

PLATFORM: ECC					
Offset	Date	Total Days	Total Minutes	Total Downtime	SLA
-0	2014 January	31	44640	0	100.00
-1	2013 December	31	44640	0	100.00
-2	2013 November	30	43200	2271	94.74
-3	2013 October	31	44640	262	99.41
-4	2013 September	30	43200	1084	97.49
-5	2013 August	31	44640	22	99.95
-6	2013 July	31	44640	0	100.00
-7	2013 June	30	43200	85	99.80
-8	2013 May	31	44640	45	99.90
-9	2013 April	30	43200	675	98.44
-10	2013 March	31	44640	98	99.78
-11	2013 February	28	40320	10	99.98
-12	2013 January	31	44640	75	99.83

PLATFORM: Web					
Offset	Date	Total Days	Total Minutes	Total Downtime	SLA
-0	2014 January	31	44640	0	100.00
-1	2013 December	31	44640	0	100.00
-2	2013 November	30	43200	0	100.00
-3	2013 October	31	44640	0	100.00
-4	2013 September	30	43200	0	100.00
-5	2013 August	31	44640	79	99.82
-6	2013 July	31	44640	60	99.87
-7	2013 June	30	43200	0	100.00
-8	2013 May	31	44640	0	100.00
-9	2013 April	30	43200	0	100.00
-10	2013 March	31	44640	0	100.00
-11	2013 February	28	40320	0	100.00
-12	2013 January	31	44640	0	100.00

PLATFORM: Optus					
Offset	Date	Total Days	Total Minutes	Total Downtime	SLA
-0	2014 January	31	44640	0	100.00
-1	2013 December	31	44640	593	98.67
-2	2013 November	30	43200	2228	94.84
-3	2013 October	31	44640	264	99.41
-4	2013 September	30	43200	316	99.27
-5	2013 August	31	44640	949	97.87
-6	2013 July	31	44640	1916	95.71
-7	2013 June	30	43200	940	97.82
-8	2013 May	31	44640	317	99.29
-9	2013 April	30	43200	232	99.46
-10	2013 March	31	44640	908	97.97
-11	2013 February	28	40320	1739	95.69
-12	2013 January	31	44640	450	98.99

PLATFORM: Reporting					
Offset	Date	Total Days	Total Minutes	Total Downtime	SLA
-0	2014 January	31	44640	0	100.00
-1	2013 December	31	44640	0	100.00
-2	2013 November	30	43200	0	100.00
-3	2013 October	31	44640	0	100.00
-4	2013 September	30	43200	0	100.00
-5	2013 August	31	44640	0	100.00
-6	2013 July	31	44640	0	100.00
-7	2013 June	30	43200	0	100.00
-8	2013 May	31	44640	0	100.00
-9	2013 April	30	43200	0	100.00
-10	2013 March	31	44640	0	100.00
-11	2013 February	28	40320	0	100.00
-12	2013 January	31	44640	0	100.00

PLATFORM: 3PP					
Offset	Date	Total Days	Total Minutes	Total Downtime	SLA
-0	2014 January	31	44640	0	100.00
-1	2013 December	31	44640	452	98.99
-2	2013 November	30	43200	169	99.61
-3	2013 October	31	44640	0	100.00
-4	2013 September	30	43200	1491	96.55
-5	2013 August	31	44640	425	99.05
-6	2013 July	31	44640	0	100.00
-7	2013 June	30	43200	1300	96.99
-8	2013 May	31	44640	30	99.93
-9	2013 April	30	43200	160	99.63
-10	2013 March	31	44640	115	99.74
-11	2013 February	28	40320	193	99.52
-12	2013 January	31	44640	0	100.00