS on 2009/12/06, Scheduled unavailability of NA-CH
Customs	NCTS	CH	13/12/2009	INC0912.140454	CUST-DS//NCTS on 2009/12/13, Scheduled unavailability of NA-CH
Customs	NCTS	CH	17/01/2010	INC1001.142509	CUST-DS//NCTS on 2010/01/17, Scheduled unavailability of NA-CH
Customs	NCTS	CH	21/02/2010	INC1002.144224	CUST-DS//NCTS on 2010/02/21, Scheduled unavailability of NA-CH
Customs	NCTS	CY	07/11/2007	INC0711.100296	FW: NCTS Scheduled unavailability of NA-CY on 08/11/2007
Customs	NCTS	CY	09/04/2008	INC0804.105333	NCTS // Scheduled unavailability of NA-CY on 11/04/2008
Customs	NCTS	CY	06/05/2008	INC0805.106293	NCTS// NCTS: On 08/05/2008, scheduled unavailability of NA-CY
Customs	NCTS	CY	01/12/2008	INC0811.116965	CUST-DS//NCTS: on 2008/12/01, Scheduled unavailability of NA-CY
Customs	NCTS	CY	05/02/2009	INC0902.121065	CUST-DS//NCTS: on 2009/02/05, Scheduled unavailability of NA-CY

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Customs	NCTS	CY	22/06/2009	INC0906.130783	CUST-DS//NCTS: on 2009/06/22, Scheduled unavailability of NA-CY
Customs	NCTS	CY	25/06/2009	INC0906.130785	CUST-DS//NCTS: on 2009/06/25, Scheduled unavailability of NA-CY
Customs	NCTS	CY	12/08/2009	INC0908.134024	CUST-DS//NCTS On 2009/08/12, Scheduled unavailability of NA-CY
Customs	NCTS	CY	29/10/2009	INC0910.138255	CUST-DS//NCTS on 2009/10/29, Scheduled unavailability of NA-CY
Customs	NCTS	CY	27/01/2010	INC1001.143067	CUST-DS//NCTS on 2010/01/27, Scheduled unavailability of NA-CY
Customs	NCTS	CZ	26/02/2008	INC0802.103980	NCTS // Scheduled unavailability of NA-CZ on 01/03/2008
Customs	NCTS	CZ	11/03/2008	INC0803.104425	NCTS Scheduled unavailability of NA-CZ on 16/03/2008
Customs	NCTS	CZ	03/04/2008	INC0804.105153	NCTS// Scheduled unavailability of NA-CZ on 05/042008
Customs	NCTS	CZ	03/04/2008	INC0804.105158	NCTS//NCTS Scheduled unavailability of NA-CZ on 06/04/2008
Customs	NCTS	CZ	22/04/2008	INC0804.105870	NCTS // On 24/04/2008, scheduled unavailability of NA-CZ
Customs	NCTS	CZ	07/05/2008	INC0805.106356	NCTS // NCTS On 11/05/2008, scheduled unavailability of NA-CZ
Customs	NCTS	CZ	12/05/2008	INC0805.106537	NCTS // NCTS-On 11/05/2008, scheduled unavailability of NA-CZ
Customs	NCTS	CZ	27/05/2008	INC0805.107147	NCTS//NCTS: on 2008/06/02, Scheduled unavailability of NA-CZ
Customs	NCTS	CZ	27/07/2008	INC0807.109508	CUST-DS//(INC0902.122177)CS/MIS - A new IE71 is published. (ncts)
Customs	NCTS	CZ	19/08/2008	INC0808.110450	CUST-DS//CS/MIS - A new IE71 is published. (ncts)
Customs	NCTS	CZ	04/10/2008	INC0809.113128	CUST-DS//NCTS: on 2008/10/04, Scheduled unavailability of NA-CZ
Customs	NCTS	CZ	05/10/2008	INC0810.113403	CUST-DS//NCTS: on 2008/10/05, Scheduled unavailability of NA-CZ
Customs	NCTS	CZ	18/04/2009	INC0904.125828	CUST-DS//NCTS: on 2009/04/18, Scheduled unavailability of NA-CZ
Customs	NCTS	CZ	29/06/2009	INC0906.131294	CUST-DS//NCTS: on 2009/06/29, Scheduled unavailability of NA-CZ
Customs	NCTS	CZ	04/09/2009	INC0909.135147	CUST-DS//NCTS On 2009/09/04, Scheduled unavailability of NA-CZ
Customs	NCTS	CZ	24/09/2009	INC0909.136164	CUST-DS//NCTS On 2009/09/23, Scheduled unavailability of NA-CZ
Customs	NCTS	CZ	13/10/2009	INC0910.137210	CUST-DS//NCTS On 2009/10/13, Scheduled unavailability of NA-CZ
Customs	NCTS	CZ	14/11/2009	INC0911.139163	CUST-DS//NCTS on 2009/11/14, Scheduled unavailability of NA-CZ
Customs	NCTS	CZ	08/12/2009	INC0912.140680	CUST-DS//NCTS on 2009/12/08, Scheduled unavailability of NA-CZ
Customs	NCTS	CZ	09/12/2009	INC0912.140799	CUST-DS//NCTS on 2009/12/09, Scheduled unavailability of NA-CZ
Customs	NCTS	CZ	12/12/2009	INC0912.140893	CUST-DS//NCTS on 2009/12/12, Scheduled unavailability of NA-CZ
Customs	NCTS	CZ	27/02/2010	INC1002.144919	CUST-DS//NCTS on 2010/02/27, Scheduled unavailability of NA-CZ

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Customs	NCTS	DE	14/12/2007	INC0712.101656	NCTS // NA-DE scheduled unavailability on 15/12/2007 from 15:00 to 22:00// Mass mail sent
Customs	NCTS	DE	15/01/2008	INC0801.102517	NCTS//NCTS Scheduled unavailability of NA-DE on 19/01/2008//Mass sent
Customs	NCTS	DE	18/01/2008	INC0801.102702	NCTS // Scheduled unavailability of NA-DE on 22/01/2008 // Mass mail sent
Customs	NCTS	DE	19/02/2008	INC0802.103756	NCTS//NCTS Scheduled unavailability of NA-DE on 23/02/2008//Mass sent
Customs	NCTS	DE	10/03/2008	INC0803.104400	NCTS// Scheduled unavailability of NA-DE on 16/03/2008
Customs	NCTS	DE	02/04/2008	INC0804.105068	NCTS // Scheduled unavailability of NA-DE on 12/04/2008
Customs	NCTS	DE	09/08/2008	INC0808.110264	CUST-DS//
Customs	NCTS	DE	19/08/2008	INC0808.110247	CUST-DS//CS/MIS - A new IE71 is published. (ncts)
Customs	NCTS	DE	08/09/2008	N/A	N/A
Customs	NCTS	DE	22/11/2008	INC0811.116143	CUST-DS//NCTS: on 2008/11/22, Scheduled unavailability of NA-DE
Customs	NCTS	DE	29/11/2008	INC0811.116991	CUST-DS//NCTS: On 2008/11/29, UNScheduled unavailability of NA-DE
Customs	NCTS	DE	02/12/2008	INC0811.116994	CUST-DS//NCTS: on 2008/12/02, Scheduled unavailability of NA-DE
Customs	NCTS	DE	17/01/2009	INC0901.119500	CUST-DS//NCTS: on 2009/01/17, Scheduled unavailability of NA-DE
Customs	NCTS	DE	31/01/2009	INC0901.120682	CUST-DS//NCTS: on 2009/01/31, Scheduled unavailability of NA-DE
Customs	NCTS	DE	28/02/2009	INC0902.122576	CUST-DS//NCTS: on 2009/02/28, Scheduled unavailability of NA-DE
Customs	NCTS	DE	21/03/2009	INC0903.123966	CUST-DS//NCTS: on 2009/03/21, Scheduled unavailability of NA-DE
Customs	NCTS	DE	25/04/2009	INC0904.126334	CUST-DS//NCTS: on 2009/04/25, Scheduled unavailability of NA-DE
Customs	NCTS	DE	04/06/2009	INC0905.129272	CUST-DS//NCTS: on 2009/06/04, Scheduled unavailability of NA-DE
Customs	NCTS	DE	06/06/2009	INC0906.129589	CUST-DS//NCTS: on 2009/06/06, Scheduled unavailability of NA-DE
Customs	NCTS	DE	27/06/2009	INC0906.131075	CUST-DS//NCTS: on 2009/06/27, Scheduled unavailability of NA-DE
Customs	NCTS	DE	18/07/2009	INC0907.132713	CUST-DS//CS/MIS - A new IE71 is published. (ncts)
Customs	NCTS	DE	22/08/2009	INC0908.134483	CUST-DS//NCTS On 2009/08/22, Scheduled unavailability of NA-DE
Customs	NCTS	DE	28/11/2009	INC0911.140205	CUST-DS//NCTS on 2009/11/28, Scheduled unavailability of NA-DE
Customs	NCTS	DE	19/12/2009	INC0912.141403	CUST-DS//NCTS on 2009/12/19, Scheduled unavailability of NA-DE
Customs	NCTS	DK	12/02/2008	INC0802.103503	NCTS // Scheduled unavailability of NA-DK on 01/03/2008 // Mass mail
Customs	NCTS	DK	30/08/2008	INC0808.111168	CUST-DS//CCNTC SC#43220 - OLAF - RFA068 - Installation of CC[...]
Customs	NCTS	DK	13/12/2008	INC0812.117646	CUST-DS//NCTS: on 2008/12/13, Scheduled unavailability of NA-FR

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Customs	NCTS	DK	15/01/2009	INC0901.119547	CUST-DS//NCTS: on 2009/01/15, Scheduled unavailability of NA-DK
Customs	NCTS	DK	15/07/2009	INC0907.132520	CUST-DS//CS/MIS - A new IE71 is published. (ncts)
Customs	NCTS	DK	21/09/2009	INC0909.135996	CUST-DS//NCTS On 2009/09/21, Scheduled unavailability of NA-DK
Customs	NCTS	DK	21/10/2009	INC0910.137838	CUST-DS//NCTS On 2009/10/21, Scheduled unavailability of NA-DK
Customs	NCTS	EE	09/04/2008	INC0804.105360	NCTS // Scheduled unavailability of NA-EE on 10/04/2008
Customs	NCTS	EE	02/05/2008	INC0805.106197	NCTS // NCTS: On 07/05/2008, scheduled unavailability of NA-EE
Customs	NCTS	EE	12/05/2008	INC0805.106563	NCTS // NCTS: On 15/05/2008, scheduled unavailability of NA-EE
Customs	NCTS	EE	26/05/2008	INC0805.107082	NCTS//NCTS: On 27/05/2008, scheduled unavailability of NA-EE
Customs	NCTS	EE	28/05/2008	INC0805.107158	NCTS//NCTS: On 27/05/2008, scheduled unavailability of NA-EE (INC0805.107082)
Customs	NCTS	EE	28/11/2008	INC0811.116673	CUST-DS//NCTS: on 2008/11/28, Scheduled unavailability of NA-EE
Customs	NCTS	EE	23/12/2008	INC0812.118513	CUST-DS//NCTS: on 2008/12/23, Scheduled unavailability of NA-EE
Customs	NCTS	EE	03/01/2009	INC0812.118896	CUST-DS//NCTS: on 2009/01/03, Scheduled unavailability of NA-EE
Customs	NCTS	EE	28/01/2009	INC0901.120330	CUST-DS//NCTS: on 2009/01/28, Scheduled unavailability of NA-EE
Customs	NCTS	EE	02/05/2009	INC0904.126540	CUST-DS//NCTS: on 2009/05/02, Scheduled unavailability of NA-EE (INC0904.126540)
Customs	NCTS	EE	05/05/2009	INC0904.127048	CUST-DS//NCTS: on 2009/05/05, Scheduled unavailability of NA-EE
Customs	NCTS	EE	30/06/2009	INC0906.131185	CUST-DS//NCTS: on 2009/06/30, Scheduled unavailability of NA-EE
Customs	NCTS	EE	30/06/2009	INC0906.131185	CUST-DS//NCTS: on 2009/06/30, Scheduled unavailability of NA-EE
Customs	NCTS	EE	01/10/2009	INC0909.136694	CUST-DS//NCTS On 2009/10/01, Scheduled unavailability of NA-EE
Customs	NCTS	EE	05/11/2009	INC0910.138413	CUST-DS//NCTS on 2009/11/05, Scheduled unavailability of NA-EE
Customs	NCTS	EE	26/11/2009	INC0911.139939	CUST-DS//NCTS On 2009/11/26, Scheduled unavailability of NA-EE
Customs	NCTS	EE	10/12/2009	INC0912.140647	CUST-DS//NCTS on 2009/12/10, Scheduled unavailability of NA-EE
Customs	NCTS	EE	15/12/2009	INC0912.141142	CUST-DS//NCTS on 2009/12/15, Scheduled unavailability of NA-EE
Customs	NCTS	EE	28/01/2010	INC1001.143165	CUST-DS//NCTS on 2010/01/28, Scheduled unavailability of NA-EE
Customs	NCTS	ES	29/10/2008	INC0810.114874	CUST-DS//NCTS: on 2008/10/29, Scheduled unavailability of NA-ES
Customs	NCTS	FI	07/12/2007	INC0712.101413	NCTS Scheduled unavailability of NA-FI on 11/12/2007
Customs	NCTS	FI	21/04/2008	INC0804.105809	NCTS // On 22/04/2008, scheduled unavailability of NA-FI
Customs	NCTS	FI	08/10/2008	INC0810.113585	CUST-DS//NCTS: on 2008/10/08, Scheduled unavailability of NA-FI

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Customs	NCTS	FI	29/11/2008	INC0811.116753	CUST-DS//NCTS: on 2008/11/29, Scheduled unavailability of NA-FI
Customs	NCTS	FI	17/12/2008	INC0812.118200	CUST-DS//NCTS: on 2008/12/17, Scheduled unavailability of NA-FI
Customs	NCTS	FI	23/12/2008	INC0812.118535	CUST-DS//NCTS: on 2008/12/23, Scheduled unavailability of NA-FI
Customs	NCTS	FI	18/03/2009	INC0903.123661	CUST-DS//NCTS: on 2009/03/18, Scheduled unavailability of NA-FI
Customs	NCTS	FI	28/03/2009	INC0903.124312	CUST-DS//NCTS: on 2009/03/28, Scheduled unavailability of NA-FI (INC0903.124312)
Customs	NCTS	FI	15/04/2009	INC0904.125708	CUST-DS//NCTS Scheduled unavailability of NA-FI-Analysis
Customs	NCTS	FI	19/05/2009	INC0905.128310	CUST-DS//NCTS: on 2009/05/19, Scheduled unavailability of NA-FI
Customs	NCTS	FI	16/06/2009	INC0906.130271	CUST-DS//NCTS: on 2009/06/16, Scheduled unavailability of NA-FI
Customs	NCTS	FI	27/06/2009	INC0906.131047	CUST-DS//NCTS: on 2009/06/27, Scheduled unavailability of NA-FI
Customs	NCTS	FI	04/07/2009	INC0907.131677	CUST-DS//NCTS: on 2009/07/04, Scheduled unavailability of NA-FI
Customs	NCTS	FI	26/08/2009	INC0908.134632	CUST-DS//NCTS On 2009/08/26, Scheduled unavailability of NA-FI
Customs	NCTS	FI	12/09/2009	INC0909.135494	CUST-DS//NCTS On 2009/09/12, Scheduled unavailability of NA-FI
Customs	NCTS	FI	16/09/2009	INC0909.135722	CUST-DS//NCTS On 2009/09/16, Scheduled unavailability of NA-FI
Customs	NCTS	FI	21/10/2009	INC0910.137779	CUST-DS//NCTS on 2009/10/21, Scheduled unavailability of NA-FI
Customs	NCTS	FI	18/11/2009	INC0911.139285	CUST-DS//NCTS on 2009/11/18, Scheduled unavailability of NA-FI
Customs	NCTS	FI	07/12/2009	INC0912.140496	CUST-DS//NCTS On 2009/12/07, Scheduled unavailability of NA-FI
Customs	NCTS	FI	12/12/2009	INC0912.140862	CUST-DS//NCTS on 2009/12/12, Scheduled unavailability of NA-FI
Customs	NCTS	FI	03/02/2010	INC1002.143528	CUST-DS//NCTS on 2010/02/03, Scheduled unavailability of NA-FI
Customs	NCTS	FI	17/02/2010	INC1002.144217	CUST-DS//NCTS on 2010/02/17, Scheduled unavailability of NA-FI
Customs	NCTS	FI	02/03/2010	INC1002.144907	CUST-DS//NCTS on 2010/03/02, Scheduled unavailability of NA-FI
Customs	NCTS	FI	27/03/2010	INC1003.146743	CUST-DS//NCTS on 2010/03/27, Scheduled unavailability of NA-FI
Customs	NCTS	FR	08/01/2008	INC0801.102243	NCTS//NCTS Scheduled unavailability of NA-FR on 13/01/2008 (INC0801.102243)//Mass sent
Customs	NCTS	FR	15/02/2008	INC0802.103648	unavailability for NA-FR
Customs	NCTS	FR	30/04/2008	INC0804.106169	NCTS // NCTS On 06/05/2008, scheduled unavailability of NA-FR
Customs	NCTS	FR	16/07/2008	INC0807.109072	CUST-DS// CS/MIS - A new IE71 is published. (ncts)
Customs	NCTS	FR	13/11/2008	INC0805.106861	CUST-DS//NCTS Business Statistics from AT - Wrong calculation[...]
Customs	NCTS	FR	15/11/2008	INC0811.115493	CUST-DS//NCTS: on 2008/11/15, Scheduled unavailability of NA-FR

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Customs	NCTS	FR	13/12/2008	INC0812.117646	CUST-DS//NCTS: on 2008/12/13, Scheduled unavailability of NA-FR
Customs	NCTS	FR	04/03/2009	INC0903.123325	CUST-DS//unavailability of NA-FR on 04/03/2009 from 9:30 to [...]
Customs	NCTS	FR	07/04/2009	INC0904.125148	CUST-DS//NCTS: on 2009/04/07, Scheduled unavailability of NA-FR
Customs	NCTS	FR	23/04/2009	INC0904.126370	CUST-DS//NCTS: on 2009/04/23, Scheduled unavailability of NA-FR
Customs	NCTS	FR	24/04/2009	INC0904.126526	CUST-DS//NCTS: on 2009/04/24, Scheduled unavailability of NA-FR (INC0904.126526)
Customs	NCTS	FR	28/04/2009	INC0904.126630	CUST-DS//NCTS: on 2009/04/28, Scheduled unavailability of NA-FR (INC0904.126630)
Customs	NCTS	FR	03/07/2009	INC0907.131968	CUST-DS//NCTS: on 2009/07/03, UNscheduled unavailability of NA-FR
Customs	NCTS	FR	30/07/2009	INC0907.133367	CUST-DS//NCTS: on 2009/07/30, Scheduled unavailability of NA-FR (INC0907.133367)
Customs	NCTS	FR	08/09/2009	INC0909.135212	CUST-DS//NCTS On 2009/09/08, Scheduled unavailability of NA-FR
Customs	NCTS	FR	20/10/2009	INC0910.137713	CUST-DS//NCTS: on 2009/10/20, Scheduled unavailability of NA-FR
Customs	NCTS	FR	12/11/2009	INC0911.139190	CUST-DS//NCTS on 2009/11/12, Scheduled unavailability of NA-FR
Customs	NCTS	FR	25/11/2009	INC0911.139638	CUST-DS//NCTS on 2009/11/25, Scheduled unavailability of NA-FR
Customs	NCTS	FR	12/01/2010	INC1001.142110	CUST-DS//NCTS on 2010/01/12, Scheduled unavailability of NA-FR
Customs	NCTS	FR	17/03/2010	INC1003.145753	CUST-DS//NCTS on 2010/03/17, Scheduled unavailability of NA-FR
Customs	NCTS	GB	06/02/2008	INC0802.103331	NCTS // Scheduled unavailability of NA-GB on 09/02/2008 // Mass mail sent
Customs	NCTS	GB	15/04/2008	INC0804.105604	NCTS // On 19/04/2008, scheduled unavailability of NA-GB
Customs	NCTS	GB	25/10/2008	INC0810.114464	CUST-DS//NCTS: on 2008/10/25, Scheduled unavailability of NA-GB
Customs	NCTS	GB	18/11/2008	INC0811.115447	CUST-DS//NCTS: on 2008/11/18, Scheduled unavailability of NA-GB
Customs	NCTS	GB	13/12/2008	INC0812.117870	CUST-DS//NCTS: on 2008/12/13, Scheduled unavailability of NA-GB
Customs	NCTS	GB	27/01/2009	INC0901.120010	CUST-DS//NCTS: on 2009/01/27, Scheduled unavailability of NA-GB
Customs	NCTS	GB	20/05/2009	INC0905.128124	CUST-DS//NCTS: on 2009/05/20, Scheduled unavailability of NA-GB
Customs	NCTS	GB	23/06/2009	INC0906.130499	CUST-DS//NCTS: on 2009/06/23, Scheduled unavailability of NA-GB
Customs	NCTS	GB	08/09/2009	INC0908.134809	CUST-DS//NCTS On 2009/09/08, Scheduled unavailability of NA-GB
Customs	NCTS	GB	13/10/2009	INC0909.136276	CUST-DS//NCTS On 2009/10/13, Scheduled unavailability of NA-GB
Customs	NCTS	GB	08/12/2009	INC0912.140431	CUST-DS//NCTS on 2009/12/08, Scheduled unavailability of NA-GB
Customs	NCTS	GB	12/12/2009	INC0912.140421	CUST-DS//NCTS On 2009/12/12, Scheduled unavailability of NA-GB
Customs	NCTS	GB	15/12/2009	INC0912.140434	CUST-DS//NCTS on 2009/12/15, Scheduled unavailability of NA-UK

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Customs	NCTS	GR	21/04/2008	INC0804.105771	NCTS // On 21/04/2008, scheduled unavailability of NA-GR
Customs	NCTS	GR	08/05/2008	INC0805.106412	NCTS // NCTS- On 11/05/2008, scheduled unavailability of NA-GR
Customs	NCTS	GR	20/03/2009	INC0903.123675	CUST-DS//NCTS: on 2009/03/20, Scheduled unavailability of NA-GR
Customs	NCTS	GR	20/06/2009	INC0906.130741	CUST-DS//NCTS: on 2009/06/20, Scheduled unavailability of NA-GR
Customs	NCTS	GR	03/07/2009	INC0907.131612	CUST-DS//NCTS: on 2009/07/03, Scheduled unavailability of NA-GR
Customs	NCTS	GR	27/11/2009	INC0911.139821	CUST-DS//NCTS on 2009/11/27, Scheduled unavailability of NA-GR
Customs	NCTS	GR	08/12/2009	INC0912.140428	CUST-DS/NCTS on 2009/12/18, Scheduled unavailability of NA-GR
Customs	NCTS	GR	28/03/2010	INC1003.146669	CUST-DS//NCTS on 2010/03/28, Scheduled unavailability of NA-GR
Customs	NCTS	GR	29/03/2010	INC1003.146920	CUST-DS//NCTS on 2010/03/29, Scheduled unavailability of NA-GR
Customs	NCTS	HU	05/05/2008	INC0805.106270	NCTS // On 10/05/2008, scheduled unavailability of NA-HU
Customs	NCTS	HU	05/05/2008	INC0805.106271	NCTS // NCTS: On 11/05/2008, scheduled unavailability of NA-HU
Customs	NCTS	HU	07/05/2008	INC0805.106362	NCTS // NCTS: On 10/05/2008, scheduled unavailability of NA-HU (INC0805.106362)
Customs	NCTS	HU	07/05/2008	INC0805.106365	NCTS: 10/05/2005 23:30 GMT up to 12/05/2008 11:00 GMT , scheduled unavailability of NA-HU (INC0805.1
Customs	NCTS	HU	04/07/2009	INC0906.131479	CUST-DS//NCTS: on 2009/07/04, Scheduled unavailability of NA-HU
Customs	NCTS	HU	01/12/2009	INC0911.140230	CUST-DS//NCTS on 2009/12/01, Scheduled unavailability of NA-HU
Customs	NCTS	IE	22/05/2008	INC0805.106983	NCTS//NCTS: On 28/05/2008, scheduled unavailability of NA-IE
Customs	NCTS	IE	21/07/2009	INC0907.132960	CUST-DS//NCTS: on 2009/07/21, Scheduled unavailability of NA-IE
Customs	NCTS	IT	30/04/2008	INC0804.106173	NCTS//NCTS: On 10/05/2008, scheduled unavailability of NA-IT
Customs	NCTS	IT	07/05/2008	INC0805.106384	NCTS // NCTS: On 11/05/2008 , scheduled unavailability of NA-IT
Customs	NCTS	IT	27/07/2008	INC0807.109516	
Customs	NCTS	IT	31/12/2008	INC0812.118803	CUST-DS//NCTS: on 2008/12/31, Scheduled unavailability of NA-IT
Customs	NCTS	IT	31/12/2008	INC0812.118803	CUST-DS//NCTS: on 2008/12/31, Scheduled unavailability of NA-IT
Customs	NCTS	IT	21/03/2009	INC0903.124143	CUST-DS//NCTS: on 2009/03/21, UNscheduled unavailability of NA-IT
Customs	NCTS	IT	30/06/2009	INC0906.131239	CUST-DS//NCTS: on 2009/06/30, Scheduled unavailability of NA-IT
Customs	NCTS	IT	30/06/2009	INC0906.131239	CUST-DS//NCTS: on 2009/06/30, Scheduled unavailability of NA-IT
Customs	NCTS	IT	29/11/2009	INC0911.139955	CUST-DS//NCTS On 2009/11/29, Scheduled unavailability of NA-IT
Customs	NCTS	LT	04/02/2008	INC0802.103185	NCTS // scheduled unavailability of NA-LT on 07/02/2008// Mass mail sent

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Customs	NCTS	LT	15/02/2008	INC0802.103650	NCTS // Scheduled unavailability of NA-LT on 19/02/2008 // Mass mail
Customs	NCTS	LT	21/02/2008	INC0802.103854	NCTS//NCTS Scheduled unavailability of NA-LT on 23/02/2008 //Mass sent
Customs	NCTS	LT	04/03/2008	INC0803.104227	NCTS // Scheduled unavailability of NA-LT on 16/03/2008
Customs	NCTS	LT	10/04/2008	INC0804.105380	NCTS // Scheduled unavailability of NA-LT on 14/04/2008
Customs	NCTS	LT	21/04/2008	INC0804.105768	NCTS // On 23/04/2008, scheduled unavailability of NA-LT
Customs	NCTS	LT	23/04/2008	INC0804.105908	NCTS // On 29/04/2008, scheduled unavailability of NA-LT
Customs	NCTS	LT	30/06/2009	INC0906.131334	CUST-DS//NCTS: on 2009/06/30, Scheduled unavailability of NA-LT
Customs	NCTS	LT	30/06/2009	INC0906.131334, INC0906.131449	CUST-DS//NCTS: on 2009/06/30, Scheduled unavailability of NA-LT, CUST-DS//ECS: on 2009/06/30, Scheduled unavailability of NA- [...]
Customs	NCTS	LT	30/06/2009	INC0906.131334	CUST-DS//NCTS: on 2009/06/30, Scheduled unavailability of NA-LT
Customs	NCTS	LT	30/06/2009	INC0906.131334, INC0906.131449	CUST-DS//NCTS: on 2009/06/30, Scheduled unavailability of NA-LT, CUST-DS//ECS: on 2009/06/30, Scheduled unavailability of NA- [...]
Customs	NCTS	LU	28/05/2008	INC0805.107157	NCTS//NCTS: on 2008/06/07, Scheduled unavailability of NA-LU
Customs	NCTS	LU	01/07/2009	INC0906.131196	CUST-DS//NCTS: on 2009/07/01, Scheduled unavailability of NA-LU
Customs	NCTS	LV	07/05/2008	INC0805.106385	NCTS: On 10/05/2008, scheduled unavailability of NA-LV
Customs	NCTS	LV	01/09/2008	INC0808.111276	CUST-DS//NCTS: on 2008/09/01, Scheduled unavailability of NA-LV
Customs	NCTS	LV	19/11/2008	INC0811.116000	CUST-DS//NCTS: on 2008/11/19, Scheduled unavailability of NA-LV
Customs	NCTS	LV	11/12/2008	INC0812.117693	CUST-DS//NCTS: on 2008/12/11, Scheduled unavailability of NA-LV
Customs	NCTS	LV	22/12/2008	INC0812.118460	CUST-DS//NCTS: on 2008/12/22, Scheduled unavailability of NA-LV
Customs	NCTS	LV	10/03/2009	INC0903.123162	CUST-DS//NCTS: on 2009/03/10, Scheduled unavailability of NA-LV
Customs	NCTS	LV	30/06/2009	INC0906.131312	CUST-DS//NCTS: on 2009/06/30, Scheduled unavailability of NA-LV
Customs	NCTS	LV	30/06/2009	INC0906.131312	CUST-DS//NCTS: on 2009/06/30, Scheduled unavailability of NA-LV
Customs	NCTS	LV	24/09/2009	INC0909.136181	CUST-DS//NCTS On 2009/09/24, Scheduled unavailability of NA-LV
Customs	NCTS	LV	10/12/2009	INC0912.140777	CUST-DS//NCTS on 2009/12/10, Scheduled unavailability of NA-LV
Customs	NCTS	LV	28/02/2010	INC1002.144861	CUST-DS//NCTS on 2010/02/28, Scheduled unavailability of NA-LV
Customs	NCTS	LV	10/03/2010	INC1003.145552	CUST-DS//NCTS on 2010/03/10, Scheduled unavailability of NA-LV
Customs	NCTS	MT	14/12/2007	INC0712.101638	NCTS //NA-MT scheduled unavailability 17/12/2007 from 17:00 to 18:00 GMT //Mass mail sent
Customs	NCTS	MT	23/01/2008	INC0801.102802	NCTS // NCTS Scheduled unavailability of NA-MT on 26/01/2008 // Mass Sent

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Customs	NCTS	MT	10/04/2008	INC0804.105383	NCTS // Scheduled unavailability of NA-MT on 10/04/2008
Customs	NCTS	MT	16/07/2008	INC0807.109093	CUST-DS//NCTS: on 2008/07/16, Scheduled unavailability of NA-MT
Customs	NCTS	MT	26/09/2008	INC0809.112931	CUST-DS// NCTS: on 2008/09/26, UNscheduled unavailability of NA-MT
Customs	NCTS	MT	19/06/2009	INC0906.129818	CUST-DS//NCTS: on 2009/06/19, Scheduled unavailability of NA-MT
Customs	NCTS	MT	15/07/2009	INC0907.132509	CUST-DS//NCTS: on 2009/07/15, Scheduled unavailability of NA-MT
Customs	NCTS	MT	12/08/2009	INC0908.134011	CUST-DS//On 2009/08/12, Scheduled unavailability of NA-MT (INC0908.134011)
Customs	NCTS	MT	04/11/2009	INC0911.138655	CUST-DS//NCTS on 2009/11/04, Scheduled unavailability of NA-MT
Customs	NCTS	MT	14/11/2009	INC0911.139010	CUST-DS//NCTS On 2009/11/14, Scheduled unavailability of NA-MT
Customs	NCTS	MT	21/11/2009	INC0911.139507	CUST-DS//NCTS On 2009/11/21, Scheduled unavailability of NA-MT
Customs	NCTS	MT	08/12/2009	INC0912.140442	CUST-DS//NCTS on 2009/12/08, Scheduled unavailability of NA-MT
Customs	NCTS	MT	26/01/2010	INC1001.142734	CUST-DS//NCTS on 2010/01/26, Scheduled unavailability of NA-MT
Customs	NCTS	MT	02/02/2010	INC1001.142995	CUST-DS//NCTS on 2010/02/02, Scheduled unavailability of NA-MT
Customs	NCTS	NL	21/12/2007	INC0712.101902	NCTS // Scheduled unavailability of NA-NL on 12/23/2007
Customs	NCTS	NL	06/02/2008	INC0802.103333	Waiting NCTS Scheduled unavailability of NA-NL to pass
Customs	NCTS	NL	09/05/2008	INC0805.106476	NCTS// NCTS: On 11/05/2008, scheduled unavailability of NA-NL
Customs	NCTS	NL	07/09/2008	INC0809.111707	CUST-DS//NCTS: on 2008/09/07, Scheduled unavailability of NA-NL
Customs	NCTS	NL	15/03/2009	INC0903.123789	CUST-DS//NCTS On 2009/03/15,Scheduled unavailability of NA-NL
Customs	NCTS	NL	22/03/2009	INC0903.124077	CUST-DS//NCTS: on 2009/03/22, Scheduled unavailability of NA-NL
Customs	NCTS	NL	29/03/2009	INC0903.124549	CUST-DS//NCTS: on 2009/03/29, Scheduled unavailability of NA-NL
Customs	NCTS	NL	26/04/2009	INC0904.126692	CUST-DS//NCTS: on 2009/04/26, Scheduled unavailability of NA-NL
Customs	NCTS	NL	16/05/2009	INC0905.128200	CUST-DS//NCTS: on 2009/05/16, Scheduled unavailability of NA-NL
Customs	NCTS	NL	28/06/2009	INC0906.131125	CUST-DS//NCTS: on 2009/06/28, Scheduled unavailability of NA-NL
Customs	NCTS	NL	13/12/2009	INC0912.141111	CUST-DS//NCTS on 2009/12/13, Scheduled unavailability of NA-NL
Customs	NCTS	NL	30/01/2010	INC1001.142571	CUST-DS//NCTS on 2010/01/30, Scheduled unavailability of NA-NL
Customs	NCTS	NL	28/03/2010	INC1003.146904	CUST-DS//NCTS on 2010/03/28, Scheduled unavailability of NA-NL
Customs	NCTS	NO	25/02/2008	INC0802.103953	NCTS // Scheduled unavailability of NA-NO on 02/03/2008 // Mass mail
Customs	NCTS	NO	04/04/2008	INC0804.105178	NCTS // Scheduled unavailability of NA-NO on 13/04/2008

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Customs	NCTS	NO	18/09/2008	INC0809.112191	CUST-DS// NCTS: on 2008/09/18, Scheduled unavailability of NA-NO
Customs	NCTS	NO	05/10/2008	INC0809.113057	CUST-DS//NCTS: on 2008/10/05, Scheduled unavailability of NA-NO
Customs	NCTS	NO	19/10/2008	INC0810.114300	CUST-DS//NCTS: on 2008/10/19, Scheduled unavailability of NA-NO
Customs	NCTS	NO	04/12/2008	INC0811.117004	CUST-DS//NCTS: on 2008/12/04, Scheduled unavailability of NA-NO
Customs	NCTS	NO	19/12/2008	INC0812.118192	CUST-DS//NCTS: on 2008/12/19, Scheduled unavailability of NA-NO
Customs	NCTS	NO	26/04/2009	INC0904.126138	CUST-DS//NCTS: on 2009/04/26, Scheduled unavailability of NA-NO
Customs	NCTS	NO	28/06/2009	INC0906.130853	CUST-DS//NCTS: on 2009/06/28, Scheduled unavailability of NA-NO
Customs	NCTS	NO	04/10/2009	INC0909.136471	CUST-DS//NCTS On 2009/10/04, Scheduled unavailability of NA-NO
Customs	NCTS	NO	07/03/2010	INC1002.145108	CUST-DS//NCTS on 2010/03/07, Scheduled unavailability of NA-NO
Customs	NCTS	PL	28/02/2008	INC0802.104112	NCTS Scheduled unavailability of NA-PL on 01/03/2008
Customs	NCTS	PL	18/04/2008	INC0804.105722	NCTS // On 26/04/2008, scheduled unavailability of NA-PL
Customs	NCTS	PL	22/10/2008	INC0810.114366	CUST-DS//NCTS: on 2008/10/22, Scheduled unavailability of NA-PL
Customs	NCTS	PL	29/11/2008	INC0811.116439	CUST-DS//NCTS: on 2008/11/29, Scheduled unavailability of NA-PL
Customs	NCTS	PL	27/06/2009	N/A	N/A
Customs	NCTS	PL	26/07/2009	INC0907.132913	CUST-DS//CS/MIS - A new IE71 is published. (ncts)
Customs	NCTS	PL	12/09/2009	INC0909.135577	CUST-DS//NCTS On 2009/09/12, Scheduled unavailability of NA-PL
Customs	NCTS	PL	27/09/2009	INC0909.136190	CUST-DS//NCTS On 2009/0927, Scheduled unavailability of NA-PL
Customs	NCTS	PL	14/11/2009	INC0911.139096	CUST-DS//NCTS on 2009/11/14, Scheduled unavailability of NA-PL
Customs	NCTS	PT	31/03/2008	INC0803.104987	NCTS//NCTS Scheduled unavailability of NA-PT on 01/04/2008
Customs	NCTS	PT	01/04/2008	INC0804.105041	NCTS // Scheduled unavailability of NA-PT on 01/04/2008
Customs	NCTS	PT	27/07/2008	INC0807.109733	CUST-DS//NCTS On 2009/03/15,Scheduled unavailability of NA-NL
Customs	NCTS	PT	05/10/2008	INC0810.113351	CUST-DS//NCTS: on 2008/10/05, Scheduled unavailability of NA-PT
Customs	NCTS	PT	04/02/2009	INC0902.121006	CUST-DS//NCTS: on 2009/02/04, Scheduled unavailability of NA-PT
Customs	NCTS	PT	30/04/2009	INC0904.126779	CUST-DS//NCTS: on 2009/04/30, Scheduled unavailability of NA-PT
Customs	NCTS	PT	22/10/2009	INC0910.137945	CUST-DS//NCTS on 2009/10/22, Scheduled unavailability of NA-PT
Customs	NCTS	PT	04/11/2009	INC0911.138748	CUST-DS// NCTS On 2009/11/04, Scheduled unavailability of NA-PT
Customs	NCTS	PT	05/11/2009	INC0910.138386	CUST-DS//NCTS on 2009/11/05, Scheduled unavailability of NA-PT

