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MTBF is the average number of hours between the restoration of the last failure and the start of the next failure.
Availability is the ability of a service to perform its agreed function when required over a stated period of time. It is usually expressed as the availability ratio, i.e. the proportion of time that the service is actually available for use by the customers within the agreed service hours.
Availability = (Time the service is actually available for use by the customers) / (Total agreed service time)
<table>
<thead>
<tr>
<th>Measure</th>
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<td>Time to restore</td>
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