



## LLU SLA Report Jul - Sep 2013

D e l i v e r y	Quarter	Jul-13		Aug-13		Sep-13	
		% Orders					
	Order Type	<i>Validated</i>	<i>Delivered</i>	<i>Validated</i>	<i>Delivered</i>	<i>Validated</i>	<i>Delivered</i>
	PU	100.00%	85.71%	100.00%	100.00%	100.00%	100.00%
	PUG	99.08%	89.06%	100.00%	97.30%	100.00%	95.24%
	PUI	98.11%	91.01%	100.00%	82.89%	100.00%	93.83%
	PUS	98.06%	96.58%	99.22%	96.20%	98.87%	95.92%
	PLB	99.80%	94.67%	99.71%	91.05%	99.79%	94.92%
	PLS	99.78%	96.98%	99.29%	91.80%	99.69%	96.30%

A s s u r a n c e	Line Test Results Provided				
	Quarter	% of Faults cleared in Working Days			
		≤ 2	≤ 5	≤ 10	> 10
	Total	92.34%	100.00%	100.00%	0.00%
No Line Test Results Provided					
Quarter	% of Faults cleared in Working Days				
	≤ 3	≤ 6	≤ 11	> 11	
	Total	96.43%	100.00%	100.00%	0.00%