



eircom **wholesale**

**LLU Performance Metric for QTR 4
2014 (Oct – Dec)**





LLU SLA Report Oct - Dec 2014

D e l i v e r y	Quarter	Oct-14		Nov-14		Dec-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%	100.00%	100.00%	100.00%	100.00%	100.00%
	PUI	100.00%	85.19%	100.00%	79.17%	100.00%	80.00%
	PUS	99.61%	73.91%	100.00%	90.83%	100.00%	91.96%
	PLB	100.00%	99.11%	99.78%	98.92%	100.00%	97.08%
	PLS	99.61%	98.81%	98.93%	98.23%	99.48%	95.99%

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	78.29%	94.41%	98.36%	1.64%
	No Line Test Results Provided					
Quarter	% of Faults cleared in Working Days					
	≤ 3	≤ 6	≤ 11	> 11		
	Total	89.76%	96.59%	99.66%	0.34%	