

CKZ GROUP

2026 Monthly SLA Report

LIQUID INTELLIGENCE TECHNOLOGIES

January

Region	Violated SLA	Complied SLA	Equipment failure/Beyond scope/Aid/restored	Total Faults	TOTAL FAULTS	SLA Adherence %
Embu	3	1	0	4		25%
Kericho<> Molo	1	0	0	1		0%
Kericho<> Molo<>Lanet	0	1	0	1		100%
Lanet<>Nyahururu	1	1	0	2		50%
Meru Bs	4	1	0	5		20%
Muranga Bs	4	5	0	9		55.56%
Nyeri Bs	0	4	0	4		100%
TOTAL	13	13	0	26		
AVG						50.08%

February

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Region	Violated SLA	Complied SLA	Equipment failure/Beyond scope/Aid/restored	Total Faults	TOTAL FAULTS	SLA Adherence %
Embu	3	5	0	8		62.5%
Kericho<> Molo	2	2	0	4		50%
Kericho<> Molo<>Lanet	4	2	0	6		33.33%
Lanet<>Nyahururu	8	2	0	10		20%
Meru Bs	4	1	0	5		20%
Muranga Bs	12	7	0	19		36.84%
Nairobi	2	8	0	10		80%
Nyeri Bs	3	8	0	11		72.73%
TOTAL	38	35	0	73		
AVG						46.93%

March

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Region	Violated SLA	Complied SLA	Equipment failure/Beyond scope/Aid/restored	Total Faults	TOTAL FAULTS	SLA Adherence %
Embu	2	0	17	19		0%
Kericho<> Molo	1	2	14	17		11.76%
Kericho<> Molo<>Lanet	1	0	10	11		0%
Lanet<>Nyahururu	1	1	8	10		10%
Meru Bs	0	0	11	11		0%
Muranga Bs	1	4	13	18		22.22%
Nyeri Bs	0	1	15	16		6.25%
TOTAL	6	8	88	102		
AVG						7.18%

April

Region	Violated SLA	Complied SLA	Equipment failure/Beyond scope/Aid/restored	Total Faults	TOTAL FAULTS	SLA Adherence %
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Embu	0	1	11	12		8.33%
Kericho<> Molo	0	1	11	12		8.33%
Kericho<> Molo<>Lanet	0	0	8	8		0%
Lanet<>Nyahururu	0	1	14	15		6.67%
Meru Bs	0	1	8	9		11.11%
Muranga Bs	0	1	23	24		4.17%
Nyeri Bs	0	1	12	13		7.69%
TOTAL	0	6	87	93		
AVG						6.61%

May

Region	Violated SLA	Complied SLA	Equipment failure/Beyond scope/Aid/restored	Total Faults	TOTAL FAULTS	SLA Adherence %
Embu	0	6	9	15		40%

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Kericho<> Molo	0	7	11	18		38.89%
Kericho<> Molo<>Lanet	2	1	4	7		14.29%
Lanet<>Nyahururu	1	7	7	15		46.67%
Meru Bs	1	4	12	17		23.53%
Muranga Bs	2	7	11	20		35%
Nyeri Bs	2	9	7	18		50%
TOTAL	8	41	61	110		
AVG						35.48%

June

Region	Violated SLA	Complied SLA	Equipment failure/Beyond scope/Aid/restored	Total Faults	TOTAL FAULTS	SLA Adherence %
Embu	12	6	0	18		33.33%
Kericho<> Molo	6	4	0	10		40%

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Kericho<> Molo<>Lanet	4	3	0	7		42.86%
Lanet<>Nyahururu	6	3	1	10		30%
Meru Bs	14	3	1	18		16.67%
Muranga Bs	9	10	0	19		52.63%
Nyeri Bs	8	7	0	15		46.67%
TOTAL	59	36	2	97		
AVG						37.45%

July

Region	Violated SLA	Complied SLA	Equipment failure/Beyond scope/Aid/restored	Total Faults	TOTAL FAULTS	SLA Adherence %
Embu	7	3	1	11		27.27%
Kericho<> Molo	7	3	2	12		25%
Kericho<> Molo<>Lanet	0	1	0	1		100%

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Lanet<>Nyahururu	6	4	4	14		28.57%
Meru Bs	8	5	2	15		33.33%
Muranga Bs	10	3	1	14		21.43%
Nyeri Bs	4	2	1	7		28.57%
TOTAL	42	21	11	74		
AVG						37.74%

August

Region	Violated SLA	Complied SLA	Equipment failure/Beyond scope/Aid/restored	Total Faults	TOTAL FAULTS	SLA Adherence %
Embu	6	3	3	12		25%
Kericho<> Molo	4	2	0	6		33.33%
Kericho<> Molo<>Lanet	0	0	1	1		0%
Lanet<>Nyahururu	3	3	2	8		37.5%

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Meru Bs	5	5	0	10		50%
Molo<>Elburgon	0	1	1	2		50%
Muranga Bs	4	2	3	9		22.22%
Nyeri Bs	2	2	3	7		28.57%
TOTAL	24	18	13	55		
AVG						30.83%