



## LLU SLA Report Oct - Dec 2013

| D<br>S<br>e<br>r<br>v<br>i<br>c<br>e<br>r<br>y | Quarter    | Oct-13          |                         |                 |                         | Nov-13          |                         |                 |                         | Dec-13          |                         |                 |                         |
|--|------------|-----------------|-------------------------|-----------------|-------------------------|-----------------|-------------------------|-----------------|-------------------------|-----------------|-------------------------|-----------------|-------------------------|
|  |            | Volume Orders   |                         |                 |                         |                 |                         |                 |                         |                 |                         |                 |                         |
|  | Order Type | Total Validated | Validated Within Target | Total Delivered | Delivered Within Target | Total Validated | Validated Within Target | Total Delivered | Delivered Within Target | Total Validated | Validated Within Target | Total Delivered | Delivered Within Target |
|  | PU         | 3               | 3                       | 2               | 2                       | 7               | 6                       | 4               | 4                       | 3               | 3                       | 3               | 2                       |
|  | PUG        | 37              | 37                      | 26              | 24                      | 32              | 32                      | 21              | 19                      | 31              | 30                      | 28              | 27                      |
|  | PUI        | 81              | 80                      | 81              | 80                      | 56              | 54                      | 50              | 48                      | 43              | 43                      | 35              | 34                      |
|  | PUS        | 544             | 541                     | 544             | 541                     | 373             | 373                     | 290             | 285                     | 193             | 193                     | 145             | 139                     |
|  | PLB        | 1271            | 1268                    | 1271            | 1268                    | 1070            | 1070                    | 1058            | 996                     | 1029            | 1029                    | 1026            | 982                     |
|  | PLS        | 2126            | 2116                    | 2126            | 2116                    | 2408            | 2391                    | 2389            | 2288                    | 1880            | 1877                    | 1871            | 1812                    |

| A<br>S<br>e<br>r<br>v<br>i<br>c<br>e | Line Test Results Provided               |  |      |      |      |
|--------------------------------------|--|--|------|------|------|
|                                      | Quarter                                  | Volume of Faults cleared in Working Days |      |      |      |
|                                      |  | ≤ 2                                      | ≤ 5  | ≤ 10 | > 10 |
|                                      | Total                                    | 141                                      | 149  | 152  | 0    |
| No Line Test Results Provided        |  |  |      |      |      |
| Quarter                              | Volume of Faults cleared in Working Days |  |      |      |      |
|                                      | ≤ 3                                      | ≤ 6                                      | ≤ 11 | > 11 |      |
| Total                                | 90                                       | 98                                       | 98   | 1    |      |