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Customs	NCTS	PT	13/11/2009	INC0911.139028	CUST-DS//NCTS on 2009/11/13, Scheduled unavailability of NA-PT
Customs	NCTS	PT	07/12/2009	INC0912.140762	CUST-DS//NCTS on 2009/12/07, Scheduled unavailability of NA-PT
Customs	NCTS	PT	18/12/2009	INC0912.141366	CUST-DS//NCTS on 2009/12/18, Scheduled unavailability of NA-PT
Customs	NCTS	RO	12/10/2007	INC0710.44296	[CCN-NA-RO] CS/MIS - NCTS Scheduled unavailability of NA-RO on 15/10/2007
Customs	NCTS	RO	29/01/2008	INC0801.103014	NCTS // Scheduled unavailability of NA-RO on 02/02/2008 // Mass mail Sent
Customs	NCTS	RO	06/05/2008	INC0805.106292	NCTS// NCTS: On 10/05/2008, scheduled unavailability of NA-RO
Customs	NCTS	RO	29/06/2009	INC0906.130714	CUST-DS//NCTS: on 2009/06/29, Scheduled unavailability of NA-RO
Customs	NCTS	RO	29/06/2009	INC0906.130714	CUST-DS//NCTS: on 2009/06/29, Scheduled unavailability of NA-RO
Customs	NCTS	RO	26/08/2009	INC0908.134576	CUST-DS//NCTS On 2009/08/26, Scheduled unavailability of NA-RO
Customs	NCTS	RO	07/12/2009	INC0912.140723	CUST-DS//NCTS on 2009/12/07, Scheduled unavailability of NA-RO
Customs	NCTS	RO	08/12/2009	INC0912.140489	CUST-DS//NCTS on 2009/12/08, Scheduled unavailability of NA-RO
Customs	NCTS	SE	15/10/2007	INC0710.47573	[NCTS] Scheduled unavailability for NA_SE on 27/10/2007 from 13:00 to 17:00
Customs	NCTS	SE	01/11/2007	INC0711.100165	NCTS Scheduled unavailability of NA-SE on 10/11/2007 07:00 (Incident INC0711.100165)
Customs	NCTS	SE	23/04/2008	INC0804.105897	NCTS // On 07/05/2008, scheduled unavailability of NA-SE
Customs	NCTS	SE	05/05/2008	INC0805.106262	NCTS//NCTS: On 10/05/2008, scheduled unavailability of NA-SE
Customs	NCTS	SE	20/05/2008	INC0805.106849	NCTS//NCTS: On 27/05/2008, scheduled unavailability of NA-SE
Customs	NCTS	SE	28/05/2008	INC0805.107164	NCTS//NCTS: on 2008/05/30, Scheduled unavailability of NA-SE
Customs	NCTS	SE	07/07/2008	INC0807.108589	CUST-DS//NCTS: on 2008/07/07, Scheduled unavailability of NA-SE
Customs	NCTS	SE	06/09/2008	INC0808.111263	CUST-DS//NCTS: on 2008/09/06, Scheduled unavailability of NA-SE
Customs	NCTS	SE	29/11/2008	INC0811.116175	CUST-DS//NCTS: on 2008/11/29, Scheduled unavailability of NA-SE
Customs	NCTS	SE	14/03/2009	INC0903.123078	CUST-DS//NCTS: on 2009/03/14, Scheduled unavailability of NA-SE
Customs	NCTS	SE	30/06/2009	INC0906.130723	CUST-DS//NCTS: on 2009/06/30, Scheduled unavailability of NA-SE
Customs	NCTS	SE	30/10/2009	INC0910.138421	CUST-DS//NCTS On 2009/10/30, Scheduled unavailability of NA-SE
Customs	NCTS	SE	08/12/2009	INC0912.140766	CUST-DS//NCTS on 2009/12/08, Scheduled unavailability of NA-SE
Customs	NCTS	SE	20/01/2010	INC1001.142435	CUST-DS//NCTS on 2010/01/20, Scheduled unavailability of NA-SE
Customs	NCTS	SE	29/01/2010	INC1001.143194	CUST-DS//NCTS on 2010/01/29, Scheduled unavailability of NA-SE
Customs	NCTS	SE	07/02/2010	INC1001.143020	CUST-DS//NCTS on 2010/02/08, Scheduled unavailability of NA-SE

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Customs	NCTS	SE	21/02/2010	INC1002.144266	CUST-DS//NCTS on 2010/02/21, Scheduled unavailability of NA-SE
Customs	NCTS	SE	10/03/2010	INC1003.145327	CUST-DS//NCTS on 2010/03/10, Scheduled unavailability of NA-SE
Customs	NCTS	SE	10/03/2010	INC1003.145538	CUST-DS//NCTS on 2010/03/10, Scheduled unavailability of NA-SE
Customs	NCTS	SI	15/01/2008	INC0801.102511	NCTS//NCTS Scheduled unavailability of NA-SI on 20/01/2008//Mass sent
Customs	NCTS	SI	26/03/2008	INC0803.104825	NCTS Scheduled unavailability of NA-SI on 30/03/2008
Customs	NCTS	SI	04/04/2008	INC0804.105187	NCTS//Scheduled unavailability of NA-SI on 06/04/2008
Customs	NCTS	SI	09/05/2008	INC0805.106492	NCTS//NCTS: On 11/05/2008, scheduled unavailability of NA-SI
Customs	NCTS	SI	14/12/2008	N/A	N/A
Customs	NCTS	SI	12/07/2009	INC0907.132432	CUST-DS//NCTS: on 2009/07/12, Scheduled unavailability of NA-SI
Customs	NCTS	SK	13/12/2007	INC0712.101603	NCTS // NA-SK Unavailability on 15/12/2007 from 09:00 to 11:00 GMT // Mass Mail sent
Customs	NCTS	SK	17/04/2008	INC0804.105652	NCTS // On 19/04/2008, scheduled unavailability of NA-SK
Customs	NCTS	SK	21/04/2008	INC0804.105799	NCTS // On 22/04/2008, scheduled unavailability of NA-SK
Customs	NCTS	SK	08/10/2008	INC0810.113541	CUST-DS//NCTS: on 2008/10/08, UNscheduled unavailability of NA-SK
Customs	NCTS	SK	19/10/2008	INC0810.114113	CUST-DS//NCTS: on 2008/10/19, Scheduled unavailability of NA-SK
Customs	NCTS	SK	14/12/2008	INC0812.117998	CUST-DS//NCTS: on 2008/12/14, Scheduled unavailability of NA-SK
Customs	NCTS	SK	08/02/2009	INC0902.121316	CUST-DS//NCTS: on 2009/02/08, Scheduled unavailability of NA-SK
Customs	NCTS	SK	21/02/2009	INC0902.122188	CUST-DS//NCTS: on 2009/02/21, Scheduled unavailability of NA-SK
Customs	NCTS	SK	21/02/2009	INC0902.122189	CUST-DS//NCTS: on 2009/02/21, Scheduled unavailability of NA-SK
Customs	NCTS	SK	28/02/2009	INC0902.122566	CUST-DS//NCTS: on 2009/02/28, Scheduled unavailability of NA-SK
Customs	NCTS	SK	07/03/2009	INC0903.123074	CUST-DS//NCTS: on 2009/03/06, Scheduled unavailability of NA-SK
Customs	NCTS	SK	20/06/2009	INC0906.130380	CUST-DS//NCTS: on 2009/06/20, Scheduled unavailability of NA-SK
Customs	NCTS	SK	28/06/2009	INC0906.131043	CUST-DS// NCTS: on 2009/06/28, Scheduled unavailability of NA-SK
Customs	NCTS	SK	29/06/2009	INC0906.131382	CUST-DS//NCTS: on 2009/06/29, UNscheduled unavailability of NA-SK
Customs	NCTS	SK	26/09/2009	INC0909.136214	CUST-DS//NCTS On 2009/09/26, Scheduled unavailability of NA-SK
Customs	NCTS	SM	29/11/2009	INC0911.139958	CUST-DS//NCTS on 2009/11/29, Scheduled unavailability of NA-SM
Customs	NCTS	SK	23/01/2010	INC1001.142895	CUST-DS//NCTS on 2010/01/23, Scheduled unavailability of NA-SK
Customs	NCTS	SK	10/02/2010	INC1002.143662	CUST-DS//NCTS on 2010/02/10, Scheduled unavailability of NA-SK

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Customs	NCTS	SK	14/02/2010	INC1002.144237	CUST-DS//NCTS on 2010/02/14, Scheduled unavailability of NA-SK
Customs	NCTS	SK	27/02/2010	INC1002.144917	CUST-DS//NCTS on 2010/02/27, Scheduled unavailability of NA-SK
Customs	NCTS	SK	20/03/2010	INC1003.146071	CUST-DS//NCTS on 2010/03/20, Scheduled unavailability of NA-SK
Excise	SEED V0	RO	06/12/2007	INC0712.101363	[Seedv0-RO] RO- VIES & SEED unavailable Fri 07/12/2007 to Mon 10/12/2007 Ack mail sent
Excise	SEED V0	RO	10/12/2007	INC0712.101433	Exc:[VIES-SEED-RO] RO- VIES & SEED unavailable Monday 10/12/2007 to Tuesday 11/12/2
Excise	SEED V0	RO	14/12/2007	INC0712.101687	RO- VIES & SEED unavailable Fri 14/12/2007 to Mon 17/12/2007 ACK sent
Excise	SEED V0	RO	17/03/2008	INC0803.104559	EXC//RO- VIES & SEED unavailable Mon 17/03/2008
Excise	SEED V0	RO	04/04/2008	INC0804.105165	EXC // RO- VIES & SEED unavailable Fri 04/04/2008 to Mon 07/04/2008
Excise	SEED V0	RO	09/05/2008	INC0805.106491	EXC//RO- VIES & SEED unavailable Fri 09/05/2008 to Mon 12/05/2008
Excise	SEED v1	RO	27/10/2009	INC0910.138387	EXC//RO - SEEDv1 - Planned unavailability on 30.10.2009 - 02.11.2009
Customs	SPEED	RU	21/02/2009	INC0902.122135	CUST-DS//NCTS-SPEED: on 2009/02/21, Scheduled unavailability of NA-RU
Customs	SPEED	RU	18/04/2009	INC0904.126073	CUST-DS//NCTS-SPEED: on 2009/04/18, Scheduled unavailability of NA-RU
Customs	SPEED	RU	18/05/2009	INC0904.126073	CUST-DS//NCTS-SPEED: on 2009/04/18, Scheduled unavailability of NA-RU
Customs	SPEED	RU	04/07/2009	INC0907.131905	CUST-DS//NCTS-SPEED: on 2009/07/04, UNScheduled unavailability of NA-RU (INC0907.131905) // (IM.6352
Customs	SPEED	RU	27/08/2009	INC0908.134700	CUST-DS//NCTS-SPEED on 2009/08/27, Scheduled unavailability of SPEED Platform
Customs	SPEED	RU	30/01/2010	INC1001.143305	CUST-DS//NCTS-SPEED on 2010/01/30, Scheduled unavailability of NA-RU
Customs	SPEED	RU	28/03/2010	INC1003.146631	CUST-DS//NCTS-SPEED on 2010/03/28, Scheduled unavailability of NA-RU
Customs	SPEED		25/08/2009	INC0908.134265	CUST-DS//CCNTC SC#46412 - SPEED - Replacement of CCN security[...]
Customs	SPEED		26/08/2009	INC0908.134381	CUST-DS//on 2009/08/26, Scheduled unavailability of SPEED Platform (INC0908.134381)
Customs	SPEED		15/09/2009	INC0909.135244	CUST-DS//CCNTC SC#46975 - On 2009/09/15, Scheduled unavailability of SPEED Bridge
Customs	SPEED		24/09/2009	INC0909.135902	CUST-DS//NCTS-SPEED on 2009/09/24, Scheduled unavailability of SPEED Platform
Customs	SPEED		06/10/2009	INC0910.136937	CUST-DS//NCTS-SPEED on 2009/10/06, Scheduled unavailability of SPEED Platform // CCNTC SC#47861
Customs	SPEED		21/10/2009	INC0910.137808	CUST-DS//On 2009/10/21, Scheduled unavailability of SPEED-ECN

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Customs	SPEED		06/12/2009	INC0912.140674	CUST-DS//CCNTC SC#49618 - NCTS-SPEED on 2009/12/07, Scheduled unavailability of SPEED Platform
Customs	SPEED		19/01/2010	INC1001.142380	CUST-DS//CCNTC SC#50521 - NCTS-SPEED on 2010/01/19, Scheduled unavailability of SPEED Platform
Customs	SPEED		13/02/2010	INC1002.143861	CUST-DS//CCNTC SC#50949 - NCTS-SPEED on 2010/02/13, Scheduled unavailability of SPEED Platform
Customs	SPEED		12/03/2010	INC1003.145470	CUST-DS//NCTS-SPEED on 2010/03/13, Scheduled unavailability of SPEED Platform //CCNTC SC#51683
Taxation	VIES	BE	01/12/2008	INC0811.116313	(INC0811.116313)[TAX-CCN/TC/BE]BE-Planned unavailability on 2008/12/01
Taxation	VIES	BE	30/04/2009	INC0904.127016	TAX//BE - Planned unavailability on 2009/05/03
Taxation	VIES	BG	14/07/2008	INC0807.109138	TAX//BG VIES Unavailability due to power supply maintenance activities
Taxation	VIES	BG	15/07/2008	INC0807.109161	TAX//BG VIES Planned Unavailability 22 Jul 2008
Taxation	VIES	BG	15/07/2008	INC0807.109172	TAX-VIES-BG BG VIES Unavailability due to power supply maintenance activities
Taxation	VIES	BG	15/07/2008	INC0807.109161	TAX-VIES-BG BG VIES Planned Unavailability 22 Jul 2008
Taxation	VIES	BG	07/08/2008	INC0808.110254	TAX-VIES-BG VIES Planned Unavailability 07/08/2008
Taxation	VIES	BG	13/01/2009	INC0901.119590	TAX//BG VIES Planned Unavailability 22 Jan 2009
Taxation	VIES	BG	18/05/2009	INC0905.128414	TAX//BG VIES Planned Unavailability
Taxation	VIES	BG	26/05/2009	INC0905.129073	TAX//BG VIES Planned Unavailability
Taxation	VIES	BG	05/08/2009	INC0908.133908	TAX//BG VIES Time of planned unavailability: 2009/08/07 CET 11:30
Taxation	VIES	BG	02/09/2009	INC0909.135162	TAX//BG VIES Time of planned unavailability: 2009/09/04 CET 11:30
Taxation	VIES	BG	08/09/2009	INC0909.135422	TAX//BG VIES Planned Unavailability 14 Sep 2009, 7h30-8h00 CET
Taxation	VIES	BG	16/11/2009	INC0911.139454	TAX//BG - Planned unavailability on 2009/11/18
Taxation	VIES	BG	29/12/2009	INC0912.141849	TAX//BG VIES Planned unavailability 04 Jan 2010
Taxation	VIES	BG	11/01/2010	INC1001.142291	TAX//BG VIES Unavailability 11 Jan 2010
Taxation	VIES	BG	25/01/2010	INC1001.143111	TAX//BG VIES Unavailability 27 Jan 2010
Taxation	VIES	BG	19/02/2010	INC1002.144750	TAX//BG VIES Unavailability 23 Feb 2010
Taxation	VIES	CY	10/10/2008	INC0810.113862	(INC0810.113862)[TAX-CCN/TC-CY]CCNTC SC#37292 - Scheduled possible unavailability of CY
Taxation	VIES	CY	10/10/2008	INC0810.113883	(INC0810.113883)[TAX-CCN/TC-CY]CCNTC SC#37469 - CYCTP1-Scheduled unavailability of CY
Taxation	VIES	CZ	21/07/2008	INC0807.109496	TAX//Unavailability of Czech VIES application from 1.8.2008 to 4.8.2008
Taxation	VIES	CZ	06/08/2008	INC0808.110186	TAX-VIES-CZ Unavailability of Czech VIES application 06/08/2008
Taxation	VIES	CZ	13/10/2008	INC0810.113903	(INC0810.113903)[TAX-VIES] Unavailability of Czech VIES application 16.10.2008

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Taxation	VIES	CZ	03/11/2008	INC0811.115291	(INC0811.115291)[TAX-VIES-CZ] CZ planned unavailability on 2008/11/07
Taxation	VIES	CZ	03/11/2008	INC0811.115291	(INC0811.115291)[TAX-VIES-CZ] CZ planned unavailability on 2008/11/07
Taxation	VIES	CZ	03/11/2008	INC0811.115291	TAX//Unavailability of Czech VIES application from 7.11.2008 to 10.11.2008
Taxation	VIES	CZ	14/11/2008	INC0811.116025	(INC0811.116025)[TAX-VIES]On 2008/11/14 scheduled unavailability of CZ
Taxation	VIES	CZ	28/11/2008	INC0811.116986	TAX//Unavailability of Czech VIES application 4.12.2008
Taxation	VIES	CZ	08/12/2008	INC0812.117645	TAX//Unavailability of Czech VIES application 10.12.2008
Taxation	VIES	CZ	12/12/2008	INC0812.118053	TAX//Unavailability of Czech VIES application from 12.12.2008 to 15.12.2008
Taxation	VIES	CZ	15/12/2008	INC0812.118221	TAX// Unavailability of Czech VIES application 18.12.2008
Taxation	VIES	CZ	18/12/2008	INC0812.118425	TAX//Possible unavailability of Czech VIES application from 18.12.2008 to 19.12.2008
Taxation	VIES	CZ	03/02/2009	INC0902.121093	TAX//Unavailability of Czech VIES application 7.2.2009
Taxation	VIES	CZ	02/03/2009	INC0903.122940	TAX//Unavailability of Czech VIES application 5.3.2009
Taxation	VIES	CZ	29/04/2009	INC0904.126966	TAX//Unavailability of Czech VIES application from 15.5.2009 to 18.5.2009
Taxation	VIES	CZ	29/05/2009	INC0905.129325	TAX//Unavailability of Czech VIES application from 29.5.2009 to 30.5.2009
Taxation	VIES	CZ	26/06/2009	INC0906.131341	TAX//Unavailability of Czech VIES application 2.7.2009
Taxation	VIES	CZ	29/06/2009	INC0906.131454	TAX//Unavailability of Czech VIES application from 10.7.2009 to 13.7.2009
Taxation	VIES	CZ	23/11/2009	INC0911.139897	TAX//Unavailability of Czech VIES application from 28.11.2009 to 30.11.2009
Taxation	VIES	CZ	08/12/2009	INC0912.140852	TAX//Possible unavailability of Czech VIES application from 11.12.2009 to 14.12.2009
Taxation	VIES	CZ	11/12/2009	INC0912.141143	TAX//Unavailability of Czech VIES application 17.12.2009
Taxation	VIES	CZ	26/01/2010	INC1001.143226	TAX//Unavailability of Czech VIES application 29.1.2010
Taxation	VIES	CZ	09/02/2010	INC1002.144107	TAX//Unavailability of Czech VIES application 12.2.2010
Taxation	VIES	CZ	23/02/2010	INC1002.144857	TAX//Unavailability of Czech VIES application 2.3.2010
Taxation	VIES	DE	21/11/2008	INC0811.116460	TAX//DE-Planned unavailability on 2008/12/02
Taxation	VIES	DE	16/03/2009	INC0903.123790	TAX//DE - Planned unavailability on 2009/03/25
Taxation	VIES	DE	30/12/2009	INC0912.141875	TAX//DE - Planned unavailability
Taxation	VIES	DE	10/02/2010	INC1002.144143	TAX//DE - Planned unavailability on 2010/02/17
Taxation	VIES	DK	10/10/2008	INC0810.113873	(INC0810.113873)[TAX-CCN/TC-DK]CCNTC SC#37464 - DKCTP1 - Scheduled unavailability of DK
Taxation	VIES	DK	05/06/2009	INC0906.129843	TAX//DK- Planned unavailability on 2009/06/08

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Taxation	VIES	DK	24/06/2009	INC0906.131115	TAX//DK- Planned Unavailability on 2009/06/26
Taxation	VIES	EE	10/10/2008	INC0810.113888	(INC0810.113888)[TAX-CCN/TC-EE]CCNTC SC#37470 - EECTP1 - Planed unavailability of ES
Taxation	VIES	EE	08/12/2008	INC0812.117649	TAX//EE VIES unavailable from 23.12.2008 to 03.01.2009
Taxation	VIES	EE	23/01/2009	INC0901.120298	TAX//EE VIES unavailable on 2009/01/28 from 17:00 to 20:00 GMT
Taxation	VIES	EE	24/04/2009	INC0904.126660	TAX//EE VIES unavailable on 2009/05/02 between 19:00-01:00 GMT
Taxation	VIES	EE	11/12/2009	INC0912.141144	TAX//EE VIES unavailable on 2009/12/15 from 17:00-21:00 CET
Taxation	VIES	EE	23/12/2009	INC0912.141719	TAX//EE VIES unavailable on 2009/12/29 from 13:00-19:00 CET
Taxation	VIES	EE	26/01/2010	INC1001.143166	TAX//EE VIES unavailable on 2010/01/28 from 17:00-21:00 CET
Taxation	VIES	EL	03/11/2008	INC0810.115188	(INC0810.115188)[TAX-VIES]On 2008/11/03 scheduled unavailability of EL
Taxation	VIES	EL	03/11/2008	INC0810.115188	(INC0810.115188)[TAX-VIES]On 2008/11/03 scheduled unavailability of EL
Taxation	VIES	EL	19/11/2008	INC0811.116321	TAX//CCNTC SC#38225 - EL - Planned unavailability on 2008/11/27
Taxation	VIES	ES	24/10/2008	INC0810.114544	INC0810.114544)[TAX-VIES-ES]On 2008/10/29 Scheduled unavailability of ES
Taxation	VIES	ES	26/11/2008	INC0811.116602	(INC0811.116602)[TAX-VIES-ES]ES-Planned unavailability on 2008/11/26
Taxation	VIES	ES	01/12/2008	INC0812.117099	TAX//ES – Planned unavailability on 2008/12/09 -CCNTC SC#37939
Taxation	VIES	ES	04/06/2009	INC0906.129671	TAX//ES- Planned unavailability on 2009/06/08
Taxation	VIES	ES	01/09/2009	INC0909.135039	TAX//ES-Planned unavailability on 2009/09/03
Taxation	VIES	ES	17/02/2010	INC1002.144541	TAX//ES-Planned unavailability on 2010/02/17
Taxation	VIES	FI	14/10/2008	INC0810.114096	FW: (INC0810.114096)[TAX-VIES]Unscheduled unavailability of FI on 22/10/2008
Taxation	VIES	FR	21/08/2008	INC0808.110996	TAX-VIES-FR - VIES unavailability 21/08/2008
Taxation	VIES	FR	20/10/2008	INC0810.114439	(INC0810.114439)[TAX-VIES-FR] On 2008/10/21 scheduled unavailability of FR
Taxation	VIES	FR	29/10/2008	INC0810.115006	(INC0810.115006)[TAX-VIES-FR]VIES FR - Planned unavailability on 2008/10/29
Taxation	VIES	FR	16/02/2009	INC0902.121976	TAX//FR - VIES unavailability 2009/02/17 from 12.00 to 13.00 (CET)
Taxation	VIES	FR	11/02/2010	INC1002.144265	TAX//FR - Planned unavailability 21/02/2010 08:00-15:00 CET
Taxation	VIES	FR	12/02/2010	INC1002.144349	TAX//FR - Planned unavailability 23/02/2010 08:00-17:00 CET
Taxation	VIES	GB	20/10/2008	INC0810.114368	(INC0810.114368)[TAX-VIES]On 2008/10/25 scheduled unavailability of GB
Taxation	VIES	GB	21/11/2008	INC0811.116367	(INC0811.116381)[TAX-VIES-GB]GB- Planned unavailability on 2008/11/21
Taxation	VIES	GB	16/02/2009	INC0902.121991	TAX//GB- Planned unavailability

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Taxation	VIES	GR	19/06/2009	INC0906.130864	TAX//Unavailability of Greek VIES systems
Taxation	VIES	HU	13/10/2008	INC0810.113908	(INC0810.113908)[TAX-CNN/TC-HU]Scheduled unavailability of HU
Taxation	VIES	HU	17/10/2008	INC0810.114351	FW: (INC0810.114351)[TAX-VIES]On 2008/10/19 scheduled unavailability of HU
Taxation	VIES	HU	21/10/2008	INC0811.116159	(INC0811.116159)[TAX-VIES-HU]HU - Planned unavailability on 2008/10/21
Taxation	VIES	HU	17/11/2008	INC0811.116159	TAX//On 2008/11/25 planned unavailability of HU
Taxation	VIES	HU	02/12/2008	INC0812.117146	TAX//HU - Planned unavailability on 2008/12/18 CCNTC SC#38788
Taxation	VIES	HU	04/02/2009	INC0902.121211	TAX//CCNTC SC#40380 -HU - Planned unavailability on 2009/19/02
Taxation	VIES	HU	31/12/2009	INC0912.141897	TAX//Planned unavailability of HU
Taxation	VIES	IE	26/11/2008	INC0811.116225	(INC0811.116225)[TAX-CCN/TC-IE] IE-Planned unavailability
Taxation	VIES	IE	26/11/2008	INC0811.116772	TAX//IE - Planned unavailability on 2008/12/04- CCNTC SC#38572
Taxation	VIES	IE	31/12/2009	INC0912.141899	TAX//IE - Planned unavailability from 31/12/2009 to 04/01/2010
Taxation	VIES	IE	24/02/2010	INC1002.144976	TAX//IE VIES Gateway unavailability
Taxation	VIES	IT	16/11/2009	INC0911.139485	TAX//IT - Planned unavailability on 2009/11/18 until 2009/11/19
Taxation	VIES	LT	13/10/2008	INC0810.113907	(INC0810.113907)Scheduled unavailability of LT
Taxation	VIES	LT	15/10/2008	INC0810.114194	(INC0810.114194)[TAX-LT]On 2008/10/23 Scheduled unavailability of LT
Taxation	VIES	LT	17/10/2008	INC0810.114354	(INC0810.114354)[TAX--VIES] On 2008/10/19 scheduled unavailability of LT
Taxation	VIES	LU	23/01/2009	INC0901.120301	TAX//LU - Planned unavailability on 2009/1/26
Taxation	VIES	LV	04/07/2008	INC0807.108778	TAX//LV VIES unavailability 04/07/2008 from 11:30 to 11:50 GMT
Taxation	VIES	LV	23/02/2009	INC0902.122476	TAX//LV VIES unavailability 24/02/2009 from 09:00 to 09:20 GMT
Taxation	VIES	LV	15/06/2009	INC0906.130483	TAX//LV VIES unavailability 16/06/2009 from 06:00 to 08:00 GMT
Taxation	VIES	MT	10/10/2008	INC0810.113897	(INC0810.113897)[TAX-CCN/TC-MT]CCNTC SC#37475 - MTCTP1 - SC3 Scheduled unavailability of MT
Taxation	VIES	MT	24/10/2008	INC0810.114749	INC0810.114749)[TAX-VIES]On 2008/10/24 Scheduled unavailability of MT
Taxation	VIES	MT	10/11/2008	INC0811.115730	TAX//On 2008/11/13 scheduled unavailability of MT
Taxation	VIES	MT	11/11/2008	INC0811.115759	TAX//On 2008/11/11 scheduled unavailability of MT
Taxation	VIES	MT	05/12/2008	INC0812.117489	TAX//MT - Planned unavailability on 2008/12/13 & 2008/12/14
Taxation	VIES	MT	18/06/2009	INC0906.130742	TAX//Possible unavailability from MT on tomorrow
Taxation	VIES	MT	30/07/2009	INC0907.133604	TAX//MT VIES Services unavailable on 03-08-2009

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Taxation	VIES	MT	30/12/2009	INC0912.141857	TAX//VIES unavailability
Taxation	VIES	MT	20/01/2010	INC1001.142825	TAX//MT VIES unavailability
Taxation	VIES	MT	28/01/2010	INC1001.143426	TAX//MT VIES unavailability
Taxation	VIES	MT	02/02/2010	INC1002.143612	TAX//]MT VIES unavailability 2010/02/03 CET 08:00
Taxation	VIES	NL	28/06/2008	INC0806.108461	TAX-NL Site unavailable 08/08/2008
Taxation	VIES	NL	24/12/2009	INC0912.141767	TAX//NL Planned unavailability 2009/12/30 - 2010/01/04
Taxation	VIES	PL	30/12/2009	INC0912.141868	TAX//VIES PL - Planned unavailability on 2010/01/04 until 2010/01/05
Taxation	VIES	PT	23/01/2009	INC0901.120359	TAX// PT - Planned unavailability on 2009/01/26
Taxation	VIES	PT	20/02/2009	INC0902.122347	TAX//PT - Planned unavailability on 2009/02/23
Taxation	VIES	PT	15/04/2009	INC0904.126004	TAX//PT - Planned unavailability on 2009/04/30 until 2009/05/03
Taxation	VIES	PT	24/04/2009	INC0904.126699	TAX//PT - Planned unavailability on 2009/04/27 until 2009/04/28
Taxation	VIES	PT	03/07/2009	INC0907.131969	TAX//PT- Planned unavailability on 2009/07/06
Taxation	VIES	PT	03/09/2009	INC0909.135229	TAX//PT - Planned unavailability on 2009/09/06
Taxation	VIES	PT	23/10/2009	INC0910.138243	TAX//PT - Planned unavailability on 2009/10/26 until 2009/10/27
Taxation	VIES	PT	03/11/2009	INC0911.138829	TAX//PT - Planned unavailability on 2009/11/03
Taxation	VIES	PT	10/12/2009	INC0912.141048	TAX//PT - Planned unavailability on 2009/12/13 from 08:00 to 21:00
Taxation	VIES	RO	06/12/2007	INC0712.101363	[Seedv0-RO] RO- VIES & SEED unavailable Fri 07/12/2007 to Mon 10/12/2007 Ack mail sent
Taxation	VIES	RO	10/12/2007	INC0712.101433	Exc: [VIES-SEED-RO] RO- VIES & SEED unavailable Monday 10/12/2007 to Tuesday 11/12/2
Taxation	VIES	RO	14/12/2007	INC0712.101687	RO- VIES & SEED unavailable Fri 14/12/2007 to Mon 17/12/2007 ACK sent
Taxation	VIES	RO	17/03/2008	INC0803.104559	EXC//RO- VIES & SEED unavailable Mon 17/03/2008
Taxation	VIES	RO	04/04/2008	INC0804.105165	EXC // RO- VIES & SEED unavailable Fri 04/04/2008 to Mon 07/04/2008
Taxation	VIES	RO	09/05/2008	INC0805.106491	EXC//RO- VIES & SEED unavailable Fri 09/05/2008 to Mon 12/05/2008
Taxation	VIES	RO	05/11/2008	INC0811.115402	(INC0811.115402)[TAX-VIES-RO] On 2008/11/06 scheduled unavailability of RO
Taxation	VIES	RO	09/04/2009	INC0904.125641	TAX//RO- VIES unavailable on 13/04/2009
Taxation	VIES	RO	13/04/2009	INC0904.125784	TAX//RO- VIES unavailable on 14/04/2009
Taxation	VIES	RO	02/09/2009	INC0909.135090	TAX//RO- VIES & SEEDv1 unavailable Fri 04/09/2009 to Mon 07/09/2009
Taxation	VIES	SE	08/12/2008	INC0812.117647	TAX//SE Planned unavailability on 2008-12-10

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Taxation	VIES	SE	12/12/2008	INC0812.118055	TAX//SE planned unavailability 2008-12-14
Taxation	VIES	SE	06/05/2009	INC0905.127488	TAX//Unavailability
Taxation	VIES	SE	08/01/2010	INC1001.142179	TAX//SE-Planned unavailability on 2010/01/09
Taxation	VIES	SE	01/03/2010	INC1003.145154	TAX//Planned unavailability March 9
Taxation	VIES	SI	10/10/2008	INC0810.113896	(INC0810.113896)[TAX-CCN/TC-SI]CCNTC SC#37473 - SICTP1 -Scheduled unavailability of SI
Taxation	VIES	SI	17/11/2008	INC0811.116141	TAX//On 2008/11/24 scheduled unavailability of SI
Taxation	VIES	SI	09/02/2009	INC0902.121451	TAX//SI VIES will be unavailable today
Taxation	VIES	SK	10/10/2008	INC0810.113894	(INC0810.113894)[TAX-CCN/TC-SK]CCNTC SC#37472 - SKCTP1 - SC3-Scheduled unavailability of SK
Taxation	VIES	SK	04/11/2008	INC0811.115333	(INC0811.115333)[TAX-CCN/TC]On 2008/11/08 Scheduled unavailability of SK
Taxation	VIES	SK	20/01/2010	INC1001.142875	TAX// SK - Planned unavailability on 2010/01/21
Taxation	VIES		02/10/2008	INC0810.113383	(INC0810.113383)[TAX-VIES-DGXXI]CCNTC SC#37034 - TAXUD - SC3 Switch replacement

Table 8-1: TES Scheduled unavailabilities

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8.2 Annex 2: TES Unscheduled Unavailabilities

Overview of the unscheduled unavailability incidents of Trans European Systems during the period 11/2007 and 03/2010 (sorted by Business Thread). For the Taxation business thread the period is 07/2008 until 03/2010.

