

Details of Incident 1-2616203323

Ticket: **1-2616203323**

SLA compensation Ticket reference: **1-2790102895**

Account Name: **Fuzer SA**
Account Number: **A0185985**
Circuit Reference: **BRU/BRU/IA-181538 On Net**
SLA Minutes: **4320**

Ticket Created Date: 2017-05-04 08:26:19 GMT
Clock Stop Duration: 441.8300000000 Min
Colt Ticket Duration: 269.95 Min
SLA Breach Time: -4,050.05 Min

Charge: **650.00 EUR**
Order Number: **151000051**
% Service Entitled: **0.00%**
Penalty to be Paid: **0.00 EUR**

APPROVED

2017-07-18 13:19:13: In line with Colt Service Level Agreement, a Service Credit of **0.00 EUR** is due, which represents **0%** of monthly charges because the Target Time to Repair period for Colt Incident **ID 1-2616203323** was missed by **-4050.05Mm**