SERVICE LEVEL AGREEMENT

UIN JEMBER

OKTOBER 2026

SLA REPORT

TOTAL EVENT	DOWNTIME	
1	**0 MENIT**	**99.99%**

Detail Event

1 Minggu, 4 Oktober 2026

50 MENIT

Problem	**Peer Backup Link Down impact Electrical Failure POP Jember**
Action	Recovery by tim
Start	**4 Oktober 2026 22:39:16**
End	**4 Oktober 2026 23:29:08**
Note	Selama problem berlangsung untuk koneksi running via mainlink
Durasi	50 MENIT
Dihitung	0 JAM