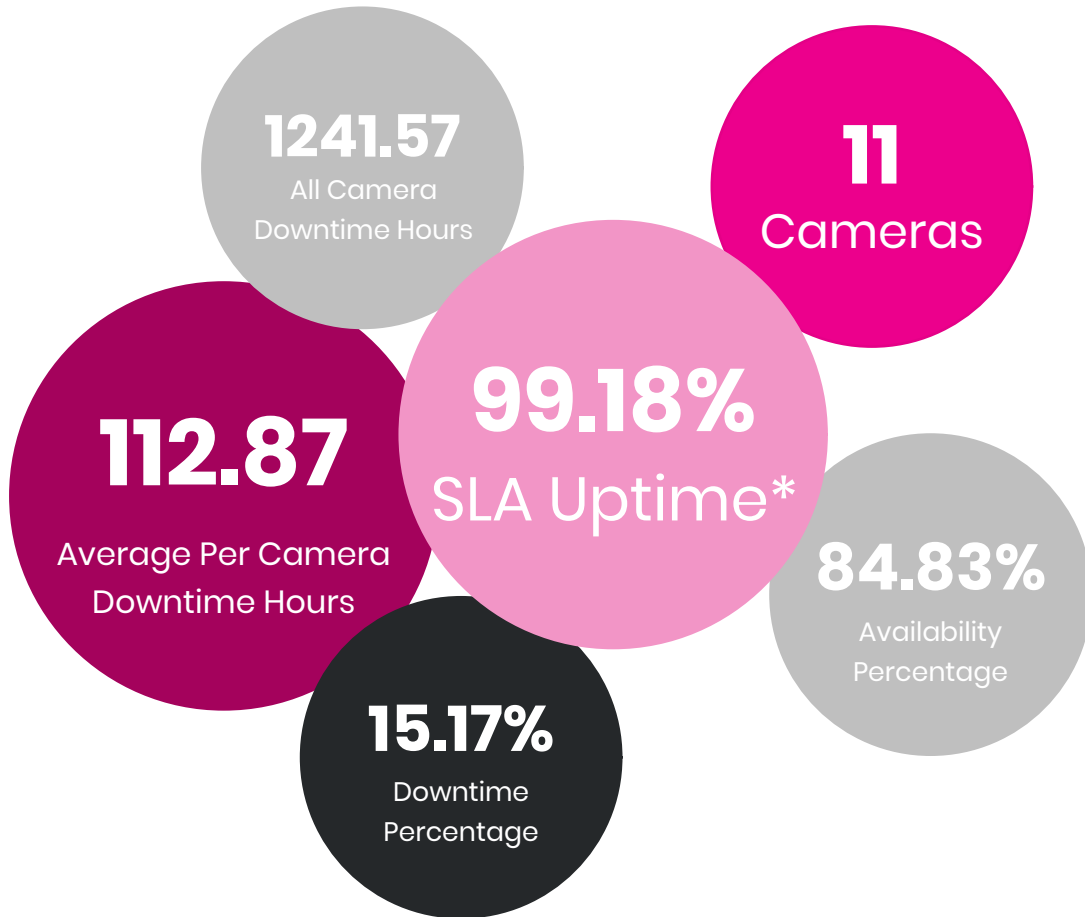


# Monthly SLA Report | January

## Woodmead\_Khyber\_Park



### 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_Lincoln St_17.2_O	21.08	21.08	722.92	97.17	97.17
WDMD_Lincoln St_17.3_O	21.08	21.08	722.92	97.17	97.17
WDMD_Lincoln St_17.8_A	00.00	00.00	744.00	100.00	100.00
Wdmd_Hillman Str and Plymouth Str_15.1_O	12.91	38.74	705.26	94.79	98.33
Wdmd_Hillman Str and Plymouth Str_15.2_O	12.91	38.74	705.26	94.79	98.33
Wdmd_Plymouth Str and Lincoln Str_14.1_O	00.00	00.00	744.00	100.00	100.00
Wdmd_Plymouth Str and Lincoln Str_14.2_O	00.00	00.00	744.00	100.00	100.00
Wdmd_Plymouth Str and Lincoln Str_14.3_O	00.00	00.00	744.00	100.00	100.00
Wdmd_Riley Str (Boomgate)_16.1_A	178.71	357.42	386.58	51.96	100.00
Wdmd_Riley Str (Boomgate)_16.2_O	127.42	382.25	361.75	48.62	100.00
Wdmd_Riley Str (Boomgate)_16.3_O	127.42	382.25	361.75	48.62	100.00