BT	TES	MS	Date	Incident ID	Incident Description
Customs	ECS	AT	20/09/2008	N/A	N/A
Customs	ECS	AT	31/08/2009	INC0908.135003	CUST-DS//ECS On 2009/08/31, UNScheduled unavailability of NA-AT
Customs	ECS	AT	11/03/2010	INC1003.145948	CUST-DS//ECS On 2010/03/11, UNScheduled unavailability of NA-AT
Customs	ECS	BE	31/10/2007	INC0710.100116	(INC0710.100116)ECS - Unscheduled unavailability of BE
Customs	ECS	BE	26/02/2008	INC0802.104024	ECS Unscheduled unavailability of NA-BE on 26/02/2008
Customs	ECS	BE	10/04/2008	INC0804.105432	NCTS//ECS: On 10/04/2008, Unscheduled unavailability of NA-BE
Customs	ECS	BE	16/07/2008	INC0807.109229	CUST-DS//ECS: On 2008/07/16, UNScheduled unavailability of NA-BE
Customs	ECS	BE	06/08/2008	INC0808.110219	CUST-DS//NCTS: on 2008/08/06, UNScheduled unavailability of [...]
Customs	ECS	BE	07/08/2008	INC0808.110272	CUST-DS//ECS: On 2008/08/07, UNScheduled unavailability of NA-BE
Customs	ECS	BE	08/08/2008	INC0808.110295	CUST-DS//ECS: On 2008/08/08, UNScheduled unavailability of NA-BE
Customs	ECS	BE	08/08/2008	INC0808.110330	CUST-DS//ECS: On 2008/08/08, UNScheduled unavailability of NA-BE
Customs	ECS	BE	14/08/2008	INC0808.110504	CUST-DS//ECS: On 2008/08/15, UNScheduled unavailability of NA-BE
Customs	ECS	BE	20/08/2008	INC0808.110863	CUST-DS//ECS: On 2008/08/20, UNScheduled unavailability of NA-BE
Customs	ECS	BE	12/09/2008	INC0809.112152	CUST-DS//ECS: On 2008/09/12, UNScheduled unavailability of NA-BE
Customs	ECS	BE	15/09/2008	INC0809.112239	CUST-DS//ECS: On 2008/09/15, UNScheduled unavailability of NA-BE
Customs	ECS	BE	27/09/2008	INC0809.113052	CUST-DS//ECS: On 2008/09/27, UNScheduled unavailability of NA-BE
Customs	ECS	BE	01/10/2008	INC0810.113270	CUST-DS//ECS: On 2008/10/01, UNScheduled unavailability of NA-BE
Customs	ECS	BE	03/10/2008	INC0810.113451	CUST-DS//ECS: On 2008/10/03, UNScheduled unavailability of NA-BE
Customs	ECS	BE	17/11/2008	INC0811.116139	CUST-DS//ECS: On 2008/11/17, UNScheduled unavailability of NA-BE
Customs	ECS	BE	28/01/2009	INC0901.120825	CUST-DS//ECS: On 2009/01/28, UNScheduled unavailability of NA-BE
Customs	ECS	BE	12/03/2009	INC0903.123663	CUST-DS//ECS: Unscheduled unavailability of NA-BE 12/03/09

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Customs	ECS	BE	20/04/2009	INC0904.126239	CUST-DS//ECS: On 2009/04/20, UNscheduled unavailability of NA-BE (INC0904.126239)
Customs	ECS	BE	20/04/2009	INC0904.126263	CUST-DS//ECS: On 2009/04/20, UNscheduled unavailability of NA-BE (INC0904.126263)
Customs	ECS	BE	09/06/2009	INC0906.129984	CUST-DS//ECS: On 2009/06/09, UNscheduled unavailability of NA-BE
Customs	ECS	BE	24/08/2009	INC0908.134619	CUST-DS//ECS On 2009/08/24, UNscheduled unavailability of NA-BE
Customs	ECS	BE	24/09/2009	INC0909.136426	CUST-DS//ECS On 2009/09/24, UNscheduled unavailability of NA-BE
Customs	ECS	BE	25/09/2009	INC0909.136520	CUST-DS//ECS On 2009/09/25, UNscheduled unavailability of NA-BE
Customs	ECS	BE	27/10/2009	INC0910.138349	CUST-DS//ECS On 2009/10/27, UNscheduled unavailability of NA-BE
Customs	ECS	BE	27/11/2009	INC0911.140222	CUST-DS//ECS On 2009/11/27, UNscheduled unavailability of NA-BE
Customs	ECS	BE	05/12/2009	INC0912.140698	CUST-DS//ECS On 2009/12/05, UNscheduled unavailability of NA-BE
Customs	ECS	BE	09/12/2009	INC0912.140859	CUST-DS//ECS On 2009/12/09, UNscheduled unavailability of NA-BE
Customs	ECS	BE	17/12/2009	INC0912.141474	CUST-DS//ECS On 2009/12/17, UNscheduled unavailability of NA-B
Customs	ECS	BE	30/12/2009	INC0912.141847	CUST-DS//ECS On 2009/12/30, UNscheduled unavailability of NA-BE
Customs	ECS	BE	12/01/2010	INC1001.142302	CUST-DS//ECS On 2010/01/12, UNscheduled unavailability of NA-BE
Customs	ECS	BE	01/02/2010	INC1002.143520	CUST-DS//ECS On 2010/02/01, UNscheduled unavailability of NA-BE
Customs	ECS	BE	10/02/2010	INC1002.144099	CUST-DS//ECS On 2010/02/10, UNscheduled unavailability of NA-BE
Customs	ECS	BE	11/02/2010	INC1002.144228	CUST-DS//ECS On 2010/02/11, UNscheduled unavailability of NA-BE
Customs	ECS	BE	01/03/2010	INC1003.145152	CUST-DS//ECS On 2010/03/01, UNscheduled unavailability of NA-BE
Customs	ECS	BE	16/03/2010	INC1003.146131	CUST-DS//ECS On 2010/03/16, UNscheduled unavailability of NA-BE
Customs	ECS	BE	24/03/2010	INC1003.146710	CUST-DS//ECS On 2010/03/24, UNscheduled unavailability of NA-BE
Customs	ECS	BE	24/03/2010	INC1003.146727	CUST-DS//ECS On 2010/03/24, UNscheduled unavailability of NA-BE
Customs	ECS	BE	24/03/2010	INC1003.146673	CUST-DS//ECS On 2010/03/24, UNscheduled unavailability of NA-BE
Customs	ECS	BE	30/03/2010	INC1003.147094	CUST-DS//ECS On 2010/03/30, UNscheduled unavailability of NA-BE
Customs	ECS	BG	17/09/2008	INC0809.112393	CUST-DS// ECS: on 2008/09/17, UNscheduled unavailability of NA-BG
Customs	ECS	BG	30/06/2009	INC0906.131483	CUST-DS//ECS: On 2009/06/30, UNscheduled unavailability of NA-BG
Customs	ECS	BG	30/06/2009	INC0906.131483	CUST-DS//ECS: On 2009/06/30, UNscheduled unavailability of NA-BG
Customs	ECS	CY	01/12/2008	INC0812.117063	CUST-DS//ECS: On 2008/12/01, UNscheduled unavailability of NA-CY
Customs	ECS	CY	03/12/2008	INC0812.117144	CUST-DS//ECS: On 2008/12/03, UNscheduled unavailability of NA-CY

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Customs	ECS	CY	09/12/2008	INC0812.117578	CUST-DS//ECS: On 2008/12/09, UNscheduled unavailability of NA-CY
Customs	ECS	CY	21/09/2009	INC0909.136133	CUST-DS//ECS On 2009/09/21 UNscheduled unavailability of NA-CY
Customs	ECS	CY	27/10/2009	INC0910.138256	CUST-DS//ECS On 2009/10/27, UNscheduled unavailability of NA-CY
Customs	ECS	CZ	07/02/2008	INC0802.103377	NCTS // ECS UNscheduled unavailability of NA-CZ on 07/02/2008 // Mass mail sent
Customs	ECS	CZ	22/05/2008	INC0805.106945	NCTS // ECS: On 22/05/2008, UNscheduled unavailability of NA-CZ
Customs	ECS	CZ	22/05/2008	INC0805.106945	NCTS//ECS: On 22/05/2008, UNscheduled unavailability of NA-CZ
Customs	ECS	CZ	24/09/2008	INC0809.112758	CUST-DS//ECS: On 2008/09/24, UNscheduled unavailability of NA-CZ
Customs	ECS	CZ	03/12/2008	INC0812.117152	CUST-DS//ECS: On 2008/12/03, UNscheduled unavailability of NA-CZ
Customs	ECS	CZ	10/12/2008	INC0812.117692	CUST-DS//ECS: On 2008/12/10, UNscheduled unavailability of NA-CZ
Customs	ECS	CZ	14/12/2008	N/A	N/A
Customs	ECS	CZ	01/04/2009	INC0903.124921	CUST-DS//ECS: On 2009/04/01, UNscheduled unavailability of NA-CZ (INC0903.124921)
Customs	ECS	CZ	23/06/2009	INC0906.130982	CUST-DS//ECS: on 2009/06/23, UNscheduled unavailability of NA-CZ
Customs	ECS	CZ	12/01/2010	INC1001.142315	CUST-DS//ECS On 2010/01/12, UNscheduled unavailability of NA-CZ
Customs	ECS	DE	12/09/2008	INC0809.112200	CUST-DS// ECS: On 2008/09/12, UNscheduled unavailability of NA-DE
Customs	ECS	DE	22/11/2008	INC0811.116146	CUST-DS//ECS: on 2008/11/22, Scheduled unavailability of NA-DE
Customs	ECS	DE	27/11/2008	INC0811.116845	CUST-DS//ECS: On 2008/11/27, UNscheduled unavailability of NA-DE
Customs	ECS	DE	01/12/2008	INC0812.117096	CUST-DS//ECS: On 2008/12/01, UNscheduled unavailability of NA-DE
Customs	ECS	DE	23/01/2009	INC0901.120346	CUST-DS//ECS: On 2009/01/23, UNscheduled unavailability of NA-DE
Customs	ECS	DE	14/03/2009	INC0903.123710	CUST-DS//ECS: On 2009/03/14, UNscheduled unavailability of NA-DE (INC0903.123710)
Customs	ECS	DE	19/08/2009	INC0908.134415	CUST-DS//ECS On 2009/08/19, UNscheduled unavailability of NA-DE
Customs	ECS	DE	21/08/2009	INC0908.134591	CUST-DS//ECS On 2009/08/21, UNscheduled unavailability of NA-DE
Customs	ECS	DE	10/03/2010	INC1003.145754	CUST-DS//ECS On 2010/03/10, UNscheduled unavailability of NA-DE
Customs	ECS	DE	13/03/2010	INC1003.145957	CUST-DS//ECS On 2010/03/13, UNscheduled unavailability of NA-DE
Customs	ECS	DK	04/09/2008	INC0809.111793	TAX//CCNTC SC#35761 - DKCT - Infrastructure tests
Customs	ECS	DK	28/03/2009	INC0903.124618	CUST-DS//ECS: On 2009/03/28, UNscheduled unavailability of NA-DK
Customs	ECS	DK	30/03/2009	INC0903.124827	CUST-DS//ECS: On 2009/03/30, UNscheduled unavailability of NA-DK
Customs	ECS	DK	03/04/2009	INC0904.125204	CUST-DS//ECS: On 2009/04/03, UNscheduled unavailability of NA-DK

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Customs	ECS	DK	15/07/2009	INC0907.132706	CUST-DS//ECS: On 2009/07/15, UNscheduled unavailability of NA-DK
Customs	ECS	DK	09/12/2009	INC0912.140872	CUST-DS//ECS On 2009/12/09, UNscheduled unavailability of NA-DK
Customs	ECS	EE	30/10/2007	INC0710.100114	NCTS/ECS - UNscheduled unavailability of Estonia
Customs	ECS	EE	15/05/2008	INC0805.106709	NCTS // ECS-On 15/05/2008, UNscheduled unavailability of NA-EE
Customs	ECS	EE	19/05/2008	INC0805.106813	NCTS // ECS: On 18/05/2008, UNscheduled unavailability of NA-EE
Customs	ECS	EE	15/09/2008	INC0809.112238	CUST-DS// ECS: on 2008/09/15, UNscheduled unavailability of NA-EE
Customs	ECS	EE	03/12/2008	INC0812.117270	CUST-DS//ECS: On 2008/12/03, UNscheduled unavailability of NA-EE
Customs	ECS	EE	27/05/2009	INC0905.129192	CUST-DS//ECS: On 2009/05/27, UNscheduled unavailability of NA-EE (INC0905.129192)
Customs	ECS	EE	30/06/2009	INC0906.131531	CUST-DS//ECS: On 2009/06/30, UNscheduled unavailability of NA-EE
Customs	ECS	EE	01/07/2009	INC0907.131632	CUST-DS//ECS: On 2009/07/01, UNscheduled unavailability of NA-EE
Customs	ECS	EE	13/07/2009	INC0907.132495	CUST-DS//ECS: On 2009/07/13, UNscheduled unavailability of NA-EE
Customs	ECS	ES	07/08/2009	INC0908.134007	CUST-DS//ECS On 2009/08/07, UNscheduled unavailability of NA-ES
Customs	ECS	ES	27/02/2010	INC1002.145126	CUST-DS//ECS On 2010/02/27, UNscheduled unavailability of NA-ES
Customs	ECS	ES	26/03/2010	INC1003.146858	CUST-DS//ECS On 2010/03/26, UNscheduled unavailability of NA-ES
Customs	ECS	FI	12/08/2008	INC0808.110428, INC0808.110431	CUST-DS//ECS: On 2008/08/12, UNscheduled unavailability of NA-FI, CUST-DS//NCTS: On 2008/08/12, UNscheduled unavailability of [...]
Customs	ECS	FI	13/08/2008	INC0808.110492	CUST-DS//ECS: On 2008/08/13, UNscheduled unavailability of NA-FI
Customs	ECS	FI	03/11/2008	INC0810.115076	CUST-DS//ECS: on 2008/11/03, Scheduled unavailability of NA-FI
Customs	ECS	FI	07/01/2009	INC0901.119128	CUST-DS//ECS: on 2009/01/07, Scheduled unavailability of NA-FI
Customs	ECS	FI	21/01/2009	INC0901.120150	CUST-DS//ECS: On 2009/01/21, UNscheduled unavailability of NA-FI
Customs	ECS	FI	24/06/2009	INC0906.131135	CUST-DS// ECS: on 2009/06/25, UNscheduled unavailability of NA-FI
Customs	ECS	FI	12/08/2009	INC0908.134143	CUST-DS//ECS On 2009/08/12, UNscheduled unavailability of NA-FI
Customs	ECS	FI	12/12/2009	INC0912.141098	CUST-DS//ECS On 2009/12/12, UNscheduled unavailability of NA-FI
Customs	ECS	FI	14/12/2009	INC0912.141203	CUST-DS//ECS On 2009/12/14, UNscheduled unavailability of NA-FI
Customs	ECS	FI	04/01/2010	INC1001.141917	CUST-DS//ECS On 2009/01/04, UNscheduled unavailability of NA-FI
Customs	ECS	FI	10/02/2010	INC1002.144161	CUST-DS//ECS On 2010/02/10, UNscheduled unavailability of NA-FI
Customs	ECS	FR	15/10/2007	INC0710.46544	ACK: (INC0710.46544) [FR-ECS] ECS UNscheduled unavailability of France
Customs	ECS	FR	06/12/2007	INC0712.101362	NCTS// ECS: NA-FR Unavailability // ACK

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Customs	ECS	FR	08/01/2008	INC0801.102242	NCTS//ECS Unscheduled unavailability of NA-FR on 09/01/2008 (INC0801.102242)//Mass sent
Customs	ECS	FR	04/02/2008	INC0802.103219	NCTS//ECS Unscheduled unavailability of NA-FR //Mass sent
Customs	ECS	FR	21/03/2008	INC0803.104745	NCTS//ECS Unscheduled unavailability of NA-FR on 21/03/2008
Customs	ECS	FR	25/03/2008	INC0803.104786	NCTS//ECS NA-FR Unscheduled unavailability
Customs	ECS	FR	03/06/2008	INC0806.107414	NCTS//ECS: On 03/06/2008 Unscheduled unavailability of NA-FR
Customs	ECS	FR	03/06/2008	INC0806.107414	NCTS//ECS: On 03/06/2008 Unscheduled unavailability of NA-FR (INC0806.107414)
Customs	ECS	FR	13/02/2009	INC0902.121943	CUST-DS//ECS: On 2009/02/13, UNScheduled unavailability of NA-FR
Customs	ECS	FR	25/02/2009	INC0902.122625	CUST-DS//ECS: On 2009/02/25, UNScheduled unavailability of NA-FR
Customs	ECS	FR	08/07/2009	INC0907.132250	CUST-DS// ECS: On 2009/07/08, UNScheduled unavailability of NA-FR for ECS
Customs	ECS	FR	08/07/2009	INC0907.132265	CUST-DS//ECS: On 2009/07/08, UNScheduled unavailability of NA-FR
Customs	ECS	FR	09/07/2009	INC0907.132307	CUST-DS//ECS: On 2009/07/09, UNScheduled unavailability of NA-FR
Customs	ECS	FR	09/07/2009	INC0907.132349	CUST-DS//ECS: On 2009/07/09, UNScheduled unavailability of NA-FR
Customs	ECS	FR	16/07/2009	INC0907.132874	CUST-DS//ECS: On 2009/07/16, UNScheduled unavailability of NA-FR
Customs	ECS	FR	21/07/2009	INC0907.133061	CUST-DS//ECS: On 2009/07/21, UNScheduled unavailability of NA-FR
Customs	ECS	FR	27/07/2009	INC0907.133375	CUST-DS//ECS: On 2009/07/27, UNScheduled unavailability of NA-FR
Customs	ECS	FR	17/08/2009	INC0908.134326	CUST-DS// ECS On 2009/08/17, UNScheduled unavailability of NA-FR
Customs	ECS	FR	20/08/2009	INC0908.134524	CUST-DS//ECS On 2009/08/20, UNScheduled unavailability of NA-FR
Customs	ECS	FR	21/08/2009	INC0908.134572	CUST-DS//ECS On 2009/08/21, UNScheduled unavailability of NA-FR
Customs	ECS	FR	11/09/2009	INC0909.135656	CUST-DS//ECS On 2009/09/11, UNScheduled unavailability of NA-FR
Customs	ECS	FR	22/09/2009	INC0909.136259	CUST-DS//ECS On 2009/09/22, UNScheduled unavailability of NA-FR
Customs	ECS	FR	29/09/2009	INC0909.136614	CUST-DS//ECS On 2009/09/29, UNScheduled unavailability of NA-FR
Customs	ECS	FR	05/10/2009	INC0910.136965	CUST-DS//ECS On 2009/10/05, UNScheduled unavailability of NA-FR
Customs	ECS	FR	07/10/2009	INC0910.137161	N/A
Customs	ECS	FR	12/10/2009	INC0910.137359	CUST-DS// ECS On 2009/10/12, UNScheduled unavailability of NA-FR
Customs	ECS	FR	17/10/2009	INC0910.137790	CUST-DS//ECS On 2009/10/17, UNScheduled unavailability of NA-FR
Customs	ECS	FR	19/10/2009	INC0910.137888	CUST-DS//ECS On 2009/10/19, UNScheduled unavailability of NA-FR
Customs	ECS	FR	28/10/2009	INC0910.138435	CUST-DS//ECS On 2009/10/28, UNScheduled unavailability of NA-FR

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Customs	ECS	FR	09/11/2009	INC0911.139059	CUST-DS//ECS On 2009/11/09, UNscheduled unavailability of NA-FR
Customs	ECS	FR	13/11/2009	INC0911.139401	CUST-DS//ECS On 2009/11/13, UNscheduled unavailability of NA-FR
Customs	ECS	FR	16/11/2009	INC0911.139456	CUST-DS//ECS On 2009/11/16, UNscheduled unavailability of NA-FR
Customs	ECS	FR	23/11/2009	INC0911.139822	CUST-DS//ECS On 2009/11/23, UNscheduled unavailability of NA-FR
Customs	ECS	FR	01/12/2009	INC0911.140376	CUST-DS//ECS On 2009/12/01, UNscheduled unavailability of NA-FR
Customs	ECS	FR	03/12/2009	INC0912.140664	CUST-DS//ECS On 2009/12/03, UNscheduled unavailability of NA-FR
Customs	ECS	FR	04/12/2009	INC0912.140711	CUST-DS//ECS On 2009/12/04, UNscheduled unavailability of NA-FR
Customs	ECS	FR	11/12/2009	INC0912.141115	CUST-DS//ECS On 2009/12/11, UNscheduled unavailability of NA-FR
Customs	ECS	FR	15/12/2009	INC0912.141304	CUST-DS//ECS On 2009/12/15, UNscheduled unavailability of NA-FR
Customs	ECS	FR	22/12/2009	INC0912.141615	CUST-DS//ECS On 2009/12/22, UNscheduled unavailability of NA-FR
Customs	ECS	FR	14/01/2010	INC1001.142496	CUST-DS//ECS On 2010/01/14, UNscheduled unavailability of NA-FR
Customs	ECS	FR	21/01/2010	INC1001.142901	CUST-DS//ECS On 2010/01/21, UNscheduled unavailability of NA-FR
Customs	ECS	FR	06/02/2010	INC1002.144002	CUST-DS//ECS On 2010/02/06, UNscheduled unavailability of NA-FR
Customs	ECS	FR	05/03/2010	INC1003.145551	CUST-DS//ECS On 2010/03/05, UNscheduled unavailability of NA-FR
Customs	ECS	FR	19/03/2010	INC1003.146501	CUST-DS//ECS On 2010/03/19, UNscheduled unavailability of NA-FR
Customs	ECS	FR	23/03/2010	INC1003.146711	CUST-DS//ECS On 2010/03/23, UNscheduled unavailability of NA-FR
Customs	ECS	FR	26/03/2010	INC1003.146889	CUST-DS//NCTS on 2010/03/26, UNscheduled unavailability of NA-FR
Customs	ECS	FR	26/03/2010	INC1003.146914	CUST-DS//ECS On 2010/03/26, UNscheduled unavailability of NA-FR
Customs	ECS	GB	28/01/2009	INC0901.120598	CUST-DS//ECS: On 2009/01/28, UNscheduled unavailability of NA-GB
Customs	ECS	GR	06/07/2008	INC0807.108816, INC0807.108820	CUST-DS//ECS: on 2008/07/06, UNscheduled unavailability of NA-GR, CUST-DS//NCTS: on 2008/07/06, UNscheduled unavailability of [...]
Customs	ECS	GR	25/08/2008	INC0808.111132, INC0808.111185	CUST-DS//ECS: On 2008/08/25, UNscheduled unavailability of NA-GR, CUST-DS//NCTS: on 2008/08/25, UNscheduled unavailability of [...]
Customs	ECS	GR	26/08/2008	INC0808.111207	CUST-DS//ECS: On 2008/08/26, UNscheduled unavailability of NA-GR
Customs	ECS	GR	01/09/2008	INC0809.111600, INC0809.111619	CUST-DS//ECS: On 2008/09/01, UNscheduled unavailability of NA-GR, CUST-DS// NCTS: on 2008/09/01, UNscheduled unavailability of [...]

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Customs	ECS	GR	18/09/2008	INC0809.112515, INC0809.112549	CUST-DS// ECS: On 2008/09/18, UNscheduled unavailability of NA-GR, CUST-DS//NCTS: on 2008/09/18, UNscheduled unavailability of [...]
Customs	ECS	GR	03/11/2008	INC0811.115210	CUST-DS// ECS: On 2008/11/03, UNscheduled unavailability of NA-GR
Customs	ECS	GR	27/11/2008	INC0811.116743	CUST-DS//ECS: On 2008/11/27, UNscheduled unavailability of NA-GR
Customs	ECS	GR	15/07/2009	INC0907.132646	CUST-DS//ECS: On 2009/07/15, UNscheduled unavailability of NA-GR
Customs	ECS	GR	18/09/2009	INC0909.136093	CUST-DS//ECS On 2009/09/18, UNscheduled unavailability of NA-GR
Customs	ECS	GR	14/10/2009	INC0910.137564	CUST-DS//ECS On 2009/10/14, UNscheduled unavailability of NA-GR
Customs	ECS	GR	11/03/2010	INC1003.145870	CUST-DS//ECS On 2010/03/11, UNscheduled unavailability of NA-GR
Customs	ECS	HU	30/06/2009	INC0906.131478	CUST-DS//ECS: On 2009/06/30, UNscheduled unavailability of NA-HU
Customs	ECS	IE	04/12/2007	INC0712.101274	ECS//Unavailability of NA-IE ECS//ACK sent
Customs	ECS	IE	12/12/2007	INC0712.101527	NCTS- ECS - UNscheduled unavailability of Ireland -ACK sent
Customs	ECS	IE	30/06/2009	INC0906.131578	CUST-DS// ECS: On 2009/06/30, UNscheduled unavailability of NA-IE
Customs	ECS	IE	30/06/2009	INC0906.131578	CUST-DS// ECS: On 2009/06/30, UNscheduled unavailability of NA-IE
Customs	ECS	IE	26/08/2009	INC0908.134777	CUST-DS//ECS On 2009/08/26, UNscheduled unavailability of NA-IE
Customs	ECS	IE	13/11/2009	INC0911.139443	CUST-DS//ECS On 2009/11/13, UNscheduled unavailability of NA-IE
Customs	ECS	IE	17/11/2009	INC0911.139537	CUST-DS//ECS On 2009/11/17, UNscheduled unavailability of NA-IE
Customs	ECS	IT	22/10/2008	INC0810.114631	CUST-DS// ECS: on 2008/10/22, UNscheduled unavailability of NA-IT
Customs	ECS	IT	22/03/2009	INC0903.124252	CUST-DS//ECS: unscheduled unavailability of NA-IT on 22/03/2009
Customs	ECS	IT	22/03/2009	INC0903.124252	CUST-DS//ECS: unscheduled unavailability of NA-IT on 22/03/2009
Customs	ECS	IT	03/12/2009	INC0912.140512	CUST-DS//ECS On 2009/12/03, UNscheduled unavailability of NA-IT
Customs	ECS	LT	28/04/2008	INC0804.106058	NCTS // ECS: On 28/04/2008, UNscheduled unavailability of NA-LT
Customs	ECS	LT	05/05/2008	INC0804.106058	NCTS//ECS: On 28/04/2008, UNscheduled unavailability of NA-LT [Follow-up(INC0804.106058)]
Customs	ECS	LT	04/08/2008	INC0808.110114	CUST-DS//ECS: On 2008/08/04, UNscheduled unavailability of NA-LT
Customs	ECS	LT	24/09/2008	INC0809.112832	CUST-DS// ECS: on 2008/09/24, UNscheduled unavailability of NA-LT
Customs	ECS	LT	22/07/2009	INC0907.133184	CUST-DS//ECS: On 2009/07/22, UNscheduled unavailability of NA-LT
Customs	ECS	LT	30/07/2009	INC0907.133618	CUST-DS//ECS: On 2009/07/30, UNscheduled unavailability of NA-LT
Customs	ECS	LT	04/08/2009	INC0908.133854	CUST-DS//ECS: On 2009/08/04, UNscheduled unavailability of NA-LT

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Customs	ECS	LT	28/09/2009	INC0909.136597	CUST-DS//ECS On 2009/09/28, UNscheduled unavailability of NA-LT
Customs	ECS	LT	10/11/2009	INC0911.139120	CUST-DS//ECS On 2009/11/10, UNscheduled unavailability of NA-LT
Customs	ECS	LT	04/02/2010	INC1002.143788	CUST-DS//ECS On 2010/02/04, UNscheduled unavailability of NA-LT
Customs	ECS	LT	25/02/2010	INC1002.144993	CUST-DS//ECS On 2010/02/25, UNscheduled unavailability of NA-LT
Customs	ECS	LU	01/04/2009	INC0904.125043	CUST-DS//ECS: On 2009/04/01, UNscheduled unavailability of NA-LU
Customs	ECS	LU	02/04/2009	INC0904.125157	CUST-DS//ECS: On 2009/04/02, UNscheduled unavailability of NA-LU
Customs	ECS	LU	17/12/2009	INC0912.141545	CUST-DS//ECS On 2009/12/17, UNscheduled unavailability of NA-LU
Customs	ECS	LV	21/11/2008	INC0811.116471, INC0811.116498	CUST-DS//ECS: On 2008/11/21, UNscheduled unavailability of NA-LV, CUST-DS//On 2008/11/21, UNscheduled unavailability of NA-LV [...]
Customs	ECS	LV	09/02/2009	INC0902.121429	CUST-DS//ECS: On 2009/02/09, UNscheduled unavailability of NA-LV
Customs	ECS	LV	01/06/2009	INC0906.129396	CUST-DS//ECS: On 2009/06/01, UNscheduled unavailability of NA-LV
Customs	ECS	LV	09/07/2009	INC0907.132311	CUST-DS//ECS: On 2009/07/09, UNscheduled unavailability of NA-LV
Customs	ECS	LV	06/08/2009	INC0908.133890	CUST-DS//ECS: On 2009/08/06, UNscheduled unavailability of NA-LV
Customs	ECS	LV	11/08/2009	INC0908.134050	CUST-DS//ECS On 2009/08/11, UNscheduled unavailability of NA-LV
Customs	ECS	LV	25/08/2009	INC0908.134650	CUST-DS//ECS On 2009/08/25, UNscheduled unavailability of NA-LV
Customs	ECS	LV	27/08/2009	INC0908.134741	CUST-DS//ECS On 2009/08/27, UNscheduled unavailability of NA-LV
Customs	ECS	LV	24/09/2009	INC0909.136297	CUST-DS//ECS On 2009/09/24, UNscheduled unavailability of NA-LV
Customs	ECS	LV	04/02/2010	INC1002.143701	CUST-DS//ECS On 2010/02/04, UNscheduled unavailability of NA-LV
Customs	ECS	LV	04/02/2010	INC1002.143818	CUST-DS//ECS On 2010/02/04, UNscheduled unavailability of NA-LV
Customs	ECS	LV	02/03/2010	INC1003.145341	CUST-DS//ECS On 2010/03/02, UNscheduled unavailability of NA-LV
Customs	ECS	LV	30/03/2010	INC1003.147051	CUST-DS//ECS On 2010/03/30, UNscheduled unavailability of NA-LV
Customs	ECS	MT	17/04/2008	INC0804.105651	NCTS // ECS: On 17/04/2008, UNscheduled unavailability of NA-MT
Customs	ECS	MT	29/09/2008	INC0809.113098	CUST-DS//ECS: On 2008/09/29, UNscheduled unavailability of NA-MT
Customs	ECS	MT	01/10/2008	INC0810.113278	CUST-DS//ECS: On 2008/10/01, UNscheduled unavailability of NA-MT
Customs	ECS	MT	02/10/2008	INC0810.113342, INC0810.113343	CUST-DS//ECS: On 2008/10/02, UNscheduled unavailability of NA-MT, CUST-DS//NCTS: on 2008/10/02, UNscheduled unavailability of [...]
Customs	ECS	MT	06/12/2008	INC0812.117529	CUST-DS//ECS: On 2008/12/06, UNscheduled unavailability of NA-MT
Customs	ECS	MT	13/12/2008	INC0812.117885	CUST-DS//ECS: on 2008/12/13, Scheduled unavailability of NA-MT

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Customs	ECS	MT	05/03/2009	INC0903.123068	CUST-DS//ECS: On 2009/03/05, UNscheduled unavailability of NA-MT
Customs	ECS	MT	20/04/2009	INC0904.126234	CUST-DS//ECS: On 2009/04/20, UNscheduled unavailability of NA-MT
Customs	ECS	MT	22/06/2009	INC0906.130919	CUST-DS//ECS: On 2009/06/22, UNscheduled unavailability of NA-MT
Customs	ECS	MT	23/11/2009	INC0911.139921	CUST-DS//ECS On 2009/11/23, UNscheduled unavailability of NA-MT
Customs	ECS	MT	24/11/2009	INC0911.139995	CUST-DS//ECS On 2009/11/24, UNscheduled unavailability of NA-MT
Customs	ECS	MT	01/02/2010	INC1002.143623	CUST-DS//ECS On 2010/02/01, UNscheduled unavailability of NA-MT
Customs	ECS	NL	17/12/2007	INC0712.101694	NCTS // ECS: NA-NL Unavailable since 13/12/2007 14:30//ACK sent
Customs	ECS	NL	11/02/2008	INC0802.103449	NCTS // ECS UNscheduled unavailability of NA-NL on 10/02/2008 // Mass Mail
Customs	ECS	NL	20/03/2008	INC0803.104666	ECS UNscheduled unavailability of NA-NL on 19/03/2008
Customs	ECS	NL	21/03/2008	INC0803.104729	NCTS // ECS UNscheduled unavailability of NA-NL on 19/03/2008
Customs	ECS	NL	07/05/2008	INC0805.106350	NCTS // ECS: On 06/05/2008, UNscheduled unavailability of NA-NL
Customs	ECS	NL	16/05/2008	INC0805.106350	NCTS // ECS UNscheduled unavailability of NA-NL (follow up INC0805.106350)
Customs	ECS	NL	28/05/2008	INC0805.107168	NCTS//ECS: On 2008/05/28, UNscheduled unavailability of NA-NL
Customs	ECS	NL	28/05/2008	INC0805.107168	NCTS//Analysis - ECS: On 2008/05/28, UNscheduled unavailability of NA-NL (INC0805.107168)]
Customs	ECS	NL	14/07/2008	INC0807.109136	CUST-DS// ECS: On 2008/07/14, UNscheduled unavailability of NA-NL
Customs	ECS	NL	02/12/2008	INC0812.117167	CUST-DS//ECS: On 2008/12/02, UNscheduled unavailability of NA-NL
Customs	ECS	NL	04/12/2008	INC0812.117427	CUST-DS//ECS: On 2008/12/04, UNscheduled unavailability of NA-NL
Customs	ECS	NL	29/06/2009	INC0906.131455	CUST-DS//ECS: On 2009/06/29, UNscheduled unavailability of NA-NL
Customs	ECS	NL	29/06/2009	INC0906.131455	CUST-DS//ECS: On 2009/06/29, UNscheduled unavailability of NA-NL
Customs	ECS	NL	13/09/2009	INC0909.135693	CUST-DS//ECS On 2009/9/13, UNscheduled unavailability of NA-NL
Customs	ECS	NL	02/11/2009	INC0911.138683	CUST-DS//ECS On 2009/11/02, UNscheduled unavailability of NA-NL
Customs	ECS	NL	20/11/2009	INC0911.139750	CUST-DS//ECS On 2009/11/20, UNscheduled unavailability of NA-NL
Customs	ECS	PL	31/10/2007	INC0710.100141	NCTS// ECS: UNscheduled unavailability of Poland // ACK
Customs	ECS	PL	28/01/2008	INC0801.102971	NCTS // ECS UNscheduled unavailability of NA-PL on 27/01/2008 //Mass mail sent
Customs	ECS	PL	15/02/2008	INC0802.103669	NCTS//ECS UNscheduled unavailability of NA-PL on 15/02/2008//Mass sent
Customs	ECS	PL	29/04/2008	INC0804.106106	NCTS // ECS: On 29/04/2008, UNscheduled unavailability of NA-PL
Customs	ECS	PL	29/04/2008	INC0804.106106	NCTS//ECS: On 29/04/2008, UNscheduled unavailability of NA-PL Follow-up (INC0804.106106)

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Customs	ECS	PL	30/07/2008	INC0807.109860	CUST-DS//ECS: On 2008/07/30, UNscheduled unavailability of NA-PL
Customs	ECS	PL	04/08/2008	INC0808.110110, INC0808.110123	CUST-DS//ECS: On 2008/08/04, UNscheduled unavailability of NA-PL, CUST-DS//ECS: On 2008/08/04, UNscheduled unavailability of N[...]
Customs	ECS	PL	26/09/2008	INC0809.113080	CUST-DS//ECS: On 2008/09/26, UNscheduled unavailability of NA-PL
Customs	ECS	PL	21/10/2008	INC0810.114402	CUST-DS//ECS: On 2008/10/21, UNscheduled unavailability of NA-PL
Customs	ECS	PL	31/10/2008	INC0810.115172	CUST-DS// ECS: On 2008/10/31, UNscheduled unavailability of NA-PL
Customs	ECS	PL	13/11/2008	INC0811.115921	CUST-DS//ECS: High number of sent and received IE906s of NA-[...]
Customs	ECS	PL	21/11/2008	INC0811.116528	CUST-DS//ECS: On 2008/11/21, UNscheduled unavailability of NA-PL
Customs	ECS	PL	04/12/2008	INC0812.117445	CUST-DS//ECS: On 2008/12/04, UNscheduled unavailability of NA-PL
Customs	ECS	PL	07/12/2008	INC0812.117519	CUST-DS//ECS: On 2008/12/06, UNscheduled unavailability of NA-PL
Customs	ECS	PL	27/01/2009		N/A
Customs	ECS	PL	01/04/2009	INC0903.124875	CUST-DS//ECS: On 2009/04/01, UNscheduled unavailability of NA-PL
Customs	ECS	PL	25/04/2009	INC0904.126698	CUST-DS//ECS: On 2009/04/25, UNscheduled unavailability of NA-PL (INC0904.126698)
Customs	ECS	PL	29/04/2009	INC0904.126874	CUST-DS//ECS: On 2009/04/29, UNscheduled unavailability of NA-PL (INC0904.126874)
Customs	ECS	PL	27/06/2009	INC0906.131348	CUST-DS//ECS: On 2009/06/27, UNscheduled unavailability of NA-PL
Customs	ECS	PL	20/07/2009	INC0907.133043	CUST-DS//ECS: On 2009/07/20, UNscheduled unavailability of NA-PL
Customs	ECS	PL	01/09/2009	INC0909.135005	CUST-DS//ECS On 2009/09/01, UNscheduled unavailability of NA-PL
Customs	ECS	PL	01/09/2009	INC0909.135014	CUST-DS//ECS On 2009/09/01, UNscheduled unavailability of NA-PL
Customs	ECS	PL	02/09/2009	INC0909.135096	CUST-DS//ECS On 2009/09/02, UNscheduled unavailability of NA-PL
Customs	ECS	PL	12/09/2009	INC0909.135625	CUST-DS//ECS On 2009/09/12, UNscheduled unavailability of NA-PL
Customs	ECS	PL	23/10/2009	INC0910.138115	CUST-DS//ECS on 2009/10/23, UNscheduled unavailability of NA-PL
Customs	ECS	PL	26/10/2009	INC0910.138330	CUST-DS//ECS On 2009/10/26, UNscheduled unavailability of NA-PL
Customs	ECS	PL	27/11/2009	INC0911.140282	CUST-DS//ECS On 2009/11/27, UNscheduled unavailability of NA-PL
Customs	ECS	PL	15/12/2009	INC0912.141368	CUST-DS//ECS On 2009/12/15, UNscheduled unavailability of NA-PL
Customs	ECS	PL	22/12/2009	INC0912.141698	CUST-DS//ECS On 2009/12/22, UNscheduled unavailability of NA-PL
Customs	ECS	PL	23/12/2009	INC0912.141750	CUST-DS//ECS On 2009/12/23, UNscheduled unavailability of NA-PL
Customs	ECS	PL	12/01/2010	INC1001.142311	CUST-DS//ECS On 2010/01/12, UNscheduled unavailability of NA-PL
Customs	ECS	PL	14/01/2010	INC1001.142486	CUST-DS//ECS On 2010/01/14, UNscheduled unavailability of NA-PL

