

Charger Port Reliability Report

ServiceStandard - Uptime:98%

Service Standard Notes / Comments:

Acknowledgement of issue reported: within 2 hours
Repair response time: 24 hours
Repairs carried out: within 48 hours
Major repairs carried out within: 72 hours

Charger Port 1: 1169145

Site Location	130 Dufferin - Surface lot
Period Start	2025-12-08
Period End	2026-03-07
Speed (kW)	100-199
Total Time (min)	129600
Outage (min)	917
Excluded Time (min)	796
Excluded Reasons	Internet/Cellular Interruption: 796 min
Availability (min)	129479
Uptime (%)	99.91

Charger Port 2: 1159660

Site Location	130 Dufferin - Underground garage
Period Start	2025-12-08
Period End	2026-03-07
Speed (kW)	100-199
Total Time (min)	129600
Outage (min)	5
Excluded Time (min)	0
Excluded Reasons	None
Availability (min)	129595
Uptime (%)	100.00

Average Uptime by Site Location

Site Location	Average Uptime (%)
130 Dufferin - Surface lot	99.91
130 Dufferin - Underground garage	100.00