

NATIONAL ASSEMBLY

QUESTION FOR WRITTEN REPLY

QUESTION NUMBER: 252

DATE OF PUBLICATION IN INTERNAL QUESTION PAPER: 17 FEBRUARY 2023

INTERNAL QUESTION PAPER NUMBER: 2 - 2023

252. Ms B S Masango (DA) to ask the Minister of Social Development:

What total number of (a) SA Social Security Agency offices in each province experienced problems with the (i) system being down and (ii) their telephones not working in the period 1 January 2022 up to the latest specified date for which information is available and (b)(i) days in each month did each office experience (aa) system and (bb) telephone problems and (ii) what were the reasons in each case? NW256E

REPLY:

(a) (i)

Province	Number of offices
Free State	26
Limpopo	46
Western Cape	28
Northern Cape	49
KwaZulu Natal	86
Gauteng	49
Eastern Cape	67
Mpumalanga	43
North West	41

(a) (ii)

Province	Number of offices
Free State	26
Limpopo	18



Western Cape	0
Northern Cape	19
KwaZulu Natal	38
Gauteng	18
Eastern Cape	17
Mpumalanga	20
North West	19

(b) (i) + (ii)

Free State:

Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
January 2022	0	N/A	0	N/A
February 2022	0	N/A	0	N/A
March 2022	26 offices down for 1 day	BAS & Socpen system challenges	0	N/A
April 2022	26 offices down for 1 day	Biometric system challenges	26 offices down for 1 day 1 office down for 9 days	MS Teams malfunction; Migration to Microsoft Skype
May 2022	26 offices down for 6 days	Biometric system challenges	1 office down for 6 days	N/A
June 2022	0	N/A	0	N/A
July 2022	26 offices down for 2 days	Socpen & Biometric system challenges	26 offices down for 5 days	MS Teams malfunction
August 2022	0	N/A	26 offices down for 1 day	MS Teams malfunction
September 2022	0	N/A	0	N/A
October 2022	26 offices down for 1 day	BAS & Socpen system challenges	0	N/A
November 2022	26 offices down for 1 day	Biometric system challenges	0	N/A
December 2022	0	N/A	0	N/A
January 2023	0	N/A	0	N/A

Western Cape:



Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
January 2022	1 office down for 2 days	Network	00	N/A
	1 office down for 1 day	challenges;		
	28 offices down for 3 day	SocPen system		
		challenges		
February 2022	1 office down for 1 day	Electricity outage	00	N/A
March 2022	28 offices down for 1 day	SocPen system	00	N/A
		challenges		
April 2022	00	N/A	00	N/A
May 2022	2 offices down for 1 day	Network	00	N/A
		challenges;		
		electricity outage		
June 2022	00	N/A	00	N/A
July 2022	28 offices down for 3	SocPen system	00	N/A
	days	challenges		
August 2022	00	N/A	00	N/A
September	1 office down for 1 day	Network	00	N/A
2022		challenges;		
		electricity outage		
October 2022	1 office down for 1 day	Network	00	N/A
		challenges;		
		electricity outage		
November	3 offices for 1 day	Network	00	N/A
2022		challenges;		
		electricity		
		outage;		
December	4 offices for 1 day	Network	00	N/A
2022		challenges;		
		Electrical outage		
January 2023	1 office down for 2 days	Network	00	N/A
	2 offices down for 1 day	challenges;		
		electricity		
		outage;		

Limpopo:



Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
January 2022	5 offices down for 4	Network	5 offices down for 4	Network
	days	challenges,	days	challenges,
	5 offices down for 2	Electricity outage	5 offices down for 2	Electricity outage
	days		days	
	11 offices down for 01		11 offices down for 01	
	day		day	
	1 office down for 20		1 office down for 20	
	days		days	
	1 office down for 03		1 office down for 03	
	days		days	
	1 office down for 13		1 office down for 13	
	days		days	
	1 office down for 17		1 office down for 17	
	days		days	
	1 office down for 6		1 office down for 6	
	days		days	
February 2022	7 offices down for 3	Network	7 offices down for 3	Network
	days	challenges,	days	challenges,
	4 offices down for 7	Electricity outage	4 offices down for 7	Electricity outage
	days		days	
	12 offices down for 1		12 offices down for 1	
	day		day	
	8 offices down for 2		8 offices down for 2	
	days		days	
	1 office down for 5		1 office down for 5	
	days		days	
	2 offices down for 9		2 offices down for 9	
	days		days	
	2 offices down for 4		2 offices down for 4	
Manak 0000	days	Nietoreale	days	Nietowali
March 2022	6 offices down for 3	Network	6 offices down for 3	Network
	days	challenges,	days	challenges,
	10 offices down for 2	Electricity	10 offices down for 2	Electricity outage
	days	outage; SocPen	days	
	5 offices down for 5	system	5 offices down for 5	
	days	challenges	days	
	18 offices down for 1		18 offices down for 1	
	day		day	
	3 offices down for 6		3 offices down for 6	
	days		days	



Month	System downtime		Telephone downtime		
	Number of days	Reason	Number of days	Reason	
	1 office down for 4		1 office down for 4		
	days		days		
	57 offices down for 1				
	day				
April 2022	15 offices down for 2	Network	15 offices down for 2	Network	
	days	challenges,	days	challenges,	
	3 offices down for 5	Electricity outage	3 offices down for 5	Electricity outage	
	days		days		
	13 offices down for 1		13 offices down for 1		
	day		day		
	6 offices down for 3		6 offices down for 3		
	days		days		
	6 offices down for 4		6 offices down for 4		
	days		days		
	1 office down for 7		1 office down for 7		
	days		days		
May 2022	8 offices down for 2	Network	8 offices down for 2	Network	
	days	challenges,	days	challenges,	
	17 offices down for 1	Electricity outage	17 offices down for 1	Electricity outage	
	day		day		
	5 offices down for 3		5 offices down for 3		
	days		days		
	1 office down for 5		1 office down for 5		
	days		days		
	4 offices down for 7		4 offices down for 7		
	days		days		
	6 offices down for 1		6 offices down for 1		
	day		day		
	4 offices down for 1		4 offices down for 1		
	day		day		
June 2022	2 offices down for 9	Network	2 offices down for 9	Network	
	days	challenges,	days	challenges,	
	18 offices down for 1	Electricity outage	18 offices down for 1	Electricity outage	
	day		day		
	8 offices down for 2		8 offices down for 2		
	days		days		
	1 office down for 20		1 office down for 20		
	days		days		
	6 offices down for 3		6 offices down for 3		
	days		days		