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Customs	ECS	PL	27/01/2010	INC1001.143205	CUST-DS//ECS On 2010/01/27, UNscheduled unavailability of NA-PL
Customs	ECS	PL	29/03/2010	INC1003.146985	CUST-DS//ECS On 2010/03/29, UNscheduled unavailability of NA-PL
Customs	ECS	PL	29/03/2010	INC1003.147081	CUST-DS//ECS On 2010/03/29, UNscheduled unavailability of NA-PL
Customs	ECS	PL	29/03/2010	INC1003.146985	CUST-DS//ECS On 2010/03/29, UNscheduled unavailability of NA-PL
Customs	ECS	PL	30/03/2010	INC1003.147150	CUST-DS//ECS On 2010/03/30, UNscheduled unavailability of NA-PL
Customs	ECS	PL	30/03/2010	INC1003.147150	CUST-DS//ECS On 2010/03/30, UNscheduled unavailability of NA-PL
Customs	ECS	PT	01/04/2008	INC0804.105044	NCTS // ECS UNscheduled unavailability of NA-PT on 01/04/2008
Customs	ECS	PT	06/11/2008	INC0811.115519	CUST-DS//ECS: on 2008/11/06, UNscheduled unavailability of NA-PT
Customs	ECS	PT	19/11/2008	INC0811.116296	CUST-DS//ECS: On 2008/11/19, UNscheduled unavailability of NA-PT
Customs	ECS	PT	25/11/2008	INC0811.116735	CUST-DS//ECS: on 2008/11/25, UNscheduled unavailability of NA-PT
Customs	ECS	PT	12/12/2008	INC0812.118140	CUST-DS//NCTS: on 2008/12/12, Scheduled unavailability of NA-PT
Customs	ECS	PT	30/06/2009	INC0906.131569	CUST-DS//ECS: On 2009/06/30, UNscheduled unavailability of NA-PT
Customs	ECS	PT	30/06/2009	INC0906.131569	CUST-DS//ECS: On 2009/06/30, UNscheduled unavailability of NA-PT
Customs	ECS	PT	01/07/2009	INC0907.131782	CUST-DS//ECS: on 2009/07/01, UNscheduled unavailability of NA-PT
Customs	ECS	PT	02/07/2009	INC0907.131735	CUST-DS//ECS: On 2009/07/02, UNscheduled unavailability of NA-PT
Customs	ECS	PT	06/07/2009	INC0907.132023	CUST-SD//ECS: On 2009/07/06, UNscheduled unavailability of NA-PT
Customs	ECS	RO	06/12/2007	INC0712.101368	unavailability of NA-RO on 08/12/2007
Customs	ECS	RO	29/01/2008	INC0801.103011	NCTS // ECS UNscheduled unavailability of NA-RO on 29/01/2008 // Mass mail sent
Customs	ECS	RO	06/02/2008	INC0802.103310	NCTS // ECS UNscheduled unavailability of NA-RO on 06/02/2008 // Mass mail sent
Customs	ECS	RO	18/04/2008	INC0804.105730	NCTS // ECS: On 18/04/2008, UNscheduled unavailability of NA-RO
Customs	ECS	RO	07/05/2008	INC0805.106359	NCTS // ECS: On 07/05/2008, unscheduled unavailability of NA-RO
Customs	ECS	RO	04/07/2008	INC0807.108772	CUST-DS//ECS: On 2008/07/04, UNscheduled unavailability of NA-RO
Customs	ECS	RO	15/07/2008	INC0807.109116	CUST-DS//ECS: On 2008/07/15, UNscheduled unavailability of NA-RO
Customs	ECS	RO	13/08/2008	INC0808.110465	CUST-DS//ECS: On 2008/08/13, UNscheduled unavailability of NA-RO
Customs	ECS	RO	27/08/2008	N/A	N/A
Customs	ECS	RO	04/09/2008	INC0809.111733, INC0809.111735	CUST-DS//ECS: On 2008/09/04, UNscheduled unavailability of NA-RO, CUST-DS//ECS: On 2008/09/04, UNscheduled unavailability of N[...]
Customs	ECS	RO	12/09/2008	INC0809.112158	CUST-DS//ECS: On 2008/09/12, UNscheduled unavailability of NA-RO

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Customs	ECS	RO	15/09/2008	INC0809.112240, INC0809.112253	CUST-DS// ECS: On 2008/09/15, UNscheduled unavailability of NA-RO, CUST-DS//ECS: On 2008/09/15, UNscheduled unavailability of N[...]
Customs	ECS	RO	30/09/2008	INC0809.113244	CUST-DS// ECS: On 2008/09/30, UNscheduled unavailability of NA-RO
Customs	ECS	RO	10/10/2008	INC0810.113928	CUST-DS//ECS: NA-RO unscheduled unavailability since 10/10/08
Customs	ECS	RO	15/01/2009	INC0901.119691	CUST-DS//ECS: On 2009/01/15, UNscheduled unavailability of NA-RO
Customs	ECS	RO	23/02/2009	INC0902.122489	CUST-DS//ECS: On 2009/02/23, UNscheduled unavailability of NA-RO (INC0902.122489)
Customs	ECS	RO	17/04/2009	INC0904.126113	CUST-DS//ECS: On 2009/04/17, UNscheduled unavailability of NA-RO
Customs	ECS	RO	11/06/2009	INC0906.130263	CUST-DS// ECS: On 2009/06/11, UNscheduled unavailability of NA-RO
Customs	ECS	RO	01/07/2009	INC0907.131705	CUST-DS//ECS: On 2009/07/01, UNscheduled unavailability of NA-RO
Customs	ECS	RO	25/08/2009	INC0908.134515	CUST-DS//ECS On 2009/08/26, Scheduled unavailability of NA-RO
Customs	ECS	RO	17/09/2009	INC0909.135957	CUST-DS//ECS On 2009/09/17, UNscheduled unavailability of NA-RO
Customs	ECS	RO	29/09/2009	INC0909.136664	CUST-DS//ECS On 2009/09/29, UNscheduled unavailability of NA-RO
Customs	ECS	RO	30/09/2009	INC0909.136661	CUST-DS//ECS On 2009/09/30, UNscheduled unavailability of NA-RO
Customs	ECS	RO	30/09/2009	INC0909.136661	CUST-DS//ECS On 2009/09/30, UNscheduled unavailability of NA-RO
Customs	ECS	RO	13/10/2009	INC0910.137411	CUST-DS//ECS On 2009/10/13, UNscheduled unavailability of NA-RO
Customs	ECS	RO	15/03/2010	INC1003.146090	CUST-DS//ECS On 2010/03/15, UNscheduled unavailability of NA-RO
Customs	ECS	RO	18/03/2009	INC0903.123996	CUST-DS//ECS: On 2009/03/18, UNscheduled unavailability of NA-RO
Customs	ECS	SE	12/05/2008	INC0805.106534	NCTS // ECS-On 10/05/2008, unscheduled unavailability of NA-SE
Customs	ECS	SE	02/09/2008	INC0809.111639, INC0809.111641	CUST-DS//ECS: On 2008/09/02, UNscheduled unavailability of NA-SE, CUST-DS//ECS: On 2008/09/02, UNscheduled unavailability of N[...]
Customs	ECS	SE	08/10/2008	INC0810.113749	CUST-DS//ECS: On 2008/10/08, UNscheduled unavailability of NA-SE
Customs	ECS	SE	30/06/2009	INC0906.131227	CUST-DS//scheduled unavailability for ECS for NA-SE
Customs	ECS	SE	09/12/2009	INC0912.140934	CUST-DS//ECS On 2009/12/09, UNscheduled unavailability of NA-SE
Customs	ECS	SE	02/03/2010	INC1003.145257	CUST-DS//ECS On 2010/03/02, UNscheduled unavailability of NA-SE
Customs	ECS	SI	23/05/2008	INC0805.107015	NCTS//ECS: On 22/05/2008, Unscheduled unavailability of NA-SI
Customs	ECS	SI	23/05/2008	INC0805.107015	NCTS/NCTS:ECS: On 22/05/2008, Unscheduled unavailability of NA-SI Follow - up (INC0805.107015]
Customs	ECS	SI	04/07/2008	INC0807.108794	CUST-DS// ECS: On 2008/07/04, UNscheduled unavailability of NA-SI
Customs	ECS	SI	09/07/2008	N/A	N/A

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Customs	ECS	SI	05/09/2008	INC0809.111779	N/A
Customs	ECS	SI	28/10/2008	INC0810.114983	CUST-DS//ECS: On 2008/10/28, UNscheduled unavailability of NA-SI
Customs	ECS	SI	17/12/2008	INC0812.118355	CUST-DS//ECS: On 2008/12/17, UNscheduled unavailability of NA-SI
Customs	ECS	SI	07/02/2009	INC0902.121344	CUST-DS//ECS: On 2009/02/07, UNscheduled unavailability of NA-SI
Customs	ECS	SI	02/06/2009	INC0906.129409	CUST-DS//ECS: On 2009/06/02, UNscheduled unavailability of NA-SI
Customs	ECS	SI	09/12/2009	INC0912.140948	CUST-DS//ECS On 2009/12/09, UNscheduled unavailability of NA-SI
Customs	ECS	SK	04/11/2008	INC0811.115220	CUST-DS// ECS: On 2008/11/04, UNscheduled unavailability of NA-SK
Customs	ECS	SK	06/11/2008	INC0811.115547	CUST-DS//ECS: On 2008/11/06, UNscheduled unavailability of NA-NL
Customs	ECS	SK	08/11/2008	INC0811.115543	CUST-DS//ECS: On 2008/11/08, UNscheduled unavailability of NA-SK
Customs	ECS	SK	07/03/2009	INC0903.123146	CUST-DS//ECS: On 2009/03/06, UNscheduled unavailability of NA-SK (INC0903.123146)
Customs	ECS	SK	14/03/2009	INC0903.123703	CUST-DS//ECS: On 2009/03/14, UNscheduled unavailability of NA-SK
Customs	ECS	SK	06/01/2010	INC1001.142060	CUST-DS//ECS On 2010/01/06, UNscheduled unavailability of NA-SK
Customs	ECS	SK	16/01/2010	INC1001.142550	CUST-DS//ECS On 2010/01/16, UNscheduled unavailability of NA-SK
Customs	NCTS	AT	20/09/2008	INC0809.112607	CUST-DS// NCTS: on 2008/09/20, UNscheduled unavailability of NA-AT
Customs	NCTS	AT	31/08/2009	INC0908.135002	CUST-DS//NCTS On 2009/08/31, UNscheduled unavailability of NA-AT
Customs	NCTS	AT	11/03/2010	INC1003.145946	CUST-DS//NCTS on 2010/03/11, UNscheduled unavailability of NA-AT
Customs	NCTS	BE	30/10/2007	INC0710.100116	NCTS // Unscheduled unavailability of BE // ACK
Customs	NCTS	BE	20/09/2008	INC0809.112558, INC0809.112602	CUST-DS// NCTS: on 2008/09/20, UNscheduled unavailability of NA-BE, CUST-DS// NCTS: on 2008/09/20, UNscheduled unavailability of[...]
Customs	NCTS	BE	16/11/2008		N/A
Customs	NCTS	BE	17/11/2008		N/A
Customs	NCTS	BE	28/01/2009	INC0901.120712	CUST-DS//NCTS: on 2009/01/28, UNscheduled unavailability of NA-BE
Customs	NCTS	BG	11/12/2007	INC0712.101491	NCTS//Unscheduled unavailability of NA-BG
Customs	NCTS	BG	28/01/2008	INC0801.102973	NCTS // Unscheduled unavailability of NA-BG on 28/01/2008 // Mass mail sent
Customs	NCTS	BG	17/09/2008	INC0809.112392	CUST-DS// NCTS: on 2008/09/17, UNscheduled unavailability of NA-BG
Customs	NCTS	BG	10/01/2009		N/A
Customs	NCTS	BG	30/06/2009	INC0906.131376	CUST-DS//NCTS: on 2009/06/30, Unscheduled unavailability of NA-BG
Customs	NCTS	BG	30/06/2009	INC0906.131376	CUST-DS//NCTS: on 2009/06/30, Unscheduled unavailability of NA-BG

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Customs	NCTS	CH	30/10/2007	INC0710.100067	(INC0710.100067) NCTS Unscheduled unavailability of NA-CH on 30/10/2007
Customs	NCTS	CH	05/11/2007	INC0711.100247	NCTS unscheduled unavailability of NA-CH on 03-04/11/2007
Customs	NCTS	CH	28/05/2008	INC0805.107203	NCTS/NCTS: on 28/05/2008, Unscheduled unavailability of NA-CH
Customs	NCTS	CH	30/05/2008	INC0805.107264	NCTS/NCTS: on 28/05/2008, Unscheduled unavailability of NA-CH (INC0805.107203) - Analysis
Customs	NCTS	CH	11/09/2008	INC0809.112080, INC0809.112182	CUST-DS/NCTS: on 2008/09/11, Unscheduled unavailability of NA-CH, CUST-DS/NCTS: on 2008/09/11, Unscheduled unavailability of [...]
Customs	NCTS	CH	08/10/2008	INC0810.113662	CUST-DS/NCTS: on 2008/10/08, Unscheduled unavailability of NA-CH
Customs	NCTS	CY	04/10/2007	INC0710.24647	NCTS 34694 Unscheduled unavailability NA-CY - Follow-up of call #
Customs	NCTS	CY	01/12/2008	INC0812.117062	CUST-DS/NCTS: On 2008/12/01, Unscheduled unavailability of NA-CY
Customs	NCTS	CY	03/12/2008	INC0812.117143	CUST-DS/NCTS: on 2008/12/03, Unscheduled unavailability of NA-CY
Customs	NCTS	CY	09/12/2008	INC0812.117576	CUST-DS/NCTS: on 2008/12/09, Unscheduled unavailability of NA-CY
Customs	NCTS	CY	21/09/2009	INC0909.136132	CUST-DS/NCTS On 2009/09/21, Unscheduled unavailability of NA-CY
Customs	NCTS	CY	27/10/2009	INC0910.138253	CUST-DS/NCTS on 2009/10/27, Unscheduled unavailability of NA-CY
Customs	NCTS	CZ	22/05/2008	INC0805.106944	NCTS/NCTS: On 22/05/2008, Unscheduled unavailability of NA-CZ
Customs	NCTS	CZ	24/09/2008	INC0809.112759	CUST-DS/NCTS: on 2008/09/24, Unscheduled unavailability of NA-CZ
Customs	NCTS	CZ	03/12/2008	INC0812.117151	CUST-DS/NCTS: on 2008/12/03, Unscheduled unavailability of NA-CZ
Customs	NCTS	CZ	10/12/2008	INC0812.117688	CUST-DS/NCTS: on 2008/12/10, Unscheduled unavailability of NA-CZ
Customs	NCTS	CZ	14/12/2008	N/A	N/A
Customs	NCTS	CZ	01/04/2009	INC0903.124917	CUST-DS/NCTS: on 2009/04/01, Unscheduled unavailability of NA-CZ (INC0903.124917)
Customs	NCTS	CZ	23/06/2009	INC0906.130982	CUST-DS/ECS: on 2009/06/23, Unscheduled unavailability of NA-CZ
Customs	NCTS	CZ	12/01/2010	INC1001.142316	CUST-DS/NCTS on 2010/01/12, Unscheduled unavailability of NA-CZ
Customs	NCTS	DE	01/11/2007	INC0711.100170	Unavailability reporting: 10DE
Customs	NCTS	DE	22/11/2007	INC0711.100851	DE unavailability Hardware failure
Customs	NCTS	DE	02/01/2008	INC0801.102034	NCTS // Unavailability reporting: 12_DE // ACK
Customs	NCTS	DE	07/10/2008	N/A	N/A
Customs	NCTS	DE	24/10/2009	INC0910.138179	CUST-DS/NCTS on 2009/10/24, Unscheduled unavailability of NA-DE
Customs	NCTS	DE	13/03/2010	INC1003.145959	CUST-DS/NCTS on 2010/03/13, Unscheduled unavailability of NA-DE
Customs	NCTS	DK	05/11/2007	INC0711.100237	DK- unavailability

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Customs	NCTS	DK	04/09/2008	INC0809.111793	TAX//CCNTC SC#35761 - DKCT - Infrastructure tests
Customs	NCTS	DK	12/03/2009	INC0903.123640	CUST-DS//NCTS: on 2009/03/12, UNscheduled unavailability of NA-DK
Customs	NCTS	DK	28/03/2009	INC0903.124621	CUST-DS//NCTS: on 2009/03/28, UNscheduled unavailability of NA-DK
Customs	NCTS	DK	29/03/2009	INC0903.124759	CUST-DS//NCTS: UNscheduled unavailability of NA-DK on 29/03
Customs	NCTS	DK	30/03/2009	INC0903.124824	CUST-DS//NCTS: on 2009/03/30, UNscheduled unavailability of NA-DK
Customs	NCTS	DK	03/04/2009	INC0904.125203	CUST-DS//NCTS: on 2009/04/03, UNscheduled unavailability of NA-DK
Customs	NCTS	DK	09/12/2009	INC0912.140874	CUST-DS//NCTS on 2009/12/09, UNscheduled unavailability of NA-DK
Customs	NCTS	EE	05/12/2007	INC0712.101320	NCTS // UNscheduled unavailability of EE on 02-03/12/2007 // Ack
Customs	NCTS	EE	05/12/2007	INC0712.101320	NCTS // UNscheduled unavailability of EE on 02-03/12/2007 // Ack
Customs	NCTS	EE	14/12/2007	INC0712.101674	unavailability of NA-EE
Customs	NCTS	EE	11/04/2008	INC0804.105440	NCTS // On 11/04/2008, UNscheduled unavailability of NA-EE
Customs	NCTS	EE	11/04/2008	INC0804.105492	NCTS // Investigation of UNscheduled unavailability of NA-EE on 11/04/2008
Customs	NCTS	EE	15/05/2008	INC0805.106702	NCTS // NCTS-On 15/05/2008, UNscheduled unavailability of NA-EE
Customs	NCTS	EE	19/05/2008	INC0805.106812	NCTS // NCTS: On 18/05/2008, UNscheduled unavailability of NA-EE
Customs	NCTS	EE	15/09/2008	INC0809.112235	CUST-DS// NCTS: on 2008/09/15, UNscheduled unavailability of NA-EE
Customs	NCTS	EE	03/12/2008	INC0812.117268	CUST-DS//NCTS: On 2008/12/03, UNscheduled unavailability of NA-EE
Customs	NCTS	EE	27/01/2009	INC0901.120533	CUST-DS//NCTS: on 2009/01/27, UNscheduled unavailability of NA-EE
Customs	NCTS	EE	20/03/2009	INC0903.124131	CUST-DS//NCTS: on 2009/03/20, UNscheduled unavailability of NA-EE (INC0903.124131)
Customs	NCTS	EE	27/05/2009	INC0905.129191	CUST-DS//NCTS: on 2009/05/27, UNscheduled unavailability of NA-EE
Customs	NCTS	EE	30/06/2009	INC0906.131519	CUST-DS//NCTS: on 2009/06/30, UNscheduled unavailability of NA-EE
Customs	NCTS	EE	01/07/2009	INC0907.131657	CUST-DS//NCTS: on 2009/07/01, UNscheduled unavailability of NA-EE
Customs	NCTS	EE	13/07/2009	INC0907.132491	CUST-DS//NCTS: on 2009/07/13, UNscheduled unavailability of NA-EE
Customs	NCTS	EE	29/10/2009	INC0910.138412	CUST-DS//NCTS On 2009/10/29, UNscheduled unavailability of NA-EE
Customs	NCTS	EE	28/01/2010	INC1001.143164	CUST-DS//NCTS on 2010/01/28, UNscheduled unavailability of NA-EE
Customs	NCTS	ES	07/08/2009	INC0908.134009	CUST-DS//NCTS On 2009/08/07, UNscheduled unavailability of NA-ES
Customs	NCTS	ES	27/02/2010	INC1002.145125	CUST-DS//NCTS on 2010/02/27, UNscheduled unavailability of NA-ES
Customs	NCTS	ES	26/03/2010	INC1003.146859	CUST-DS//NCTS on 2010/03/26, UNscheduled unavailability of NA-ES

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Customs	NCTS	FI	05/11/2007	INC0711.100240	unavailability due to the update of NCTS application NA-FI
Customs	NCTS	FI	16/07/2008	INC0807.109204	CUST-DS//NCTS: on 2008/07/16, Scheduled unavailability of NA-FI
Customs	NCTS	FI	12/08/2008	INC0808.110429, INC0808.110431	CUST-DS//NCTS: On 2008/08/12, UNScheduled unavailability of NA-FI, CUST-DS//NCTS: On 2008/08/12, UNScheduled unavailability of [...]
Customs	NCTS	FI	13/08/2008	INC0808.110491	CUST-DS//NCTS: on 2008/08/13, UNScheduled unavailability of NA-FI
Customs	NCTS	FI	17/09/2008	INC0809.112399, INC0809.112483	CUST-DS// NCTS: on 2008/09/17, UNScheduled unavailability of NA-FI, CUST-DS// NCTS: on 2008/09/17, UNScheduled unavailability of [...]
Customs	NCTS	FI	11/10/2008	INC0810.113750	CUST-DS//NCTS: on 2008/10/11, Scheduled unavailability of NA-FI
Customs	NCTS	FI	03/11/2008	INC0810.115074	CUST-DS//NCTS: on 2008/11/03, Scheduled unavailability of NA-FI
Customs	NCTS	FI	07/01/2009	INC0901.119127	CUST-DS//NCTS: on 2009/01/07, Unscheduled unavailability of NA-FI
Customs	NCTS	FI	20/05/2009	INC0905.128675	CUST-DS//on 2009/05/20, UNScheduled unavailability of NA-FI
Customs	NCTS	FI	24/06/2009	INC0906.131133	CUST-DS//NCTS: on 2009/06/24, UNScheduled unavailability of NA-FI
Customs	NCTS	FI	08/07/2009	INC0907.132234	CUST-DS//NCTS: on 2009/07/08, UNScheduled unavailability of NA-FI
Customs	NCTS	FI	16/07/2009	INC0907.132712	CUST-DS//NCTS: on 2009/07/16, UNScheduled unavailability of NA-FI
Customs	NCTS	FI	12/08/2009	INC0908.134142	CUST-DS//NCTS On 2009/08/12, UNScheduled unavailability of NA-FI
Customs	NCTS	FI	15/10/2009	INC0910.137622	CUST-DS//NCTS On 2009/10/15, UNScheduled unavailability of NA-FI
Customs	NCTS	FI	12/12/2009	INC0912.141099	CUST-DS//NCTS on 2009/12/12, UNScheduled unavailability of NA-FI
Customs	NCTS	FI	29/03/2010	INC1003.147004	CUST-DS//NCTS on 2010/03/29, UNScheduled unavailability of NA-FI
Customs	NCTS	FR	02/01/2008	INC0801.102006	NCTS // Unscheduled Unavailability of NA-FR on 2/1/2008 7:00
Customs	NCTS	FR	02/01/2008	INC0801.102008	NCTS // NA-FR Unscheduled unavailability on 2/1/2008 investigation // ACK
Customs	NCTS	FR	01/04/2008	INC0804.105028	NCTS // Unscheduled unavailability of NA-FR on 01/04/2008
Customs	NCTS	FR	02/04/2008	INC0804.105054	NCTS // Unscheduled unavailability of NA-FR on 01/04/2008 has passed
Customs	NCTS	FR	03/06/2008	INC0806.107419	NCTS//NCTS: on 03/06/2008, Unscheduled unavailability of NA-FR (INC0806.107419)
Customs	NCTS	FR	17/10/2008	INC0810.114329	CUST-DS//NCTS: on 2008/10/17, UNScheduled unavailability of NA-FR
Customs	NCTS	FR	18/12/2008	INC0812.118494	CUST-DS//NCTS: on 2008/12/18, UNScheduled unavailability of NA-FR
Customs	NCTS	FR	22/12/2008	INC0812.118589	CUST-DS//NCTS: on 2008/12/22, Unscheduled unavailability of NA-FR
Customs	NCTS	FR	20/01/2009	INC0901.120058	CUST-DS//NCTS: on 2009/01/20, UNScheduled unavailability of NA-FR
Customs	NCTS	FR	24/02/2009	INC0902.122648	CUST-DS//Unscheduled unavailability of NA-FR on 24/02

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Customs	NCTS	FR	02/03/2009	INC0903.122884	CUST-DS//NCTS: on 2009/03/02, UNscheduled unavailability of NA-FR
Customs	NCTS	FR	06/04/2009	INC0904.125348	CUST-DS//NCTS: on 2009/04/06, UNscheduled unavailability of NA-FR (INC0904.125348)
Customs	NCTS	FR	09/04/2009	INC0904.125710	CUST-DS//UNscheduled unavailability of NA-FR-Analysis
Customs	NCTS	FR	16/04/2009	INC0904.126041	CUST-DS//NCTS: on 2009/04/15, UNscheduled unavailability of NA-FR (INC0904.126041)
Customs	NCTS	FR	29/04/2009	INC0904.126930	CUST-DS//NCTS: on 2009/04/29, UNscheduled unavailability of NA-FR (INC0904.126930)
Customs	NCTS	FR	15/05/2009	INC0905.128316	CUST-DS//NCTS: on 2009/05/15, UNscheduled unavailability of NA-FR
Customs	NCTS	FR	18/07/2009	INC0907.132768	CUST-DS//NCTS: on 2009/07/15, UNscheduled unavailability of NA-FR
Customs	NCTS	FR	10/09/2009	INC0909.135601	CUST-DS//ECS On 2009/09/10, UNscheduled unavailability of NA-FR
Customs	NCTS	FR	21/09/2009	INC0909.136125	CUST-DS//NCTS On 2009/09/21, UNscheduled unavailability of NA-FR
Customs	NCTS	FR	22/09/2009	INC0909.136251	CUST-DS//NCTS On 2009/09/22, UNscheduled unavailability of NA-FR
Customs	NCTS	FR	23/09/2009	INC0909.136362	CUST-DS//NCTS On 2009/09/23, UNscheduled unavailability of NA-FR
Customs	NCTS	FR	09/10/2009	INC0910.137376	CUST-DS//NCTS On 2009/10/09, UNscheduled unavailability of NA-FR
Customs	NCTS	FR	22/10/2009	INC0910.137524	CUST-DS//NCTS On 2009/10/22, Scheduled unavailability of NA-FR
Customs	NCTS	FR	17/12/2009	INC0912.141476	CUST-DS//NCTS on 2009/12/17, UNscheduled unavailability of NA-FR
Customs	NCTS	FR	17/12/2009	INC0912.141452	CUST-DS//NCTS on 2009/12/17, UNscheduled unavailability of NA-FR
Customs	NCTS	FR	21/12/2009	INC0912.141621	CUST-DS//NCTS on 2009/12/21, UNscheduled unavailability of NA-FR
Customs	NCTS	FR	06/01/2010	INC1001.142059	CUST-DS//NCTS on 2010/01/06, UNscheduled unavailability of NA-FR
Customs	NCTS	GB	19/11/2008	INC0811.116243	CUST-DS//NCTS: on 2008/11/19, UNscheduled unavailability of NA-GB
Customs	NCTS	GR	05/10/2007	INC0710.27166	NCTS 36947 - Investigation of the NCTS UNscheduled unavailability of NA-GR on 15/03/2007 (follow up
Customs	NCTS	GR	06/07/2008	INC0807.108814, INC0807.108820	CUST-DS//NCTS: on 2008/07/06, UNscheduled unavailability of NA-GR, CUST-DS//NCTS: on 2008/07/06, UNscheduled unavailability of [...]
Customs	NCTS	GR	25/08/2008	INC0808.111129, INC0808.111185	CUST-DS//NCTS: on 2008/08/25, UNscheduled unavailability of NA-GR, CUST-DS//NCTS: on 2008/08/25, UNscheduled unavailability of [...]
Customs	NCTS	GR	26/08/2008	INC0808.111200	CUST-DS//NCTS: on 2008/08/26, UNscheduled unavailability of NA-GR
Customs	NCTS	GR	01/09/2008	INC0809.111598, INC0809.111619	CUST-DS//NCTS: on 2008/09/01, UNscheduled unavailability of NA-GR, CUST-DS// NCTS: on 2008/09/01, UNscheduled unavailability of [...]
Customs	NCTS	GR	18/09/2008	INC0809.112514, INC0809.112549	CUST-DS//NCTS: on 2008/09/18, UNscheduled unavailability of NA-GR, CUST-DS//NCTS: on 2008/09/18, UNscheduled unavailability of [...]
Customs	NCTS	GR	03/11/2008	INC0811.115209	CUST-DS// NCTS: on 2008/11/03, UNscheduled unavailability of NA-GR

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Customs	NCTS	GR	27/11/2008	INC0811.116742	CUST-DS//NCTS: on 2008/11/27, UNscheduled unavailability of NA-GR
Customs	NCTS	GR	18/06/2009	INC0906.130765	CUST-DS//NCTS: on 2009/06/18, UNscheduled unavailability of NA-GR
Customs	NCTS	GR	15/07/2009	INC0907.132645	CUST-DS//NCTS: on 2009/0715, UNscheduled unavailability of NA-GR
Customs	NCTS	GR	27/08/2009	INC0908.134846	CUST-DS//NCTS On 2009/08/28, UNscheduled unavailability of NA-GR
Customs	NCTS	GR	27/08/2009	INC0908.134847	CUST-DS//ECS On 2009/08/28, UNscheduled unavailability of NA-GR
Customs	NCTS	GR	18/09/2009	INC0909.136089	CUST-DS//NCTS On 2009/09/18, UNscheduled unavailability of NA-GR
Customs	NCTS	GR	14/10/2009	INC0910.137562	CUST-DS//NCTS On 2009/10/14, UNscheduled unavailability of NA-GR
Customs	NCTS	GR	11/03/2010	INC1003.145869	CUST-DS//NCTS on 2010/03/11, UNscheduled unavailability of NA-GR
Customs	NCTS	HU	30/06/2009	INC0906.131477	CUST-DS//NCTS: on 2009/06/30, UNscheduled unavailability of NA-HU
Customs	NCTS	IE	17/12/2008	INC0812.118284	CUST-DS//NCTS: on 2008/12/17, UNscheduled unavailability of NA-IE
Customs	NCTS	IE	18/02/2009	INC0902.122141	CUST-DS//NCTS: on 2009/02/18, UNscheduled unavailability of NA-IE
Customs	NCTS	IE	21/07/2009	INC0907.133036, INC0907.133069	CUST-DS//NCTS: on 2009/07/21, UNscheduled unavailability of NA-IE, CUST-DS//unscheduled unavailability NCTS
Customs	NCTS	IT	07/11/2007	INC0711.100295	NCTS Unscheduled unavailability of NA-IT on 06/11/2007
Customs	NCTS	IT	22/10/2008	INC0810.114626	CUST-DS// NCTS: on 2008/10/22, UNscheduled unavailability of NA-IT
Customs	NCTS	IT	27/10/2008	INC0810.114872	CUST-DS// NCTS: on 2008/10/27, UNscheduled unavailability of NA-IT
Customs	NCTS	IT	13/01/2009	INC0901.119738	CUST-DS// Missing messages from NA-IT
Customs	NCTS	IT	22/03/2009	INC0903.124248	CUST-DS//NCTS: unscheduled unavailability of NA-IT on 22/03/2009
Customs	NCTS	IT	22/03/2009	INC0903.124248	CUST-DS//NCTS: unscheduled unavailability of NA-IT on 22/03/2009
Customs	NCTS	IT	03/12/2009	INC0912.140513	CUST-DS// NCTS on 2009/12/03, UNscheduled unavailability of NA-IT
Customs	NCTS	LT	23/04/2008	INC0804.105945	NCTS//NCTS: On 23/04/2008, Unscheduled unavailability of NA-LT
Customs	NCTS	LT	28/04/2008	INC0804.106059	NCTS // On 28/04/2008, Unscheduled unavailability of NA-LT
Customs	NCTS	LT	29/04/2008	INC0804.106104	NCTS // investigation of 28/04/2008, Unscheduled unavailability of NA-LT (follow up INC08
Customs	NCTS	LT	04/08/2008	INC0808.110114, INC0808.110143	CUST-DS//ECS: On 2008/08/04, UNscheduled unavailability of NA-LT, CUST-DS//NCTS: on 2008/08/04, UNscheduled unavailability of [...]
Customs	NCTS	LT	06/08/2008	INC0808.110218, INC0808.110302	CUST-DS//NCTS: on 2008/08/06, UNscheduled unavailability of NA-LT, CUST-DS//NCTS: on 2008/08/06, UNscheduled unavailability of [...]
Customs	NCTS	LT	24/09/2008	INC0809.112831	CUST-DS// NCTS: on 2008/09/24, UNscheduled unavailability of NA-LT

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Customs	NCTS	LT	01/07/2009	INC0907.131637	CUST-DS//NCTS: on 2009/07/01, UNscheduled unavailability of NA-LT
Customs	NCTS	LT	20/10/2009	INC0910.137830	CUST-DS// NCTS on 2009/10/20, UNscheduled unavailability of NA-LT
Customs	NCTS	LU	01/04/2009	INC0904.125041	CUST-DS//NCTS: on 2009/04/01, UNscheduled unavailability of NA-LU
Customs	NCTS	LU	02/04/2009	INC0904.125159	CUST-DS//NCTS: On 2009/04/02, UNscheduled unavailability of NA-LU
Customs	NCTS	LU	17/12/2009	INC0912.141544	CUST-DS//NCTS on 2009/12/17, UNscheduled unavailability of NA-LU
Customs	NCTS	LV	13/05/2008	INC0805.106584	NCTS // NCTS-On 13/05/2008, unscheduled unavailability of NA-LV
Customs	NCTS	LV	04/08/2008	INC0808.110117, INC0808.110122	CUST-DS//NCTS: on 2008/08/04, UNscheduled unavailability of NA-LV, CUST-DS//NCTS: on 2008/08/04, UNscheduled unavailability of [...]
Customs	NCTS	LV	09/02/2009	INC0902.121430	CUST-DS//NCTS: On 2009/02/09, UNscheduled unavailability of NA-LV
Customs	NCTS	LV	09/07/2009	INC0907.132290	CUST-DS//NCTS: on 2009/07/09, UNscheduled unavailability of NA-LV
Customs	NCTS	LV	16/07/2009	INC0907.133140	N/A
Customs	NCTS	LV	01/08/2009	INC0907.133669	CUST-DS//NCTS: on 2009/08/01, UNscheduled unavailability of NA-LV
Customs	NCTS	LV	27/08/2009	INC0908.134742	CUST-DS//NCTS On 2009/08/27, UNscheduled unavailability of NA-LV
Customs	NCTS	LV	04/02/2010	INC1002.143800	CUST-DS//NCTS on 2010/02/04, UNscheduled unavailability of NA-LV
Customs	NCTS	MT	14/11/2007	INC0711.100576	unavailability of NA-MT
Customs	NCTS	MT	08/04/2008	INC0804.105267	NCTS // NCTS Unscheduled unavailability of NA-MT on 08/04/2008
Customs	NCTS	MT	08/04/2008	INC0804.105289	NCTS // Unscheduled unavailability of NA-MT on 08/04/2008
Customs	NCTS	MT	08/04/2008	INC0804.105318	NCTS // Unscheduled unavailability of NA-MT on 08/04/2008
Customs	NCTS	MT	29/09/2008	INC0809.113096	CUST-DS//NCTS: on 2008/09/29, UNscheduled unavailability of NA-MT
Customs	NCTS	MT	01/10/2008	INC0810.113273	CUST-DS//NCTS: on 2008/10/01, UNscheduled unavailability of NA-MT
Customs	NCTS	MT	01/10/2008	INC0810.113279	CUST-DS//NCTS: on 2008/10/01, UNscheduled unavailability of NA-MT
Customs	NCTS	MT	02/10/2008	INC0810.113341, INC0810.113343	CUST-DS//NCTS: on 2008/10/02, UNscheduled unavailability of NA-MT, CUST-DS//NCTS: on 2008/10/02, UNscheduled unavailability of [...]
Customs	NCTS	MT	06/12/2008	INC0812.117528	CUST-DS//NCTS: on 2008/12/06, UNscheduled unavailability of NA-MT
Customs	NCTS	MT	13/12/2008	INC0812.117883	CUST-DS//NCTS: on 2008/12/13, Scheduled unavailability of NA-MT
Customs	NCTS	MT	05/03/2009	INC0903.123070	CUST-DS//NCTS: on 2009/03/05, UNscheduled unavailability of NA-MT
Customs	NCTS	MT	20/04/2009	INC0904.126233	CUST-DS// NCTS: on 2009/04/20, UNscheduled unavailability of NA-MT (INC0904.126233)
Customs	NCTS	MT	22/06/2009	INC0906.130918	CUST-DS//NCTS: on 2009/06/22, UNscheduled unavailability of NA-MT

