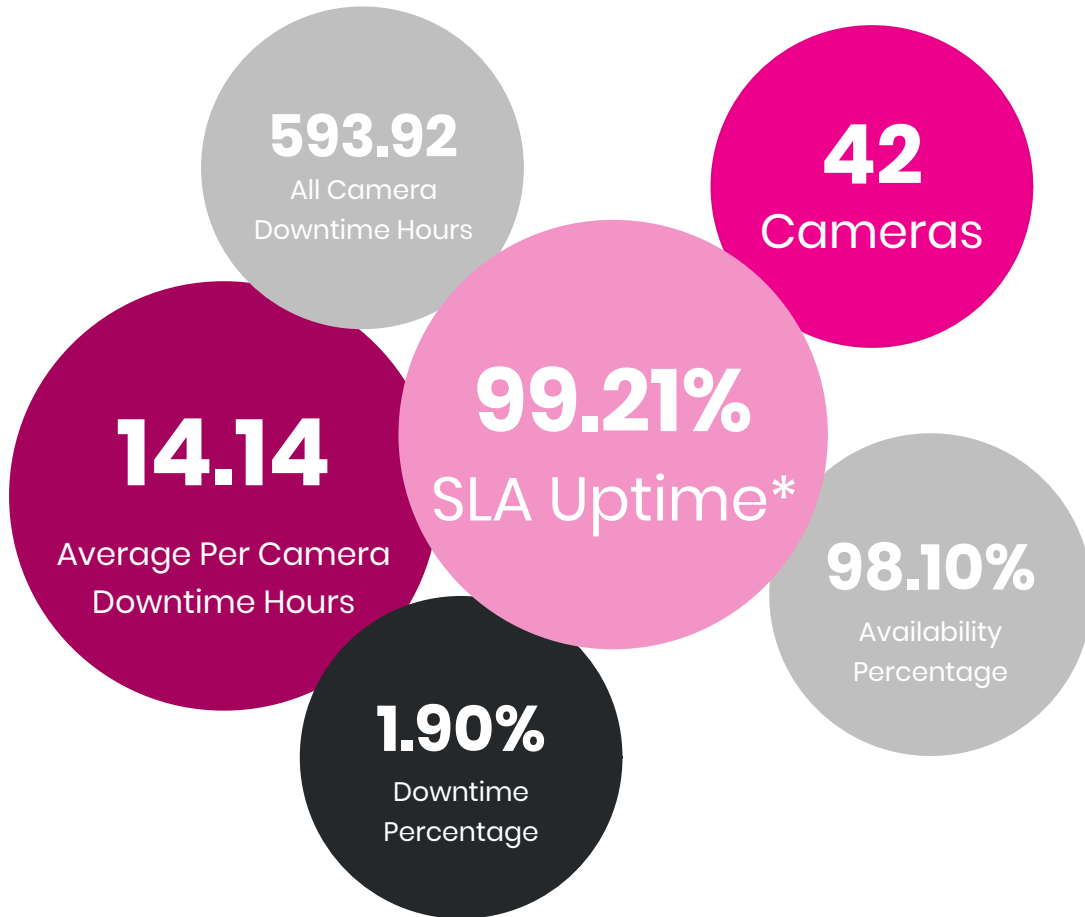


# Monthly SLA Report | January

## Cochrane\_Woodmead



### Cameras

All cameras covered by the applicable contract

### All camera downtime

The total summation of all downtime for all cameras. For clarity, if a pole had four cameras (overview or LPR) down simultaneously for an hour the total downtime would be calculated as 4 cameras x 1 hour = 4 hours downtime.

### Average per camera downtime

The average downtime or time for a camera to come online over the entire base of cameras over the reporting period.

### Downtime percentage

The downtime as a percentage over the entire base of cameras over the reporting period. SLA allowable downtime is 3.0%.

### Availability percentage

The availability or normal expected working condition of the entire fleet of cameras over the reporting period. Target availability percentage is 97.0%

\*Total service availability (SLA availability) does not include downtime caused by maintenance of the system; service unavailability caused by events outside our, or our personnel's reasonable control such as loss of electricity, adverse weather conditions, any fiber network outage or vandalism, and excludes the failure or unavailability of your facilities or systems such as internet connectivity, any other service or third-party used by you to use, connect to, or access the service.