Month	System downtime		Telephone downtime		
	Number of days	Reason	Number of days	Reason	
	4 offices down for 5		4 offices down for 5		
	days		days		
	3 offices down for 6		3 offices down for 6		
	days		days		
	1 office down for 13		1 office down for 13		
	days		days		
	1 office down for 7		1 office down for 7		
	days		days		
July 2022	6 offices down for 5	Network	6 offices down for 5	Network	
	days	challenges,	days	challenges,	
	8 offices down for 4	Electricity	8 offices down for 4	Electricity outage	
	days	outage, SocPen	days		
	16 offices down for 2	system	16 offices down for 2		
	days	challenges	days		
	1 office down for 08		1 office down for 08		
	days		days		
	1 office down for 19		1 office down for 19		
	days		days		
	1 office down for 10		1 office down for 10		
	days		days		
	1 office down for 13		1 office down for 13		
	days		days		
	1 office down for 20		1 office down for 20		
	days		days		
	1 offices down for 1		1 offices down for 1		
	day		day		
	9 offices down for 3		9 offices down for 3		
	days		days		
	1 office down for 6		1 office down for 6		
	days		days		
	57 offices down for 1				
A	day	Notwork	O office a device for O	Maturant	
August 2022	2 offices down for 2	Network	2 offices down for 2	Network	
	days 9 offices down for 1	challenges,	days	challenges,	
		Electricity outage	9 offices down for 1	Electricity outage	
	day		day		
	5 offices down for 3		5 offices down for 3		
	days 4 offices down for 4		days 4 offices down for 4		
	days		days		



Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
	2 offices down for 11		2 offices down for 11	
	days		days	
	1 office down for 20		1 office down for 20	
	days		days	
	1 office down for 13		1 office down for 13	
	days		days	
September	2 offices down for 11	Network	2 offices down for 11	Network
2022	days	challenges,	days	challenges,
	12 offices down for 4	Electricity outage	12 offices down for 4	Electricity outage
	days		days	
	6 offices down for 6		6 offices down for 6	
	days		days	
	7 offices down for 7		7 offices down for 7	
	days		days	
	5 offices down for 3		5 offices down for 3	
	days		days	
	9 offices down for 5		9 offices down for 5	
	days		days	
	1 office down for 18		1 office down for 18	
	days		days	
	2 offices down for 9		2 offices down for 9	
	days		days	
	1 office down for 8		1 office down for 8	
	days		days	
October 2022	1 office down for 19	Network	1 office down for 19	Network
	days	challenges,	days	challenges,
	1 office down for 11	Electricity	1 office down for 11	Electricity outage
	days	outage, SocPen	days	
	1 office down for 12	system	1 office down for 12	
	days	challenges	days	
	1 office down for 7		1 office down for 7	
	days		days	
	8 offices down for 4		8 offices down for 4	
	days		days	
	9 offices down for 3		9 offices down for 3	
	days		days	
	8 offices down for 2		8 offices down for 2	
	days		days	
	1 office down for 1		1 office down for 1	
	day		day	



Month	System downtime		Telephone downtime		
	Number of days	Reason	Number of days	Reason	
	1 office down for 8		1 office down for 8		
	days		days		
	1 office down for 9		1 office down for 9		
	days		days		
	7 offices down for 5		7 offices down for 5		
	days		days		
	4 offices down for 6		4 offices down for 6		
	days		days		
	57 offices down for 1				
	day				
November	6 offices down for 7	Network	6 offices down for 7	Network	
2022	days	challenges,	days	challenges,	
	7 offices down for 5	Electricity outage	7 offices down for 5	Electricity outage	
	days1 1 office down		days1 1 office down		
	for 20 days		for 20 days		
	12 offices down for 3		12 offices down for 3		
	days		days		
	10 offices down for 2		10 offices down for 2		
	days		days		
	4 offices down for 6		4 offices down for 6		
	days		days		
	4 offices down for 4		4 offices down for 4		
	days		days		
	1 office down for 9		1 office down for 9		
	days		days		
	1 office down for 1		1 office down for 1		
Danasahan	day	Matural	day	Matural	
December	5 offices down for 8	Network	5 offices down for 8	Network	
2022	days	challenges,	days	challenges,	
	2 offices down for 20	Electricity outage	2 offices down for 20	Electricity outage	
	days		days		
	1 office down for 18		1 office down for 18		
	days 3 offices down for 16		days 3 offices down for 16		
	days		days		
	1 office down for 13		1 office down for 13		
	days		days		
	1 office down for 11		1 office down for 11		
	days		days		
	1 office down for 10		1 office down for 10		
	days		days		
	~~, ~	1	~~, ·		



Month	System downtime		Telephone downtime		
	Number of days	Reason	Number of days	Reason	
	1 office down for 12		1 office down for 12		
	days		days		
	7 offices down for 7		7 offices down for 7		
	days		days		
	13 offices down for 5		13 offices down for 5		
	days		days		
	4 offices down for 4		4 offices down for 4		
	days		days		
	3 offices down for 2		3 offices down for 2		
	days		days		
	4 offices down for 6		4 offices down for 6		
	days		days		
January 2023	8 offices down for 6	Network	8 offices down for 6	Network	
	days	challenges,	days	challenges,	
	16 offices down for 5	Electricity outage	16 offices down for 5	Electricity outage	
	days		days		
	5 offices down for 7		5 offices down for 7		
	days		days		
	5 offices down for 10		5 offices down for 10		
	days		days		
	2 offices down for 15		2 offices down for 15		
	days		days		
	1 office down for 12		1 office down for 12		
	days 1 office down for 13		days 1 office down for 13		
	days 4 offices down for 4		days 4 offices down for 4		
	days		days		
	1 office down for 3		1 office down for 3		
	days		days		
	3 offices down for 1		3 offices down for 1		
	day		day		
	1 office down for 8		1 office down for 8		
	days		days		

Northern Cape:



Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
January 2022	11 offices down for 2	Electricity	11 offices down for 2	Electricity outage,
	days	outage, network	days	network
	1 office down for 4	challenges	1 office down for 4	challenges
	days		days	
	19 offices down for 1		19 offices down for 1	
	day		day	
	4 offices down for 3		4 offices down for 3	
	days		days	
	1 office down for 5		1 office down for 5	
	days		days	
February 2022	4 offices down for 3	Electricity	4 offices down for 3	Electricity outage,
	days	outage, network	days	network
	11 offices down for 1	challenges	11 offices down for 1	challenges
	day		day	
	5 offices down for 2		5 offices down for 2	
	days		days	
	1 office down for 5		1 office down for 5	
	days		days	
	1 office down for 4		1 office down for 4	
March 2022	days	Flantsiait.	days	Flactwick coutons
March 2022	6 offices down for 4	Electricity	6 offices down for 4	Electricity outage,
	days	outage, network	days	network
	14 offices down for 3	challenges,	14 offices down for 3	challenges
	days 12 offices down for 2	SocPen system challenges	days 12 offices down for 2	
	days	Challeriges	days	
	4 offices down for 6		4 offices down for 6	
	days		days	
	9 offices down for 1		9 offices down for 1	
	day		day	
	1 office down for 5		1 office down for 5	
	days		days	
	49 offices down for 1		,0	
	day			
April 2022	13 offices down for 2	Electricity	13 offices down for 2	Electricity outage,
-	days	outage, network	days	network
	13 offices down for 3	challenges	13 offices down for 3	challenges
	days	_	days	_
	5 offices down for 4		5 offices down for 4	
	days		days	



Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
	2 offices down for 5	rtodoon	2 offices down for 5	rtodoori
	days		days	
	9 offices down for 1		9 offices down for 1	
	day		day	
May 2022	3 offices down for 4	Electricity	3 offices down for 4	Electricity outage,
	days	outage, network	days	network
	5 offices down for 2	challenges	5 offices down for 2	challenges
	days		days	
	12 offices down for 1		12 offices down for 1	
	day		day	
June 2022	14 offices down for 2	Electricity	14 offices down for 2	Electricity outage,
	days	outage, network	days	network
	9 offices down for 4	challenges	9 offices down for 4	challenges
	days		days	
	13 offices down for 3		13 offices down for 3	
	days		days	
	5 offices down for 1		5 offices down for 1	
	day		day	
	3 offices down for 6		3 offices down for 6	
	days 1 office down for 5		days 1 office down for 5	
			days	
July 2022	days 6 offices down for 7	Electricity	6 offices down for 7	Electricity outage,
July 2022	days	outage, network	days	network
	2 offices down for 13	challenges,	2 offices down for 13	challenges
	days	SocPen system	days	orialiorigoo
	4 offices down for 10	challenges	4 offices down for 10	
	days		days	
	14 offices down for 8		14 offices down for 8	
	days		days	
	9 offices down for 9		9 offices down for 9	
	days		days	
	1 office down for 4		1 office down for 4	
	days		days	
	2 offices down for 3		2 offices down for 3	
	days		days	
	6 offices down for 6		6 offices down for 6	
	days		days	
	7 offices down for 2		7 offices down for 2	
	days		days	



Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
	3 offices down for 4		3 offices down for 4	
	days		days	
	1 office down for 1		1 office down for 1	
	day		day	
	49 offices down for 1			
	day			
August 2022	8 offices down for 3	Electricity outage	8 offices down for 3	Electricity outage
	days		days	
	5 offices down for 4		5 offices down for 4	
	days		days	
	13 offices down for 2		13 offices down for 2	
	days		days	
	18 offices down for 1		18 offices down for 1	
	day		day	
	1 office down for 20		1 office down for 20	
	days		days	
	1 office down for 6		1 office down for 6	
	days		days	
September	12 offices down for 12	Network	12 offices down for 12	Cable theft,
2022	days	challenges,	days	Electricity outage
	7 offices down for 11	Electricity outage	7 offices down for 11	
	days		days	
	9 offices down for 9		9 offices down for 9	
	days		days	
	3 offices down for 7		3 offices down for 7	
	days		days	
	2 offices down for 14		2 offices down for 14	
	days		days	
	3 offices down for 15		3 offices down for 15	
	days		days	
	2 offices down for 2		2 offices down for 2	
	days		days	
	2 offices down for 3		2 offices down for 3	
	days		days	
	1 office down for 6		1 office down for 6	
	days 1 office down for 1		days 1 office down for 1	
	day 3 offices down for 13		day 3 offices down for 13	
	days		days	



Month	System downtime		Telephone downtime	
WOTH	•	Doggon	•	Doggon
	Number of days	Reason	Number of days 3 offices down for 10	Reason
	3 offices down for 10			
	days		days	
	2 offices down for 8		2 offices down for 8	
	days 1 office down for 7		days 1 office down for 7	
October 2022	days 8 offices down for 10	MTN challenges,	days 8 offices down for 10	MTN challenges,
October 2022	days	Electricity	days	Electricity outage
	8 offices down for 14	outage, SocPen	8 offices down for 14	Liectricity outage
	days	system	days	
	5 offices down for 13	challenges	5 offices down for 13	
	days	onanonges	days	
	9 offices down for 11		9 offices down for 11	
	days		days	
	5 offices down for 12		5 offices down for 12	
	days		days	
	3 offices down for 1		3 offices down for 1	
	day		day	
	9 offices down for 2		9 offices down for 2	
	days		days	
	2 offices down for 6		2 offices down for 6	
	days		days	
	2 offices down for 3		2 offices down for 3	
	days		days	
	2 offices down for 9		2 offices down for 9	
	days		days	
	1 office down for 16		1 office down for 16	
	days		days	
	1 office down for 7		1 office down for 7	
	days		days	
	49 offices down for 1			
	day			
November	4 offices down for 14	MTN challenges,	4 offices down for 14	MTN challenges,
2022	days	Electricity	days	Electricity outage,
	8 offices down for 11	outage, network	8 offices down for 11	network
	days	challenges	days	challenges
	7 offices down for 13		7 offices down for 13	
	days		days	
	5 offices down for 12		5 offices down for 12	
	days		days	



Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
	3 offices down for 15		3 offices down for 15	
	days		days	
	5 offices down for 10		5 offices down for 10	
	days		days	
	2 offices down for 19		2 offices down for 19	
	days		days	
	1 office down for 25		1 office down for 25	
	days		days	
	1 office down for 20		1 office down for 20	
	days		days	
	3 offices down for 9		3 offices down for 9	
	days		days	
	2 offices down for 4		2 offices down for 4	
	days		days	
	4 offices down for 1		4 offices down for 1	
	day		day	
	4 offices down for 2		4 offices down for 2	
	days		days	
	1 office down for 3		1 office down for 3	
December	days 3 offices down for 11	Electricity	days 3 offices down for 11	Electricity outego
2022	days	outage, MTN	days	Electricity outage, MTN challenges
2022	5 offices down for 10	challenges	5 offices down for 10	Willy Challenges
	days	orialieriges	days	
	1 office down for 8		1 office down for 8	
	days		days	
	14 offices down for 9		14 offices down for 9	
	days		days	
	4 offices down for 6		4 offices down for 6	
	days		days	
	7 offices down for 7		7 offices down for 7	
	days		days	
	1 office down for 12		1 office down for 12	
	days		days	
	1 office down for 14		1 office down for 14	
	days		days	
	3 offices down for 5		3 offices down for 5	
	days		days	
	2 offices down for 4		2 offices down for 4	
	days		days	



Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
	4 offices down for 3		4 offices down for 3	
	days		days	
	4 offices down for 1		4 offices down for 1	
	day		day	
January 2023	3 offices down for 11	Electricity	3 offices down for 11	Electricity outage,
	days	outage, network	days	network
	7 offices down for 10	challenges	7 offices down for 10	challenges
	days		days	
	4 offices down for 13		4 offices down for 13	
	days		days	
	2 offices down for 14		2 offices down for 14	
	days		days	
	4 offices down for 12		4 offices down for 12	
	days		days	
	1 office down for 20		1 office down for 20	
	days		days	
	2 offices down for 4		2 offices down for 4	
	days		days	
	3 offices down for 5		3 offices down for 5	
	days		days	
	7 offices down for 09		7 offices down for 09	
	days		days	
	7 offices down for 8		7 offices down for 8	
	days		days	
	2 offices down for 2		2 offices down for 2	
	days		days	
	7 offices down for 1		7 offices down for 1	
	day		day	
	2 offices down for 7		2 offices down for 7	
	days		days	
	3 offices down for 3		3 offices down for 3	
	days		days	
	3 offices down for 6		3 offices down for 6	
	days		days	

KwaZulu Natal:



Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
January 2022	Number of days 4 offices down for 8 days 6 offices down for 21 days 6 offices down for 1 day 2 offices down for 12 days 2 offices down for 10 days 2 offices down for 11 days 1 office down for 13 days 1 office down for 19 days 2 offices down for 9 days 2 offices down for 9 days 7 offices down for 2 days 7 offices down for 7 days 11 offices down for 6 days 3 offices down for 4 days	Reason MTN challenges, Electricity outage	Number of days 4 offices down for 8 days 6 offices down for 21 days 6 offices down for 1 day 2 offices down for 12 days 2 offices down for 10 days 2 offices down for 11 days 1 office down for 13 days 1 office down for 19 days 2 offices down for 9 days 2 offices down for 9 days 7 offices down for 2 days 7 offices down for 7 days 11 offices down for 6 days 3 offices down for 4 days	Reason MTN challenges, Electricity outage
	3 offices down for 3		3 offices down for 3	
Fobruer:	days	MTN obellenges	days	MTN obollopses
February 2022	13 offices down for 2 days 28 offices down for 1 day 7 offices down for 3 days 2 offices down for 4 days 1 office down for 5 days	MTN challenges, Electricity outage	13 offices down for 2 days 28 offices down for 1 day 7 offices down for 3 days 2 offices down for 4 days 1 office down for 5 days	MTN challenges, Electricity outage



Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
March 2022	12 offices down for 2 days 26 offices down for 1 day 3 offices down for 4 days 2 offices down for 5 days 10 offices down for 3 days 1 office down for 12 days 1 office down for 10 days 1 office down for 11 days 1 office down for 9 days 2 offices down for 9 days 2 offices down for 8 days 1 office down for 6 days 86 offices down for 1 day	MTN challenges, Electricity outage, SocPen system challenges	12 offices down for 2 days 26 offices down for 1 day 3 offices down for 4 days 2 offices down for 5 days 10 offices down for 3 days 1 office down for 12 days 1 office down for 10 days 1 office down for 11 days 1 office down for 9 days 2 offices down for 8 days 1 office down for 6 days	MTN challenges, Electricity outage
April 2022	19 offices down for 1 day 7 offices down for 4 days 2 offices down for 7 days 18 offices down for 2 days 8 offices down for 3 days 1 office down for 10 days 2 offices down for 12 days 1 office down for 14 days	MTN challenges, Electricity outage	19 offices down for 1 day 7 offices down for 4 days 2 offices down for 7 days 18 offices down for 2 days 8 offices down for 3 days 1 office down for 10 days 2 offices down for 12 days 1 office down for 14 days	MTN challenges, Electricity outage



Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
	1 office down for 16		1 office down for 16	
	days		days	
	1 office down for 6		1 office down for 6	
	days		days	
	1 office down for 5		1 office down for 5	
	days		days	
	1 office down for r8		1 office down for r8	
	days		days	
	1 office down for 9		1 office down for 9	
	days		days	
May 2022	18 offices down for 1	MTN challenges,	18 offices down for 1	MTN challenges,
	day	Electricity outage	day	Electricity outage
	4 offices down for 2		4 offices down for 2	
	days		days	
	1 office down for 13		1 office down for 13	
	days		days	
	1 office down for 12		1 office down for 12	
	days		days	
	1 office down for 20		1 office down for 20	
	days		days	
	1 office down for 14		1 office down for 14	
	days		days	
	2 offices down for 15		2 offices down for 15	
	days		days	
	1 office down for 16		1 office down for 16	
	days		days	
	1 office down for 21		1 office down for 21	
	days		days	
	1 office down for 9		1 office down for 9	
	days		days	
	10 offices down for 3		10 offices down for 3	
	days		days	
	6 offices down for 4		6 offices down for 4	
	days		days	
	1 office down for 5		1 office down for 5	
	days		days	
	1 office down for 7		1 office down for 7	
luno 2022	days 1 office down for 5	MTN challenges	days	MTN challanges
June 2022		MTN challenges,	1 office down for 5	MTN challenges,
	days	Electricity outage	days	Electricity outage



Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
	5 offices down for 20		5 offices down for 20	
	days		days	
	38 offices down for 1		38 offices down for 1	
	day		day	
	1 office down for 7		1 office down for 7	
	days		days	
	2 offices down for 11		2 offices down for 11	
	days		days	
	1 office down for 14		1 office down for 14	
	days		days	
	16 offices down for 2		16 offices down for 2	
	days		days	
	3 offices down for 4		3 offices down for 4	
	days		days	
	2 offices down for 6		2 offices down for 6	
	days		days	
	1 office down for 9		1 office down for 9	
	days		days	
	4 offices down for 3		4 offices down for 3	
	days		days	
	1 office down for 8		1 office down for 8	
	days		days	A 477 N
July 2022	7 offices down for 1	MTN challenges,	7 offices down for 1	MTN challenges,
	day	Electricity outage,	day	Electricity outage
	7 offices down for 3	SocPen system	7 offices down for 3	
	days 1 office down for 9	challenges	days 1 office down for 9	
	days		days	
	4 offices down for 4		4 offices down for 4	
	days		days	
	14 offices down for 2		14 offices down for 2	
	days		days	
	3 offices down for 6		3 offices down for 6	
	days		days	
	1 office down for 13		1 office down for 13	
	days		days	
	2 offices down for 20		2 offices down for 20	
	days		days	
	3 offices down for 5		3 offices down for 5	
	day		day	



Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
	86 offices down for 1			
	day			
August 2022	4 offices down for 3 days 2 offices down for 20 days 12 offices down for 1 day 4 offices down for 2 days 1 office down for 11 days 1 office down for 13 days 1 office down for 15 days	MTN challenges, Electricity outage	4 offices down for 3 days 2 offices down for 20 days 12 offices down for 1 day 4 offices down for 2 days 1 office down for 11 days 1 office down for 13 days 1 office down for 15 days	MTN challenges, Electricity outage
	1 office down for 9		1 office down for 9	
	days		days	
September 2022	13 offices down for 1 day 2 offices down for 20 days 3 offices down for 10 days 1 office down for 13 days 1 office down for 18 days 3 offices down for 7 days 14 offices down for 5 days 6 offices down for 2 days 24 offices down for 4 days 7 offices down for 6 days 5 offices down for 3 days	MTN challenges, Electricity outage	13 offices down for 1 day 2 offices down for 20 days 3 offices down for 10 days 1 office down for 13 days 1 office down for 18 days 3 offices down for 7 days 14 offices down for 5 days 6 offices down for 2 days 24 offices down for 4 days 7 offices down for 6 days 5 offices down for 3 days	MTN challenges, Electricity outage



Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
Ostobor 2022	2 offices down for 8 days 1 office down for 9 days	MTNI obollongoo	2 offices down for 8 days 1 office down for 9 days	MTN shallonges
October 2022	15 offices down for 3 days 7 offices down for 4 days 6 offices down for 2 days 1 office down for 8 days 1 office down for 7 days 1 office down for 9 days 6 offices down for 5 days 4 offices down for 1 day 86 offices down for 1 day	MTN challenges, Electricity outage, SocPen system challenges	15 offices down for 3 days 7 offices down for 4 days 6 offices down for 2 days 1 office down for 8 days 1 office down for 7 days 1 office down for 9 days 6 offices down for 5 days 4 offices down for 1 day	MTN challenges, Electricity outage
November 2022	7 offices down for 1 day 23 offices down for 2 days 1 office down for 10 days 4 offices down for 4 days 9 offices down for 3 days 2 offices down for 7 days 6 offices down for 5 days 1 office down for 6 days	MTN challenges, Electricity outage	7 offices down for 1 day 23 offices down for 2 days 1 office down for 10 days 4 offices down for 4 days 9 offices down for 3 days 2 offices down for 7 days 6 offices down for 5 days 1 office down for 6 days	MTN challenges, Electricity outage
December	7 offices down for 4	MTN challenges,	7 offices down for 4	MTN challenges,
2022	days	Electricity outage	days	Electricity outage



Number of days 3 offices down for day 9 offices down for	Reason 1	Number of days 3 offices down for 1	Reason
3 offices down for day			
		day	
	. 5	9 offices down for 5	
days		days	
10 offices down for	or 6	10 offices down for 6	
days		days	
1 office down for	8	1 office down for 8	
days		days	
2 offices down for	· 12	2 offices down for 12	
days		days	
1 office down for	10	1 office down for 10	
days		days	
1 office down for	11	1 office down for 11	
days		days	
2 offices down for	7	2 offices down for 7	
days		days	
4 offices down for	. 3	4 offices down for 3	
days		days	
2 offices down for	. 2	2 offices down for 2	
days	_	days	
1 office down for	9	1 office down for 9	
days		days	
January 2023 2 offices down for		• ·	MTN challenges,
day	Electricity ou		Electricity outage
2 offices down for	11	2 offices down for 11	
days	20	days	
1 office down for	20	1 office down for 20	
days 4 offices down for		days 4 offices down for 9	
	9		
days 6 offices down for	. 7	days 6 offices down for 7	
	1		
days 13 offices down for	or 5	days 13 offices down for 5	
days	ט וע	days	
5 offices down for	. 4	5 offices down for 4	
days	7	days	
2 offices down for	. 3	2 offices down for 3	
days		days	
4 offices down for	6	4 offices down for 6	
days		days	



Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
	3 offices down for 2		3 offices down for 2	
	days		days	

Gauteng:

Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
January 2022	1 office down for 4 days 14 offices down for 1 day 1 office down for 10 days 4 offices down for 3 days 8 offices down for 2 days 3 offices down for 5	MTN challenges, Electricity outage	1 office down for 4 days 14 offices down for 1 day 1 office down for 10 days 4 offices down for 3 days 8 offices down for 2 days 3 offices down for 5	MTN challenges, Electricity outage
February 2022	days 1 offices down for 10 days 11 offices down for 2 days 4 offices down for 3 days 18 offices down for 1 day 2 offices down for 6 days 2 offices down for 4 days 1 office down for 5 days	MTN challenges, Electricity outage	days 1 offices down for 10 days 11 offices down for 2 days 4 offices down for 3 days 18 offices down for 1 day 2 offices down for 6 days 2 offices down for 4 days 1 office down for 5 days	MTN challenges, Electricity outage
March 2022	13 offices down for 2 days 9 offices down for 4 days 7 offices down for 3 days	MTN challenges, Electricity outage, SocPen system challenges	13 offices down for 2 days 9 offices down for 4 days 7 offices down for 3 days	MTN challenges, Electricity outage



Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
	13 offices down for 1		13 offices down for 1	
	day		day	
	4 offices down for 5		4 offices down for 5	
	days		days	
	1 office down for 6		1 office down for 6	
	days		days	
	1 office down for 18		1 office down for 18	
	days		days	
	49 offices down for 1			
	day			
April 2022	5 offices down for 5	MTN challenges,	5 offices down for 5	MTN challenges,
	days	Electricity outage	days	Electricity outage
	7 offices down for 3		7 offices down for 3	
	days		days	
	8 offices down for 2		8 offices down for 2	
	days		days	
	5 offices down for 7		5 offices down for 7	
	days		days	
	8 offices down for 1		8 offices down for 1	
	day		day	
	4 offices down for 4		4 offices down for 4	
	days		days	
	1 office down for 13		1 office down for 13	
	days		days	
	1 office down for 9		1 office down for 9	
	days		days	
	1 office down for 10		1 office down for 10	
	days		days	
	1 office down for 18		1 office down for 18	
	days		days	
	2 offices down for 6		2 offices down for 6	
	days		days	
May 2022	14 offices down for 2	MTN challenges,	14 offices down for 2	MTN challenges,
	days	Electricity outage	days	Electricity outage
	7 offices down for 3		7 offices down for 3	
	days		days	
	1 office down for 5		1 office down for 5	
	days		days	
	4 offices down for 4		4 offices down for 4	
	days		days	



Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
	6 offices down for 1		6 offices down for 1	
	day		day	
	1 office down for 11		1 office down for 11	
	days		days	
	1 office down for 19		1 office down for 19	
	days		days	
	1 office down for 9		1 office down for 9	
	days		days	
June 2022	2 offices down for 11	MTN challenges,	2 offices down for 11	MTN challenges,
	days 2 office down for	Electricity outage	days 2 office down for	Electricity outage
	8 days		8 days	
	3 offices down for 5		3 offices down for 5	
	days		days	
	12 offices down for 1		12 offices down for 1	
	day		day	
	10 offices down for 2		10 offices down for 2	
	days		days	
	4 offices down for 3		4 offices down for 3	
	days		days	
	5 offices down for 4		5 offices down for 4	
	days		days	
	1 office down for 6		1 office down for 6	
	days		days	
	1 office down for 13		1 office down for 13	
	days		days	
	1 office down for 9		1 office down for 9	
	days		days	
	1 office down for 15		1 office down for 15	
	days		days	
	1 office down for 12		1 office down for 12	
	days		days	
July 2022	1 office down for 14	MTN challenges,	1 office down for 14	MTN challenges,
	days	Electricity	days	Electricity outage
	3 offices down for 5	outage, SocPen	3 offices down for 5	
	days	system	days	
	2 offices down for 9	challenges	2 offices down for 9	
	days		days	
	10 offices down for 2		10 offices down for 2	
	days		days	
	10 offices down for 3		10 offices down for 3	
	days		days	



Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
	7 offices down for 4		7 offices down for 4	
	days		days	
	1 office down for 21		1 office down for 21	
	days		days	
	11 offices down for 1		11 offices down for 1	
	day		day	
	2 offices down for 11		2 offices down for 11	
	days		days	
	2 offices down for 12		2 offices down for 12	
	days		days	
	1 office down for 10		1 office down for 10	
	days		days	
	49 offices down for 1			
	day			
August 2022	1 office down for 9	MTN challenges,	1 office down for 9	MTN challenges,
	days	Electricity outage	days	Electricity outage
	5 offices down for 2		5 offices down for 2	
	days		days	
	15 offices down for 1		15 offices down for 1	
	day		day	
	2 offices down for 5		2 offices down for 5	
	days		days	
	1 office down for 6		1 office down for 6	
	days		days	
	7 offices down for 3		7 offices down for 3	
	days		days	
	1 office down for 4		1 office down for 4	
	days		days	
	1 office down for 23		1 office down for 23	
	days		days	
September	4 offices down for 9	MTN challenges,	4 offices down for 9	MTN challenges,
2022	days	Electricity outage	days	Electricity outage
	5 offices down for 2		5 offices down for 2	
	days		days	
	3 offices down for 8		3 offices down for 8	
	days		days	
	8 offices down for 4		8 offices down for 4	
	days		days	
	3 offices down for 3		3 offices down for 3	
	days		days	



Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
	1 office down for 12		1 office down for 12	
	days		days	
	12 offices down for 5		12 offices down for 5	
	days		days	
	2 offices down for 7		2 offices down for 7	
	days		days	
	1 office down for 10		1 office down for 10	
	days		days	
	6 offices down for 1		6 offices down for 1	
	day		day	
	6 offices down for 6		6 offices down for 6	
	days		days	
October 2022	2 offices down for 7	MTN challenges,	2 offices down for 7	MTN challenges,
	days	Electricity	days	Electricity outage
	1 office down for 17	outage, SocPen	1 office down for 17	
	days	system	days	
	2 offices down for 5	challenges	2 offices down for 5	
	days		days	
	17 offices down for 4		17 offices down for 4	
	days		days	
	12 offices down for 2		12 offices down for 2	
	days		days	
	12 offices down for 1		12 offices down for 1	
	day		day	
	1 office down for 6		1 office down for 6	
	days		days	
	3 offices down for 2		3 offices down for 2	
	days		days	
	3 offices down for 21		3 offices down for 21	
	days		days	
	49 offices down for 1			
	day			<u></u>
November	3 offices down for 5	MTN challenges,	3 offices down for 5	MTN challenges,
2022	days	Electricity outage	days	Electricity outage
	5 offices down for 4		5 offices down for 4	
	days		days	
	8 offices down for 2		8 offices down for 2	
	days		days	
	1 office down for 15		1 office down for 15	
	days		days	



Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
	2 offices down for 13		2 offices down for 13	
	days		days	
	1 office down for 09		1 office down for 09	
	days		days	
	2 offices down for 7		2 offices down for 7	
	days		days	
	13 offices down for 3		13 offices down for 3	
	days		days	
	3 offices down for 1		3 offices down for 1	
	day		day	
	1 office down for 12		1 office down for 12	
	days		days	
	2 offices down for 22		2 offices down for 22	
	days		days	
	1 office down for 10		1 office down for 10	
	days		days	
	3 offices down for 6		3 offices down for 6	
	days		days	
	2 offices down for 8		2 offices down for 8	
	days		days	
December	2 offices down for 11	MTN challenges,	2 offices down for 11	MTN challenges,
2022	days	Electricity outage	days	Electricity outage
	1 office down for 14		1 office down for 14	
	days		days	
	3 offices down for 4		3 offices down for 4	
	days		days	
	5 offices down for 7		5 offices down for 7	
	days		days	
	5 offices down for 2		5 offices down for 2	
	days		days	
	5 offices down for 1		5 offices down for 1	
	day		day	
	10 offices down for 5		10 offices down for 5	
	days		days	
	3 offices down for 9		3 offices down for 9	
	days		days	
	1 office down for 20		1 office down for 20	
	days		days	
	2 offices down for 21		2 offices down for 21	
	days		days	



Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
	1 office down for 18		1 office down for 18	
	days		days	
	2 offices down for 6		2 offices down for 6	
	days		days	
	5 offices down for 3		5 offices down for 3	
	days		days	
	1 office down for 13		1 office down for 13	
	days		days	
	3 offices down for 8		3 offices down for 8	
	days		days	
January 2023	1 office down for 10	MTN challenges,	1 office down for 10	MTN challenges,
	days	Electricity outage	days	Electricity outage
	1 office down for 11	, ,	1 office down for 11	
	days		days	
	1 office down for 17		1 office down for 17	
	days		days	
	1 office down for 19		1 office down for 19	
	days		days	
	1 office down for 13		1 office down for 13	
	days		days	
	9 offices down for 6		9 offices down for 6	
	days		days	
	2 offices down for 9		2 offices down for 9	
	days		days	
	9 offices down for 5		9 offices down for 5	
	days		days	
	4 offices down for 4		4 offices down for 4	
	days		days	
	3 offices down for 8		3 offices down for 8	
	days		days	
	7 offices down for 2		7 offices down for 2	
	days		days	
	1 office down for 16		1 office down for 16	
	days		days	
	2 offices down for 21		2 offices down for 21	
	days		days	
	1 office down for 14		1 office down for 14	
	days		days	
	1 office down for 3		1 office down for 3	
	days		days	



Month	System downtime	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason	
	2 offices down for 7		2 offices down for 7		
	days		days		
	2 offices down for 1		2 offices down for 1		
	day		day		

Eastern Cape:

Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
January 2022	8 offices down for 2 days 2 offices down for 1 day	Electricity outage, network challenges	8 offices down for 2 days 2 offices down for 1 day	Electricity outage, network challenges
February 2022	7 offices down for 1 day 2 offices down for 3 days 1 office down for 2 days 1 office down for 8 days	Electricity outage, network challenges	7 offices down for 1 day 2 offices down for 3 days 1 office down for 2 days 1 office down for 8 days	Electricity outage, network challenges
March 2022	2 offices down for 3 days 5 offices down for 1 day 1 office down for 5 days 1 office down for 2 days 3 offices down for 9 days 67 offices down for 1 day	Electricity outage, network challenges, SocPen system challenges	2 offices down for 3 days 5 offices down for 1 day 1 office down for 5 days 1 office down for 2 days 3 offices down for 9 days	Electricity outage, network challenges



Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
April 2022	1 office down for 3 days 4 offices down for 1 day 4 offices down for 8 days 1 office down for 2 days	Electricity outage, network challenges	1 office down for 3 days 4 offices down for 1 day 4 offices down for 8 days 1 office down for 2 days	Electricity outage, network challenges
May 2022	2 offices down for 2 days 1 office down for 3 days 2 offices down for 6 days 2 offices down for 9 days 5 offices down for 1 day 2 offices down for 4 days	Electricity outage, network challenges	2 offices down for 2 days 1 office down for 3 days 2 offices down for 6 days 2 offices down for 9 days 5 offices down for 1 day 2 offices down for 4 days	Electricity outage, network challenges
June 2022	8 offices down for 1 day 5 offices down for 2 days 3 offices down for 3 days 2 offices down for 9 days 2 offices down for 4 days 1 office down for 8 days	Electricity outage, network challenges	8 offices down for 1 day 5 offices down for 2 days 3 offices down for 3 days 2 offices down for 9 days 2 offices down for 4 days 1 office down for 8 days	Electricity outage, network challenges
July 2022	9 offices down for 1 day 7 offices down for 2 days 1 office down for 6 days 1 office down for 8 days	Electricity outage, network challenges, SocPen system challenges	9 offices down for 1 day 7 offices down for 2 days 1 office down for 6 days 1 office down for 8 days	Electricity outage, network challenges



Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
	67 offices down for 1			
	day			
August 2022	3 offices down for 1	Electricity	3 offices down for 1	Electricity outage,
	day	outage, network	day	network
	1 office down for 2	challenges	1 office down for 2	challenges
	days		days	
	2 offices down for 7		2 offices down for 7	
	days		days	
	1 office down for 3		1 office down for 3	
	days		days	
	2 offices down for 9		2 offices down for 9	
	days 1 office down for 5		days 1 office down for 5	
	days		days	
	1 office down for 4		1 office down for 4	
	days		days	
	1 office down for 6		1 office down for 6	
	days		days	
September	4 offices down for 2	Electricity	4 offices down for 2	Electricity outage,
2022	days	outage, network	days	network
	13 offices down for 1	challenges	13 offices down for 1	challenges
	day		day	
	1 office down for 8		1 office down for 8	
	days		days	
	3 offices down for 4		3 offices down for 4	
	days		days	
	1 office down for 9		1 office down for 9	
O-t-b 2000	days		days	Flactwick courters
October 2022	3 offices down for 3	Electricity	3 offices down for 3	Electricity outage,
	days 6 offices down for 2	outage, network	days 6 offices down for 2	network
	days	challenges, SocPen system	days	challenges
	9 offices down for 1	challenges	9 offices down for 1	
	day	orialiorigos	day	
	2 offices down for 8		2 offices down for 8	
	days		days	
	1 office down for 4		1 office down for 4	
	days		days	
	1 office down for 7		1 office down for 7	
	days		days	



Month	System downtime		Telephone downtime	
	Number of days 67 offices down for 1 day	Reason	Number of days	Reason
November 2022	10 offices down for 1 day 1 office down for 5 days 3 offices down for 2 days 1 office down for 9 days	Electricity outage, network challenges	10 offices down for 1 day 1 office down for 5 days 3 offices down for 2 days 1 office down for 9 days	Electricity outage, network challenges
December 2022	17 offices down for 1 day 5 offices down for 2 days 2 offices down for 6 days 2 offices down for 3 days	Electricity outage, network challenges	17 offices down for 1 day 5 offices down for 2 days 2 offices down for 6 days 2 offices down for 3 days	Electricity outage, network challenges
January 2023	2 offices down for 3 days 13 offices down for 1 day 6 offices down for 2 days 1 office down for 4 days 1 office down for 9 days 1 office down for 6 days 1 office down for 8 days	Electricity outage, network challenges	2 offices down for 3 days 13 offices down for 1 day 6 offices down for 2 days 1 office down for 4 days 1 office down for 9 days 1 office down for 6 days 1 office down for 8 days	Electricity outage, network challenges

Mpumalanga:



Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
January 2022	8 offices 1 day 3 offices for 2 days 2 offices for 3 days	Electricity outage, network challenges	8 offices 1 day 3 offices for 2 days 2 offices for 3 days	Electricity outage, network challenges
February 2022	12 offices down for 1 day 2 offices down for 2 days 3 offices down for 3 days 2 offices down for 4 days 2 offices down for 5 days	Electricity outage, network challenges	12 offices down for 1 day 2 offices down for 2 days 3 offices down for 3 days 2 offices down for 4 days 2 offices down for 5 days	Electricity outage, network challenges
March 2022	12 offices down for 1 day 2 offices down for 2 days 3 offices down for 3 days 2 offices down for 4 days 2 offices down for 5 days 43 offices down for 1 day	Electricity outage, network challenges, SocPen system challenges	12 offices down for 1 day 2 offices down for 2 days 3 offices down for 3 days 2 offices down for 4 days 2 offices down for 5 days	Electricity outage, network challenges
April 2022	12 offices down for 1 day 2 offices down for 2 days 3 offices down for 3 days 2 offices down for 4 days 1 office down for 5 days	Electricity outage, network challenges	12 offices down for 1 day 2 offices down for 2 days 3 offices down for 3 days 2 offices down for 4 days 1 office down for 5 days	Electricity outage, network challenges
May 2022	2 offices down for 1 day 3 offices down for 2 days	Electricity outage, network challenges Network challenges	2 offices down for 1 day 3 offices down for 2 days	Electricity outage, network challenges Network challenges



Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
June 2022	5 offices down for 1 day 11 offices down for 2 days 1 office down for 4 days 1 office down for 5 days	Electricity outage, network challenges	5 offices down for 1 day 11 offices down for 2 days 1 office down for 4 days 1 office down for 5 days	Electricity outage, network challenges
July 2022	2 offices down for 1 day 11 offices down for 2 days 6 offices down for 3 days 1 office down for 4 days 5 offices down for 5 days 2 offices down for 6 days 43 offices down for 1 day	Electricity outage, network challenges, SocPen system challenges	2 offices down for 1 day 11 offices down for 2 days 6 offices down for 3 days 1 office down for 4 days 5 offices down for 5 days 2 offices down for 6 days	Electricity outage, network challenges
August 2022	4 offices down for 2 days 1 office down for 3 days 1 office down for 8 days	Electricity outage, network challenges	4 offices down for 2 days 1 office down for 3 days 1 office down for 8 days	Electricity outage, network challenges
September 2022	7 offices down for 1 day 11 offices down for 2 days 12 offices down for 3 days 2 offices down for 4 days 1 office down for 6 days	Electricity outage	7 offices down for 1 day 11 offices down for 2 days 12 offices down for 3 days 2 offices down for 4 days 1 office down for 6 days	Electricity outage
October 2022	16 offices down for 1 day	Electricity outage, SocPen system challenges	16 offices down for 1 day	Electricity outage



Month	System downtime			Telephone downtime	
	Number of days	Reason	Number of days	Reason	
	9 offices down for 2		9 offices down for 2		
	days		days		
	5 offices down for 3		5 offices down for 3		
	days		days		
	1 office down for 7		1 office down for 7		
	days		days		
	43 offices down for 1				
	day				
November	20 offices down for 1	Electricity outage,	20 offices down for 1	Electricity outage,	
2022	day	network	day	network	
	7 offices down for 2	challenges	7 offices down for 2	challenges	
	days		days		
	3 offices down for 3		3 offices down for 3		
	days		days		
December	8 offices down for 1	Electricity outage,	8 offices down for 1	Electricity outage,	
2022	day	network	day	network	
	3 offices down for 2	challenges	3 offices down for 2	challenges	
	days		days		
	4 offices down for 3		4 offices down for 3		
	days		days		
	2 offices down for 4		2 offices down for 4		
	days		days		
	1 office down for 5		1 office down for 5		
	days		days		
	1 office down for 7		1 office down for 7		
	days		days		
January	2 offices down for 1	Electricity outage,	2 offices down for 1	Electricity outage,	
2023	day	network	day	network	
	9 offices down for 2	challenges	9 offices down for 2	challenges	
	days		days		
	3 offices down for 3		3 offices down for 3		
	days		days		
	13 offices down for 4		13 offices down for 4		
	days		days		
	5 offices down for 5		5 offices down for 5		
	days		days		
	1 office down for 6		1 office down for 6		
	days		days		
	1 office down for 8		1 office down for 8		
	days		days		



Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
	1 office down for 19		1 office down for 19	
	days		days	

North West:

Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
January 2022	2 offices down for 2 days 1 office down for 8 days 1 office down for 3 days 41 offices down for 1 day	Network challenges, Biometric and Socpen systems challenges	16 offices down for 3 days	Network challenges
February 2022	3 offices down for 1 day 1 office down for 2 days	Network challenges, BAS, ERP, and Biometric systems challenges.	12 offices down for 5 days	Network challenges
March 2022	3 offices down for 2 days 3 offices down for 1 day 41 offices down for 1 day	Network challenges, BAS, ERP, SocPen and Biometric systems challenges	19 offices down for 5 days	Network challenges
April 2022	1 office down for 4 days 1 office down for 6 days 2 offices down for 2 days 1 office down for 3 days	Network challenges, BAS systems challenges.	10 offices down for 2 days	Network challenges
May 2022	3 offices down for 1 day 1 office down for 3 days	Network challenges, BAS and Biometric systems challenges	03 offices down for 1 day	Network challenges



Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
	1 office down for 2 days			
June 2022	6 offices down for 1 day 3 offices down for 2 days	Network challenges, BAS, BRM, Customer Care and Kofax system challenges	02 offices down for 1 day	Network challenges
July 2022	1 office down for 5 days 1 office down for 3 days 2 offices down for 1 day 2 offices down for 2 days 41 offices down for 1 day	Network challenges, BAS, Socpen and Biometric system challenges.	03 offices down for 5 days	Network challenges
August 2022	3 offices down for 2 days 5 offices down for 1 day 2 offices down for 4 days	Network challenges, Email Challenges	00	N/A
September 2022	2 offices down for 2 days 2 offices down for 4 days 3 offices down for 1 day 1 office down for 6 days 1 office down for 3 days	Network challenges, Biometric systems challenges	00	N/A
October 2022	5 offices down for 1 day 4 offices down for 2 days 1 office down for 9 days	Network challenges, electricity outage,	00	N/A



Month	System downtime		Telephone downtime	
	Number of days	Reason	Number of days	Reason
	1 office down for 7 days			
November 2022	4 offices down for 1 day 3 offices down for 2 days 3 offices down for 3 days	Network challenges, electricity outage, Biometric system challenges	00	N/A
December 2022	1 office down for 5 days 6 offices down for 1 day 3 offices down for 2 days 1 office down for 8 days	Network challenges and Biometric system challenges	00	N/A
January 2023	12 offices down for 1 day 1 office down for 7 days 2 offices down for 3 days 3 offices down for 2 days 1 office down for 4 days	Network challenges, Biometrics, Kofax system challenges	13 offices down for 2 days	Network challenges