

Key Performance Indicators relating to system performance

Year	Month	SLA	Target	Actual	Target Achieved?	Notes
2021	October	RP&S Uptime	99.40%	99.88%	Yes	
2021	October	RP&S Mean Time Between Failure (MTBF)	> 336 Hours	27.96 days	Yes	
2021	November	RP&S Uptime	99.40%	99.65%	Yes	
2021	November	RP&S Mean Time Between Failure (MTBF)	> 336 Hours	15 days	Yes	
2021	December	RP&S Uptime	99.40%	99.10%	No	This is because there was a planned technical Maintenance Weekend
2021	December	RP&S Mean Time Between Failure (MTBF)	> 336 Hours	15.5 days	Yes	
Year	Month	SLA	Target	Actual	Target Achieved?	Notes
2022	January	RP&S Uptime	99.40%	99.90%	Yes	

2022	January	RP&S Mean Time Between Failure (MTBF)	> 336 Hours	31 days	Yes	
2022	February	RP&S Uptime	99.40%	93.50%	No	Planned technical Maintenance Weekend
2022	February	RP&S Mean Time Between Failure (MTBF)	> 336 Hours	14 days	Yes	
2022	March	RP&S Uptime	99.40%	99.60%	Yes	
2022	March	RP&S Mean Time Between Failure (MTBF)	> 336 Hours	31 days	Yes	
2022	April	RP&S Uptime	99.40%	99.60%	Yes	
2022	April	RP&S Mean Time Between Failure (MTBF)	> 336 Hours	30 Days	Yes	
2022	May	RP&S Uptime	99.40%	99.86%	Yes	

2022	May	RP&S Mean Time Between Failure (MTBF)	> 336 Hours	15.5 days	Yes	
2022	June	RP&S Uptime	99.40%	99.06%	No	Planned technical Maintenance Weekend
2022	June	RP&S Mean Time Between Failure (MTBF)	> 336 Hours	15 days	Yes	
2022	July	RP&S Uptime	99.40%	99.90%	Yes	
2022	July	RP&S Mean Time Between Failure (MTBF)	> 336 Hours	31 days	Yes	
2022	August	RP&S Uptime	99.40%	99.90%	Yes	
2022	August	RP&S Mean Time Between Failure (MTBF)	> 336 Hours	15.5 days	Yes	
2022	September	RP&S Uptime	99.40%	99.95%	Yes	

2022	September	RP&S Mean Time Between Failure (MTBF)	> 336 Hours	15 days	Yes	
2022	October	RP&S Uptime	99.40%	99.89%	Yes	
2022	October	RP&S Mean Time Between Failure (MTBF)	> 336 Hours	15.5 days	Yes	
2022	November	RP&S Uptime	99.40%	99.91%	Yes	
2022	November	RP&S Mean Time Between Failure (MTBF)	> 336 Hours	31 days	Yes	
2022	December	RP&S Uptime	99.40%	100%	Yes	
2022	December	RP&S Mean Time Between Failure (MTBF)	> 336 Hours	31 days	Yes	

Year	Month	SLA	Target	Actual	Target Achieved?	Noltes
2023	January	RP&S Uptime	99.40%	100%	Yes	
2023	January	RP&S Mean Time Between Failure (MTBF)	> 336 Hours	31 days	Yes	

2023	February	RP&S Uptime	99.40%	100%	Yes	
2023	February	RP&S Mean Time Between Failure (MTBF)	> 336 Hours	28 days	Yes	
2023	March	RP&S Uptime	99.40%	97.40%	No	Planned technical Maintenance Weekend
2023	March	RP&S Mean Time Between Failure (MTBF)	> 336 Hours	15.1 days	Yes	
2023	April	RP&S Uptime	99.40%	100.00%	Yes	
2023	April	RP&S Mean Time Between Failure (MTBF)	> 336 Hours	30 days	Yes	
2023	May	RP&S Uptime	99.40%	98.66%	No	Planned technical Maintenance Weekend
2023	May	RP&S Mean Time Between Failure (MTBF)	> 336 Hours	2.2 days	No	Downtime 9h 59m 59s with 14 outages
2023	June	RP&S Uptime	99.40%	99.83%	Yes	