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Customs	NCTS	MT	23/11/2009	INC0911.139922	CUST-DS//NCTS on 2009/11/23, UNscheduled unavailability of NA-MT
Customs	NCTS	MT	24/11/2009	INC0911.139997	CUST-DS//NCTS on 2009/11/24, UNscheduled unavailability of NA-MT
Customs	NCTS	MT	01/02/2010	INC1002.143620	CUST-DS//NCTS on 2010/02/01, UNscheduled unavailability of NA-MT
Customs	NCTS	NL	17/10/2007	INC0710.52938	NCTS UNscheduled unavailability of NA-NL on 17/10/2007
Customs	NCTS	NL	26/11/2007	INC0711.100927	unavailability of NA- NL
Customs	NCTS	NL	30/11/2007	INC0711.101176	NCTS: Unavailability of NA-NL
Customs	NCTS	NL	17/12/2007	INC0712.101734	NA-NL UNscheduled unavailability
Customs	NCTS	NL	11/02/2008	INC0802.103448	NCTS // UNscheduled unavailability of NA-NL on 10/02/2008 // Mass mail
Customs	NCTS	NL	11/02/2008	INC0802.103450	NCTS // UNscheduled unavailability of NA-NL on 10/02/2008 // ACK
Customs	NCTS	NL	20/03/2008	INC0803.104664	NCTS UNscheduled unavailability of NA-NL on 19/03/2008
Customs	NCTS	NL	28/03/2008	INC0803.104918	NCTS // UNscheduled unavailability ncts NL 19/20 March
Customs	NCTS	NL	28/03/2008	INC0803.104918	NCTS // UNscheduled unavailability ncts NL 19/20 March
Customs	NCTS	NL	09/05/2008	INC0805.106486	NCTS//NCTS: On 09/05/2008, UNscheduled unavailability of NA-NL
Customs	NCTS	NL	09/05/2008	INC0805.106510	NCTS // NCTS-UNscheduled unavailability of the ECN in NA-NL
Customs	NCTS	NL	14/07/2008	INC0807.109132, INC0807.109142	CUST-DS//NCTS: on 2008/07/14, UNscheduled unavailability of NA-NL, CUST-DS//NCTS: on 2008/07/14, UNscheduled unavailability of [...]
Customs	NCTS	NL	16/04/2009	INC0904.126019	CUST-DS//NCTS: on 2009/04/16, UNscheduled unavailability of NA-NL
Customs	NCTS	NL	28/06/2009	INC0906.131378	CUST-DS//NCTS: on 2009/06/28, UNscheduled unavailability of NA-NL
Customs	NCTS	NL	13/07/2009	INC0907.132556	CUST-DS//NCTS: on2009/07/13, UNscheduled unavailability of NA-NL
Customs	NCTS	NL	13/09/2009	INC0909.135690	CUST-DS//NCTS On 2009/09/13, UNscheduled unavailability of NA-NL
Customs	NCTS	NL	01/10/2009	INC0910.136828	CUST-DS//NCTS On 2009/10/01, UNscheduled unavailability of NA-NL (INC0910.136828)
Customs	NCTS	NO	26/09/2008		N/A
Customs	NCTS	OLAF	29/10/2009	INC0910.138462	CUST-DS//NCTS On 2009/10/29, UNscheduled unavailability of OLAF - CCNTC SC#48656
Customs	NCTS	OLAF	08/01/2010	INC1001.142222	CUST-DS//on 2010/01/08, UNscheduled unavailability of OLAF
Customs	NCTS	PL	06/11/2007	INC0711.100274	NA-PL Unavailability
Customs	NCTS	PL	05/12/2007	INC0712.101311	NCTS//Unavailability of NA-PL//notification sent
Customs	NCTS	PL	28/01/2008	INC0801.102969	NCTS // UNscheduled unavailability of NA-PL on 28/01/2008 //Mass mail sent
Customs	NCTS	PL	15/02/2008	INC0802.103678	NCTS // ECS UNscheduled unavailability of NA-PL on 15/02/2008 // ACK

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Customs	NCTS	PT	14/11/2007	INC0711.100562	NCTS// PT GMS unavailable - URGENT
Customs	NCTS	PT	01/04/2008	INC0804.105042	NCTS // Unscheduled unavailability of NA-PT on 01/04/2008
Customs	NCTS	PT	06/11/2008	INC0811.115516	CUST-DS// NCTS: on 2008/11/06, UNScheduled unavailability of NA-PT
Customs	NCTS	PT	19/11/2008	INC0811.116293	CUST-DS//NCTS: on 2008/11/19, UNScheduled unavailability of NA-PT
Customs	NCTS	PT	25/11/2008	INC0811.116734	CUST-DS//NCTS: on 2008/11/25, UNScheduled unavailability of NA-PT
Customs	NCTS	PT	12/12/2008	INC0812.118140	CUST-DS//NCTS: on 2008/12/12, Scheduled unavailability of NA-PT
Customs	NCTS	PT	30/06/2009	INC0906.131567	CUST-DS//NCTS: on 2009/06/30, UNScheduled unavailability of NA-PT
Customs	NCTS	PT	30/06/2009	INC0906.131567	CUST-DS//NCTS: on 2009/06/30, UNScheduled unavailability of NA-PT
Customs	NCTS	PT	02/07/2009	INC0907.131736	CUST-DS//NCTS: on 2009/07/02, UNScheduled unavailability of NA-PT
Customs	NCTS	PT	06/07/2009	INC0907.132021	CUST-DS//NCTS: on 2009/07/06, UNScheduled unavailability of NA-PT
Customs	NCTS	PT	23/10/2009	INC0910.138242	CUST-DS//NCTS on 2009/10/23, UNScheduled unavailability of NA-PT
Customs	NCTS	RO	11/10/2007	INC0710.43712	End of unscheduled unavailability from NA_RO 11/10/2007
Customs	NCTS	RO	14/11/2007	INC0711.100547	ACK: (INC0711.100547) NCTS Unscheduled unavailability of NA-RO on 13/11/2007
Customs	NCTS	RO	16/11/2007	INC0711.100668	NCTS (CS/MIS)Unscheduled unavailability of NA-RO on 16/11/2007
Customs	NCTS	RO	14/12/2007	INC0712.101634	NCTS//NA-RO Unscheduled unavailability//No mass mail
Customs	NCTS	RO	17/12/2007	INC0712.101718	NCTS // unavailability of NA-RO //
Customs	NCTS	RO	21/12/2007	INC0712.101894	NCTS // Unscheduled Unavailability of NA-RO on 12/21/2007- No communication to RO_Gateway
Customs	NCTS	RO	23/01/2008	INC0801.102848	NCTS//NCTS Unscheduled unavailability of NA-RO on 23/01/2008//Mass sent
Customs	NCTS	RO	06/02/2008	INC0802.103311	NCTS // Unscheduled unavailability of NA-RO on 06/02/2008 // Mass mail sent
Customs	NCTS	RO	15/04/2008	INC0804.105583	NCTS // On 15/04/2008, Unscheduled unavailability of NA-RO
Customs	NCTS	RO	18/04/2008	INC0804.105723	NCTS // On 18/04/2008, Unscheduled unavailability of NA-RO
Customs	NCTS	RO	18/04/2008	INC0804.105733	NCTS // On 18/04/2008, Unscheduled unavailability of NA-RO
Customs	NCTS	RO	22/04/2008	INC0804.105873	NCTS//NCTS: On 22/04/2008, Unscheduled unavailability of NA-RO
Customs	NCTS	RO	19/05/2008	INC0805.106794	NCTS // NCTS: On 19/05/2008, UNScheduled unavailability of NA-RO
Customs	NCTS	RO	19/05/2008	INC0805.106795	NCTS // Unscheduled unavailability of NA-RO 19/05/2008
Customs	NCTS	RO	04/07/2008	INC0807.108770	CUST-DS//NCTS: on 2008/07/04, UNScheduled unavailability of NA-RO
Customs	NCTS	RO	15/07/2008	INC0807.109109	CUST-DS//NCTS: on 2008/07/15, UNScheduled unavailability of NA-RO

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Customs	NCTS	RO	12/09/2008	INC0809.112156	CUST-DS//NCTS: on 2008/09/12, UNscheduled unavailability of NA-RO
Customs	NCTS	RO	15/01/2009	INC0901.119690	CUST-DS//NCTS: on 2009/01/15, UNscheduled unavailability of NA-RO
Customs	NCTS	RO	19/02/2009	INC0902.122233	CUST-DS//NCTS: on 2009/02/19, UNscheduled unavailability of NA-RO (INC0902.122233)
Customs	NCTS	RO	23/02/2009	INC0902.122492	CUST-DS//NCTS: on 2009/02/23, UNscheduled unavailability of NA-RO
Customs	NCTS	RO	08/06/2009	INC0906.129931	CUST-DS//NCTS: on 2009/06/08, UNscheduled unavailability of NA-RO
Customs	NCTS	RO	01/07/2009	INC0907.131647, INC0907.131614	CUST-DS//NCTS: on 2009/07/01, UNscheduled unavailability of NA-RO, CUST-DS//NCTS: on 2009/07/01, UNscheduled unavailability of NA-RO
Customs	NCTS	RO	31/08/2009	INC0908.134961	CUST-DS//NCTS On 2009/08/31, UNscheduled unavailability of NA-RO
Customs	NCTS	RO	17/09/2009	INC0909.135956	CUST-DS//NCTS On 2009/09/17, UNscheduled unavailability of NA-RO
Customs	NCTS	RO	29/09/2009	INC0909.136665	CUST-DS//NCTS On 2009/09/29, UNscheduled unavailability of NA-RO
Customs	NCTS	RO	18/03/2009	INC0903.123994	CUST-DS//NCTS: on 2009/03/18, UNscheduled unavailability of NA-RO
Customs	NCTS	SE	12/05/2008	INC0805.106531	NCTS // NCTS-On 10/05/2008, unscheduled unavailability of NA-SE
Customs	NCTS	SE	12/05/2008	INC0805.106541	NCTS//On 10/05/2008, Unscheduled unavailability of NA-SE (Follow-up of INC0805.106531)
Customs	NCTS	SE	02/09/2008	INC0809.111638, INC0809.111641	CUST-DS//NCTS: on 2008/09/02, UNscheduled unavailability of NA-SE, CUST-DS//ECS: On 2008/09/02, UNscheduled unavailability of N[...]
Customs	NCTS	SE	08/10/2008	INC0810.113748	CUST-DS//NCTS: on 2008/10/08, UNscheduled unavailability of NA-SE
Customs	NCTS	SE	02/03/2010	INC1003.145258	CUST-DS//NCTS on 2010/03/02, UNscheduled unavailability of NA-SE
Customs	NCTS	SI	15/12/2008	INC0812.118227	CUST-DS//NCTS: on 2008/12/15, UNscheduled unavailability of NA-SI
Customs	NCTS	SI	23/12/2009	INC0912.141743	CUST-DS//NCTS on 2009/12/23, UNscheduled unavailability of NA-SI
Customs	NCTS	SK	17/12/2007	INC0712.101723	NCTS//NA-SK Unscheduled unavailability//Mass mail sent
Customs	NCTS	SK	19/12/2007	INC0712.101833	NCTS// NA-SK Unscheduled unavailability 19/12/2007 from 16:00 to 17:00 GMT // MASS sent
Customs	NCTS	SK	19/12/2007	INC0712.101840	NCTS// Unavailability of NA-SK due to technical maintenance// ACK sent
Customs	NCTS	SK	19/12/2007	INC0712.101842	NCTS//Unavailability of NA-SK due to technical maintenance
Customs	NCTS	SK	10/03/2008	INC0803.104378	NCTS // Unscheduled unavailability of NA-SK on 10/03/2008
Customs	NCTS	SK	11/03/2008	INC0803.104436	NCTS // Unscheduled unavailability of NA-SK
Customs	NCTS	SK	12/08/2008	INC0808.110383	CUST-DS//NCTS: on 2008/08/12, UNscheduled unavailability of NA-SK
Customs	NCTS	SK	04/11/2008	INC0811.115254	CUST-DS//NCTS: on 2008/11/04, UNscheduled unavailability of NA-SK
Customs	NCTS	SK	08/11/2008	INC0811.115564	CUST-DS//NCTS: on 2008/11/08, UNscheduled unavailability of NA-SK

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Customs	NCTS	SK	22/12/2008	INC0812.118597, INC0812.118618	CUST-DS//NCTS: on 2008/12/22, UNscheduled unavailability of NA-SK, CUST-DS//NCTS: on 2008/12/22, UNscheduled unavailability of [...]
Customs	NCTS	SK	07/03/2009	INC0903.123267	CUST-DS//
Customs	NCTS	SK	16/01/2010	INC1001.142536	CUST-DS//NCTS on 2010/01/16, UNscheduled unavailability of NA-SK
Customs	NCTS	SM	03/12/2009	INC0912.140515	CUST-DS//NCTS on 2009/12/03, UNscheduled unavailability of NA-SM
Customs	NCTS	GB	08/11/2007	INC0711.100365	NA-UK unavailability
Customs	SPEED	RU	30/03/2009	INC0903.124751	CUST-DS//Information about Moscow connection
Customs	SPEED	RU	09/04/2009	INC0904.125608	CUST-DS//NCTS-SPEED: on 2009/04/09, UNscheduled unavailability of NA-RU (INC0904.125608)
Customs	SPEED	RU	14/05/2009	INC0905.128267	CUST-DS//Technical malfunction on SPEED-gate
Customs	SPEED	RU	23/05/2009	INC0905.128749	CUST-DS//SPEED: on 2009/05/23, UNscheduled unavailability of NA-RU
Customs	SPEED	RU	01/07/2009	INC0907.131620	CUST-DS// NCTS-SPEED: on 2009/07/01, UNscheduled unavailability of NA-RU (IM.63323)
Customs	SPEED	RU	13/09/2009	INC0909.135688	CUST-DS//NCTS-SPEED on 2009/09/13, UNscheduled unavailability of NA-RU
Customs	SPEED	RU	05/12/2009	INC0912.140733	CUST-DS//NCTS-SPEED on 2009/12/05, UNscheduled unavailability of NA-RU
Customs	SPEED	RU	30/01/2010	INC1002.143535	CUST-DS//NCTS-SPEED on 2010/01/30, UNscheduled unavailability of NA-RU
Customs	SPEED	RU	30/01/2010	INC1002.143535	CUST-DS//NCTS-SPEED on 2010/01/30, UNscheduled unavailability of NA-RU
Customs	SPEED	RU	24/02/2010	INC1002.144984	CUST-DS//NCTS-SPEED on 2010/02/24, UNscheduled unavailability of NA-RU
Customs	SPEED	RU	12/03/2010	INC1003.146055	CUST-DS//NCTS-SPEED on 2010/03/12, UNscheduled unavailability of NA-RU
Customs	SPEED	RU	19/03/2010	INC1003.146539	CUST-DS//NCTS-SPEED on 2010/03/19, UNscheduled unavailability of NA-RU
Customs	SPEED	RU	23/03/2010	INC1003.146703	CUST-DS//NCTS-SPEED on 2010/03/23, UNscheduled unavailability of NA-RU
Customs	SPEED		05/11/2009	INC0911.138967	CUST-DS//CCNTC SC#48899 - NCTS-SPEED on 2009/11/05, UNscheduled unavailability of SPEED Platform
Customs	SPEED		17/11/2009	INC0911.139459	CUST-DS//On 2009/11/17, UNscheduled unavailability of SPEED-ECN
Customs	SPEED		26/11/2009	INC0911.140214	CUST-DS//NCTS-SPEED on 2009/11/26, UNscheduled unavailability of SPEED Platform
Taxation	VIES	BE	30/04/2009	INC0904.127016	TAX//BE - Planned unavailability on 2009/05/03
Taxation	VIES	BG	13/01/2009	INC0901.119590	TAX//BG VIES Planned Unavailability 22 Jan 2009
Taxation	VIES	BG	18/05/2009	INC0905.128414	TAX//BG VIES Planned Unavailability
Taxation	VIES	BG	26/05/2009	INC0905.129073	TAX//BG VIES Planned Unavailability
Taxation	VIES	BG	05/08/2009	INC0908.133908	TAX//BG VIES Time of planned unavailability: 2009/08/07 CET 11:30
Taxation	VIES	BG	02/09/2009	INC0909.135162	TAX//BG VIES Time of planned unavailability: 2009/09/04 CET 11:30

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Taxation	VIES	BG	08/09/2009	INC0909.135422	TAX//BG VIES Planned Unavailability 14 Sep 2009, 7h30-8h00 CET
Taxation	VIES	BG	16/11/2009	INC0911.139454	TAX//BG - Planned unavailability on 2009/11/18
Taxation	VIES	BG	29/12/2009	INC0912.141849	TAX//BG VIES Planned unavailability 04 Jan 2010
Taxation	VIES	BG	11/01/2010	INC1001.142291	TAX//BG VIES Unavailability 11 Jan 2010
Taxation	VIES	BG	25/01/2010	INC1001.143111	TAX//BG VIES Unavailability 27 Jan 2010
Taxation	VIES	BG	19/02/2010	INC1002.144750	TAX//BG VIES Unavailability 23 Feb 2010
Taxation	VIES	CY	23/02/2010	INC1002.144879	TAX//Unscheduled Unavailability - CY - Synchronous Monitoring Errors on 2010/02/23
Taxation	VIES	CZ	03/11/2008	INC0811.115291	TAX//Unavailability of Czech VIES application from 7.11.2008 to 10.11.2008
Taxation	VIES	CZ	14/11/2008	INC0811.116025	TAX//On 2008/11/14 scheduled unavailability of CZ
Taxation	VIES	CZ	28/11/2008	INC0811.116986	TAX//Unavailability of Czech VIES application 4.12.2008
Taxation	VIES	CZ	08/12/2008	INC0812.117645	TAX//Unavailability of Czech VIES application 10.12.2008
Taxation	VIES	CZ	12/12/2008	INC0812.118053	TAX//Unavailability of Czech VIES application from 12.12.2008 to 15.12.2008
Taxation	VIES	CZ	15/12/2008	INC0812.118221	TAX// Unavailability of Czech VIES application 18.12.2008
Taxation	VIES	CZ	18/12/2008	INC0812.118425	TAX//Possible unavailability of Czech VIES application from 18.12.2008 to 19.12.2008
Taxation	VIES	CZ	03/02/2009	INC0902.121093	TAX//Unavailability of Czech VIES application 7.2.2009
Taxation	VIES	CZ	02/03/2009	INC0903.122940	TAX//Unavailability of Czech VIES application 5.3.2009
Taxation	VIES	CZ	29/04/2009	INC0904.126966	TAX//Unavailability of Czech VIES application from 15.5.2009 to 18.5.2009
Taxation	VIES	CZ	29/05/2009	INC0905.129325	TAX//Unavailability of Czech VIES application from 29.5.2009 to 30.5.2009
Taxation	VIES	CZ	26/06/2009	INC0906.131341	TAX//Unavailability of Czech VIES application 2.7.2009
Taxation	VIES	CZ	29/06/2009	INC0906.131454	TAX//Unavailability of Czech VIES application from 10.7.2009 to 13.7.2009
Taxation	VIES	CZ	08/10/2009	INC0910.137215	TAX//Unavailability of Czech VIES application on Friday 9.10.2009
Taxation	VIES	CZ	23/11/2009	INC0911.139897	TAX//Unavailability of Czech VIES application from 28.11.2009 to 30.11.2009
Taxation	VIES	CZ	08/12/2009	INC0912.140852	TAX//Possible unavailability of Czech VIES application from 11.12.2009 to 14.12.2009
Taxation	VIES	CZ	11/12/2009	INC0912.141143	TAX//Unavailability of Czech VIES application 17.12.2009
Taxation	VIES	CZ	26/01/2010	INC1001.143226	TAX//Unavailability of Czech VIES application 29.1.2010
Taxation	VIES	CZ	09/02/2010	INC1002.144107	TAX//Unavailability of Czech VIES application 12.2.2010
Taxation	VIES	CZ	23/02/2010	INC1002.144857	TAX//Unavailability of Czech VIES application 2.3.2010

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Taxation	VIES	DE	21/11/2008	INC0811.116460	TAX//DE-Planned unavailability on 2008/12/02
Taxation	VIES	DE	16/03/2009	INC0903.123790	TAX//DE - Planned unavailability on 2009/03/25
Taxation	VIES	DE	30/12/2009	INC0912.141875	TAX//DE - Planned unavailability
Taxation	VIES	DE	10/02/2010	INC1002.144143	TAX//DE - Planned unavailability on 2010/02/17
Taxation	VIES	DK	05/06/2009	INC0906.129843	TAX//DK- Planned unavailability on 2009/06/08
Taxation	VIES	DK	24/06/2009	INC0906.131115	TAX//DK- Planned Unavailability on 2009/06/26
Taxation	VIES	EE	08/12/2008	INC0812.117649	TAX//EE VIES unavailable from 23.12.2008 to 03.01.2009
Taxation	VIES	EE	23/01/2009	INC0901.120298	TAX//EE VIES unavailable on 2009/01/28 from 17:00 to 20:00 GMT
Taxation	VIES	EE	24/04/2009	INC0904.126660	TAX//EE VIES unavailable on 2009/05/02 between 19:00-01:00 GMT
Taxation	VIES	EE	13/07/2009	INC0907.132494	TAX//EE VIES unavailable
Taxation	VIES	EE	30/11/2009	INC0911.140381	TAX//EE VIES unavailable on 2009/12/02 from 18:30-20:00 CET
Taxation	VIES	EE	11/12/2009	INC0912.141144	TAX//EE VIES unavailable on 2009/12/15 from 17:00-21:00 CET
Taxation	VIES	EE	23/12/2009	INC0912.141719	TAX//EE VIES unavailable on 2009/12/29 from 13:00-19:00 CET
Taxation	VIES	EE	26/01/2010	INC1001.143166	TAX//EE VIES unavailable on 2010/01/28 from 17:00-21:00 CET
Taxation	VIES	EL	19/11/2008	INC0811.116321	TAX//CCNTC SC#38225 - EL - Planned unavailability on 2008/11/27
Taxation	VIES	ES	01/12/2008	INC0812.117099	TAX//ES – Planned unavailability on 2008/12/09 -CCNTC SC#37939
Taxation	VIES	ES	04/06/2009	INC0906.129671	TAX//ES- Planned unavailability on 2009/06/08
Taxation	VIES	ES	01/09/2009	INC0909.135039	TAX//ES-Planned unavailability on 2009/09/03
Taxation	VIES	ES	17/02/2010	INC1002.144541	TAX//ES-Planned unavailability on 2010/02/17
Taxation	VIES	FI	27/11/2008	INC0811.116915	TAX//CCNTC SC#38646 - FI - Planned unavailability on 2008/12/04-Reated to INC0812.117476
Taxation	VIES	FR	15/12/2008	INC0812.118211	TAX//FR - VIES unavailability 2008/12/16 from 12.00 to 12.30 (CET)
Taxation	VIES	FR	16/02/2009	INC0902.121976	TAX//FR - VIES unavailability 2009/02/17 from 12.00 to 13.00 (CET)
Taxation	VIES	FR	09/11/2009	INC0911.139102	TAX//FR - Unavailability
Taxation	VIES	FR	11/02/2010	INC1002.144265	TAX//FR - Planned unavailability 21/02/2010 08:00-15:00 CET
Taxation	VIES	FR	12/02/2010	INC1002.144349	TAX//FR - Planned unavailability 23/02/2010 08:00-17:00 CET
Taxation	VIES	FR	24/02/2010	INC1002.144906	TAX// FR - Unavailability since 23/02/2010 23:00 CET
Taxation	VIES	FR	24/02/2010	INC1002.144938	TAX.//Unscheduled Unavailability - FR - Asynchronous Monitoring Errors on 2010/02/24

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Taxation	VIES	FR	26/02/2010	INC1002.145107	TAX//Unscheduled Unavailability FR - Asynchronous Monitoring Errors on 2010/02/26
Taxation	VIES	GB	02/10/2008	INC0810.113382	[TAX-VIES-GB]CCNTC SC#37244 - GBCT - Site unavailable.
Taxation	VIES	GB	02/10/2008	INC0810.113395	(INC0810.113395)[TAX-VIES-GB] CCNTC SC#37253 - GBCT - Site unavailable
Taxation	VIES	GB	16/02/2009	INC0902.121991	TAX//GB- Planned unavailability
Taxation	VIES	GR	09/01/2009	INC0901.119356	TAX//Greek VIES unplanned unavailability
Taxation	VIES	GR	19/06/2009	INC0906.130864	TAX//Unavailability of Greek VIES systems
Taxation	VIES	HU	17/11/2008	INC0811.116159	TAX//On 2008/11/25 planned unavailability of HU
Taxation	VIES	HU	02/12/2008	INC0812.117146	TAX//HU - Planned unavailability on 2008/12/18 CCNTC SC#38788
Taxation	VIES	HU	04/02/2009	INC0902.121211	TAX//CCNTC SC#40380 -HU - Planned unavailability on 2009/19/02
Taxation	VIES	HU	31/12/2009	INC0912.141897	TAX//Planned unavailability of HU
Taxation	VIES	IE	06/10/2008	INC0810.113559	(INC0810.113559)[TAX-VIES-IE]CCNTC SC#37353 - IECT - Site unreachable.
Taxation	VIES	IE	13/11/2008	INC0811.115931	TAX//IE Planned unavailability of Irish VIES system-Linked with: INC0811.116054
Taxation	VIES	IE	26/11/2008	INC0811.116772	TAX//IE - Planned unavailability on 2008/12/04- CCNTC SC#38572
Taxation	VIES	IE	28/11/2008	INC0811.116995	TAX//IE- Unplanned unavailability on 2008/11/28
Taxation	VIES	IE	31/12/2009	INC0912.141899	TAX//IE - Planned unavailability from 31/12/2009 to 04/01/2010
Taxation	VIES	IE	24/02/2010	INC1002.144976	TAX//IE VIES Gateway unavailability
Taxation	VIES	IT	16/11/2009	INC0911.139485	TAX//IT - Planned unavailability on 2009/11/18 until 2009/11/19
Taxation	VIES	LU	23/01/2009	INC0901.120301	TAX//LU - Planned unavailability on 2009/1/26
Taxation	VIES	LV	23/02/2009	INC0902.122476	TAX//LV VIES unavailability 24/02/2009 from 09:00 to 09:20 GMT
Taxation	VIES	LV	15/06/2009	INC0906.130483	TAX//LV VIES unavailability 16/06/2009 from 06:00 to 08:00 GMT
Taxation	VIES	MT	10/11/2008	INC0811.115730	TAX//On 2008/11/13 scheduled unavailability of MT
Taxation	VIES	MT	11/11/2008	INC0811.115759	TAX//On 2008/11/11 scheduled unavailability of MT
Taxation	VIES	MT	05/12/2008	INC0812.117489	TAX//MT - Planned unavailability on 2008/12/13 & 2008/12/14
Taxation	VIES	MT	03/04/2009	INC0904.125249	TAX//MT- Unscheduled Unavailability on 03/04/2009
Taxation	VIES	MT	18/06/2009	INC0906.130742	TAX//Possible unavailability from MT on tomorrow
Taxation	VIES	MT	13/07/2009	INC0907.132531	TAX//MT VIES Unavailable
Taxation	VIES	MT	30/07/2009	INC0907.133604	TAX//MT VIES Services unavailable on 03-08-2009

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Taxation	VIES	MT	30/12/2009	INC0912.141857	TAX//VIES unavailability
Taxation	VIES	MT	20/01/2010	INC1001.142825	TAX//MT VIES unavailability
Taxation	VIES	MT	28/01/2010	INC1001.143426	TAX//MT VIES unavailability
Taxation	VIES	MT	02/02/2010	INC1002.143612	TAX//JMT VIES unavailability 2010/02/03 CET 08:00
Taxation	VIES	NL	24/12/2009	INC0912.141767	TAX//NL Planned unavailability 2009/12/30 - 2010/01/04
Taxation	VIES	PL	01/05/2009	INC0905.127114	TAX//PL currently unavailable
Taxation	VIES	PL	27/08/2009	INC0908.134794	TAX//VIES PL: unexpected unavailability
Taxation	VIES	PL	30/12/2009	INC0912.141868	TAX//VIES PL - Planned unavailability on 2010/01/04 until 2010/01/05
Taxation	VIES	PT	23/01/2009	INC0901.120359	TAX// PT - Planned unavailability on 2009/01/26
Taxation	VIES	PT	02/02/2009	INC0902.121056	TAX//PT-Planned unavailability on 2009/02/02 until 2009/02/03
Taxation	VIES	PT	20/02/2009	INC0902.122347	TAX//PT - Planned unavailability on 2009/02/23
Taxation	VIES	PT	30/03/2009	INC0903.124738	TAX//PT - Planned unavailability on 2009/03/30
Taxation	VIES	PT	15/04/2009	INC0904.126004	TAX//PT - Planned unavailability on 2009/04/30 until 2009/05/03
Taxation	VIES	PT	24/04/2009	INC0904.126699	TAX//PT - Planned unavailability on 2009/04/27 until 2009/04/28
Taxation	VIES	PT	29/04/2009	INC0904.126994	TAX//PT- Unavailability of Vies after passing to prod the VIES features(Related to INC0904.126911, I
Taxation	VIES	PT	03/07/2009	INC0907.131969	TAX//PT- Planned unavailability on 2009/07/06
Taxation	VIES	PT	31/07/2009	INC0907.133725	TAX//PT- Planned unavailability on 2009/08/02
Taxation	VIES	PT	03/09/2009	INC0909.135229	TAX//PT - Planned unavailability on 2009/09/06
Taxation	VIES	PT	23/10/2009	INC0910.138243	TAX//PT - Planned unavailability on 2009/10/26 until 2009/10/27
Taxation	VIES	PT	03/11/2009	INC0911.138829	TAX//PT - Planned unavailability on 2009/11/03
Taxation	VIES	PT	10/12/2009	INC0912.141048	TAX//PT - Planned unavailability on 2009/12/13 from 08:00 to 21:00
Taxation	VIES	PT	28/12/2009	INC0912.141813	TAX//PT - Planned unavailability on 2009/12/28 until 2010/01/04
Taxation	VIES	RO	05/11/2008	INC0811.115402	TAX//RO- VIES & SEED unavailable on 06/11/2008
Taxation	VIES	RO	09/04/2009	INC0904.125641	TAX//RO- VIES unavailable on 13/04/2009
Taxation	VIES	RO	13/04/2009	INC0904.125784	TAX//RO- VIES unavailable on 14/04/2009
Taxation	VIES	RO	02/09/2009	INC0909.135090	TAX//RO- VIES & SEEDv1 unavailable Fri 04/09/2009 to Mon 07/09/2009
Taxation	VIES	SE	08/12/2008	INC0812.117647	TAX//SE Planned unavailability on 2008-12-10

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BT	TES	MS	Date	Incident ID	Incident Description
Taxation	VIES	SE	12/12/2008	INC0812.118055	TAX//SE planned unavailability 2008-12-14
Taxation	VIES	SE	06/05/2009	INC0905.127488	TAX//Unavailability
Taxation	VIES	SE	08/01/2010	INC1001.142179	TAX//SE-Planned unavailability on 2010/01/09
Taxation	VIES	SI	08/10/2008	INC0810.113702	(INC0810.113702)[TAX-CCN/TC-SI]Unplanned Unavailability of SI currently
Taxation	VIES	SI	17/11/2008	INC0811.116141	TAX//On 2008/11/24 scheduled unavailability of SI
Taxation	VIES	SI	09/02/2009	INC0902.121451	TAX//SI VIES will be unavailable today
Taxation	VIES	SI	29/09/2009	INC0909.136692	TAX//SI VIES will be unavailable for a short time
Taxation	VIES	SK	20/01/2010	INC1001.142875	TAX// SK - Planned unavailability on 2010/01/21

Table 8-2: TES Unscheduled unavailabilities

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8.3 Annex 3: VIES Service R_HVATR availability details

	VIES SERVICE AVAILABILITY (monitored with VIES Monitoring)																											
	Year: 2008										Sampling Frequency: 10 minutes																	
Week 27																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
07/01/2008	100	99	88	99	99	77	99	100	100	97	99	100	98	100	99	98	99	100	100	100	100	100	100	100	63	100	100	97
07/02/2008	94	94	94	94	94	77	94	94	94	94	94	94	92	94	94	94	94	94	94	94	94	94	88	94	94	94	94	93
07/03/2008	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
07/04/2008	100	94	100	100	100	77	99	100	100	100	100	100	99	100	100	100	99	99	98	100	100	100	98	100	99	99	99	98
07/05/2008	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
07/06/2008	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Average	99	98	97	99	99	89	98	99	99	99	99	99	98	99	99	99	99	99	99	99	99	99	98	99	93	99	99	98
Week 28																												
07/07/2008	99	35	99	99	99	77	97	99	99	98	99	99	95	99	97	99	99	99	99	99	99	99	99	99	98	99	99	96
07/08/2008	100	99	100	100	99	77	97	100	100	99	100	100	99	100	100	100	99	100	100	100	100	100	100	100	97	100	99	99
07/09/2008	100	99	100	100	100	77	95	100	100	99	100	100	99	100	100	100	99	100	100	100	100	100	100	100	99	100	100	99
07/10/2008	100	99	100	100	100	77	99	100	100	99	100	100	100	100	100	100	100	100	100	100	100	100	100	100	99	100	100	99
07/11/2008	100	93	100	100	100	77	97	100	100	99	100	100	99	100	100	100	100	99	100	76	100	100	97	100	97	100	99	98
07/12/2008	100	72	100	100	100	77	97	100	100	99	100	99	69	100	100	97	99	100	100	100	100	100	99	100	98	100	63	95
7/13/2008	100	99	100	99	99	77	99	100	100	99	99	100	99	100	100	100	99	100	100	100	99	100	100	100	99	100	100	99
Average	100	85	100	100	100	77	97	100	100	99	100	100	94	100	100	100	99	100	100	96	100	100	99	100	98	100	94	98
Week 29																												
7/14/2008	100	99	100	100	100	77	92	100	100	99	100	100	97	99	96	99	99	100	100	100	100	100	100	100	98	100	100	98

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7/15/2008	100	99	100	100	99	77	98	99	100	99	100	100	98	100	100	100	97	100	100	99	100	100	100	100	98	100	99	99
7/16/2008	100	99	94	100	99	77	94	100	100	99	100	100	99	100	99	100	99	100	100	100	100	100	100	100	99	100	99	98
7/17/2008	100	99	99	100	99	77	65	100	100	98	100	100	98	100	100	100	99	100	100	100	100	100	100	100	99	98	100	97
7/18/2008	100	93	100	100	100	77	95	100	100	99	100	100	99	100	100	100	99	99	100	99	100	96	97	100	99	100	100	98
7/19/2008	100	0	100	100	100	77	99	100	100	99	100	99	98	100	100	86	100	100	100	100	100	100	100	100	100	100	99	95
7/20/2008	99	0	100	99	99	77	100	100	100	99	100	100	100	100	99	100	99	100	100	100	76	100	100	100	99	100	100	94
Average	100	70	99	100	100	77	92	100	100	99	100	100	98	100	99	98	99	100	100	100	97	99	100	100	99	100	100	97
Week 30																												
7/21/2008	100	0	100	100	100	77	98	100	100	99	100	100	98	100	94	99	100	100	97	99	100	100	97	100	98	100	100	95
7/22/2008	100	76	94	100	99	77	98	100	100	99	100	100	97	100	97	100	99	100	100	100	100	100	100	100	99	100	99	98
7/23/2008	100	99	100	100	100	77	96	100	100	98	100	100	98	99	100	97	99	100	100	100	100	100	100	100	99	100	100	99
7/24/2008	100	99	100	92	100	77	97	100	100	99	100	73	99	100	100	99	99	100	100	100	100	100	100	100	99	100	99	97
7/25/2008	100	93	100	100	99	77	97	100	100	99	100	100	98	100	95	100	100	99	100	99	90	100	98	100	97	100	100	98
7/26/2008	100	0	100	100	100	77	99	100	100	99	100	99	99	100	100	100	99	100	100	100	100	100	100	100	99	100	100	95
7/27/2008	100	74	100	99	90	77	99	100	100	99	100	100	100	100	92	97	99	100	78	100	99	100	90	100	99	98	100	96
Average	100	63	99	99	98	77	98	100	100	99	100	96	98	100	97	99	99	100	96	100	98	100	98	100	98	100	100	97
Week 31																												
7/28/2008	100	99	100	100	100	75	96	100	100	99	100	100	97	100	98	99	96	100	100	100	100	100	100	100	99	99	99	98
7/29/2008	99	99	100	100	100	78	97	100	100	100	100	100	99	100	100	100	97	97	100	100	100	100	100	100	99	100	100	99
7/30/2008	100	99	100	100	100	77	99	100	100	100	100	100	99	100	100	100	98	100	100	100	100	100	100	100	99	100	100	99
7/31/2008	100	99	100	100	100	77	99	100	100	99	100	100	99	100	100	100	89	100	100	100	100	100	100	100	98	100	99	98
Average	100	99	100	100	100	77	98	100	100	100	100	100	98	100	99	100	95	99	100	100	100	100	100	100	98	100	100	99
Total Average July 2008																												
Average	100	81	99	99	99	79	96	100	100	99	100	99	97	100	99	99	99	99	100	99	99	99	100	99	100	97	100	98
Week 31																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average

