**N’OSAIRIS TECHNOLOGY SOLUTIONS CONFIDENTIAL**





**FJ Benjamin Holdings Ltd**

**AVAILABILITY REPORT**

**1 April 2020 - 30 April 2020**

Submitted by



**AVAILABILITY REPORT :**

**Date :**1 April 2020 - 30 April 2020

**SLA Table:**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **NO** | **Site Name** | **Connectivity** | **From Date** | **To Date** | **Exact Site Uptime (mins)** | **Total Availability Time (mins)** | **Total downtime** | **Uptime (%)** |
| 1 | FW HQ MAXIS | Maxis - Fiber | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 2 | FW HQ TIME | TIME | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 3 | Frederique Constant GPO | Metro-E/3G - Digi | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 4 | Guess Acc Permaisuri Imperial City | TM - Streamyx/3G - Digi | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 5 | Guess Acc.Seremban | TM - Streamyx/3G - Celcom | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 6 | Guess Bukit Tinggi | Maxis - Fiber/3G - Celcom | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 7 | Guess Design Village | TM - Unifi/3G - Digi | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 8 | Guess East Coast Mall | Maxis - Fiber/3G - Maxis | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 9 | Guess GPO (sharing with TLABGPO) | Metro-E/4G - Yes LTE | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 10 | Guess IOI City Mall | Maxis - Fiber/3G - Celcom | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 11 | Guess Imago | TM - Unifi/3G - Celcom | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 12 | Guess Ipoh Station 18 | TM - Streamyx/3G - Celcom | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 13 | Guess JPO | TM - Unifi/3G - Maxis | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 14 | Guess Kid One Utama | TM - Unifi/3G - Maxis | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 15 | Guess Kid Pavillion | Maxis - Fiber/3G - Maxis | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 16 | Guess Kid Queensbay Mall | Maxis - Fiber/3G - Maxis | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 17 | Guess Kota Bharu | TM - Unifi/3G - Maxis | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 18 | Guess Mitsui | TIME/3G - Maxis | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 19 | Guess One Utama | Maxis - Fiber/3G - Digi | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 20 | Guess Pavillion | Maxis - Fiber/3G - Celcom | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 21 | Guess Queensbay Mall | TM - Unifi/3G - Maxis | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 22 | Guess Suria KLCC | Maxis - Fiber/3G - Celcom | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 23 | Guess Tebrau City | TM - Streamyx/3G - Maxis | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 24 | Guess The Garden | Maxis - Fiber/4G - Maxis | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 25 | LaSenza Empire Subang | TIME/3G - Maxis | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 26 | LaSenza JPO | TM - Unifi/3G - Maxis | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 27 | LaSenza KLCC | Maxis - Fiber/3G - Maxis | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 28 | LaSenza Midvalley | Maxis - Fiber/3G - Celcom | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 29 | LaSenza One Utama | TM - Unifi/3G - Digi | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 30 | LaSenza Pavilion | Maxis - Fiber/3G - Maxis | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 31 | LaSenza Queensbay Mall | TM - Unifi/3G - Celcom | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 32 | LaSenza Setia City Mall | TM - Unifi/3G - Celcom | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 33 | LaSenza Sky Avenue | TM - Streamyx/3G - Celcom | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 34 | LaSenza Station 18 | TM - Streamyx/3G - Celcom | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 35 | LaSenza Sunway Pyramid | Maxis - Fiber/3G - Digi | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 36 | LaSenza Sunway Velocity | TIME/3G - Celcom | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 37 | LaSenza The Spring | TM - Streamyx/3G - Digi | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 38 | Marc Jacob Genting | TM - Streamyx/3G - Maxis | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 39 | Marc Jacob KLCC | YES - 4G LTE/3G - Digi | 01/4/2020 | 30/4/2020 | 43199.0 | 43200 | 1.0 | 99.998 |
| 40 | Pretty Ballerinas KLCC | TM - Unifi/3G - Maxis | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 41 | Pretty Ballerinas The Garden | TM - Unifi/3G - Celcom | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 42 | Rebecca Minkoff KLCC | TM - Unifi/3G - Maxis | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 43 | SuperDry Design Village | TM - Unifi/3G - Digi | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 44 | SuperDry GPO (sharing with TLABGPO) | Metro-E/4G - Yes LTE | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 45 | SuperDry Gurney Plaza | TIME/3G - Maxis | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 46 | SuperDry Midvalley | TM - Unifi/3G - Celcom | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 47 | SuperDry Mitsui (sharing with GSMITSUI) | TIME/3G - Maxis | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 48 | SuperDry Pavilion | Maxis - Fiber/3G - Celcom | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 49 | SuperDry Southkey Sogo | Digi - 3G/4G - Maxis | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 50 | SuperDry Sunway Pyramid | Maxis - Fiber/3G - Digi | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 51 | SuperDry Sunway Velocity | TIME/3G - Celcom | 01/4/2020 | 30/4/2020 | 43200.0 | 43200 | 0.0 | 100.0 |
| 52 | SuperDry Suria Sabah | Maxis - Fiber/3G - Celcom | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 53 | SuperDry Tebrau City JB | TM - Streamyx/3G - Celcom | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 54 | TimeLab GPO | Metro-E/4G - Yes LTE | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 55 | TimeLab Mitsui | TIME/3G - Maxis | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 56 | US Polo Assn (USPA) East Coast Mall | TM - Unifi/3G - Maxis | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 57 | US Polo Assn (USPA) JPO | Digi - 3G/3G - Celcom | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 58 | US Polo Assn (USPA) Kuching | TM - Unifi/3G - Celcom | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |
| 59 | US Polo Assn (USPA) Melawati | TM - Unifi/3G - Celcom | 01/4/2020 | 30/4/2020 | 43200 | 43200 | 0 | 100.0 |

**SLA Graphs :**