		RP&S Mean Time Between Failure (MTBF)	> 336 Hours	3.33 days	No	Downtime 1h 13m 2s with 9 outages
2023	June					
2023	July	RP&S Uptime	99.40%	99.95%	Yes	
		RP&S Mean Time Between Failure (MTBF)	> 336 Hours	1.9 days	No	Downtime 0h 18m 6s with 16 outages
2023	July					
2023	August	RP&S Uptime	99.40%	99.98%	Yes	
		RP&S Mean Time Between Failure (MTBF)	> 336 Hours	6.20 days	No	Downtime 0h 6m 38s with 5 outages
2023	August					
2023	September	RP&S Uptime	99.40%	100.00%	Yes	
		RP&S Mean Time Between Failure (MTBF)	> 336 Hours	30 days	Yes	
2023	September					
2023	October	RP&S Uptime	99.40%	99.17%	No	
		RP&S Mean Time Between Failure (MTBF)	> 336 Hours	10.25 days	No	Downtime 6h 10m 0s with 3 outages
2023	October					
2023	November	RP&S Uptime	99.40%	99.96%	Yes	

2023	November	RP&S Mean Time Between Failure (MTBF)	> 336 Hours	29.98 days	Yes	
2023	December	RP&S Uptime	99.40%	99.96%	Yes	
2023	December	RP&S Mean Time Between Failure (MTBF)	> 336 Hours	30.90 days	Yes	

Year	Month	SLA	Target	Actual	Target Achieved?	Notes
2024	January	RP&S Uptime	99.40%	100.00%	Yes	
2024	January	RP&S Mean Time Between Failure (MTBF)	> 14 days	31 days	Yes	
2024	February	RP&S Uptime	99.40%	100.00%	Yes	
2024	February	RP&S Mean Time Between Failure (MTBF)	> 14 days	29 days	Yes	
2024	March	RP&S Uptime	99.40%	100.00%	Yes	
2024	March	RP&S Mean Time Between Failure (MTBF)	> 14 days	31 days	Yes	

2024	April	RP&S Uptime	99.40%	99.09%	No	
2024	April	RP&S Mean Time Between Failure (MTBF)	> 14 days	10 days	No	Downtime 6h 34m 30s with 3 outages
2024	May	RP&S Uptime	99.40%	100.00%	Yes	
2024	May	RP&S Mean Time Between Failure (MTBF)	> 14 days	31 days	Yes	
2024	June	RP&S Uptime	99.40%	100.00%	Yes	
2024	June	RP&S Mean Time Between Failure (MTBF)	> 14 days	30 days	Yes	
2024	July	RP&S Uptime	99.40%	100.00%	Yes	
2024	July	RP&S Mean Time Between Failure (MTBF)	> 14 days	31 days	Yes	
2024	August	RP&S Uptime	99.40%	100.00%	Yes	
2024	August	RP&S Mean Time Between Failure (MTBF)	> 14 days	31 days	Yes	
2024	September	RP&S Uptime	99.40%	99.94%	Yes	

2024	September	RP&S Mean Time Between Failure (MTBF)	> 14 days	29.98 days	Yes	
2024	October	RP&S Uptime	99.40%	100%	Yes	
2024	October	RP&S Mean Time Between Failure (MTBF)	> 14 days	31 days	Yes	
2024	November	RP&S Uptime	99.40%	100%	Yes	
2024	November	RP&S Mean Time Between Failure (MTBF)	> 14 days	30 days	Yes	
2024	December	RP&S Uptime	99.40%	100%	Yes	
2024	December	RP&S Mean Time Between Failure (MTBF)	> 14 days	31 days	Yes	