

LLU SLA Report Oct - Dec 2012

| D e l i v e r y | Quarter | Oct-12 | | Nov-12 | | Dec-12 | |
|--------------------------------------|------------|------------------|------------------|------------------|------------------|------------------|------------------|
| | | % Orders | | | | | |
| | Order Type | <i>Validated</i> | <i>Delivered</i> | <i>Validated</i> | <i>Delivered</i> | <i>Validated</i> | <i>Delivered</i> |
| | PU | 100.00% | 86.67% | 100.00% | 90.00% | 100.00% | 100.00% |
| | PUI | 98.44% | 96.14% | 96.56% | 94.47% | 100.00% | 98.25% |
| | PLS | 99.54% | 96.90% | 99.72% | 96.34% | 98.69% | 97.32% |
| | PLB | 99.73% | 96.19% | 99.89% | 92.47% | 97.59% | 89.00% |
| | PUS | 99.62% | 98.54% | 100.00% | 95.32% | 99.57% | 96.74% |
| | PUG | 100.00% | 98.73% | 100.00% | 98.63% | 100.00% | 100.00% |

| 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 | 93.10% | 98.33% | 100.00% | 0.00% |
| | No Line Test Results Provided | | | | |
| | Quarter | % of Faults cleared in Working Days | | | |
| | | ≤ 3 | ≤ 6 | ≤ 11 | > 11 |
| | Total | 98.06% | 100.00% | 100.00% | 0.00% |