Camera Name	MTTR (hours)	Downtime (hours)	Uptime (hours)	Availability %	SLA Availability %
WDMD_12 Chrysler Str_27.1_O	15.28	91.67	652.33	87.68	87.68
WDMD_12 Chrysler Str_27.2_O	15.32	91.92	652.08	87.65	87.65
WDMD_12 Hillman Str_33.1_O	01.10	04.42	739.58	99.41	99.41
WDMD_12 Hillman Str_33.2_O	01.10	04.42	739.58	99.41	99.41
WDMD_16 Singer Str_29.1_O	11.67	23.33	720.67	96.86	96.86
WDMD_16 Singer Str_29.2_O	11.67	23.33	720.67	96.86	96.86
WDMD_20 Riley Str_24.1_O	00.00	00.00	744.00	100.00	100.00
WDMD_20 Riley Str_24.2_O	00.00	00.00	744.00	100.00	100.00
WDMD_20 Riley Str_24.3_O	00.00	00.00	744.00	100.00	100.00
WDMD_40 Lincoln Str_20.1_O	00.17	00.17	743.83	99.98	99.98
WDMD_40 Lincoln Str_20.2_O	00.17	00.17	743.83	99.98	99.98
WDMD_54 Lincoln Str_30.1_O	00.00	00.00	744.00	100.00	100.00
WDMD_54 Lincoln Str_30.2_O	00.00	00.00	744.00	100.00	100.00
WDMD_Chrysler Str and Plymouth Str_26.1_O	00.83	00.83	743.17	99.89	99.89
WDMD_Chrysler Str and Plymouth Str_26.2_O	00.83	00.83	743.17	99.89	99.89
WDMD_Chrysler Str and Plymouth Str_26.3_O	00.83	00.83	743.17	99.89	99.89
Wdmd_Hillman Str and Plymouth Str_15.1_O	00.00	00.00	744.00	100.00	100.00
Wdmd_Hillman Str and Plymouth Str_15.2_O	00.00	00.00	744.00	100.00	100.00
WDMD_Lincoln St_17.2_O	00.00	00.00	744.00	100.00	100.00
WDMD_Lincoln St_17.3_O	00.00	00.00	744.00	100.00	100.00
WDMD_Lincoln St_17.4_M	00.00	00.00	744.00	100.00	100.00
WDMD_Lincoln Str and Packard Str_21.1_O	00.83	00.83	743.17	99.89	99.89
WDMD_Lincoln Str and Packard Str_21.2_O	00.83	00.83	743.17	99.89	99.89
WDMD_Lincoln Str and Packard Str_21.3_O	00.83	00.83	743.17	99.89	99.89
WDMD_Packard Str and Chrysler Str_23.1_O	00.83	00.83	743.17	99.89	99.89
WDMD_Packard Str and Chrysler Str_23.2_O	00.83	00.83	743.17	99.89	99.89
WDMD_Packard Str and Chrysler Str_23.3_O	00.83	00.83	743.17	99.89	99.89
WDMD_Packard Str and Wolseley Str_22.2_O	00.00	00.00	744.00	100.00	100.00
WDMD_Packard Str_32.1_O	00.00	00.00	744.00	100.00	100.00
WDMD_Packard Str_32.3_O	00.00	00.00	744.00	100.00	100.00
Wdmd_Plymouth Str and Lincoln Str_14.1_O	25.83	25.83	718.17	96.53	100.00
Wdmd_Plymouth Str and Lincoln Str_14.2_O	25.83	25.83	718.17	96.53	100.00
Wdmd_Plymouth Str and Lincoln Str_14.3_O	25.83	25.83	718.17	96.53	100.00
Wdmd_Riley Str (Boomgate)_16.2_O	22.46	89.83	654.17	87.93	100.00
Wdmd_Riley Str (Boomgate)_16.3_O	22.46	89.83	654.17	87.93	100.00
Wdmd_Riley Str (Boomgate)_16.5_M	22.46	89.83	654.17	87.93	100.00
WDMD_Singer Str and Plymouth Str_25.1_O	00.00	00.00	744.00	100.00	100.00
WDMD_Singer Str and Plymouth Str_25.2_O	00.00	00.00	744.00	100.00	100.00
WDMD_Singer Str and Plymouth Str_25.3_O	00.00	00.00	744.00	100.00	100.00
WDMD_Singer Str and Wolseley Str_31.1_O	00.00	00.00	744.00	100.00	100.00
WDMD_Singer Str and Wolseley Str_31.2_O	00.00	00.00	744.00	100.00	100.00
WDMD_Singer Str and Wolseley Str_31.3_O	00.00	00.00	744.00	100.00	100.00