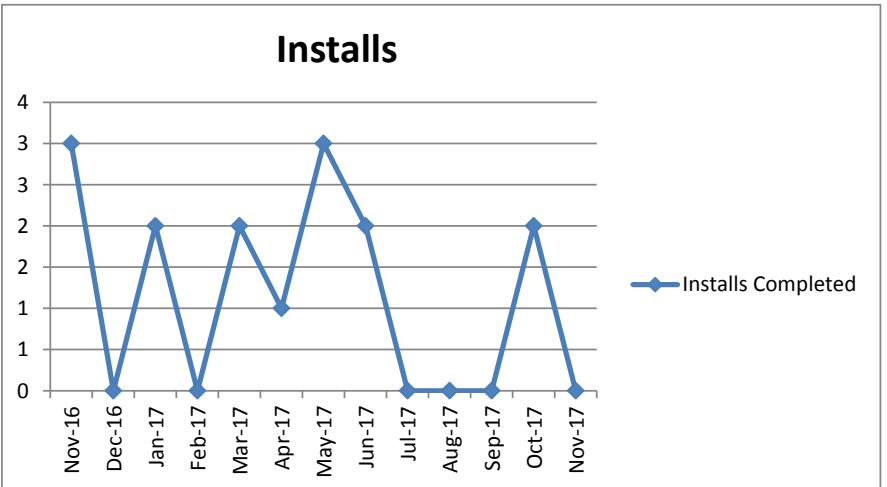
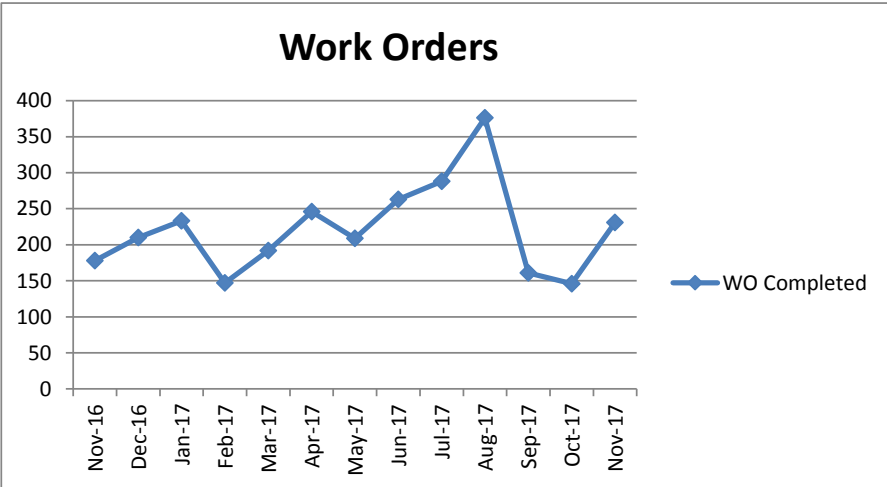
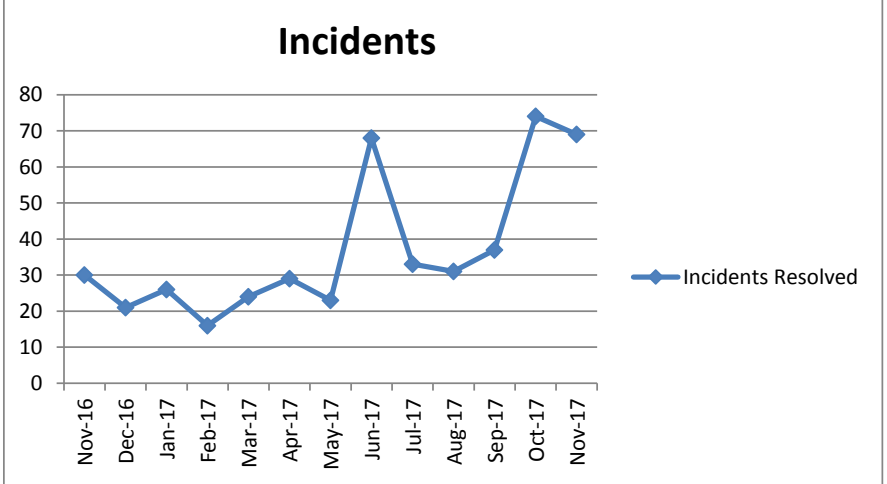
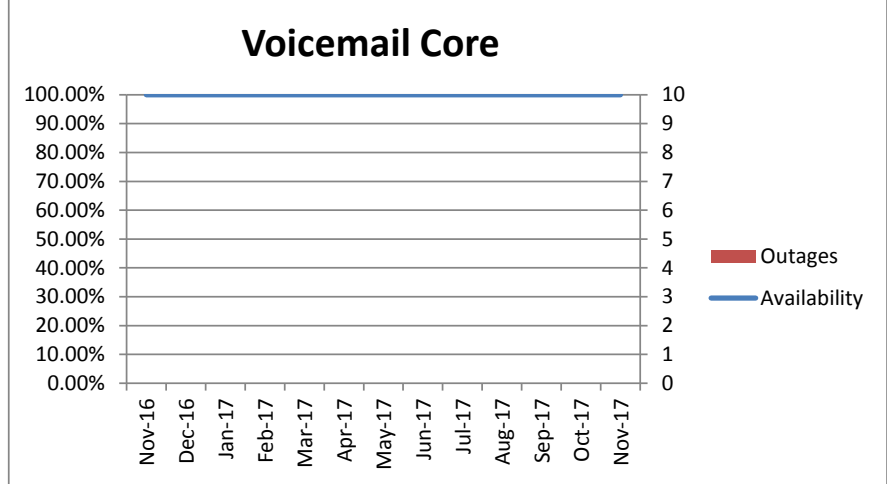
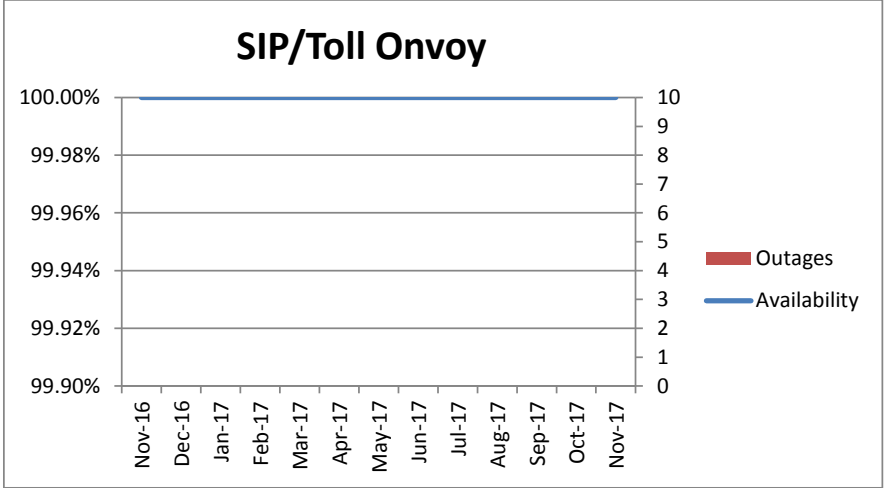
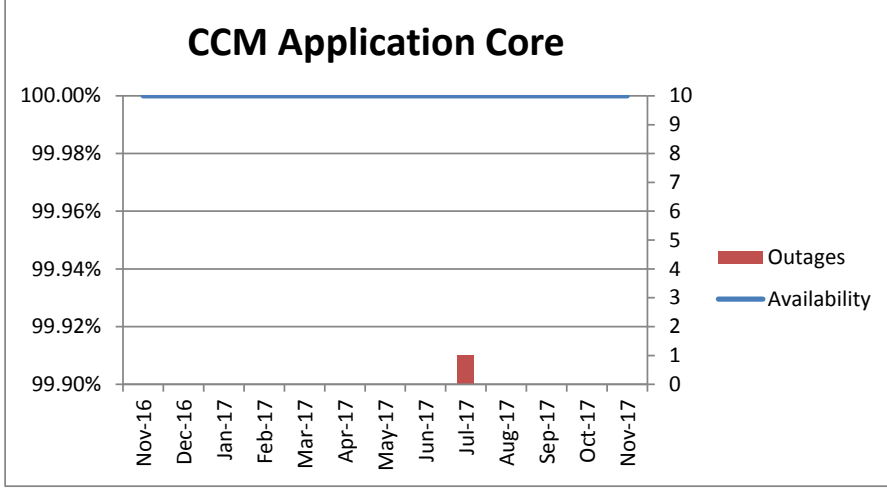
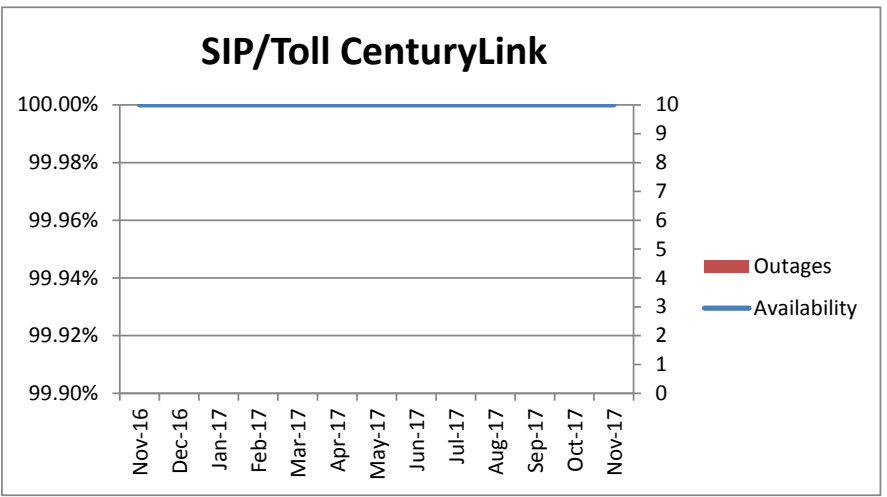
