

LLU SLA Report Jan - Mar 2013

D e l i v e r y	Quarter	Jan-13		Feb-13		Mar-13	
		% Orders					
	Order Type	<i>Validated</i>	<i>Delivered</i>	<i>Validated</i>	<i>Delivered</i>	<i>Validated</i>	<i>Delivered</i>
	PU	92.86%	91.67%	87.50%	91.67%	100.00%	100.00%
	PUG	100.00%	100.00%	100.00%	97.14%	100.00%	98.11%
	PUI	99.23%	94.87%	97.48%	95.65%	100.00%	96.97%
	PUS	99.06%	93.55%	100.00%	94.65%	100.00%	98.94%
	PLB	99.90%	94.59%	100.00%	97.34%	99.90%	95.21%
PLS	99.62%	96.87%	99.49%	97.51%	99.81%	97.59%	

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	96.12%	99.03%	100.00%	0.00%
	No Line Test Results Provided				
	Quarter	% of Faults cleared in Working Days			
		≤ 3	≤ 6	≤ 11	> 11
	Total	91.76%	97.85%	100.00%	0.00%