PT. Mataram Data Center
Jl. Margatama Asri VI RT. 050 RW.003
Kec. Kartoharjo Kel. Kanigoro,
Kota Madiun, Jawa Timur

SERVICE LEVEL AGREEMENT UINKHAS JEMBER
MEI 2026

SLA

No	Description	Start	Finish	Time Problem	Problem	Action
1	UINKHAS JEMBER MEI 2026			0:0:00:00		
2				0:0:00:00		
3				0:0:00:00		
4				0:0:00:00		
5				0:0:00:00		
6				0:0:00:00		
7				0:0:00:00		
TOTAL DOWNTIME				0:0:00:00		*last update*
SLA				100,00	01/06/2026 08:48	

INCIDENT SUMMARY

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BULAN	**TANGGAL**	**INCIDENT**
MEI	14	Problem : Peer Backup Link degrade impact Hardware Failure Router Core Data Center Jakarta
		RFO : Optimalisasi Hardware & Plan Replace Hardware
		Note : Layanan internet tidak terdampak dan running via Main Link
	18	Problem : Ping 82.220.34.4 dari prefix 103.161.253.xxx tidak resolved
		RFO : Optimalisasi CGNAT menggunakan prefix lain
		Note : -
	20	Problem : Peer Main Link down impact Double Degrade Segment Uplink POP Jember
		RFO : Normal After One Of Segment Recovery Completed
		Note : Layanan internet tidak terdampak dan running via Backup Link