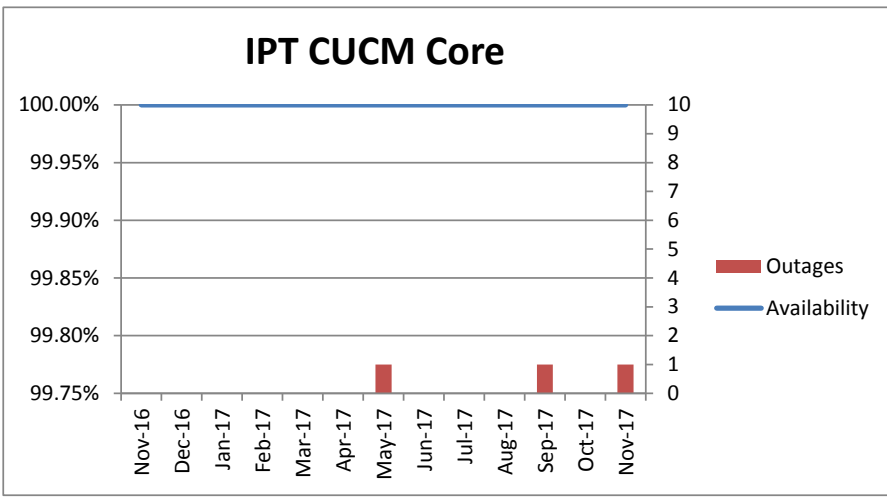


# Voice Rolling Report - November 2017



IPT CUCM Core Availability = (Total Outage Time \* users affected) / (Total time in the month \* Total Number of users)  
 SIP/Toll Core Availability = (Total Outage Time \* trunks affected) / (Total time in the month \* Total Number of trunks)  
 CCM application Core Availability = (Total Outage Time \* users affected) / (Total time in the month \* Total Number of users)  
 Voicemail Core Availability = (Total Outage Time \* users affected) / (Total time in the month \* Total Number of users)

Notes