



eircom **wholesale**

**LLU Performance Metric for
QTR 1 2014 (Jan-Mar)**





LLU SLA Report Jan - Mar 2014

D e l i v e r y	Quarter	Jan-14		Feb-14		Mar-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%	0.00%
	PUG	100.00%	62.50%	100.00%	72.73%	96.43%	64.29%
	PUI	98.18%	63.46%	98.18%	60.38%	100.00%	60.47%
	PUS	98.30%	79.41%	100.00%	84.10%	100.00%	90.97%
	PLB	99.74%	74.21%	99.44%	74.50%	99.95%	47.37%
PLS	99.58%	70.23%	98.14%	77.62%	99.62%	60.74%	

A s s e r v i c e	Line Test Results Provided				
	Quarter	% of Faults cleared in Working Days			
		≤ 2	≤ 5	≤ 10	> 10
	Total	82.78%	97.78%	100.00%	0.00%
	No Line Test Results Provided				
	Quarter	% of Faults cleared in Working Days			
		≤ 3	≤ 6	≤ 11	> 11
	Total	79.62%	90.91%	95.92%	4.08%