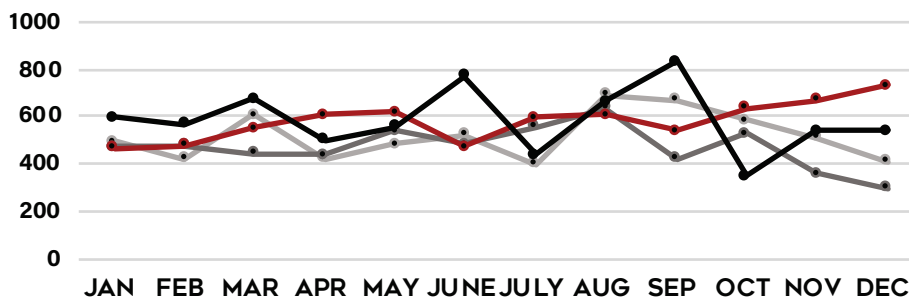


NOC SERVICE
AVAILABILITY
99.77%

TOTAL NETWORK TICKETS CLOSED PER MONTH

2017-2020

2017 2018 2019 2020



PRE-COVID

POST-COVID

400



DAILY AVERAGE
VPN USERS

2048

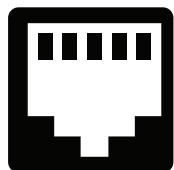
14,000



MAXIMUM
CONCURRENT
VPN USERS

39,000

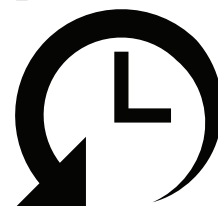
TOTAL PHYSICAL
INTERFACES



244,039

NETWORK
OPERATIONS
CENTER
FAST FACTS
2020

3,335.1



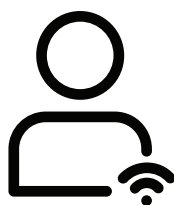
TOTAL SESSION
TIME (YEARS)

TOTAL ANNUAL
WIRELESS
TRAFFIC (GB)



2,486,800

26,222



AVERAGE USERS
PER DAY

AVERAGE
YEARLY TRAFFIC
PER USER (GB)



94.84

PRE-CARES

POST-CARES

1:418



ENGINEER TO
DEVICE RATIO

1:554

11,296



NUMBER OF
MANAGED
DEVICES

14,969