

**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**