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Description automatically generated

|  |  |
| --- | --- |
| Service Level Report | From: 04/01/2024  To: 06/30/2024 |

**Service Availability and Down Time**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Month** | **Availability** | **Minutes of Scheduled Maintenance / Resulting Down Time** | **Minutes of Emergency Maintenance / Resulting Down Time** | **Total Down Time** |
| April | 100% |  |  |  |
| May |  |  |  |  |
| June |  |  |  |  |

**Incidents**

No Incidents resulted in Down Time for the applicable period.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Incident Number** | **Date** | **Start Time** | **Stop Time** | **Root Cause** |
| (SF case no) |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |