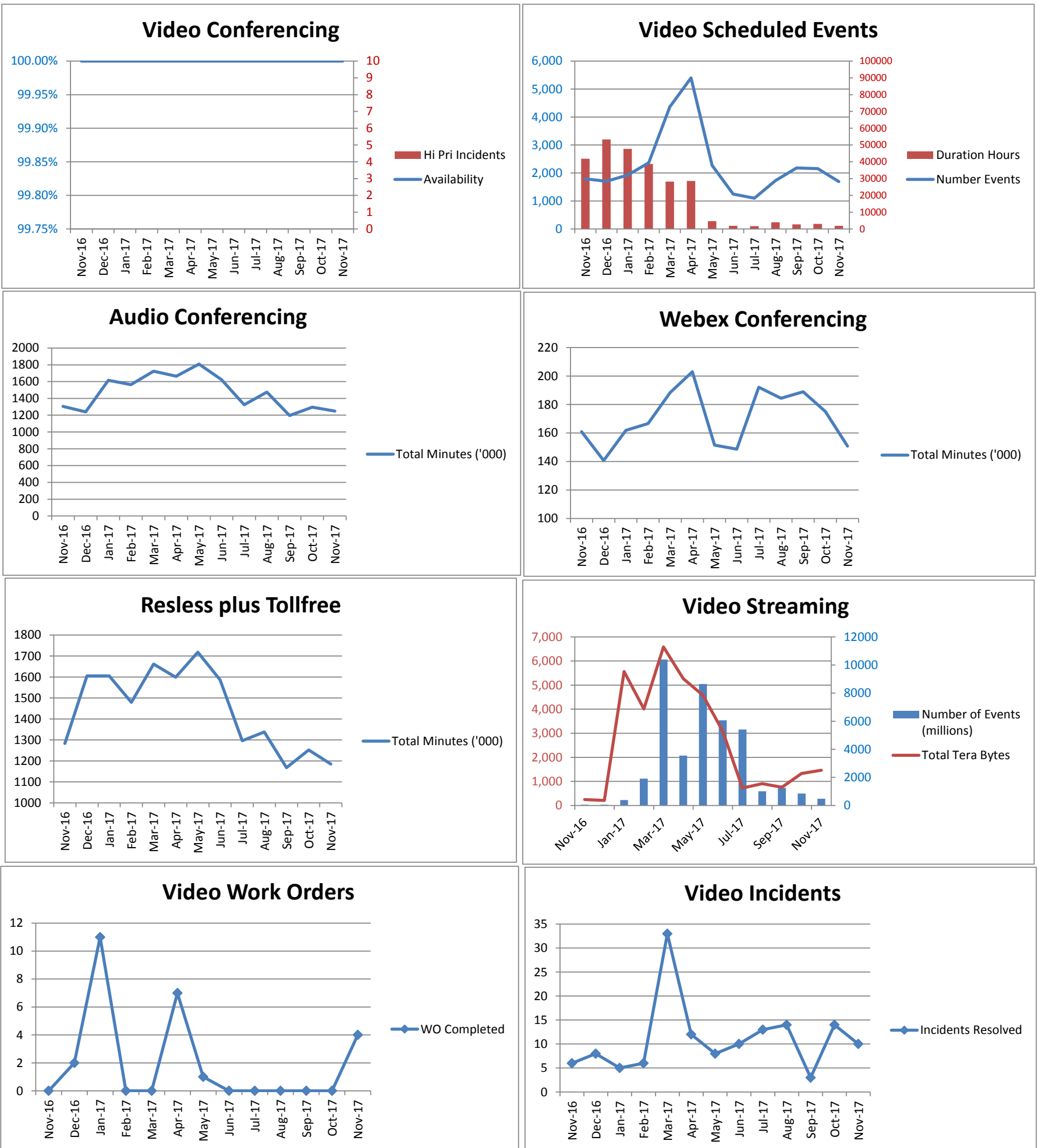


Video & Conferencing Rolling Report - November 2017



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

Feb 2017 video events now include point to point calls
 added DNR Eagle Cam to streaming service

January 2017