

| Date       | Average resp | Average resp | Average resp | Average resp | Uptime for PS | Downtime for |
|------------|--------------|--------------|--------------|--------------|---------------|--------------|
| 01.11.2022 | 0.26         | 0.69         | 0.62         | 0.26         | 99.84         | 0.16         |
| 02.11.2022 | 0.26         | 0.19         | 0.55         | 0.26         | 99.73         | 0.27         |
| 03.11.2022 | 0.31         | 0.2          | 0.55         | 0.31         | 99.61         | 0.39         |
| 04.11.2022 | 0.26         | 0.66         | 0.55         | 0.26         | 99.84         | 0.16         |
| 05.11.2022 | 0.24         | 0.18         | 0.48         | 0.49         | 99.89         | 0.11         |
| 06.11.2022 | 0.3          | 0.17         | 0.49         | 0.3          | 98.78         | jan.22       |
| 07.11.2022 | 0.25         | 0.19         | jan.99       | 0.25         | 99.82         | 0.18         |
| 08.11.2022 | 0.26         | 0.21         | 0.56         | 0.26         | 99.74         | 0.26         |
| 09.11.2022 | 0.26         | 0.25         | 0.54         | 0.54         | 99.7          | 0.3          |
| 10.11.2022 | 0.26         | 0.62         | 0.57         | 0.49         | 99.65         | 0.35         |
| 11.11.2022 | 0.27         | 0.66         | 0.62         | 0.27         | 99.86         | 0.14         |
| 12.11.2022 | 0.24         | 0.17         | 0.48         | 0.24         | 99.81         | 0.19         |
| 13.11.2022 | 0.23         | 0.17         | 0.47         | 0.23         | 99.81         | 0.19         |
| 14.11.2022 | 0.26         | 0.19         | 0.58         | 0.26         | 99.85         | 0.15         |
| 15.11.2022 | 0.26         | 0.19         | 0.57         | 0.26         | 99.85         | 0.15         |
| 16.11.2022 | 0.26         | 0.64         | 0.53         | 0.26         | 99.84         | 0.16         |
| 17.11.2022 | 0.26         | 0.19         | 0.57         | 0.26         | 99.77         | 0.23         |
| 18.11.2022 | 0.27         | 0.19         | 0.6          | 0.27         | 99.84         | 0.16         |
| 19.11.2022 | 0.28         | 0.18         | 0.53         | 0.28         | 99.79         | 0.21         |
| 20.11.2022 | 0.24         | 0.17         | 0.51         | 0.24         | 99.82         | 0.18         |
| 21.11.2022 | 0.27         | 0.21         | 0.57         | 0.27         | 99.67         | 0.33         |
| 22.11.2022 | 0.26         | 0.68         | 0.57         | 0.26         | 99.75         | 0.25         |
| 23.11.2022 | 0.25         | 0.19         | 0.53         | 0.25         | 99.69         | 0.31         |
| 24.11.2022 | 0.24         | 0.18         | 0.53         | 0.24         | 99.89         | 0.11         |
| 25.11.2022 | 0.24         | 0.18         | 0.53         | 0.24         | 99.9          | 0.1          |
| 26.11.2022 | 0.22         | 0.54         | 0.46         | 0.54         | 99.9          | 0.1          |
| 27.11.2022 | 0.26         | 0.17         | 0.47         | 0.46         | 97.2          | 02.aug       |
| 28.11.2022 | 0.24         | 0.18         | 0.55         | 0.24         | 99.88         | 0.12         |
| 29.11.2022 | 0.24         | 0.17         | 0.52         | 0.52         | 99.37         | 0.63         |
| 30.11.2022 | 0.24         | 0.18         | 0.56         | 0.56         | 99.89         | 0.11         |

| Error response time | Uptime Percentage | Personal Downtime Percentage | Error response time | Agreed SLA in Percentage |
|---------------------|-------------------|------------------------------|---------------------|--------------------------|
| 0.16                | 99.99             | 0.01                         | 0.01                | 99.5                     |
| 0.27                | 99.99             | 0.01                         | 0.01                | 99.5                     |
| 0.39                | 99.86             | 0.14                         | 0.14                | 99.5                     |
| 0.16                | 99.99             | 0.01                         | 0.01                | 99.5                     |
| 0.11                | 99.99             | 0.01                         | 0.01                | 99.5                     |
| jan.22              | 99.38             | 0.62                         | 0.62                | 99.5                     |
| 0.18                | 99.96             | 0.04                         | 0.04                | 99.5                     |
| 0.26                | 99.99             | 0.01                         | 0.01                | 99.5                     |
| 0.3                 | 99.96             | 0.04                         | 0.04                | 99.5                     |
| 0.35                | 99.98             | 0.02                         | 0.02                | 99.5                     |
| 0.14                | 99.99             | 0.01                         | 0.01                | 99.5                     |
| 0.19                | 99.99             | 0.01                         | 0.01                | 99.5                     |
| 0.19                | 99.86             | 0.14                         | 0.14                | 99.5                     |
| 0.15                | 99.97             | 0.03                         | 0.03                | 99.5                     |
| 0.15                | 99.99             | 0.01                         | 0.01                | 99.5                     |
| 0.16                | 99.99             | 0.01                         | 0.01                | 99.5                     |
| 0.23                | 99.97             | 0.03                         | 0.03                | 99.5                     |
| 0.16                | 99.99             | 0.01                         | 0.01                | 99.5                     |
| 0.21                | 99.99             | 0.01                         | 0.01                | 99.5                     |
| 0.18                | 99.98             | 0.02                         | 0.02                | 99.5                     |
| 0.33                | 99.96             | 0.04                         | 0.04                | 99.5                     |
| 0.25                | 99.99             | 0.01                         | 0.01                | 99.5                     |
| 0.31                | 99.96             | 0.04                         | 0.04                | 99.5                     |
| 0.11                | 99.97             | 0.03                         | 0.03                | 99.5                     |
| 0.1                 |                   | 100                          | 0                   | 0 99.5                   |
| 0.1                 | 99.99             | 0.01                         | 0.01                | 99.5                     |
| 02.aug              | 96.27             |                              | mar.73              | mar.73 99.5              |
| 0.12                | 99.99             | 0.01                         | 0.01                | 99.5                     |
| 0.63                | 99.78             | 0.22                         | 0.22                | 99.5                     |
| 0.11                | 99.91             | 0.09                         | 0.09                | 99.5                     |