

**LLU SLA Report Jul - Sep 2012**

<b>D e l i v e r y</b>	Quarter	Jul-12		Aug-12		Sep-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%	92.86%	100.00%	100.00%	100.00%	87.50%
	PUG	100.00%	87.27%	100.00%	90.77%	100.00%	98.57%
	PUI	98.65%	87.13%	98.48%	89.30%	98.94%	94.16%
	PUS	96.67%	84.87%	98.00%	91.58%	99.77%	96.47%
	PLB	100.00%	91.88%	98.87%	90.30%	99.38%	91.89%
PLS	99.73%	83.56%	96.28%	82.58%	98.89%	91.64%	

<b>A s s e r v i c e</b>	Line Test Results Provided				
	Quarter	% of Faults cleared in Working Days			
		≤ 2	≤ 5	≤ 10	> 10
	Total	90.11%	97.80%	100.00%	0.00%
	No Line Test Results Provided				
	Quarter	% of Faults cleared in Working Days			
		≤ 3	≤ 6	≤ 11	> 11
	Total	83.68%	95.85%	99.11%	0.89%