Monthly SLA Report SLA Report

inq.

SLA Target:	99.5 %	**Timezone:**	Africa/Johannesburg
Report ID:	INQ-DEMO-01	**Start Date:**	Sep 01, 2025 00:00
Report Name:	Monthly SLA Report	**End Date:**	Sep 30, 2025 23:59
Business Hours Policy:	inq. Business Hours	**Sites / Locations:**	5
Prepared At:	Oct 03, 2025 09:00	**WAN Links:**	0

❤ OVERALL SLA PERFORMANCE

✖ 91.5%
SLA UPTIME (BUSINESS HOURS)

98.5% ⏰
ALL HOURS UPTIME

DOWNTIME BREAKDOWN

BUSINESS HOURS

310m	350m

ALL HOURS

620m	510m

DOWNTIME BY CAUSE

■ Power		**310 min**	(620m)
■ Network		**350 min**	(510m)
TOTAL		**660 min**	
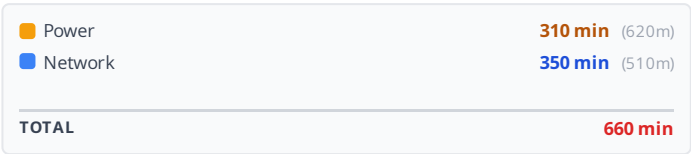
Routers send a status heartbeat every 30 seconds. A fault is triggered after 10 consecutive missed heartbeats, creating a 5-minute sensitivity window. Downtime recording begins at the time of the first missed heartbeat and ends when the next successful one is received. This time between the start of the fault and its resolution constitutes the total recorded downtime.

⌚ DOWNTIME DURATION MATRIX   Site distribution by downtime severity

ALL HOURS

0-10 MIN	11-60 MIN	> 60 MIN
1	**1**	**3**
SITE	SITE	SITES

BUSINESS HOURS

0-10 MIN	11-60 MIN	> 60 MIN
1	**1**	**3**
SITE	SITE	SITES

🕐 BUSINESS HOURS (Schedule: Inq. Business Hours)

Observed business hours are controlled by user defined Business Hour Policies. These policies are attached to SLA reports and determine the relevant timezone **(Africa/Johannesburg)** as well as operational hours for sites. SLA performance is calculated using the time constraints below (only first 8 shown):

DAY OF THE WEEK	START TIME	END TIME
Monday	08:00	17:00
Tuesday	08:00	17:00
Wednesday	08:00	17:00
Thursday	08:00	17:00
Friday	08:00	17:00

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≡ SITE PERFORMANCE SUMMARY

Site Name	All Hours Downtime		Business Hours Downtime	
	%	**Minutes**	**%**	**Minutes**
⬙ Location: Cape Town DC (HA Pair) 2 sites • max aggregation	**0.57%**	**250**	**4.55%**	**200**
↳ Cape Town DC - Router A	0.46%	200	3.64%	160
↳ Cape Town DC - Router B	0.11%	50	0.91%	40
Durban Branch - Standalone	**0.01%**	**5**	**0%**	**0**
⬙ Location: Bryanston HQ (HA Pair) 2 sites • max aggregation	**0.02%**	**10**	**0.04%**	**5**
↳ Bryanston HQ - Primary Router	0.34%	150	3.4%	150
↳ Bryanston HQ - Secondary Router	0.01%	5	0.04%	5
Pretoria Office - Perfect Uptime	**0%**	**0**	**0%**	**0**
Sandton Office - Standalone	**0.91%**	**400**	**7.95%**	**350**

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Cape Town Dc Router A

⊘ **SLA BREACHED**

⚠ INCIDENT LOG (SHOWING MOST RECENT 10)

ⓘ No incidents recorded for this site.

🖧 WAN INTERFACE STATISTICS

Interface	Avg In	Avg Out	Max In	Max Out	Avg Jitter	Max Jitter	Avg Loss	Max Loss
MTN Fibre (MTN Fib...	150.5Mbps	75.2Mbps	450.1Mbps	210.8Mbps	5.2ms	25.8ms	2.1	15

📶 WAN FAULTS (SHOWING MOST RECENT 10)

Interface	Duration	Started At	Resolved At
MTN Fibre	0 min	2025-10-03 06:25	Ongoing

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Cape Town Dc Router B

⊘ **SLA BREACHED**

⚠ INCIDENT LOG (SHOWING MOST RECENT 10)

ⓘ No incidents recorded for this site.

⛗ WAN INTERFACE STATISTICS

Interface	Avg In	Avg Out	Max In	Max Out	Avg Jitter	Max Jitter	Avg Loss	Max Loss
Vodacom Fibre (Vod...	120.3Mbps	60.9Mbps	350.5Mbps	180.2Mbps	8.1ms	40.2ms	5.5	22

⇜ WAN FAULTS (SHOWING MOST RECENT 10)

Interface	Duration	Started At	Resolved At
Vodacom Fibre	0 min	2025-10-03 06:25	Ongoing