



eircom **wholesale**

**LLU Performance Metric for
QTR 2 2014 (Apr-June)**





LLU SLA Report Apr - Jun 2014

D e l i v e r y	Quarter	Apr-14		May-14		Jun-14	
		% Orders					
	Order Type	Validated	Delivered	Validated	Delivered	Validated	Delivered
	PU	100.00%	100.00%	100.00%	100.00%	100.00%	50.00%
	PUG	96.88%	58.62%	100.00%	62.50%	92.86%	42.86%
	PUI	100.00%	56.67%	100.00%	45.71%	100.00%	57.50%
	PUS	100.00%	93.38%	100.00%	86.67%	100.00%	89.58%
	PLB	99.94%	77.23%	100.00%	90.80%	100.00%	86.59%
PLS	99.73%	82.16%	99.84%	87.88%	99.80%	85.70%	

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	84.10%	98.17%	99.69%	0.31%
	No Line Test Results Provided				
	Quarter	% of Faults cleared in Working Days			
		≤ 3	≤ 6	≤ 11	> 11
	Total	85.03%	97.01%	99.10%	0.90%