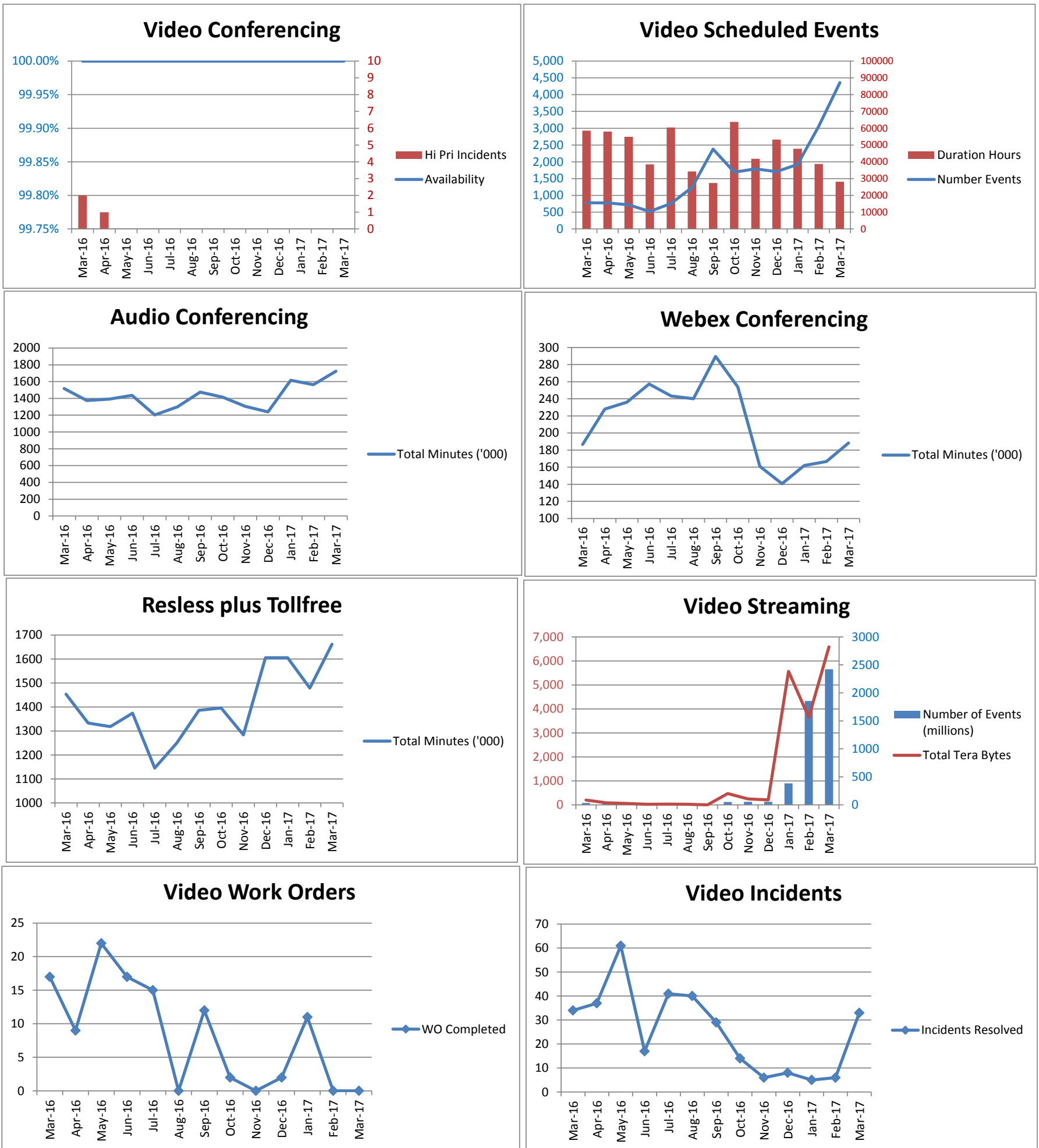


Video & Conferencing Rolling Report - March 2017



Video Conferencing Availability = (Total Critical1 Outage Time* users affected) / (Total time in the month * Total Number of users)
 Video Conference Scheduling data from Cisco TMS
 Audio Conferencing, Webex Conferencing & Resless Plus Tollfree data from West Corporation reports
 Video Streaming data from Sawmill Wowza reports (starting from Dec 2015)
 Rest of the data from ARS Remedy System

Notes