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08/01/2008	100	69	100	100	56	77	99	100	100	73	100	100	99	100	99	100	98	99	100	100	100	100	97	100	97	100	74	94
08/02/2008	100	71	100	100	13	77	99	100	100	67	100	100	99	100	100	100	99	99	100	100	100	100	100	100	99	100	100	93
08/03/2008	100	97	100	99	99	77	99	100	100	100	99	100	100	100	99	100	98	100	100	100	99	100	100	100	98	100	100	99
Average	100	79	100	100	56	77	99	100	100	80	100	100	99	100	99	100	98	99	100	100	100	100	99	100	98	100	91	95
Week 32																												
08/04/2008	100	98	100	100	99	77	99	100	100	99	100	100	99	100	97	100	100	100	100	100	100	100	96	100	98	100	100	99
08/05/2008	100	99	100	100	99	77	100	100	100	96	100	100	99	100	100	100	98	100	99	100	100	100	100	100	97	100	100	99
08/06/2008	100	99	100	100	100	77	99	100	100	99	100	100	99	100	100	100	98	100	100	100	100	100	100	100	97	100	99	99
08/07/2008	100	99	100	100	100	77	98	100	100	99	100	100	98	100	100	100	97	100	100	100	100	100	100	100	98	100	72	98
08/08/2008	100	93	100	100	69	77	99	100	100	72	100	100	99	100	100	100	94	99	100	100	100	99	97	100	97	100	77	95
08/09/2008	100	0	100	100	8	77	71	100	100	66	100	100	99	71	100	100	99	100	100	100	100	100	100	100	100	100	33	86
08/10/2008	100	0	100	99	99	77	99	100	100	99	100	100	100	67	100	100	100	100	100	100	33	100	100	100	99	100	99	92
Average	100	70	100	100	82	77	95	100	100	90	100	100	99	91	100	100	98	100	100	100	90	100	99	100	98	100	83	95
Week 33																												
08/11/2008	100	0	100	100	99	76	98	100	100	99	100	100	99	100	80	100	99	100	100	100	46	100	100	100	84	100	74	91
08/12/2008	100	0	96	100	100	77	100	100	100	98	100	100	99	100	100	100	97	100	100	99	79	100	100	100	99	100	99	94
8/13/2008	100	13	100	100	100	77	63	100	100	100	100	100	99	100	100	100	99	100	100	100	100	100	100	100	98	100	100	94
8/14/2008	100	76	100	100	99	77	99	100	100	100	100	100	99	100	100	100	91	99	100	100	100	100	100	100	98	100	100	98
8/15/2008	100	93	100	100	99	76	99	100	100	100	100	100	99	100	99	100	99	100	100	100	100	100	97	100	98	100	99	99
8/16/2008	100	72	100	100	100	77	99	100	100	100	100	100	99	100	100	100	99	99	100	100	100	100	100	100	100	100	65	97
8/17/2008	100	99	100	99	99	77	99	100	100	99	100	100	99	100	99	100	100	100	100	100	73	100	100	100	99	100	100	98
Average	100	50	99	100	100	77	94	100	100	100	100	100	99	100	97	100	98	100	100	100	85	100	100	100	96	100	91	96
Week 34																												
8/18/2008	100	99	100	100	100	77	98	100	100	94	100	100	98	100	99	100	100	100	99	100	100	100	100	100	98	100	100	99
8/19/2008	100	99	94	100	100	77	44	100	100	99	100	100	99	100	85	100	99	100	99	100	100	100	100	100	97	100	99	96
8/20/2008	100	99	100	100	100	77	84	100	100	100	96	100	90	100	100	100	100	100	100	100	100	100	100	100	90	100	99	98

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8/21/2008	100	99	96	100	100	77	99	100	100	100	100	100	99	100	100	100	100	100	99	100	100	100	100	100	97	100	100	99
8/22/2008	100	93	100	100	100	77	100	100	100	99	100	100	100	100	100	100	99	99	100	100	100	100	98	100	99	100	99	99
8/23/2008	100	0	87	100	100	77	99	100	100	99	100	100	99	100	100	100	100	99	100	100	95	100	99	100	100	100	69	93
8/24/2008	100	72	0	99	99	77	100	100	100	99	100	100	100	100	99	100	100	100	100	100	99	84	100	100	99	100	99	94
Average	100	80	82	100	100	77	89	100	100	99	99	100	98	100	98	100	100	100	100	100	99	98	100	100	97	100	95	97
Week 35																												
8/25/2008	100	99	58	100	100	77	99	100	81	99	100	100	98	100	99	100	100	100	100	100	100	100	97	100	89	100	74	95
8/26/2008	100	99	87	100	99	77	98	100	99	100	100	100	99	98	100	100	97	99	100	100	100	100	100	100	98	100	99	98
8/27/2008	100	99	100	100	99	75	99	100	100	100	100	100	99	100	100	100	100	100	100	100	98	100	100	100	97	100	99	99
8/28/2008	100	99	100	100	95	77	99	100	100	100	100	100	99	100	100	100	99	100	100	99	100	100	100	100	92	100	72	97
8/29/2008	100	93	100	100	99	77	99	100	100	100	100	100	99	100	100	100	100	99	100	99	100	100	99	100	99	100	100	99
8/30/2008	100	72	100	100	100	89	99	100	100	100	100	100	100	100	100	100	98	100	100	99	100	100	100	100	100	100	100	98
8/31/2008	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Average	100	95	92	100	99	82	99	100	97	100	100	100	99	100	100	100	99	100	100	100	100	100	99	100	96	100	92	98
Total Average August 2008																												
Average	100	74	94	100	91	78	95	100	99	95	100	100	99	98	99	100	99	100	100	100	94	99	99	100	97	100	90	96
Week 36																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
09/01/2008	99	100	100	100	100	91	98	100	100	100	100	100	95	99	99	97	97	100	100	99	100	100	100	100	99	100	100	99
09/02/2008	100	99	100	100	99	77	97	100	100	100	100	100	94	100	100	100	98	64	100	100	100	100	100	100	99	100	74	96
09/03/2008	100	99	100	99	99	72	92	100	99	99	100	100	97	100	99	100	97	72	100	100	100	100	100	100	99	96	100	97
09/04/2008	100	94	100	100	100	77	97	100	99	99	100	98	99	100	99	100	99	100	100	100	100	100	100	100	99	99	100	98
09/05/2008	100	94	100	100	100	77	97	100	100	100	100	100	98	100	100	100	100	99	100	100	100	93	97	100	99	100	100	98
09/06/2008	100	74	100	100	100	77	99	100	100	100	100	100	99	100	100	100	100	99	100	100	100	100	99	100	100	100	74	97
09/07/2008	100	99	100	100	99	77	99	100	100	100	99	100	99	100	99	100	100	100	100	100	97	100	100	100	99	100	97	99
Average	100	94	100	100	100	78	97	100	100	100	100	100	97	100	100	100	99	91	100	100	100	99	99	100	99	99	92	98

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Week 37																												
09/08/2008	100	99	100	100	100	77	94	100	100	100	100	100	97	100	97	99	99	100	100	100	100	100	100	100	99	100	79	98
09/09/2008	100	99	100	100	99	77	92	99	100	100	100	97	99	100	100	100	100	100	99	100	100	100	100	100	97	100	95	98
09/10/2008	100	99	100	100	99	77	98	100	100	100	100	100	97	100	100	100	99	100	100	100	100	100	100	100	92	100	69	97
09/11/2008	100	99	100	100	100	76	97	100	100	100	28	100	99	100	98	100	97	100	100	100	100	100	100	100	83	100	71	94
09/12/2008	100	93	100	100	100	77	99	100	100	100	67	100	98	100	100	100	98	99	100	100	100	100	92	100	70	100	69	95
9/13/2008	100	0	100	100	100	77	97	100	100	99	100	99	99	100	100	100	99	100	100	100	100	100	100	100	100	100	0	91
9/14/2008	100	71	100	100	100	77	99	100	100	99	100	100	99	29	100	100	99	100	100	100	99	100	100	100	99	100	70	94
Average	100	80	100	100	100	77	96	100	100	100	85	100	98	90	99	100	99	100	100	100	100	100	99	100	91	100	65	95
Week 38																												
9/15/2008	100	99	100	100	100	77	97	100	100	100	100	100	99	81	94	100	100	100	100	100	100	100	100	97	99	100	75	97
9/16/2008	100	99	100	100	99	77	98	100	100	100	100	100	99	68	100	98	99	100	100	100	100	100	100	100	99	100	88	97
9/17/2008	99	99	96	60	100	76	98	100	100	100	100	100	99	79	100	100	97	100	98	100	100	100	100	100	62	97	92	95
9/18/2008	100	99	100	79	100	76	98	100	100	100	100	100	98	100	100	100	99	97	100	100	100	100	100	90	0	100	90	94
9/19/2008	100	94	100	100	100	76	97	100	100	100	100	100	98	95	97	100	71	99	100	100	100	100	98	99	0	100	88	93
9/20/2008	100	0	100	100	100	77	92	100	100	100	100	100	99	100	100	100	99	99	100	100	100	100	100	100	0	100	71	90
9/21/2008	100	0	100	100	99	77	99	100	100	99	99	100	99	100	99	100	100	100	100	100	99	100	100	100	0	100	63	90
Average	100	70	99	91	100	77	97	100	100	100	100	100	98	89	99	100	95	99	100	100	100	100	100	98	37	100	81	94
Week 39																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
9/22/2008	100	73	100	100	100	77	97	100	100	100	100	94	97	100	97	99	100	100	100	100	100	100	100	100	0	100	82	93
9/23/2008	100	100	90	100	99	76	97	100	90	100	100	100	99	100	100	100	98	99	94	100	100	100	100	100	0	100	82	93
9/24/2008	100	99	100	100	99	77	99	100	100	100	100	100	92	100	100	100	99	100	99	100	100	100	100	100	31	97	89	96
9/25/2008	100	99	100	100	100	77	98	100	100	100	100	100	94	100	93	100	85	100	100	100	100	100	100	100	71	100	71	96
9/26/2008	100	94	100	100	99	77	99	100	100	99	100	100	99	100	100	100	98	94	100	100	100	100	97	100	98	100	65	97
9/27/2008	100	71	100	100	100	77	99	100	100	100	100	100	96	100	100	100	97	99	100	100	100	89	99	100	90	100	90	97

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9/28/2008	100	99	100	100	99	77	98	100	100	100	99	100	97	100	100	100	100	100	100	100	59	100	100	100	99	100	72	96
Average	100	91	99	100	100	77	98	100	99	100	100	99	96	100	99	100	97	99	99	100	94	98	100	100	56	100	79	95
Week 40																												
9/29/2008	100	99	100	100	99	77	99	100	100	100	100	100	97	100	91	99	100	99	100	99	100	100	100	100	99	100	56	97
9/30/2008	100	99	93	100	92	77	97	100	100	99	100	100	97	100	100	100	97	100	96	100	100	100	100	100	99	100	60	97
Average	100	99	97	100	95	77	98	100	100	100	100	100	97	100	95	99	99	99	98	99	100	100	100	100	99	100	58	97
Total Average September 2008																												
Average	100	85	99	98	99	77	97	100	100	100	96	100	97	95	99	100	97	97	100	100	98	99	99	100	73	100	78	96
Week 40 (Continued)																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
10/01/2008	100	99	99	100	100	77	97	99	100	99	100	100	90	100	99	100	99	100	100	100	100	100	100	100	99	100	79	98
10/02/2008	100	99	100	100	99	76	98	100	100	99	100	100	71	100	100	99	98	99	100	100	100	100	100	100	99	100	72	97
10/03/2008	100	94	100	100	99	77	97	100	100	100	100	100	94	100	99	100	97	100	100	99	100	100	97	100	99	100	65	97
10/04/2008	100	0	100	100	100	77	99	100	100	99	100	100	97	100	100	100	100	99	100	100	100	100	99	100	100	100	74	94
10/05/2008	44	0	81	67	98	64	99	68	78	99	77	99	96	97	98	84	99	77	61	99	99	100	100	38	58	99	61	79
Average	89	58	96	93	99	74	98	93	96	99	95	100	90	99	99	97	99	95	92	99	100	100	99	88	91	100	70	98
Week 41																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
10/06/2008	72	72	99	76	100	77	99	73	100	99	100	100	95	100	63	100	100	100	100	100	100	100	100	73	92	100	92	92
10/07/2008	100	99	97	100	99	77	99	100	100	100	100	100	98	100	35	100	99	100	100	99	100	99	100	100	69	100	94	95
10/08/2008	100	99	94	100	99	77	97	100	100	100	100	100	97	100	100	100	100	100	83	100	100	100	100	100	98	97	100	98
10/09/2008	100	99	100	100	99	77	98	100	100	100	100	100	97	100	100	96	85	100	100	100	100	100	100	100	99	100	99	98
10/10/2008	100	94	99	100	100	77	98	100	100	100	100	100	99	100	89	100	99	100	100	100	100	100	97	100	99	100	99	98
10/11/2008	100	2	100	100	100	77	97	100	100	100	100	100	99	100	0	100	100	97	100	100	100	100	100	100	100	100	100	92
10/12/2008	100	0	100	100	99	77	99	100	100	99	99	100	99	100	0	99	100	100	100	100	99	100	100	100	99	100	100	91
Average	96	66	99	97	100	77	98	96	100	100	100	100	98	100	55	99	98	100	98	100	100	100	100	96	94	100	98	95

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Week 42																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
10/13/2008	100	49	98	100	99	77	99	100	100	99	100	100	97	100	58	100	100	99	97	100	100	100	90	100	92	100	99	95
10/14/2008	100	90	100	100	100	77	99	100	100	100	100	100	95	100	100	100	99	99	100	100	100	97	100	100	74	100	99	97
10/15/2008	100	99	100	100	99	77	97	100	99	99	100	100	95	95	97	97	99	100	100	100	100	76	100	100	92	100	72	96
10/16/2008	100	99	100	100	96	77	99	100	100	99	100	100	97	100	98	100	99	100	100	100	99	100	100	100	67	100	99	97
10/17/2008	100	94	100	100	100	77	35	100	100	100	100	100	97	100	93	100	100	99	100	100	100	100	97	100	99	100	84	95
10/18/2008	100	0	100	100	100	77	15	100	100	100	100	100	97	100	100	100	100	100	100	100	100	100	99	100	100	100	100	92
10/19/2008	100	0	100	38	99	77	14	63	100	99	99	99	99	54	99	100	84	100	100	85	99	100	100	100	99	74	49	83
Average	100	62	100	91	99	77	65	95	100	100	100	100	97	93	92	100	97	100	100	98	100	96	98	100	89	96	86	94
Week 43																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
10/20/2008	100	66	100	80	100	77	15	100	100	99	100	100	94	100	97	99	100	100	100	100	100	100	100	93	99	100	91	93
10/21/2008	100	99	100	100	99	77	64	100	100	100	100	98	96	100	100	100	98	100	100	99	100	100	100	43	99	100	100	95
10/22/2008	100	99	100	100	82	77	99	61	99	100	99	100	97	100	100	100	100	100	100	100	100	100	100	100	99	100	100	97
10/23/2008	100	97	100	100	100	77	99	71	100	100	100	100	99	100	100	100	98	100	100	100	100	100	100	100	99	100	100	98
10/24/2008	100	94	100	100	99	77	97	100	100	100	100	100	95	100	100	100	99	94	99	98	100	100	97	100	99	100	100	98
10/25/2008	100	0	100	100	100	77	99	100	100	100	100	100	24	100	100	100	100	100	100	100	100	100	99	100	100	100	100	93
10/26/2008	100	0	100	100	99	81	94	100	100	86	99	100	0	100	100	86	100	100	100	100	83	100	78	100	100	100	100	89
Average	100	65	100	97	97	78	81	90	100	98	100	100	72	100	100	98	99	99	100	100	98	100	96	91	99	100	99	95
Week 44																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
10/27/2008	100	66	100	100	99	77	99	100	100	98	100	100	67	100	97	99	98	100	100	100	100	100	88	100	99	100	100	96
10/28/2008	100	98	100	100	100	77	99	100	100	100	100	100	95	100	100	100	99	97	100	99	100	100	100	100	99	100	100	99
10/29/2008	100	96	100	100	100	76	98	100	100	98	100	95	96	100	100	99	97	100	100	100	100	100	100	100	99	100	99	98
10/30/2008	100	99	100	100	99	77	99	100	100	99	100	100	98	100	100	100	100	100	100	100	100	100	100	100	94	100	100	99

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10/31/2008	100	95	100	100	100	77	98	100	100	99	96	100	97	100	100	100	99	99	100	99	100	100	100	100	75	100	100	98
Average	100	91	100	100	100	77	98	100	100	99	99	99	91	100	99	100	98	99	100	100	100	100	98	100	93	100	100	98
Total Average October 2008																												
Average	97	68	99	96	99	77	87	95	99	99	99	100	89	98	88	99	98	99	98	99	99	99	98	95	93	99	91	95
Week 44 (Continued)																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
11/01/2008	100	0	100	100	100	77	90	100	100	100	100	100	99	44	99	100	100	79	100	98	100	100	97	100	99	100	99	92
11/02/2008	100	0	100	100	99	77	97	100	100	100	99	100	97	0	100	100	99	100	100	100	92	100	100	100	100	100	100	91
Average	100	0	100	100	100	77	94	100	100	100	100	100	98	22	100	100	100	90	100	99	96	100	98	100	100	100	99	92
Week 45																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
11/03/2008	100	58	100	100	100	77	98	100	90	100	100	100	97	67	97	100	99	100	100	97	100	99	100	100	99	100	100	95
11/04/2008	100	99	100	100	99	77	99	100	100	99	100	100	98	100	100	100	99	99	100	100	100	100	100	100	99	100	99	99
11/05/2008	100	99	100	100	99	77	99	100	100	99	100	100	87	100	100	100	99	100	100	100	100	100	100	100	99	100	100	98
11/06/2008	100	99	100	100	99	77	97	100	100	100	100	100	98	100	100	100	99	100	100	98	100	100	100	64	99	100	100	97
11/07/2008	100	98	100	100	67	77	98	100	100	99	100	100	99	100	100	100	100	99	100	100	100	100	100	70	99	100	100	97
11/08/2008	100	0	100	100	0	77	99	100	100	90	100	100	99	100	100	100	100	100	100	100	98	100	64	100	99	98	100	90
11/09/2008	100	35	100	100	24	77	99	100	100	99	99	100	99	100	100	100	100	100	100	100	97	100	93	100	100	100	100	93
Average	100	70	100	100	70	77	98	100	99	98	100	100	97	95	100	100	100	100	100	99	99	100	94	91	99	100	100	96
Week 46																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
11/10/2008	100	98	100	100	49	77	99	100	100	99	100	100	90	100	97	100	96	100	100	96	100	100	100	100	99	100	100	96
11/11/2008	100	0	100	100	35	77	99	100	100	99	100	100	96	100	100	100	99	100	99	63	100	100	100	100	99	100	99	91
11/12/2008	100	63	99	100	100	77	98	100	100	100	100	100	95	100	100	100	100	100	100	100	100	100	100	100	93	100	99	97
11/13/2008	100	65	100	100	99	76	99	100	100	100	100	100	96	100	100	88	100	100	100	100	100	100	100	100	73	100	99	96
11/14/2008	100	94	100	100	68	77	97	100	100	98	100	100	96	100	100	99	100	100	99	100	100	100	100	100	94	100	100	97

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11/15/2008	100	0	90	100	15	77	97	100	100	99	100	100	96	100	40	100	100	100	100	100	100	100	97	100	0	100	100	86
11/16/2008	100	0	100	99	99	77	99	100	100	99	99	100	99	100	0	87	100	100	100	100	99	100	100	100	0	100	100	87
Average	100	46	99	100	67	77	98	100	100	99	100	100	95	100	77	96	99	100	100	94	100	100	100	100	65	100	100	93
Week 47																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
11/17/2008	100	72	100	100	100	77	97	100	100	100	100	100	97	100	0	99	100	100	100	100	99	100	94	100	75	98	99	93
11/18/2008	100	99	97	100	100	77	38	100	100	99	100	100	96	100	49	100	99	100	100	100	100	100	99	100	99	100	100	95
11/19/2008	100	99	100	100	100	77	58	100	100	99	100	100	96	100	97	100	99	100	100	100	100	100	100	100	94	100	100	97
11/20/2008	100	99	100	81	100	77	99	100	100	100	100	100	97	100	100	100	100	100	100	100	100	100	100	100	65	100	99	97
11/21/2008	100	75	100	75	100	77	99	100	100	100	100	100	95	56	100	100	98	99	100	100	100	100	100	100	99	99	99	95
11/22/2008	100	0	100	100	100	77	99	100	100	100	100	100	98	0	100	100	100	100	100	100	100	100	96	100	99	100	100	91
11/23/2008	100	0	100	99	99	76	98	100	100	100	99	100	99	0	100	100	100	100	100	100	99	100	100	100	100	100	99	91
Average	100	64	100	94	100	77	84	100	100	100	100	100	97	65	78	100	100	100	100	100	100	100	98	100	90	100	100	94
Week 48																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
11/24/2008	100	72	100	100	100	77	98	100	100	99	100	100	98	75	97	100	99	99	100	100	100	100	100	100	94	99	100	97
11/25/2008	99	99	100	100	99	76	97	99	99	98	99	100	98	100	100	100	99	99	100	99	99	100	100	100	69	99	100	97
11/26/2008	99	97	99	99	99	76	96	99	98	99	98	99	76	95	98	99	99	99	98	97	100	97	99	80	94	99	99	96
11/27/2008	100	74	99	100	100	77	98	100	100	100	100	100	97	100	98	100	100	99	99	100	100	100	100	71	76	100	100	96
11/28/2008	100	72	100	100	100	77	99	100	100	100	100	100	97	100	97	100	99	99	100	100	100	100	100	73	94	100	99	97
11/29/2008	100	0	100	100	100	77	99	100	100	99	100	100	99	100	82	100	100	100	100	100	100	100	97	31	0	98	100	88
11/30/2008	100	0	100	99	99	77	77	78	100	79	99	100	99	100	100	100	100	100	100	100	99	100	100	100	0	100	100	89
Average	100	59	100	100	100	77	95	97	100	96	100	100	95	96	96	100	99	99	100	100	100	100	99	79	61	99	100	94
Total Average November 2008																												
Average	100	56	99	98	85	77	94	99	100	98	100	100	96	85	88	99	99	99	100	98	99	100	98	93	80	100	100	94
Week 49																												

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Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
01/12/2008	100	67	100	100	100	77	98	69	100	99	100	100	97	100	94	99	99	99	98	100	100	100	100	100	69	100	99	95
02/12/2008	100	76	100	100	99	70	98	91	100	100	100	100	99	99	69	100	100	98	100	100	100	100	100	77	69	100	100	94
03/12/2008	100	99	94	100	100	77	99	90	99	99	100	100	98	100	41	100	100	100	100	100	98	100	100	100	74	100	99	95
04/12/2008	100	99	100	100	22	77	99	100	100	99	73	100	98	100	99	100	100	100	100	100	100	100	100	100	70	100	100	94
05/12/2008	100	97	100	100	53	77	97	100	100	100	62	100	98	100	99	100	99	99	100	100	100	100	100	100	73	100	100	95
06/12/2008	100	1	100	100	100	77	99	100	100	99	100	100	99	100	100	100	100	100	100	100	98	100	97	100	0	99	100	91
07/12/2008	100	99	100	99	99	77	99	100	100	100	17	100	99	100	100	100	100	100	100	100	78	100	100	100	0	100	100	91
Average	100	77	99	100	82	76	98	93	100	100	79	100	98	100	86	100	100	100	100	100	96	100	100	97	51	100	100	94
Week 50																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
08/12/2008	100	99	100	100	100	77	97	100	100	99	49	100	97	100	96	100	100	100	100	100	100	99	100	100	65	100	100	95
09/12/2008	100	99	100	100	100	77	98	100	100	100	100	100	97	100	100	99	100	100	100	100	100	99	100	100	70	100	100	98
10/12/2008	100	99	100	100	78	77	99	100	86	100	100	100	97	100	100	100	99	100	100	100	100	99	100	99	73	99	99	97
11/12/2008	100	99	100	100	99	77	99	100	100	99	100	100	97	100	99	99	99	100	100	99	100	100	100	97	90	100	100	98
12/12/2008	100	99	100	100	78	76	98	100	100	99	100	100	99	100	100	100	99	99	100	100	100	100	99	100	76	100	100	97
13/12/2008	100	99	100	100	0	77	97	100	100	99	100	100	99	100	100	98	100	100	100	81	100	100	97	28	98	100	100	92
14/12/2008	100	49	49	74	34	77	98	98	81	73	97	75	52	97	77	88	49	88	81	24	85	90	100	3	49	49	49	73
Average	100	92	93	96	70	77	98	100	95	96	92	96	91	100	96	98	92	98	97	86	98	98	100	75	74	93	93	93
Week 51																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
15/12/2008	100	37	70	100	100	77	99	100	100	99	100	100	24	100	99	100	67	100	99	56	100	100	97	69	40	62	53	83
16/12/2008	100	59	100	100	96	77	99	100	100	99	100	85	51	100	97	100	100	99	100	100	92	100	100	100	99	94	100	94
17/12/2008	100	63	100	100	99	77	99	100	99	100	100	100	67	100	100	100	99	99	100	100	67	100	100	100	99	100	100	95
18/12/2008	100	99	100	100	98	77	98	100	100	100	100	100	98	100	100	100	99	98	100	100	98	100	97	100	76	90	100	97
19/12/2008	100	99	100	100	100	77	97	100	100	99	99	100	98	100	96	100	100	99	100	100	100	100	100	99	99	100	100	99

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20/12/2008	100	99	100	100	100	77	98	100	100	99	100	100	99	100	100	100	100	100	100	100	99	100	97	100	99	100	100	99
21/12/2008	100	99	100	99	99	77	99	100	100	99	99	100	99	100	100	100	100	100	100	100	99	100	100	100	100	100	100	99
Average	100	79	96	100	99	77	98	100	100	100	100	98	77	100	99	100	95	99	100	94	94	100	99	95	87	92	93	95
Week 52																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
22/12/2008	100	98	100	100	100	77	97	100	100	100	100	100	98	100	58	99	100	99	100	100	100	100	100	100	99	100	100	97
23/12/2008	100	71	100	100	99	77	97	85	100	100	100	100	98	100	94	100	99	100	100	100	100	100	100	100	99	100	100	97
24/12/2008	100	99	100	100	100	77	94	0	100	100	100	100	99	100	99	100	100	100	100	100	100	100	100	100	99	100	100	95
25/12/2008	100	99	100	100	100	77	99	0	100	100	100	100	99	100	100	100	100	100	100	100	100	100	100	100	99	100	100	95
26/12/2008	100	98	100	100	100	77	99	0	100	99	100	100	97	100	100	100	100	100	100	100	100	100	100	100	99	100	99	95
27/12/2008	100	1	100	100	100	77	99	0	100	99	100	100	99	100	100	100	100	100	100	100	100	100	97	100	100	100	100	92
28/12/2008	100	99	100	99	99	77	98	0	100	99	99	100	99	100	100	100	100	100	100	100	94	100	100	100	100	100	100	95
Average	100	81	100	100	100	77	97	26	100	100	100	100	98	100	93	100	100	100	100	100	99	100	100	100	99	100	100	95
Week 53																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
29/12/2008	100	99	100	100	100	77	97	0	100	99	100	100	99	100	91	100	80	100	100	100	100	100	100	100	99	100	100	94
30/12/2008	100	99	100	99	99	77	97	0	100	99	100	100	99	100	99	100	66	99	100	100	100	100	100	100	99	99	99	94
31/12/2008	100	99	100	100	100	77	99	0	100	99	100	100	99	100	99	100	100	100	100	100	100	100	100	100	99	97	70	94
Average	100	99	100	100	100	77	97	0	100	99	100	100	99	100	96	100	82	100	100	100	100	100	100	100	99	98	90	94
Total Average December 2008																												
Average	100	84	97	99	89	77	98	72	99	99	93	99	92	100	94	99	95	99	99	95	97	100	99	93	80	96	96	94
	Year: 2009										Sampling Frequency: 10 minutes																	
Week 1																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
01/01/2009	100	99	100	100	100	77	99	0	100	99	100	100	98	100	99	100	100	100	100	100	100	100	100	100	99	100	100	95
02/01/2009	100	99	100	100	99	77	95	0	100	99	100	100	98	100	98	100	100	99	100	100	100	100	100	100	99	100	100	95

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03/01/2009	100	99	90	100	100	77	99	0	100	99	100	100	98	100	100	100	100	100	100	100	100	100	97	100	99	100	67	94
04/01/2009	100	99	100	99	99	77	98	0	100	99	99	100	99	100	100	100	100	100	100	100	100	99	100	100	100	100	100	95
Average	100	99	98	100	100	77	98	0	100	99	100	100	98	100	99	100	100	100	100	100	100	100	99	100	99	100	92	95
Week 2																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
05/01/2009	100	99	100	100	100	77	97	44	100	99	100	100	97	100	96	100	99	100	100	100	100	100	100	100	99	100	99	97
06/01/2009	100	99	100	100	100	77	95	100	100	99	100	100	99	100	100	100	100	100	100	100	100	100	100	100	99	100	100	99
07/01/2009	100	99	99	100	100	77	97	100	100	91	100	100	100	100	100	100	100	100	100	100	100	100	100	100	99	99	100	99
08/01/2009	100	98	100	100	99	77	97	100	100	100	100	100	92	100	100	100	99	100	99	100	100	100	100	100	99	97	99	98
09/01/2009	100	53	99	100	100	77	97	100	44	100	100	100	99	100	99	100	99	100	100	99	100	100	100	100	94	100	69	94
10/01/2009	100	0	100	100	100	60	99	100	37	99	100	100	98	100	100	100	100	100	100	100	100	100	95	100	0	100	90	88
11/01/2009	60	0	97	65	99	68	59	94	100	94	94	100	100	60	100	60	98	60	100	97	92	100	100	63	0	96	63	81
Average	94	64	99	95	100	73	92	91	83	98	99	100	98	94	99	94	99	94	100	99	99	100	99	95	70	99	89	94
Week 3																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
12/01/2009	68	65	100	73	100	76	53	100	100	99	100	100	97	78	97	0	100	53	100	100	100	100	100	72	76	100	76	85
13/01/2009	100	60	100	100	69	77	99	100	100	100	100	100	98	100	100	0	98	100	99	100	100	100	100	100	95	100	100	92
14/01/2009	100	1	100	100	100	77	98	100	100	100	100	100	99	100	99	55	100	100	100	99	100	100	100	100	77	100	100	93
15/01/2009	100	98	100	100	100	77	97	100	100	99	100	100	88	100	99	99	99	100	100	100	100	100	100	100	99	100	100	98
16/01/2009	100	64	100	100	100	77	98	66	100	100	100	100	98	100	100	100	100	100	100	100	100	100	100	100	93	100	65	95
17/01/2009	100	99	100	100	100	77	98	0	100	100	100	100	100	100	100	100	99	100	100	100	100	100	97	100	99	99	0	91
18/01/2009	100	99	100	99	99	77	99	0	100	100	99	99	99	100	100	100	100	100	100	100	99	100	100	100	100	100	35	93
Average	95	69	100	96	95	77	92	67	100	100	100	100	97	97	99	65	100	93	100	100	100	100	100	96	91	100	68	92
Week 4																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
19/01/2009	100	88	100	100	100	77	35	68	100	99	100	100	99	100	99	100	100	100	100	100	100	100	100	100	89	100	100	95

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20/01/2009	100	98	100	100	99	77	56	100	100	100	100	100	98	100	97	100	100	100	100	100	100	100	99	100	94	100	99	97
21/01/2009	100	66	100	100	100	77	98	100	100	99	100	100	99	100	100	100	99	100	100	100	100	100	100	95	77	99	100	97
22/01/2009	100	66	96	100	99	77	97	100	100	100	100	100	99	100	100	98	100	100	99	97	99	100	100	90	99	100	100	97
23/01/2009	100	65	100	100	100	68	97	100	100	100	100	100	97	100	100	97	99	99	97	100	100	100	100	92	95	100	99	97
24/01/2009	100	99	100	100	100	77	99	100	100	100	100	100	99	100	100	100	100	100	100	100	100	100	97	0	0	100	99	91
25/01/2009	98	98	100	99	99	77	98	100	100	97	100	100	99	19	100	100	100	100	100	100	65	100	100	0	0	100	100	87
Average	100	83	99	100	100	76	83	95	100	99	100	100	98	88	100	99	100	100	100	100	95	100	100	68	65	100	100	94
Week 5																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
26/01/2009	100	97	100	96	100	77	98	100	100	99	87	100	97	77	96	100	100	97	100	99	100	99	93	28	76	100	99	93
27/01/2009	100	82	100	100	100	77	97	100	100	100	96	100	98	100	100	99	100	100	100	100	100	100	100	50	94	100	100	96
28/01/2009	100	0	100	100	100	76	95	88	100	99	100	100	98	100	100	100	100	100	100	94	100	100	100	81	76	100	99	93
29/01/2009	100	51	100	100	100	77	99	100	100	100	100	100	98	100	99	100	100	100	100	100	100	100	100	100	99	100	100	97
30/01/2009	100	99	100	100	100	77	96	100	100	99	100	100	97	100	100	100	100	99	100	100	100	100	100	100	98	98	99	99
31/01/2009	100	99	100	100	100	77	99	100	100	99	100	100	99	100	100	100	100	100	100	100	100	100	96	100	99	100	87	98
Average	100	71	100	99	100	77	97	98	100	100	97	100	98	96	99	100	100	99	100	99	100	100	98	77	90	100	97	96
Total Average January 2009																												
Average	98	76	99	98	99	76	91	76	96	99	99	100	98	95	99	91	100	97	100	100	99	100	99	86	81	100	89	94
Week 5																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
01/02/2009	100	98	100	99	100	77	99	100	100	99	99	99	99	100	98	100	100	100	100	100	99	100	100	100	100	100	78	98
Average	100	98	100	99	100	77	99	100	100	99	99	99	99	100	98	100	100	100	100	100	99	100	100	100	100	100	78	98
Week 6																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
02/02/2009	100	94	100	100	100	77	99	100	100	99	100	100	97	100	96	100	100	100	100	100	100	99	100	100	99	100	78	98
03/02/2009	100	94	100	100	99	76	98	100	100	96	97	100	98	100	100	100	100	100	100	100	100	100	99	100	61	100	83	96

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04/02/2009	100	94	100	100	99	77	97	90	100	98	100	100	99	100	100	100	100	100	99	99	100	100	100	78	94	99	97	
05/02/2009	100	96	100	100	100	77	74	100	100	99	100	100	100	100	100	100	90	100	100	100	94	100	100	100	99	100	99	97
06/02/2009	100	97	100	100	100	76	97	100	99	99	100	100	99	100	100	100	100	79	100	97	100	100	99	100	99	98	100	98
07/02/2009	100	98	100	100	43	77	99	100	100	100	100	100	99	100	100	100	100	30	100	100	100	100	97	100	99	100	92	94
08/02/2009	100	99	100	99	100	77	99	100	100	90	99	99	99	100	100	100	100	100	75	100	99	100	100	100	100	100	100	100
Average	100	96	100	100	92	77	95	99	100	97	99	100	99	100	99	100	99	87	96	100	99	100	99	100	90	99	93	97
Week 7																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
09/02/2009	100	98	100	100	100	76	99	100	100	99	100	100	97	100	97	99	100	100	65	100	100	100	100	100	99	95	66	96
10/02/2009	100	94	99	100	100	77	97	100	100	99	100	100	98	100	100	100	100	100	100	100	100	100	100	100	98	100	100	99
11/02/2009	100	97	100	100	100	77	97	100	100	100	100	98	98	100	100	100	100	100	95	100	100	100	100	100	99	100	99	99
12/02/2009	100	95	100	100	100	77	99	100	100	100	100	100	99	100	100	100	100	99	100	100	100	99	100	100	99	100	100	99
13/02/2009	100	95	100	100	100	77	97	100	100	100	100	100	96	92	100	99	99	99	100	100	100	100	100	100	99	97	99	98
14/02/2009	100	95	100	100	100	77	99	100	100	99	100	100	98	100	100	100	98	100	100	100	100	100	97	100	99	100	87	98
15/02/2009	100	95	100	99	99	77	53	100	100	95	99	99	99	100	99	100	100	100	100	100	97	100	100	100	100	100	70	96
Average	100	96	100	100	100	77	92	100	100	99	100	100	98	99	99	100	100	100	94	100	100	100	100	100	99	99	89	98
Week 8																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
16/02/2009	100	97	99	100	100	74	74	100	100	99	100	100	97	100	94	99	99	100	100	100	100	100	100	99	99	100	100	97
17/02/2009	100	98	99	100	100	77	92	100	100	99	100	95	99	100	100	100	99	100	99	100	100	99	100	100	98	100	100	98
18/02/2009	100	95	100	100	99	77	88	100	100	98	100	100	96	100	100	98	99	100	100	100	100	100	100	99	98	100	100	98
19/02/2009	100	97	100	100	100	77	98	100	100	99	100	100	96	97	100	100	100	100	99	100	100	100	100	100	99	100	99	99
20/02/2009	100	98	100	100	99	77	99	100	100	99	100	100	99	100	97	100	100	100	100	100	100	100	100	100	99	100	85	98
21/02/2009	100	95	100	100	100	77	97	100	100	98	100	100	99	100	100	100	100	100	100	100	100	95	100	99	100	86	98	
22/02/2009	100	95	100	99	100	76	99	100	100	99	99	100	99	100	100	100	100	99	100	100	83	100	100	100	100	100	82	97
Average	100	96	100	100	100	77	92	100	100	99	100	99	98	100	99	100	100	100	100	100	98	100	99	100	99	100	93	98

