

SLD reference	Frequency	Reporting requirements
J4.9 Roaming	Quarterly via a report to the MU.	<ul style="list-style-type: none"> • nature, start and finish, date and time of any exceptional event causing the whole national RADIUS proxy server service to be unavailable; • total number of Eligible Organisations registered to use the Roaming Service; • validated Roaming Service joining requests, showing the number of Support Working Days taken to enable the Service once all necessary information was received; • number of authentication requests; • number of authentication requests accepted; • number of authentication requests rejected; • number of technical support enquiries received during the reporting period; • number of enquiries resolved; • number of enquiries where service level c) was not met.