SERVICE LEVEL AGREEMENT

UIN JEMBER

JULI 2026

SLA REPORT

TOTAL EVENT	DOWNTIME	
1	0 MENIT	99.99%

Detail Event

1 Jumat, 3 Juli 2026

20 MENIT

Problem	**Peer Main Link Surabaya degrade impact Hardware Failure Di POP Omadata (Surabaya)**
Action	Reboot Hardware Manually
Start	**3 Juli 2026 12:19:00**
End	**3 Juli 2026 12:39:00**
Note	Selama problem berlangsung untuk koneksi running via backup
Durasi	20 MENIT
Dihitung	0 JAM