

**LLU SLA Report Apr - Jun 2013**

D e l i v e r y	Quarter	Apr-13		May-13		Jun-13	
		% Orders					
	Order Type	<i>Validated</i>	<i>Delivered</i>	<i>Validated</i>	<i>Delivered</i>	<i>Validated</i>	<i>Delivered</i>
	PU	100.00%	83.33%	100.00%	100.00%	100.00%	100.00%
	PUG	100.00%	100.00%	100.00%	94.50%	99.07%	93.22%
	PUI	98.73%	96.18%	100.00%	94.01%	100.00%	87.95%
	PUS	100.00%	97.29%	99.79%	96.51%	100.00%	97.99%
	PLB	99.78%	98.45%	99.88%	92.84%	99.86%	93.89%
	PLS	99.60%	98.10%	99.69%	95.57%	99.95%	94.89%

A s s e s s m e n t	Line Test Results Provided				
	Quarter	% of Faults cleared in Working Days			
		≤ 2	≤ 5	≤ 10	> 10
		Total	93.55%	100.00%	100.00%
	No Line Test Results Provided				
	Quarter	% of Faults cleared in Working Days			
		≤ 3	≤ 6	≤ 11	> 11
		Total	93.00%	99.00%	100.00%