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Week 9																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
23/02/2009	100	97	100	100	99	77	97	100	100	100	100	100	97	100	49	93	99	100	100	100	100	100	94	100	92	100	94	96
24/02/2009	100	85	96	100	90	77	80	100	100	99	100	100	99	100	0	95	100	100	98	100	100	100	100	100	92	99	100	93
25/02/2009	100	94	100	100	99	77	97	100	100	100	100	100	98	94	56	100	99	100	100	100	100	100	100	100	99	100	100	97
26/02/2009	100	99	100	100	100	77	97	100	100	100	100	100	97	100	100	100	99	100	100	84	100	100	100	100	99	100	99	98
27/02/2009	100	99	100	100	100	77	89	100	99	99	100	100	57	100	100	100	100	99	100	100	100	100	100	100	99	100	99	97
28/02/2009	100	99	100	100	100	77	98	100	100	99	100	100	99	100	100	100	100	100	100	100	100	100	96	100	99	100	28	96
Average	100	95	99	100	98	77	93	100	100	100	100	100	91	99	67	98	100	100	100	97	100	100	98	100	97	100	87	96
Total Average February 2009																												
Average	100	96	100	100	97	77	93	100	100	99	100	100	97	99	92	99	99	97	98	99	99	100	99	100	96	99	90	97
Week 9																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
01/03/2009	100	99	100	99	99	77	98	100	100	97	99	100	99	100	99	100	100	100	100	100	99	100	100	100	100	100	94	99
Average	100	99	100	99	99	77	98	100	100	97	99	100	99	100	99	100	100	100	100	100	99	100	100	100	100	100	94	99
Week 10																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
02/03/2009	100	99	100	100	100	77	98	100	100	99	100	88	97	100	99	100	100	100	100	100	90	99	100	100	99	100	99	98
03/03/2009	100	99	100	100	99	77	98	100	100	100	100	100	99	100	100	99	100	100	100	100	100	100	98	100	98	100	100	99
04/03/2009	100	99	100	100	99	76	98	100	100	99	100	100	95	100	100	95	100	100	100	100	100	100	100	76	99	100	100	98
05/03/2009	100	99	100	100	78	77	97	100	100	100	100	100	67	100	100	94	100	100	100	99	97	100	100	69	99	100	100	95
06/03/2009	100	97	100	100	96	77	97	100	100	100	100	100	98	94	100	100	100	99	100	100	100	100	100	51	94	100	100	96
07/03/2009	100	97	100	100	100	77	98	100	100	99	93	100	98	85	100	100	100	100	100	100	100	100	97	0	58	92	86	92
08/03/2009	100	99	100	99	99	77	98	100	100	100	99	99	99	94	100	100	100	100	100	100	99	100	100	0	100	100	15	95
Average	100	99	100	100	96	77	98	100	100	100	99	98	93	96	100	98	100	100	100	100	98	100	99	57	92	99	86	96
Week 11																												

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Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
09/03/2009	100	97	100	100	99	77	99	100	100	99	100	100	97	100	99	99	100	100	100	100	97	98	100	78	98	100	100	98
10/03/2009	100	99	100	100	99	77	97	100	100	100	100	100	98	100	100	100	100	100	99	99	100	100	100	100	95	100	99	99
11/03/2009	100	97	100	100	100	77	98	100	99	98	100	100	99	100	100	100	99	100	100	100	100	100	100	100	75	100	99	98
12/03/2009	100	95	100	100	100	77	89	100	100	99	100	100	98	100	100	100	100	99	100	100	100	100	100	100	93	99	100	98
13/03/2009	100	99	100	100	100	77	95	100	100	99	100	100	99	100	100	100	99	99	100	100	100	100	100	100	76	100	100	98
14/03/2009	100	99	100	100	100	77	98	100	100	99	100	100	98	100	100	100	100	100	100	100	100	100	97	100	98	100	88	98
15/03/2009	100	99	100	99	99	77	99	100	100	99	99	100	99	100	99	100	100	100	100	100	86	100	100	100	100	100	60	97
Average	100	98	100	100	100	77	96	100	100	99	100	100	98	100	100	100	100	100	100	100	98	100	100	97	91	100	92	98
Week 12																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
16/03/2009	100	99	100	100	100	77	97	100	100	99	100	100	97	100	96	100	97	99	100	100	100	100	100	100	99	100	99	99
17/03/2009	100	99	100	100	100	77	85	100	100	99	100	100	99	100	100	97	99	100	100	100	100	100	100	100	99	100	100	98
18/03/2009	100	99	100	100	100	77	97	100	100	99	100	100	99	100	100	98	99	100	100	100	100	100	100	100	98	100	100	99
19/03/2009	100	98	100	100	99	77	97	100	100	100	100	100	99	88	97	97	99	100	100	100	100	100	100	100	94	100	100	98
20/03/2009	100	99	100	100	99	77	97	100	100	100	100	100	100	77	97	100	100	100	100	100	100	100	100	100	72	100	99	97
21/03/2009	100	97	100	100	100	77	99	100	100	100	100	100	99	100	100	100	99	100	100	100	100	100	96	100	100	92	86	98
22/03/2009	100	77	100	99	99	77	99	100	100	97	99	99	99	81	100	100	100	100	100	100	99	100	100	100	100	100	81	97
Average	100	95	100	100	100	77	96	100	100	99	100	100	99	92	99	99	99	100	100	100	100	100	99	100	95	99	95	98
Week 13																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
23/03/2009	100	97	100	67	99	77	97	100	100	100	100	100	98	70	97	100	100	100	99	100	100	100	100	100	99	100	100	96
24/03/2009	100	99	100	76	100	76	88	100	100	99	100	100	99	78	100	97	99	100	100	100	93	100	100	100	99	100	99	96
25/03/2009	100	99	100	78	100	72	97	100	100	100	100	100	99	79	100	100	99	100	100	100	100	100	100	100	99	100	99	97
26/03/2009	100	99	100	75	100	77	97	100	100	99	100	100	99	78	100	100	100	98	100	100	100	100	100	100	94	100	100	97
27/03/2009	100	99	100	100	100	77	97	100	100	99	100	100	98	100	100	100	99	100	100	100	100	100	100	100	77	100	99	98

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28/03/2009	100	99	100	100	100	77	72	100	100	99	100	100	82	100	100	100	100	100	100	100	100	100	97	100	100	100	86	97
29/03/2009	100	99	100	99	99	73	97	92	100	100	100	99	42	100	100	100	100	100	100	100	99	100	100	100	94	100	81	
Average	100	99	100	85	100	76	92	99	100	100	100	100	88	87	100	100	100	100	100	100	99	100	100	100	95	100	95	97
Week 14																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
30/03/2009	100	99	99	100	100	77	81	100	100	99	100	100	93	100	97	100	98	100	99	100	100	100	94	100	88	100	99	97
31/03/2009	100	99	100	100	99	77	97	100	100	99	100	100	99	100	100	100	100	100	100	100	100	100	100	100	70	100	100	98
Total Average March 2009																												
Average	100	98	100	97	99	77	95	100	100	99	100	100	95	94	99	99	100	100	100	100	99	100	99	89	92	99	93	97
Week 14 Continued																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
01/04/2009	100	94	100	100	99	77	98	100	100	99	100	100	99	100	99	100	100	100	99	95	100	100	100	100	98	100	99	98
02/04/2009	100	72	100	100	100	77	92	100	100	99	100	100	99	100	100	100	100	100	100	100	95	100	100	100	99	100	100	98
03/04/2009	100	99	100	71	100	77	59	100	100	99	98	100	98	88	100	94	99	99	99	62	100	99	97	100	99	100	100	94
04/04/2009	100	99	100	55	100	77	97	100	100	99	100	100	98	100	100	0	100	100	100	0	100	100	99	100	100	100	87	89
05/04/2009	100	99	100	99	99	77	97	100	100	97	99	100	99	100	99	0	100	100	100	38	99	100	100	100	99	100	99	93
Average	100	93	100	85	100	77	89	100	100	99	99	100	98	98	100	59	100	100	100	59	99	100	99	100	99	100	97	94
Week 15																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
06/04/2009	99	98	99	68	99	76	97	99	99	99	99	92	97	73	97	74	100	100	100	100	100	100	100	100	91	100	100	95
07/04/2009	100	53	100	77	100	77	97	100	100	100	100	100	97	82	100	100	99	100	100	100	100	100	100	100	74	100	100	95
08/04/2009	100	59	100	100	99	77	96	100	100	99	100	100	98	100	99	100	99	100	100	100	99	100	100	100	77	100	100	96
09/04/2009	100	99	100	100	100	77	99	100	100	100	90	100	99	100	100	99	100	100	100	100	100	100	100	100	98	100	96	98
10/04/2009	100	99	100	100	100	77	97	100	100	99	100	100	100	90	100	100	100	100	100	100	100	100	100	100	100	100	12	95
11/04/2009	100	99	100	100	100	77	98	100	100	100	100	99	99	100	100	100	100	100	100	100	100	100	100	100	92	100	92	98
12/04/2009	100	99	100	99	99	77	99	100	100	100	100	100	84	100	100	100	100	100	100	100	99	100	100	100	58	100	100	97

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Average	100	87	100	92	100	77	98	100	100	100	98	99	96	92	99	96	100	100	100	100	100	100	100	100	84	100	86	96
Week 16																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
13/04/2009	100	99	100	100	100	77	97	100	100	99	100	100	97	100	99	100	100	100	100	100	100	100	100	100	99	100	99	99
14/04/2009	100	99	100	100	100	77	96	100	100	100	100	100	98	100	100	99	99	100	100	100	100	100	100	86	92	100	100	98
15/04/2009	100	99	100	100	100	77	98	100	100	100	100	100	97	100	99	100	99	100	89	100	100	100	99	100	81	98	100	98
16/04/2009	99	99	100	100	99	77	99	100	100	100	97	100	98	100	100	100	100	100	100	100	100	100	100	100	98	100	100	99
17/04/2009	100	99	100	100	100	77	98	100	100	96	100	100	99	100	100	100	99	99	100	100	100	100	97	100	99	100	100	99
18/04/2009	100	99	100	100	100	77	99	100	100	99	100	99	99	100	100	100	100	100	100	100	100	100	100	100	100	100	83	98
19/04/2009	100	99	100	100	99	77	99	100	100	99	100	100	100	100	99	100	100	100	100	100	66	100	100	100	99	100	78	97
Average	100	99	100	100	100	77	98	100	100	99	100	100	98	100	100	100	100	100	98	100	95	100	99	98	95	100	94	98
Week 17																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
20/04/2009	100	99	100	100	100	77	99	100	100	99	100	100	99	100	98	99	99	100	100	100	100	100	99	100	97	100	100	99
21/04/2009	100	99	99	100	100	77	98	100	100	99	100	100	98	100	100	96	99	100	100	99	100	100	100	100	99	100	95	98
22/04/2009	100	99	99	100	100	77	99	100	97	99	100	100	99	100	100	100	99	99	100	100	100	100	100	100	91	100	100	98
23/04/2009	100	99	100	100	100	77	99	100	100	99	100	100	98	100	100	100	97	100	100	100	100	100	100	100	81	100	100	98
24/04/2009	100	98	100	100	100	77	98	100	73	99	100	72	98	100	100	99	99	100	99	99	100	100	97	100	99	100	99	97
25/04/2009	100	99	100	100	100	77	98	100	0	99	100	0	97	92	100	100	100	100	100	100	100	100	99	100	100	100	83	91
26/04/2009	100	99	100	99	99	77	99	100	37	97	100	32	100	100	100	100	100	100	100	100	99	100	100	100	99	100	0	90
Average	100	99	100	100	100	77	98	100	72	99	100	72	98	99	100	99	99	100	100	100	100	100	99	100	95	100	83	96
Week 18																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
27/04/2009	100	99	99	100	100	77	99	100	73	99	100	100	96	100	100	99	99	100	100	100	100	100	92	100	97	100	72	96
28/04/2009	100	99	100	100	100	77	99	100	100	99	100	100	98	100	100	100	100	100	100	100	99	100	71	100	99	100	97	98
29/04/2009	100	99	100	100	99	75	98	100	100	99	100	100	99	100	100	100	100	96	100	99	100	100	62	100	99	100	100	97

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30/04/2009	100	99	100	100	100	77	97	100	100	99	100	100	99	100	85	100	100	100	100	100	100	100	100	100	96	100	100	98
Average	100	99	100	100	100	77	98	100	93	99	100	100	98	100	96	100	100	99	100	100	100	100	81	100	98	100	92	97
Total Average April 2009																												
Average	100	95	100	96	100	77	96	100	93	99	99	93	98	97	99	92	100	100	100	93	98	100	97	100	94	100	90	96
Week 18 Continued																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
01/05/2009	100	99	100	100	100	77	97	100	100	99	100	100	97	100	66	100	100	100	100	100	100	100	100	100	100	99	100	98
02/05/2009	100	99	100	100	100	77	97	80	99	100	100	99	99	100	66	100	100	100	100	100	100	100	100	100	100	100	89	97
03/05/2009	100	37	100	100	99	77	99	98	100	99	99	100	100	100	70	100	100	100	100	100	97	100	100	100	99	100	100	95
Average	100	79	100	100	100	77	97	93	100	100	100	100	98	100	67	100	100	100	100	100	99	100	100	100	100	100	96	96
Week 19																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
04/05/2009	100	71	84	100	100	76	98	100	100	99	100	83	97	100	61	100	100	100	100	100	100	100	100	100	99	100	100	95
05/05/2009	100	99	43	100	100	77	99		100	99	100	100	99	100	57	100	99	100	100	100	100	100	100	100	99	100	100	95
06/05/2009	100	99	100	100	99	76	98	28	96	99	100	100	98	100	100	100	98	100	99	100	100	100	100	100	92	99	100	96
07/05/2009	100	99	100	100	100	76	97	66	100	99	100	100	88	100	99	100	99	100	100	100	100	100	100	100	99	100	99	97
08/05/2009	100	99	100	100	100	77	97	100	100	99	100	100	91	99	100	99	99	99	99	98	100	100	97	100	94	99	100	98
09/05/2009	100	99	100	100	100	77	99	100	100	99	100	99	100	100	100	100	100	100	100	100	100	100	99	100	100	100	83	98
10/05/2009	100	99	100	100	99	77	99	100	100	99	99	100	100	100	100	100	100	100	100	100	99	100	100	100	99	93	0	95
Average	100	95	90	100	100	77	98	82	99	99	100	97	96	100	88	100	99	100	100	100	100	100	100	100	97	99	83	96
Week 20																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
11/05/2009	100	99	100	100	99	77	77	100	100	99	100	100	89	100	97	100	100	100	100	100	100	100	100	100	97	86	71	96
12/05/2009	100	99	92	100	99	77	99	100	100	99	100	100	54	100	96	100	100	100	100	100	99	100	100	100	99	97	100	97
13/05/2009	97	96	100	100	96	73	94	100	93	96	98	98	87	100	100	70	99	100	99	100	100	100	100	100	98	80	99	95
14/05/2009	100	99	100	100	100	75	98	100	100	99	100	100	98	100	100	62	97	100	100	100	98	100	100	100	98	99	0	93

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15/05/2009	100	99	99	100	57	77	97	100	100	99	100	100	99	100	99	99	100	99	100	100	90	100	97	99	99	100	72	96
16/05/2009	100	99	100	100	4	77	99	100	100	100	100	99	99	100	100	100	99	100	100	100	100	100	100	99	100	83	95	
17/05/2009	100	99	100	100	57	77	99	100	100	99	99	100	99	100	99	100	100	100	100	100	99	100	100	100	88	100	0	93
Average	100	99	99	100	73	76	95	100	99	99	100	100	89	100	99	90	99	100	100	100	98	100	100	100	97	94	61	95
Week 21																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
18/05/2009	100	99	100	100	98	75	99	100	100	99	100	100	98	100	96	99	99	100	100	100	100	100	100	100	99	100	67	97
19/05/2009	100	98	100	100	99	77	97	14	99	99	100	100	97	100	100	99	99	100	100	100	100	100	100	100	98	100	42	93
20/05/2009	100	99	100	100	100	77	99	44	100	99	100	100	100	100	100	99	97	100	99	100	100	100	100	100	72	100	100	96
21/05/2009	100	99	100	100	98	77	99	100	100	99	100	100	95	100	100	97	99	100	100	100	100	100	100	100	100	81	100	98
22/05/2009	100	99	100	100	99	77	97	100	100	99	100	100	99	98	100	100	99	99	100	100	100	100	97	100	99	99	100	99
23/05/2009	100	99	100	100	100	77	99	100	100	99	100	99	99	100	100	100	100	100	100	100	100	100	100	100	100	100	82	98
24/05/2009	100	99	100	100	99	77	99	100	100	100	100	100	99	100	99	100	100	100	100	100	87	100	100	100	100	100	0	95
Average	100	99	100	100	99	77	98	80	100	99	100	100	98	100	99	99	99	100	100	100	98	100	100	100	95	97	70	97
Week 22																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
25/05/2009	100	99	100	100	99	76	97	100	100	99	100	100	97	100	98	99	100	100	100	100	100	100	100	100	100	98	68	97
26/05/2009	100	99	100	100	100	69	97	100	100	99	100	100	94	100	100	99	99	100	99	99	100	100	100	100	97	100	99	98
27/05/2009	100	99	99	100	100	77	99	100	100	99	100	100	97	100	99	99	99	100	100	99	100	100	100	100	99	100	100	99
28/05/2009	100	99	100	100	100	77	94	100	97	99	100	100	95	100	100	90	99	100	100	99	100	100	100	100	99	100	100	98
29/05/2009	100	99	100	100	52	77	90	100	100	99	100	100	97	100	100	99	99	100	100	100	100	100	97	100	99	98	100	97
30/05/2009	100	99	100	100	38	77	99	97	100	99	100	99	96	100	100	100	100	100	100	100	100	100	98	100	100	100	83	96
31/05/2009	100	99	100	100	99	77	100	100	100	100	99	100	99	100	100	100	100	100	100	100	99	100	100	100	100	100	0	95
Average	100	99	100	100	84	76	96	100	100	99	100	100	96	100	100	98	100	100	100	100	100	100	99	100	99	99	79	97
Total Average May 2009																												
Average	100	96	97	100	90	77	97	91	100	99	100	99	95	100	94	97	99	100	100	100	99	100	100	100	97	98	75	96

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Week 23																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
01/06/2009	100	99	100	100	100	77	98	100	97	100	100	99	95	72	97	100	100	100	100	100	100	100	92	100	99	100	61	96
02/06/2009	100	99	100	99	99	77	98	100	100	99	99	100	99	96	100	100	100	100	100	100	100	100	100	100	99	100	100	99
03/06/2009	100	99	100	100	100	77	98	100	100	99	100	100	99	100	100	99	99	100	100	99	100	100	100	100	99	100	100	99
04/06/2009	100	99	97	100	100	77	98	100	100	99	99	100	97	100	99	97	99	100	99	100	100	100	100	100	98	100	99	98
05/06/2009	100	99	100	100	100	77	98	100	100	100	100	100	99	100	100	99	97	99	100	100	99	100	97	100	100	100	99	99
06/06/2009	100	99	100	100	100	76	99	100	100	99	100	100	98	100	100	98	100	100	100	100	100	100	99	100	100	100	82	98
07/06/2009	100	99	100	100	99	77	99	100	100	99	100	100	98	100	99	99	100	100	100	100	99	100	100	100	100	100	59	97
Average	100	99	100	100	100	77	98	100	100	100	100	100	98	95	99	99	99	100	100	100	100	100	98	100	99	100	86	98
Week 24																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
08/06/2009	100	99	100	100	100	77	97	100	100	95	100	100	97	100	99	99	99	100	100	100	100	100	100	100	99	100	99	99
09/06/2009	100	99	93	100	99	68	97	100	100	100	100	100	95	100	100	100	98	100	100	99	100	100	100	100	99	100	99	98
10/06/2009	100	98	100	100	100	67	99	92	88	100	100	99	99	99	100	99	100	100	100	100	100	100	100	100	99	100	100	98
11/06/2009	100	99	100	93	93	76	98	100	100	99	100	100	96	93	99	100	99	93	99	93	93	93	96	100	93	100	93	96
12/06/2009	100	99	100	100	100	77	99	100	100	99	100	99	97	100	100	100	100	100	100	100	100	100	97	100	99	100	99	99
13/06/2009	100	99	100	100	100	77	99	100	100	99	100	99	60	100	100	100	100	100	100	100	100	100	100	100	99	100	83	97
14/06/2009	100	99	100	100	99	77	99	100	99	100	99	100	99	100	100	100	100	100	100	100	99	100	100	100	95	100	0	95
Average	100	99	99	99	99	74	98	99	98	99	100	100	92	99	100	100	100	99	100	99	99	99	99	100	98	100	82	97
Week 25																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
15/06/2009	100	99	100	100	100	76	98	100	100	99	100	100	97	100	98	100	98	100	99	100	100	100	100	100	99	99	74	98
16/06/2009	100	99	100	100	100	77	99	100	100	99	100	100	92	100	100	100	98	100	90	100	100	100	100	100	99	95	100	98
17/06/2009	100	99	100	100	100	62	99	100	100	99	100	100	97	100	88	99	99	100	100	100	100	99	100	91	99	100	99	97
18/06/2009	100	99	100	100	99	77	97	100	26	99	100	100	98	100	62	100	99	100	100	100	100	100	100	100	99	100	99	95

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19/06/2009	100	99	83	100	100	77	97	99	63	99	100	100	97	100	100	98	100	100	100	98	100	100	97	100	100	99	100	97
20/06/2009	100	99	100	100	100	77	99	100	100	99	100	99	97	100	100	100	100	100	100	100	100	100	100	100	100	83	98	
21/06/2009	100	99	100	100	99	77	99	100	100	99	99	100	99	100	100	100	100	100	100	87	100	100	100	99	100	28	96	
Average	100	99	98	100	100	75	98	100	84	99	100	100	97	100	93	99	99	100	99	100	98	100	100	99	99	99	83	97
Week 26																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
22/06/2009	100	99	100	93	100	77	99	100	100	99	100	100	97	100	99	98	97	100	100	100	100	100	100	100	98	100	100	98
23/06/2009	100	99	100	54	100	76	99	100	99	99	100	100	98	54	100	95	100	100	99	100	100	100	100	100	99	100	100	95
24/06/2009	100	99	100	75	100	77	97	100	100	100	100	100	96	58	100	99	99	100	100	99	100	100	100	100	99	98	100	96
25/06/2009	100	99	99	100	100	77	99	100	100	99	100	100	98	99	100	100	97	100	100	100	100	100	100	99	99	98	94	98
26/06/2009	100	98	100	100	100	77	97	100	100	99	100	100	99	100	98	100	95	100	99	100	100	100	97	100	99	100	100	98
27/06/2009	100	100	100	100	100	0	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	67	100	100	100	100	95
28/06/2009																												
Average	100	99	100	87	100	64	99	100	100	99	100	100	98	85	99	99	98	100	100	100	100	100	94	100	99	99	99	97
Week 27																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
29/06/2009	100	99	100	100	100	79	99	100	100	100	100	100	98	100	100	100	100	100	99	100	100	100	100	100	98	100	99	99
30/06/2009	100	99	100	100	99	77	99	100	100	99	100	100	40	100	100	98	99	100	100	99	100	100	100	100	98	100	100	97
Average	100	99	100	100	100	78	99	100	100	100	100	100	69	100	100	99	100	100	99	100	100	100	100	100	98	100	99	98
Total Average June 2009																												
Average	100	99	99	97	100	73	98	100	96	99	100	100	94	96	98	99	99	100	99	100	99	100	98	100	99	100	88	97
Week 27 Continued																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
01/07/2009	100	99	100	100	99	77	98	100	100	99	100	100	98	100	100	100	99	100	100	100	99	100	100	100	98	100	99	99
02/07/2009	100	99	100	100	90	77	97	100	100	99	100	100	98	100	100	100	99	100	100	99	100	100	100	55	99	100	100	97
03/07/2009	100	99	100	100	99	76	99	100	100	99	100	100	98	100	100	100	98	100	100	100	100	100	97	73	99	100	73	97

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04/07/2009	100	99	100	100	100	77	98	100	100	99	100	100	98	100	100	100	100	100	100	100	100	100	100	100	100	99	99	
05/07/2009	100	99	100	100	100	76	99	100	98	88	99	100	99	100	99	100	100	100	100	99	77	100	100	100	99	100	100	98
Average	100	99	100	100	98	77	98	100	100	97	100	100	98	100	100	100	99	100	100	100	95	100	99	86	99	100	94	98
Week 28																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
06/07/2009	100	99	94	100	100	77	99	100	100	99	100	99	95	100	99	77	99	100	100	100	100	100	100	100	99	100	100	98
07/07/2009	100	99	100	100	100	77	97	100	99	100	100	100	98	100	96	100	97	98	99	99	100	100	100	100	98	100	99	98
08/07/2009	100	99	93	100	99	77	99	100	100	99	100	100	97	100	100	95	98	97	100	100	96	100	100	79	99	100	75	96
09/07/2009	100	99	72	100	100	77	99	100	100	99	100	100	99	97	100	99	99	100	100	100	100	100	100	100	99	100	100	98
10/07/2009	100	99	100	100	72	77	100	100	100	99	100	100	98	100	100	96	99	99	99	100	100	100	97	100	99	100	100	98
11/07/2009	100	99	100	100	25	77	99	100	100	99	100	99	97	100	100	100	100	100	100	100	100	100	100	100	100	100	83	95
12/07/2009	100	99	100	100	99	77	98	100	100	100	99	100	99	100	99	100	100	100	100	99	99	100	99	100	99	100	0	95
Average	100	99	94	100	85	77	99	100	100	99	100	100	98	100	99	95	99	99	100	100	99	100	99	97	99	100	80	97
Week 29																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
13/07/2009	100	98	100	100	100	77	99	86	100	99	100	100	97	100	97	97	98	100	100	100	100	100	100	100	99	100	59	96
14/07/2009	100	99	100	100	100	77	98	100	100	99	100	100	98	100	100	99	100	100	100	95	100	100	100	100	99	100	73	98
15/07/2009	100	99	100	100	100	77	100	100	100	97	100	100	97	100	98	98	99	100	100	100	99	100	100	100	99	100	100	99
16/07/2009	100	99	100	100	100	77	99	100	100	99	100	100	97	100	100	97	99	100	100	99	99	100	100	100	99	100	100	99
17/07/2009	100	99	100	100	90	77	82	100	100	99	100	100	99	100	100	99	98	99	100	99	100	100	97	100	99	100	100	98
18/07/2009	100	99	81	100	97	76	99	100	100	99	100	100	97	100	100	100	100	100	100	100	100	100	99	100	99	100	97	98
19/07/2009	100	99	100	100	99	77	98	100	100	99	99	100	99	100	100	100	100	100	100	100	81	100	100	100	99	100	100	98
Average	100	99	97	100	98	77	96	98	100	99	100	100	98	100	99	99	99	100	100	99	97	100	99	100	99	100	90	98
Week 30																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
20/07/2009	100	99	100	100	99	77	99	89	100	100	100	100	97	100	99	97	100	99	100	99	100	100	100	100	98	100	100	98

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21/07/2009	100	99	100	100	100	77	99	100	100	99	100	100	97	100	100	100	99	100	100	100	100	100	100	100	99	100	99	99
22/07/2009	100	99	100	100	100	77	98	100	100	99	100	100	98	100	100	99	99	99	99	100	100	100	100	99	97	100	100	99
23/07/2009	100	99	100	100	99	77	98	100	100	99	100	100	98	100	100	100	97	99	100	100	100	100	100	100	99	100	100	99
24/07/2009	100	99	100	100	100	77	98	100	100	99	100	100	98	100	100	98	59	99	100	100	100	100	97	100	99	100	100	97
25/07/2009	100	99	100	99	100	77	98	100	100	100	100	100	97	100	100	100	0	100	100	100	100	100	99	100	100	100	99	95
26/07/2009	100	99	100	100	99	77	99	100	100	43	99	100	99	100	100	100	0	100	100	100	99	100	100	100	99	100	100	
Average	100	99	100	100	100	77	98	98	100	91	100	100	98	100	100	99	65	99	100	100	100	100	100	100	99	100	100	98
Week 31																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
27/07/2009	100	99	100	100	100	76	98	100	100	71	100	100	97	100	98	100	70	100	100	100	100	100	100	100	99	98	100	96
28/07/2009	100	99	100	100	99	76	99	100	100	99	100	100	97	100	100	96	96	100	99	100	100	100	100	100	99	100	100	98
29/07/2009	100	98	100	100	100	77	99	100	99	99	100	100	97	100	100	99	99	100	99	100	100	100	99	100	99	100	100	99
30/07/2009	100	99	100	100	99	74	97	100	100	98	100	100	98	100	100	99	99	100	100	100	100	100	99	99	98	98	100	99
31/07/2009	100	99	100	100	99	77	98	100	100	99	100	100	96	100	100	99	98	99	99	100	100	100	97	100	99	100	100	99
Average	100	99	100	100	100	76	98	100	100	93	100	100	97	100	100	99	92	100	100	100	100	100	99	100	99	99	100	98
Total Average July 2009																												
Average	100	99	98	100	96	77	98	99	100	96	100	100	98	100	99	98	90	100	100	100	98	100	99	97	99	100	92	98
Week 31 Continued																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
01/08/2009	100	99	100	100	100	77	99	100	100	99	100	99	99	100	99	100	100	100	100	100	100	100	100	100	100	100	16	96
02/08/2009	100	99	100	79	100	77	99	100	100	99	99	100	99	100	99	100	100	100	100	100	99	100	67	100	98	100	25	94
Average	100	99	100	89	100	77	99	100	100	99	100	100	99	100	99	100	100	100	100	100	99	100	83	100	99	100	20	95
Week 32																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
03/08/2009	100	99	92	100	99	84	98	100	100	100	100	97	97	100	98	99	100	100	100	100	100	100	100	100	100	100	100	99
04/08/2009	100	98	100	100	99	80	98	100	100	99	100	100	98	100	100	100	100	100	98	99	100	100	100	100	98	100	100	99

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05/08/2009	100	99	100	100	100	77	99	100	100	99	100	100	98	100	100	100	100	100	99	100	100	100	100	99	100	100	99	
06/08/2009	100	98	100	100	99	77	99	100	100	99	100	100	99	100	100	99	99	100	85	100	100	100	100	100	98	100	99	98
07/08/2009	100	99	97	100	100	77	99	100	100	100	100	100	97	100	100	100	97	99	100	99	100	100	97	100	100	100	99	
08/08/2009	100	99	100	100	100	77	99	100	100	7	100	100	97	28	100	100	99	100	87	100	100	100	99	100	100	100	1	89
09/08/2009	100	98	100	100	99	77	99	100	100	99	100	100	99	0	100	100	99	100	99	100	99	100	100	100	99	100	92	95
Average	100	99	98	100	99	79	99	100	100	86	100	100	98	75	100	100	99	100	96	100	100	100	99	100	99	100	85	97
Week 33																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
10/08/2009	100	99	100	100	100	77	99	100	100	99	100	94	98	82	92	98	99	100	100	100	100	100	100	100	98	100	100	98
11/08/2009	100	99	100	100	99	77	98	100	99	99	100	100	99	100	58	100	99	100	99	100	100	100	100	100	98	100	99	97
12/08/2009	100	99	100	100	100	77	98	100	100	99	100	100	99	100	100	100	99	100	100	96	100	100	100	98	99	100	70	98
13/08/2009	100	99	100	100	100	59	99	100	100	99	100	100	98	100	100	99	99	100	100	100	100	100	100	100	99	100	100	98
14/08/2009	100	99	100	100	99	77	97	100	100	99	100	100	98	100	88	100	99	99	100	70	99	100	97	100	100	100	100	97
15/08/2009	100	99	100	100	100	75	99	100	100	99	100	99	99	100	0	100	97	100	97	0	100	100	98	100	100	100	83	91
16/08/2009	100	99	100	100	99	77	99	100	100	99	99	100	99	100	0	100	100	100	100	0	93	100	100	100	99	100	1	88
Average	100	99	100	100	100	74	99	100	100	99	100	99	98	97	63	100	99	100	100	67	99	100	99	100	99	100	79	95
Week 34																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
17/08/2009	100	99	100	100	99	77	98	100	100	100	100	100	96	100	41	99	99	100	100	74	100	100	100	100	99	100	100	96
18/08/2009	100	98	100	100	100	77	91	100	100	99	100	100	97	100	100	100	98	100	100	100	98	100	100	100	98	100	100	98
19/08/2009	100	99	100	100	100	77	99	88	100	99	100	100	99	100	100	100	97	100	100	98	100	100	100	100	99	100	99	98
20/08/2009	100	98	100	100	100	77	99	100	100	99	100	100	93	100	100	100	97	100	100	100	100	100	100	99	98	100	100	99
21/08/2009	100	99	100	100	100	77	99	100	100	99	100	100	99	100	100	100	99	99	99	99	99	100	97	100	100	100	71	98
22/08/2009	100	99	100	100	100	76	99	100	100	100	100	100	99	100	84	100	100	100	100	100	100	100	100	100	100	100	82	98
23/08/2009	100	99	100	100	99	77	99	100	100	99	99	100	99	100	100	100	100	100	100	93	100	100	100	88	100	9		
Average	100	99	100	100	100	77	97	98	100	99	100	100	98	100	89	100	99	100	100	96	99	100	100	100	97	100	80	98

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Week 35																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
24/08/2009	100	99	100	100	90	77	98	100	100	99	100	100	96	99	100	99	97	100	100	100	51	100	100	100	98	100	100	96
25/08/2009	100	99	99	100	100	76	98	100	100	99	100	100	97	100	72	99	99	99	100	100	74	95	100	99	99	100	99	96
26/08/2009	100	99	100	100	100	77	99	100	100	97	100	100	98	100	100	100	98	100	100	100	100	98	100	100	95	100	99	99
27/08/2009	100	99	100	100	100	76	99	100	100	99	100	100	99	100	100	100	98	99	99	100	100	97	100	100	98	100	99	99
28/08/2009	100	99	100	100	100	77	99	100	100	99	100	100	98	100	100	99	96	100	99	100	100	100	97	100	98	100	73	98
29/08/2009	100	98	100	100	100	77	99	100	100	99	100	99	99	100	100	100	100	99	100	99	100	100	100	100	100	100	1	95
30/08/2009	100	99	100	100	99	77	99	100	100	100	99	100	99	100	100	100	100	100	100	100	99	100	100	100	99	100	13	96
Average	100	99	100	100	98	77	99	100	100	99	100	100	98	100	96	100	98	100	100	100	89	99	100	100	98	100	69	97
Week 36																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
31/08/2009	100	99	100	100	100	77	98	100	100	99	100	100	97	100	100	100	96	100	100	100	100	100	100	100	99	100	100	99
Total Average August 2009																												
Average	100	99	100	99	99	77	98	100	100	96	100	100	98	94	88	100	99	100	99	91	97	100	98	100	98	100	75	97
Week 36 Continued																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
01/09/2009	100	99	100	100	100	77	98	100	100	100	100	100	100	100	91	99	99	100	99	100	49	100	100	100	98	100	99	97
02/09/2009	100	99	100	100	100	77	96	100	100	99	100	100	60	100	100	100	100	100	100	100	63	100	99	100	99	100	74	95
03/09/2009	100	100	100	100	100	85	98	99	100	99	96	100	98	100	98	99	100	100	100	100	100	100	100	100	100	97	99	99
04/09/2009	100	99	100	100	84	82	96	100	100	99	100	100	93	100	100	100	99	100	100	100	100	100	95	65	99	100	100	97
05/09/2009	100	99	100	100	98	77	99	100	100	99	100	100	97	100	100	100	100	100	100	100	100	100	100	37	100	100	83	96
06/09/2009	100	98	100	100	99	77	97	100	100	99	100	100	100	100	99	100	100	100	100	100	99	100	97	99	99	100	0	95
Average	100	99	100	100	97	79	97	100	100	99	99	100	91	100	98	100	100	100	100	100	85	100	99	83	99	100	76	96
Week 37																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average

