**N’OSAIRIS TECHNOLOGY SOLUTIONS CONFIDENTIAL**





**FJ Benjamin Holdings Ltd**

**AVAILABILITY REPORT**

**1 March 2020 - 31 March 2020**

Submitted by



**AVAILABILITY REPORT :**

**Date :**1 March 2020 - 31 March 2020

**SLA Table:**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **NO** | **Site Name** | **Connectivity** | **From Date** | **To Date** | **Exact Site Uptime (mins)** | **Total Availability Time (mins)** | **Total Downtime (mins)** | **Uptime (%)** |
| 1 | FW HQ MAXIS | Maxis - Fiber | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 2 | FW HQ TIME | TIME | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 3 | Frederique Constant - GPO | Metro-E/3G - Digi | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 4 | Guess - Acc.Seremban | TM - Streamyx/3G - Celcom | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 5 | Guess - Bukit Tinggi | Maxis - Fiber/3G - Celcom | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 6 | Guess - Design Village | TM - Unifi/3G - Digi | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 7 | Guess - East Coast Mall | Maxis - Fiber/3G - Maxis | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 8 | Guess - GPO (sharing with TLABGPO) | Metro-E/4G - Yes LTE | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 9 | Guess - IOI City Mall | Maxis - Fiber/3G - Celcom | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 10 | Guess - Imago | TM - Unifi/3G - Celcom | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 11 | Guess - Ipoh Station 18 | TM - Streamyx/3G - Celcom | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 12 | Guess - JPO | TM - Unifi/3G - Maxis | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 13 | Guess - Kid One Utama | TM - Unifi/3G - Maxis | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 14 | Guess - Kid Pavillion | Maxis - Fiber/3G - Maxis | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 15 | Guess - Kid Queensbay Mall | Maxis - Fiber/3G - Maxis | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 16 | Guess - Kota Bharu | TM - Unifi/3G - Maxis | 01/3/2020 | 31/3/2020 | 44635 | 44640 | 5 | 99.99 |
| 17 | Guess - Mitsui | TIME/3G - Maxis | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 18 | Guess - One Utama | Maxis - Fiber/3G - Digi | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 19 | Guess - Pavillion | Maxis - Fiber/3G - Celcom | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 20 | Guess - Queensbay Mall | TM - Unifi/3G - Maxis | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 21 | Guess - Suria KLCC | Maxis - Fiber/3G - Celcom | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 22 | Guess - Tebrau City | TM - Streamyx/3G - Maxis | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 23 | Guess - The Garden | Maxis - Fiber/4G - Maxis | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 24 | Guess- Acc Permaisuri Imperial City | TM - Streamyx/3G - Digi | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 25 | LaSenza - Empire Subang | TIME/3G - Maxis | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 26 | LaSenza - JPO | TM - Unifi/3G - Maxis | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 27 | LaSenza - KLCC | Maxis - Fiber/3G - Maxis | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 28 | LaSenza - Midvalley | Maxis - Fiber/3G - Celcom | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 29 | LaSenza - One Utama | TM - Unifi/3G - Digi | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 30 | LaSenza - Pavilion | Maxis - Fiber/3G - Maxis | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 31 | LaSenza - Queensbay Mall | TM - Unifi/3G - Celcom | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 32 | LaSenza - Setia City Mall | TM - Unifi/3G - Celcom | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 33 | LaSenza - Sky Avenue | TM - Streamyx/3G - Celcom | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 34 | LaSenza - Station 18 | TM - Streamyx/3G - Celcom | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 35 | LaSenza - Sunway Pyramid | Maxis - Fiber/3G - Digi | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 36 | LaSenza - Sunway Velocity | TIME/3G - Celcom | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 37 | LaSenza -The Spring | TM - Streamyx/3G - Digi | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 38 | Marc Jacob - Genting | TM - Streamyx/3G - Maxis | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 39 | Marc Jacob - KLCC | YES - 4G LTE/3G - Digi | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 40 | Pretty Ballerinas - KLCC | TM - Unifi/3G - Maxis | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 41 | Pretty Ballerinas - The Garden | TM - Unifi/3G - Celcom | 01/3/2020 | 31/3/2020 | 44625 | 44640 | 15 | 99.97 |
| 42 | Rebecca Minkoff - KLCC | TM - Unifi/3G - Maxis | 01/3/2020 | 31/3/2020 | 44491 | 44640 | 149 | 99.67 |
| 43 | SuperDry - Design Village | TM - Unifi/3G - Digi | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 44 | SuperDry - GPO (sharing with TLABGPO) | Metro-E/4G - Yes LTE | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 45 | SuperDry - Gurney Plaza | TIME/3G - Maxis | 01/3/2020 | 31/3/2020 | 44639 | 44640 | 1 | 100.0 |
| 46 | SuperDry - Midvalley | TM - Unifi/3G - Celcom | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 47 | SuperDry - Mitsui (sharing with GSMITSUI) | TIME/3G - Maxis | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 48 | SuperDry - Pavilion | Maxis - Fiber/3G - Celcom | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 49 | SuperDry - Southkey Sogo | Digi - 3G/4G - Maxis | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 50 | SuperDry - Sunway Pyramid | Maxis - Fiber/3G - Digi | 01/3/2020 | 31/3/2020 | 44613 | 44640 | 27 | 99.94 |
| 51 | SuperDry - Sunway Velocity | TIME/3G - Celcom | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 52 | SuperDry - Suria Sabah | Maxis - Fiber/3G - Celcom | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 53 | SuperDry - Tebrau City JB | TM - Streamyx/3G - Celcom | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 54 | TimeLab - GPO | Metro-E/4G - Yes LTE | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 55 | TimeLab - Mitsui | TIME/3G - Maxis | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 56 | US Polo Assn (USPA) - East Coast Mall | TM - Unifi/3G - Maxis | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 57 | US Polo Assn (USPA) - JPO | Digi - 3G/3G - Celcom | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 58 | US Polo Assn (USPA) - Kuching | TM - Unifi/3G - Celcom | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |
| 59 | US Polo Assn (USPA) - Melawati | TM - Unifi/3G - Celcom | 01/3/2020 | 31/3/2020 | 44640 | 44640 | 0 | 100.0 |

**SLA Graphs :**











