



eircom **wholesale**

**LLU Performance Metric for
QTR 3 2014 (Jul-Sep)**





LLU SLA Report Jul - Sep 2014

D e l i v e r y	Quarter	Jul-14		Aug-14		Sep-14	
		% Orders					
	Order Type	<i>Validated</i>	<i>Delivered</i>	<i>Validated</i>	<i>Delivered</i>	<i>Validated</i>	<i>Delivered</i>
	PU	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	PUG	100.00%	72.22%	100.00%	90.91%	100.00%	100.00%
	PUI	100.00%	76.19%	100.00%	82.35%	100.00%	92.11%
	PUS	99.43%	89.36%	100.00%	88.31%	99.66%	85.66%
	PLB	100.00%	79.13%	99.84%	94.38%	100.00%	98.85%
PLS	100.00%	90.06%	99.95%	96.82%	99.83%	99.36%	

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	86.77%	98.05%	100.00%	0.00%
	No Line Test Results Provided				
	Quarter	% of Faults cleared in Working Days			
		≤ 3	≤ 6	≤ 11	> 11
	Total	88.83%	96.01%	99.20%	0.80%