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07/09/2009	100	99	100	100	97	77	99	97	100	99	100	99	95	100	99	97	98	100	99	100	100	100	93	100	98	100	74	97
08/09/2009	100	99	99	100	100	66	98	100	100	99	100	100	98	100	100	99	97	100	100	100	100	100	100	100	94	100	100	98
09/09/2009	100	99	100	100	99	77	98	100	57	100	100	100	98	100	100	100	98	95	100	100	100	100	100	100	97	100	74	96
10/09/2009	100	99	100	100	100	77	92	100	81	99	100	100	97	100	100	99	99	100	99	100	100	99	100	100	99	100	75	97
11/09/2009	100	99	100	100	100	77	99	100	100	99	100	100	97	100	67	100	99	99	100	100	99	100	97	100	100	99	74	97
12/09/2009	100	99	100	100	100	77	99	100	100	100	100	100	98	100	0	100	100	100	100	99	100	100	99	100	99	100	83	95
13/09/2009	100	99	100	100	99	77	99	100	100	99	100	100	77	100	0	100	99	100	100	100	100	100	100	100	99	100	0	91
Average	100	99	100	100	99	75	98	100	91	100	100	100	94	100	67	99	99	99	100	100	100	100	99	100	98	100	69	96
Week 38																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
14/09/2009	98	99	74	100	100	75	99	100	100	98	100	99	97	100	100	100	97	100	99	99	62	100	99	100	97	100	72	95
15/09/2009	100	99	74	100	100	77	99	100	100	99	100	99	97	100	97	99	99	100	99	100	100	100	100	100	99	100	19	95
16/09/2009	100	99	100	100	100	76	99	100	100	99	100	100	99	100	100	99	99	100	92	99	99	100	100	100	99	100	99	98
17/09/2009	100	99	97	100	99	76	99	99	100	99	100	100	98	100	100	99	100	100	99	99	100	100	100	100	99	100	100	99
18/09/2009	100	99	100	100	99	77	99	100	69	99	100	100	99	100	100	100	99	100	99	100	100	100	97	100	100	100	100	98
19/09/2009	100	99	100	100	100	77	98	100	0	99	100	100	99	100	100	99	99	100	100	100	100	100	100	100	100	100	1	92
20/09/2009	99	99	100	100	100	77	99	100	0	99	99	100	99	100	99	100	99	100	100	100	98	100	100	100	98	100	0	91
Average	100	99	92	100	100	76	99	100	67	99	100	100	98	100	100	100	99	100	98	100	94	100	100	100	99	100	56	95
Week 39																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
21/09/2009	100	99	100	100	100	77	92	93	67	99	100	100	98	100	99	99	100	100	99	100	100	62	95	100	98	100	74	94
22/09/2009	100	99	100	95	99	76	97	94	100	99	100	99	95	97	99	100	63	100	99	99	99	73	99	99	93	98	70	94
23/09/2009	100	79	100	100	99	75	99	92	100	99	100	100	99	100	100	97	70	100	99	100	100	100	100	100	98	100	100	97
24/09/2009	100	91	100	100	100	77	99	100	100	99	100	100	97	66	100	99	99	100	100	99	100	100	100	100	99	100	99	97
25/09/2009	100	99	100	99	99	77	100	97	100	99	99	100	97	77	100	100	100	99	99	100	100	100	97	51	98	99	100	96
26/09/2009	100	99	100	100	100	77	80	100	100	99	100	100	99	100	100	100	100	100	100	100	100	100	99	0	99	100	0	91

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27/09/2009	100	99	100	100	100	77	99	100	100	99	99	100	99	100	99	100	100	100	100	100	94	100	100	0	99	100	60	
Average	100	95	100	99	100	77	95	97	95	99	100	100	98	91	100	99	90	100	99	100	99	91	99	64	98	100	72	95
Week 40																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
28/09/2009	100	99	76	100	100	77	98	100	100	100	100	100	97	100	99	99	99	100	99	100	100	100	99	80	97	100	100	97
29/09/2009	100	95	100	100	100	77	99	100	100	99	100	100	97	99	100	97	98	100	100	99	100	100	100	88	94	98	72	97
30/09/2009	100	99	100	100	100	77	98	100	100	99	100	100	98	99	96	100	99	100	99	100	100	100	100	100	98	92	100	98
Average	100	98	92	100	100	77	98	100	100	100	100	100	97	100	98	99	99	100	99	100	100	100	100	89	96	97	91	97
Total Average September 2009																												
Average	100	98	97	100	99	77	97	99	89	99	100	100	96	98	91	99	97	100	99	100	95	98	99	87	98	99	70	96
Week 40 Continued																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
01/10/2009	100	99	100	100	100	77	99	100	100	100	100	100	97	100	95	97	64	100	100	99	100	100	100	100	99	99	99	97
02/10/2009	100	99	100	100	100	77	97	100	100	99	100	100	97	100	100	99	65	100	98	100	100	100	97	100	99	100	100	97
03/10/2009	100	98	100	100	100	77	99	100	100	100	82	99	97	100	100	100	100	100	100	100	100	100	100	100	100	100	1	95
04/10/2009	100	96	100	100	99	75	99	100	100	95	99	100	99	99	99	100	100	99	99	100	99	100	99	100	98	99	1	95
Average	100	98	100	100	100	77	98	100	100	99	95	100	98	100	99	99	82	100	99	100	100	100	99	100	99	99	50	96
Week 41																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
05/10/2009	100	99	100	100	100	82	99	100	100	99	100	99	96	100	78	98	100	100	99	100	100	100	100	100	90	100	67	96
06/10/2009	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
07/10/2009	100	100	100	50	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	98
08/10/2009	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
09/10/2009	100	99	83	100	83	80	98	100	100	99	100	100	98	100	100	100	100	99	100	100	100	100	94	100	99	100	100	97
10/10/2009	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
11/10/2009	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

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Average	100	100	98	93	98	95	99	100	100	100	100	100	99	100	97	100	100	100	100	100	100	100	99	100	98	100	95	99
Week 42																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
12/10/2009	100	99	100	100	100	83	97	100	100	98	100	100	97	100	99	98	100	100	99	100	100	100	100	100	98	100	100	99
13/10/2009	100	99	100	100	81	76	99	100	100	99	100	100	96	100	100	100	99	100	99	99	100	100	100	100	99	100	99	98
14/10/2009	100	99	100	100	99	76	99	100	100	99	100	100	97	53	100	87	100	100	99	100	100	94	100	100	99	100	100	96
15/10/2009	100	98	100	99	100	75	98	99	100	99	100	91	99	64	99	99	100	100	100	100	100	100	100	100	99	100	100	97
16/10/2009	100	99	100	100	100	77	97	100	100	99	100	100	97	100	100	100	100	99	100	100	99	100	97	100	99	100	99	99
17/10/2009	100	99	100	100	100	77	97	100	100	99	100	26	99	100	100	100	100	100	100	100	100	100	100	100	100	100	82	96
18/10/2009	100	99	100	100	99	77	99	100	100	99	99	0	99	99	99	100	80	100	100	100	94	100	100	100	97	100	89	94
Average	100	99	100	100	97	77	98	100	100	99	100	74	98	88	100	98	97	100	100	100	99	99	100	100	99	100	96	97
Week 43																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
19/10/2009	100	99	100	100	99	77	99	100	100	99	100	0	96	98	97	99	68	100	99	100	100	100	100	100	99	100	99	94
20/10/2009	92	99	100	100	100	76	98	100	100	100	100	65	98	100	100	99	100	100	99	99	99	100	100	100	99	100	99	97
21/10/2009	100	99	100	100	100	77	89	100	100	99	100	100	97	100	100	98	99	100	100	100	100	100	100	100	99	100	100	98
22/10/2009	100	99	100	100	99	77	98	100	100	99	100	91	97	100	100	100	99	100	100	97	100	100	99	100	99	99	100	98
23/10/2009	100	99	100	100	99	77	99	99	100	100	100	100	73	100	98	98	99	90	99	100	100	100	97	100	99	100	100	97
24/10/2009	100	96	100	100	100	77	98	100	100	99	100	99	99	100	100	100	99	99	100	100	100	100	99	100	99	100	83	98
25/10/2009	100	99	100	100	99	77	91	100	100	62	99	100	81	100	100	88	100	100	100	100	99	100	100	100	100	100	50	
Average	99	99	100	100	100	77	96	100	100	94	100	79	92	100	99	97	95	98	100	100	100	100	99	100	99	100	90	97
Week 44																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
26/10/2009	99	99	100	100	100	77	99	100	100	99	100	100	95	100	1	97	100	100	99	100	100	100	55	100	98	100	97	93
27/10/2009	100	97	100	100	99	75	99	98	100	100	100	100	98	100	56	97	99	99	100	94	100	100	100	100	99	100	100	97
28/10/2009	100	99	100	88	100	74	99	99	100	99	100	100	98	100	100	99	99	100	99	96	100	100	100	100	99	100	99	98

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29/10/2009	100	99	100	100	99	77	99	100	99	99	100	100	98	100	100	100	66	100	100	99	99	100	100	100	99	100	100	97
30/10/2009	100	98	100	100	100	77	99	100	100	99	100	98	99	100	100	99	65	99	98	99	100	100	100	100	98	100	80	97
31/10/2009	100	99	99	100	100	77	99	100	100	98	100	100	99	85	100	100	100	90	100	100	100	100	96	99	99	100	17	95
Average	100	99	100	98	100	76	99	100	100	99	100	100	98	97	76	99	88	98	99	98	100	100	92	100	99	100	82	96
Total Average October 2009																												
Average	100	99	99	98	99	81	98	100	100	98	99	89	97	97	94	98	94	99	100	99	100	100	98	100	99	100	86	97
Week 44 Continued																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
01/11/2009	100	99	100	100	99	76	99	100	100	100	100	99	99	100	99	100	100	100	100	100	95	100	99	100	100	100	77	98
Week 45																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
02/11/2009	100	99	100	99	100	77	99	100	100	99	100	99	96	100	96	99	100	100	100	100	100	100	100	100	98	100	100	99
03/11/2009	100	99	100	99	100	77	99	100	100	99	100	100	99	100	100	97	100	100	100	99	99	100	96	100	99	100	100	99
04/11/2009	100	99	97	100	100	77	99	100	100	99	100	100	99	100	100	99	100	100	99	100	100	100	100	100	98	100	100	99
05/11/2009	100	99	100	99	100	77	99	100	100	100	100	100	97	100	100	100	99	100	100	100	100	100	100	100	98	100	99	99
06/11/2009	100	99	97	98	100	76	99	100	100	99	100	100	99	100	99	100	100	100	99	100	100	100	100	100	99	100	100	99
07/11/2009	100	99	100	100	100	77	99	100	100	100	100	100	98	100	100	100	100	100	100	100	100	100	97	100	100	100	90	98
08/11/2009	100	37	100	100	99	77	98	100	100	99	100	99	99	100	100	100	100	100	100	100	98	100	100	100	100	100	91	96
Average	100	90	99	99	100	77	99	100	100	99	100	100	98	100	99	99	100	100	100	100	100	100	99	100	99	100	97	98
Week 46																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
09/11/2009	99	66	100	100	100	77	100	100	100	99	100	98	95	100	94	99	100	100	100	100	100	100	100	100	99	100	100	97
10/11/2009	100	99	100	100	100	77	99	100	100	99	100	100	97	100	100	100	100	99	99	99	100	100	100	100	99	100	100	99
11/11/2009	100	99	100	100	97	76	99	100	100	100	100	100	98	100	100	99	100	100	100	100	100	100	100	100	99	99	100	99
12/11/2009	100	98	99	99	99	74	97	99	99	99	99	94	97	97	99	96	99	99	99	99	99	99	99	99	96	99	100	98
13/11/2009	100	99	100	100	100	75	99	100	100	99	100	100	99	100	100	99	100	99	100	100	100	100	100	100	99	100	100	99

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14/11/2009	100	92	100	100	100	77	98	100	100	99	100	100	98	100	100	100	9	100	100	100	100	100	96	100	99	100	29	92
15/11/2009	100	96	100	100	99	77	99	100	100	99	99	99	99	100	99	100	0	100	100	99	93	100	100	100	99	100	91	94
Average	100	93	100	100	99	76	99	100	100	99	100	99	98	100	99	99	73	100	100	100	99	100	99	100	98	100	89	97
Week 47																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
16/11/2009	100	97	100	100	100	77	98	100	100	99	100	100	92	100	97	100	63	100	100	100	100	100	100	100	98	100	100	97
17/11/2009	100	99	100	100	99	77	99	100	100	99	100	100	97	100	93	97	100	100	100	99	100	100	100	100	99	100	100	99
18/11/2009	100	99	98	100	100	77	99	100	100	99	100	100	96	100	53	100	99	100	99	100	100	100	100	100	98	100	99	97
19/11/2009	100	99	100	99	100	77	99	100	100	99	100	100	98	100	100	100	99	100	100	100	100	100	100	100	99	100	100	99
20/11/2009	100	99	100	100	100	76	100	100	100	99	100	100	96	100	100	94	100	99	100	100	99	100	100	100	99	100	96	98
21/11/2009	100	99	100	100	99	77	99	100	100	99	100	100	99	100	100	100	100	100	100	37	100	100	81	100	99	100	100	96
22/11/2009	100	99	100	100	99	77	98	100	100	99	99	100	99	100	100	100	100	100	100	0	99	100	100	100	100	100	92	
Average	100	99	100	100	100	77	99	100	100	99	100	100	97	100	92	99	94	100	100	77	100	100	97	100	99	100	98	98
Week 48																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
23/11/2009	98	100	100	100	100	63	98	100	100	98	100	100	94	100	97	95	100	100	100	3	100	100	100	100	97	100	100	94
24/11/2009	100	99	98	98	99	87	98	99	99	99	100	100	96	100	100	99	100	100	99	100	100	100	100	100	100	100	100	99
25/11/2009	100	98	100	100	100	76	99	100	100	99	100	100	97	100	100	95	100	100	100	100	100	100	100	100	99	100	100	99
26/11/2009	100	79	99	100	100	80	100	100	100	100	100	96	98	100	100	100	100	100	100	100	100	100	95	100	98	100	100	98
27/11/2009	100	99	100	100	99	77	99	100	98	99	100	100	98	100	100	100	99	99	100	92	100	100	100	100	99	100	100	98
28/11/2009	100	99	100	100	50	77	99	100	100	99	86	100	98	86	100	100	100	100	100	100	100	100	97	100	100	100	100	96
29/11/2009	100	99	100	100	100	77	99	100	100	98	99	100	99	100	100	97	100	100	100	99	99	100	100	100	100	100	97	99
Average	100	96	100	100	93	77	99	100	100	99	98	99	97	98	100	98	100	100	100	85	100	100	99	100	99	100	100	97
Week 49																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
30/11/2009	100	99	100	100	100	77	99	100	100	99	100	100	97	100	97	100	100	100	99	100	100	100	100	100	98	100	94	98

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Total Average November 2009																												
Average	100	95	100	100	98	77	99	100	100	99	99	99	97	99	97	99	92	100	100	91	99	100	99	100	99	100	95	98
Week 49																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
01/12/2009	100	99	100	100	100	77	99	100	100	100	100	100	97	100	100	100	100	100	99	100	100	100	100	100	99	100	100	99
02/12/2009	100	99	97	100	99	77	76	100	100	99	88	100	99	100	97	100	99	100	100	100	100	100	100	100	98	100	100	97
03/12/2009	100	99	100	100	100	77	98	100	100	100	100	100	97	100	100	99	99	99	90	100	100	100	100	100	99	100	100	98
04/12/2009	100	99	100	100	100	77	99	100	100	99	100	100	98	100	100	99	99	99	100	100	100	100	100	100	98	100	100	99
05/12/2009	100	99	88	100	100	77	99	100	30	99	100	100	99	100	100	100	100	100	100	100	100	100	97	84	100	100	91	95
06/12/2009	100	98	100	100	100	77	99	100	0	99	99	100	24	100	100	100	100	100	100	100	99	100	100	100	100	100	0	89
Average	100	99	98	100	100	77	95	100	72	100	98	100	86	100	99	100	100	100	98	100	100	100	99	97	99	100	82	96
Week 50																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
07/12/2009	99	99	100	100	99	77	97	100	68	99	100	99	95	100	97	100	97	100	99	100	100	92	100	99	94	84	96	
08/12/2009	100	99	99	100	100	70	99	100	100	99	100	100	77	100	100	100	99	99	99	99	100	100	100	100	99	100	100	98
09/12/2009	100	99	100	100	99	76	65	100	100	92	100	100	97	100	100	99	100	100	100	99	100	100	100	100	99	99	100	97
10/12/2009	100	91	100	100	99	77	51	89	100	99	100	100	97	100	99	99	100	100	100	100	100	100	100	100	99	100	99	96
11/12/2009	100	99	100	100	100	77	97	100	100	100	100	100	98	100	96	99	100	99	99	99	99	100	100	100	99	94	83	98
12/12/2009	100	99	99	100	100	77	99	100	100	99	100	100	90	100	72	100	100	100	100	100	99	100	97	100	100	100	0	94
13/12/2009	100	99	100	100	86	77	98	100	100	99	99	99	99	100	96	100	100	99	100	100	71	100	86	100	81	100	0	92
Average	100	98	100	100	98	76	86	98	95	98	100	100	93	100	94	100	99	100	100	100	96	100	96	100	96	98	67	96
Week 51																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
14/12/2009	100	99	99	100	99	76	99	100	100	96	100	97	97	100	92	92	99	99	100	100	99	94	100	100	98	100	0	94
15/12/2009	100	99	99	100	100	74	99	92	100	100	100	100	92	100	99	99	99	100	100	97	100	100	100	100	99	100	16	95
16/12/2009	100	99	99	100	100	77	97	100	100	99	100	100	99	100	100	99	100	100	99	100	100	100	100	100	99	100	97	99

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17/12/2009	100	98	100	100	92	77	98	100	100	100	100	100	98	100	100	99	100	100	99	97	100	100	99	100	99	100	100	98
18/12/2009	100	99	100	100	100	77	98	100	99	99	100	100	98	100	100	99	100	99	100	100	100	100	76	100	99	100	99	98
19/12/2009	100	99	100	100	100	77	98	100	100	99	100	100	99	100	100	83	100	100	100	99	100	100	94	100	99	100	100	98
20/12/2009	100	99	100	100	100	76	99	100	100	99	100	99	99	100	100	100	100	100	100	100	99	100	100	100	100	100	91	99
Average	100	99	100	100	99	76	98	99	100	99	100	100	97	100	99	96	100	100	100	99	100	99	95	100	99	100	72	97
Week 52																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
21/12/2009	100	99	100	100	100	76	97	100	100	99	98	100	96	100	99	99	99	100	63	97	100	100	100	100	76	100	100	96
22/12/2009	100	99	100	100	100	67	99	100	100	99	100	99	29	100	100	99	99	100	57	97	100	100	99	100	99	100	100	94
23/12/2009	100	99	99	100	100	77	99	100	100	99	100	100	85	100		98	100	100	96	97	100	100	96	98	99	100	100	98
24/12/2009	100	99	100	100	100	77	99	100	100	99	100	100	99	100	100	100	100	100	100	100	100	100	100	100	99	99	100	99
25/12/2009	100	99	100	100	100	77	99	100	100	100	100	100	99	100	100	100	100	100	100	99	100	100	100	100	99	100	100	99
26/12/2009	100	99	100	100	99	77	99	100	100	100	100	100	73	100	100	100	100	100	100	99	100	100	97	100	100	100	100	98
27/12/2009	100	99	100	100	100	77	99	100	100	99	100	99	0	100	100	100	100	100	99	97	99	100	100	100	100	98	100	95
Average	100	99	100	100	100	76	99	100	100	100	100	100	69	100	100	99	100	100	88	98	100	100	99	100	96	100	100	97
Week 53																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
28/12/2009	100	99	100	100	100	77	98	100	100	99	100	100	45	100	100	99	100	100	63	99	100	100	92	99	99	100	100	95
29/12/2009	100	99	99	100	100	77	98	83	99	99	100	100	81	100	93	100	99	100	25	98	100	100	81	100	99	92	100	93
30/12/2009	100	99	99	91	100	77	97	100	100	99	26	100	66	100	0	99	100	100	45	99	63	100	100	100	99	100	100	87
31/12/2009	100	99	100	100	100	77	99	92	100	99	50	100	97	100	12	97	100	99	100	100	0	100	100	100	99	100	100	90
Average	100	99	100	98	100	77	98	94	100	99	69	100	72	100	51	99	100	100	58	99	66	100	93	100	99	98	100	91
Total Average December 2009																												
Average	100	99	99	100	99	76	95	99	93	99	95	100	84	100	92	99	100	100	91	99	94	100	97	99	98	99	83	96
	Year: 2010										Sampling Frequency: 10 minutes																	
Week 1																												

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Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
01/01/2010	100	99	100	100	100	77	99	38	99	99	100	100	98	81	0	74	100	100	100	97	0	100	100	100	99	95	100	87
02/01/2010	100	99	100	100	99	77	98	100	100	99	100	100	71	100	0	100	100	99	100	98	0	100	96	100	100	100	100	90
03/01/2010	100	99	100	100	100	77	99	100	100	100	100	100	91	100	0	100	100	100	99	100	0	100	100	100	99	100	93	91
Average	100	99	100	100	100	77	99	79	100	100	100	100	87	94	0	91	100	100	100	98	0	100	99	100	99	98	98	90
Week 2																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
04/01/2010	100	89	67	100	99	0	94	100	98	99	100	98	97	100	33	100	100	96	84	89	37	40	100	85	89	97	100	85
05/01/2010	100	99	100	100	99	0	46	100	100	99	100	100	97	100	100	100	96	100	88	97	100	68	100	98	99	100	100	92
06/01/2010	100	99	100	100	100	77	26	100	100	100	100	100	93	100	100	100	91	100	96	99	100	96	100	100	100	100	100	95
07/01/2010	100	99	99	100	90	77	26	100	100	100	100	100	94	100	100	99	96	99	62	98	99	99	100	99	99	98	100	94
08/01/2010	100	99	100	100	100	77	79	100	100	99	100	100	95	100	100	100	96	99	72	99	99	98	100	100	97	98	58	95
09/01/2010	100	99	100	100	99	77	99	100	100	100	100	100	99	100	100	100	97	79	100	99	100	100	97	100	100	100	100	98
10/01/2010	100	99	100	100	100	77	97	100	100	99	100	100	99	100	100	100	100	100	100	99	94	100	100	100	100	100	99	99
Average	100	98	95	100	98	55	67	100	100	100	100	100	96	100	90	100	97	96	86	97	90	86	100	97	98	99	94	94
Week 3																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
11/01/2010	100	99	99	100	100	77	99	100	100	99	100	100	90	100	89	99	99	100	100	99	99	97	93	100	99	100	100	98
12/01/2010	100	99	100	100	97	77	99	99	100	99	100	100	69	100	58	99	97	98	100	98	99	98	100	69	98	96	94	94
13/01/2010	100	99	100	100	100	77	99	100	100	100	100	100	72	100	99	100	95	100	100	99	100	99	100	84	99	100	93	97
14/01/2010	100	98	100	100	100	76	95	100	100	99	100	100	89	100	100	100	96	100	100	99	100	100	100	100	99	100	100	98
15/01/2010	100	99	100	100	100	77	97	100	100	100	100	100	96	97	92	100	98	100	61	99	94	100	100	100	99	100	100	97
16/01/2010	100	99	100	100	100	77	99	100	100	99	100	100	98	97	100	100	97	100	100	99	97	100	97	100	99	100	17	95
17/01/2010	100	99	100	100	100	77	99	100	99	100	100	100	99	100	100	100	100	100	100	99	99	100	100	100	100	100	0	95
Average	100	99	100	100	100	77	98	100	100	100	100	100	88	99	91	100	97	100	94	99	98	99	99	93	99	99	72	96
Week 4																												

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Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
18/01/2010	100	99	100	88	100	77	98	100	74	99	100	100	91	100	99	100	92	100	100	99	100	100	100	100	98	94	95	97
19/01/2010	100	99	98	100	99	77	99	100	100	100	100	100	96	100	100	100	89	97	100	91	100	95	100	100	99	100	100	98
20/01/2010	100	99	100	100	100	76	97	100	100	99	100	100	95	100	100	99	42	100	100	99	100	100	100	100	99	100	84	96
21/01/2010	100	98	100	100	100	77	99	100	100	100	100	100	92	100	100	100	46	100	100	97	100	100	99	100	99	100	59	95
22/01/2010	100	98	100	100	100	77	71	100	100	99	100	99	99	100	98	100	86	99	100	97	100	100	100	100	95	100	100	97
23/01/2010	100	99	100	100	100	77	26	100	100	99	100	100	48	100	100	100	99	99	100	97	100	100	94	100	99	100	100	94
24/01/2010	100	99	100	100	100	77	57	100	100	100	99	99	100	100	99	100	99	99	100	100	92	100	100	100	100	100	100	97
Average	100	99	100	98	100	77	78	100	96	100	100	100	88	100	100	100	79	99	100	97	99	99	99	100	98	99	91	96
Week 5																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
25/01/2010	100	99	100	100	98	76	97	100	100	99	100	100	95	100	100	100	84	100	100	98	100	100	100	100	98	100	100	98
26/01/2010	100	99	100	100	99	77	98	100	100	99	100	100	97	100	100	100	93	100	100	100	100	100	100	100	99	100	100	99
27/01/2010	100	99	98	100	100	77	22	100	100	99	100	100	97	100	96	100	93	100	100	100	100	100	100	100	99	100	100	96
28/01/2010	100	99	100	100	99	77	22	98	100	99	100	100	97	100	98	100	87	100	100	100	100	100	100	100	99	100	100	95
29/01/2010	100	99	99	100	91	77	24	100	100	99	100	99	99	100	99	100	76	99	100	99	99	100	100	100	99	100	100	95
30/01/2010	100	99	100	100	99	77	23	100	19	100	100	100	99	100	100	100	99	100	100	100	100	100	97	100	100	100	100	93
31/01/2010	100	99	100	100	100	77	22	100	40	99	99	99	100	100	99	100	100	100	100	100	99	100	99	100	100	100	92	94
Average	100	99	100	100	98	77	44	100	80	99	100	100	98	100	99	100	90	100	100	100	100	100	99	100	99	100	99	96
Total Average January 2010																												
Average	100	99	99	100	99	72	74	98	95	99	100	100	92	99	86	99	92	99	96	98	87	96	99	98	99	99	90	95
Week 6																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
01/02/2010	100	99	100	100	99	68	21	100	100	100	100	99	96	41	94	99	96	100	100	100	100	100	97	100	97	100	100	93
02/02/2010	100	99	100	100	100	76	66	100	100	99	100	100	97	67	53	100	94	98	100	92	100	100	98	100	95	100	100	94
03/02/2010	100	99	100	100	100	77	97	100	100	99	100	100	98	100	100	100	97	99	100	94	100	100	100	100	99	100	100	98

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04/02/2010	100	99	100	100	100	77	97	100	100	99	100	100	81	100	100	99	94	99	100	100	100	100	100	100	99	100	100	98
05/02/2010	100	99	100	100	100	77	97	55	100	99	100	100	98	100	100	99	92	99	100	100	100	100	99	100	86	99	100	96
06/02/2010	100	99	100	100	100	77	98	0	100	99	100	100	99	100	100	89	97	100	100	100	100	100	97	100	99	100	100	95
07/02/2010	100	99	100	100	100	77	98	0	100	99	100	99	99	100	100	96	100	100	100	99	82	100	100	100	100	100	42	92
Average	100	99	100	100	100	76	82	65	100	99	100	100	95	87	92	98	96	99	100	98	97	100	99	100	96	100	92	95
Week 7																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
08/02/2010	100	99	100	100	100	77	98	71	99	99	100	100	97	100	99	76	94	100	100	100	100	100	100	100	97	100	84	96
09/02/2010	100	99	100	100	100	77	97	100	100	100	100	100	97	100	96	91	85	100	100	98	100	100	100	100	99	100	100	98
10/02/2010	100	99	100	100	100	77	98	100	100	99	100	100	98	100	99	98	97	98	100	100	100	100	100	100	99	100	64	97
11/02/2010	100	99	100	100	99	76	98	72	99	99	100	100	98	100	97	97	92	100	100	100	100	95	100	100	98	100	52	95
12/02/2010	99	99	95	100	93	77	98	67	100	99	100	100	98	81	100	100	90	99	100	100	100	100	100	100	99	100	100	96
13/02/2010	100	99	100	100	100	77	97	100	100	99	100	100	99	100	100	100	100	100	100	100	100	100	97	100	99	100	100	99
14/02/2010	100	99	100	100	100	77	99	100	100	81	99	99	99	100	100	100	100	100	100	100	98	100	100	100	100	100	76	97
Average	100	99	99	100	99	77	98	87	100	97	100	100	98	97	99	95	94	100	100	100	100	99	100	100	99	100	82	97
Week 8																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
15/02/2010	100	99	100	100	100	77	98	100	100	100	100	100	94	100	55	100	94	100	100	100	100	100	100	100	98	100	100	97
16/02/2010	100	97	100	99	100	76	99	100	100	99	100	100	97	100	100	100	95	100	100	99	100	100	100	100	99	100	100	99
17/02/2010	100	99	100	100	100	74	98	100	100	97	100	100	97	100	96	99	96	100	100	100	100	100	100	100	99	100	100	98
18/02/2010	100	99	93	100	99	76	98	95	100	99	100	100	98	99	100	99	92	100	100	100	97	100	98	100	99	100	100	98
19/02/2010	100	99	100	100	100	77	99	100	100	99	100	100	97	100	100	99	99	99	100	100	100	100	100	100	99	100	100	99
20/02/2010	100	99	100	100	100	77	99	100	100	99	100	100	97	100	100	100	100	100	100	100	100	100	96	100	99	98	100	99
21/02/2010	100	37	100	100	100	77	99	100	100	99	99	83	99	100	99	100	99	100	100	100	86	100	100	100	100	100	100	96
Average	100	90	99	100	100	76	99	99	100	99	100	98	97	100	93	100	97	100	100	100	98	100	99	100	99	100	100	98
Week 9																												

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Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
22/02/2010	100	69	100	100	100	77	97	100	100	100	100	100	95	100	99	100	99	96	100	99	100	99	100	100	99	100	100	97
23/02/2010	100	99	95	43	99	77	99	100	99	99	100	55	97	100	100	79	93	99	100	99	100	100	100	100	94	98	100	94
24/02/2010	100	99	100	73	100	77	97	100	100	100	100	59	98	100	96	75	82	97	100	100	100	100	100	100	98	100	100	94
25/02/2010	100	99	100	100	100	76	97	100	100	99	100	99	98	100	98	100	94	99	100	100	100	100	100	100	99	100	100	98
26/02/2010	100	99	100	100	100	77	97	100	100	99	100	95	99	99	99	100	97	99	100	100	99	100	100	100	99	100	100	98
27/02/2010	100	97	100	100	100	77	99	100	100	99	100	99	98	100	100	100	100	100	100	100	100	100	97	100	99	100	100	99
28/02/2010	100	99	100	100	100	77	99	100	100	99	99	99	99	100	100	100	100	100	100	100	99	100	100	100	100	100	100	99
Average	100	95	99	88	100	77	98	100	100	100	100	86	98	100	99	93	95	99	100	100	100	100	100	100	98	100	100	97
Total Average February 2010																												
Average	100	96	99	97	100	76	94	88	100	99	100	96	97	96	96	96	95	99	100	99	99	100	99	100	98	100	94	97
Week 10																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
01/03/2010	100	97	100	100	100	77	99	100	100	99	100	97	98	100	98	99	81	100	100	100	100	100	100	100	97	99	96	98
02/03/2010	100	99	100	100	90	76	98	100	100	99	100	83	97	100	100	100	92	100	79	99	100	100	100	100	99	100	100	97
03/03/2010	100	99	100	100	100	77	97	100	100	99	100	67	99	100	100	100	94	100	59	99	100	100	100	100	99	100	100	96
04/03/2010	100	99	99	100	100	77	98	100	100	99	100	81	97	100	100	100	88	100	100	100	100	100	100	100	99	100	100	98
05/03/2010	100	99	96	100	99	77	99	100	100	99	100	66	97	100	100	100	93	99	100	100	100	100	100	100	99	100	100	97
06/03/2010	100	99	100	100	100	77	99	100	100	100	100	98	99	100	100	100	100	100	100	100	100	100	97	100	99	100	100	99
07/03/2010	100	97	100	100	100	77	99	100	100	99	99	99	99	100	100	100	100	100	100	100	99	100	100	100	100	100	100	99
Average	100	99	99	100	98	77	98	100	100	99	100	84	98	100	100	100	93	100	91	100	100	100	100	100	99	100	99	98
Week 11																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
08/03/2010	100	99	100	100	100	74	98	100	100	99	100	81	98	100	98	100	92	100	100	100	100	100	92	100	98	94	96	97
09/03/2010	100	99	99	100	99	76	98	100	100	99	100	86	99	100	98	99	79	100	100	99	100	100	100	100	99	100	100	97
10/03/2010	100	99	100	100	100	77	97	100	100	99	100	100	33	100	100	100	90	99	100	100	100	99	100	100	99	100	100	96

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11/03/2010	100	99	100	100	99	77	99	100	100	100	100	100	21	100	100	100	97	99	100	100	100	100	99	100	99	100	100	96
12/03/2010	100	99	100	99	100	77	98	100	100	99	100	100	61	76	100	99	99	99	100	100	100	100	100	100	97	100	100	96
13/03/2010	100	99	100	100	100	77	99	100	100	99	100	100	99	3	100	100	100	100	100	100	100	100	97	100	99	100	100	95
14/03/2010	100	99	100	100	100	77	99	100	100	99	99	99	99	0	99	100	99	100	100	100	99	100	100	100	100	100	93	95
Average	100	99	100	100	100	76	98	100	100	99	100	95	73	68	99	100	94	100	100	100	100	100	98	100	99	99	98	96
Week 12																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
15/03/2010	100	99	99	99	99	77	100	99	100	100	100	100	88	33	84	99	91	100	100	100	100	100	100	100	99	100	100	95
16/03/2010	100	99	99	100	88	77	99	100	100	99	100	100	98	100	79	98	95	100	100	99	100	100	100	100	99	100	100	97
17/03/2010	100	99	100	100	100	77	94	100	100	99	100	100	98	100	90	100	91	100	100	100	100	100	99	100	99	100	100	98
18/03/2010	100	99	99	100	99	77	97	100	100	99	100	100	97	100	75	100	99	99	53	100	100	97	99	100	96	100	100	96
19/03/2010	100	99	100	100	100	77	98	100	100	99	100	100	97	100	68	100	99	100	70	100	100	100	100	100	99	98	100	96
20/03/2010	100	99	100	100	99	77	99	100	100	96	100	100	99	100	100	100	100	99	100	100	100	100	97	100	99	100	100	99
21/03/2010	100	99	100	100	100	77	99	100	100	94	99	98	99	100	99	100	100	100	90	100	99	100	100	100	99	100	0	95
Average	100	99	100	100	98	77	98	100	100	98	100	100	97	90	85	100	96	100	88	100	100	100	99	100	98	100	86	97
Week 13																												
Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
22/03/2010	100	99	90	100	100	77	99	100	100	100	100	100	94	100	64	99	97	97	64	100	99	97	99	100	97	97	66	94
23/03/2010	100	99	100	100	100	76	97	100	100	99	100	100	98	76	72	100	97	97	100	97	100	98	97	100	99	98	99	96
24/03/2010	100	99	100	100	100	72	98	100	100	95	100	100	97	100	97	98	97	99	92	100	100	99	98	100	99	100	100	98
25/03/2010	100	99	100	100	98	77	97	100	100	99	91	100	94	100	100	100	94	100	100	100	100	100	100	99	99	99	100	98
26/03/2010	100	99	100	100	99	77	98	100	100	100	100	100	97	100	100	100	99	100	100	99	100	100	99	100	99	99	100	99
27/03/2010	100	99	100	100	100	77	99	100	100	99	100	100	99	48	100	100	99	100	100	100	100	100	97	100	99	99	97	97
28/03/2010	100	98	100	100	100	77	99	100	100	100	100	99	99	55	99	100	100	100	100	100	99	100	100	100	95	99	96	97
Average	100	99	99	100	100	76	98	100	100	99	99	100	97	83	90	100	97	99	94	99	100	99	99	100	98	99	94	97
Week 14																												

ITSM	REF.: ITS-IPLN-SC06-AVL-TAX
Availability Plan for the Trans European IT Services including the Taxation business thread ITSM DLV 8.2.4.2.2	VERSION: 2.10
Annexes	ISSUE DATE: 22/06/2010

Date	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	GB	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	Average
29/03/2010	100	99	100	100	100	76	99	100	100	100	100	100	98	100	100	100	98	100	100	100	100	100	81	100	98	100	100	98
30/03/2010	100	99	98	100	100	77	94	100	100	99	100	100	97	100	100	100	98	100	100	98	100	100	100	100	99	65	100	97
31/03/2010	100	99	99	100	100	77	98	100	100	99	100	100	96	100	100	99	97	100	100	100	100	100	100	100	99	77	100	98
Average	100	99	99	100	100	77	97	100	100	100	100	100	97	100	100	100	97	100	100	99	100	100	94	100	98	80	100	98
Total Average March 2010																												
Average	100	99	99	100	99	77	98	100	100	99	100	95	92	87	94	100	95	100	94	100	100	100	98	100	98	97	95	97

Table 8-3: Request Message R_VATR unavailability per Member State

*** End of document ***