SERVICE LEVEL AGREEMENT

# UIN JEMBER

AGUSTUS 2026

SLA REPORT

| TOTAL EVENT | DOWNTIME | |
|---|---|---|
| 1 | 0 MENIT | 99.99% |

## Detail Event

### 1 Minggu, 2 Agustus 2026

6 JAM 16 MENIT

| | |
|---|---|
| Problem | **Peer Backup Link down impact FO cut dijarak 2.6KM dari POP Jember akibat PU Activity** |
| Action | Tarik CO Kabel 100M dan joint 2 JB |
| Start | **2 Agustus 2026 10:03:00** |
| End | **2 Agustus 2026 16:19:00** |
| Note | Selama problem berlangsung untuk koneksi running via mainlink |
| Durasi | 6 JAM 16 MENIT |
| Dihitung | 0 JAM |