

LLU SLA Report Apr - Jun 2012

D e l i v e r y	Quarter	Apr-12		May-12		Jun-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%	100.00%	83.33%	75.00%	90.00%	100.00%
	PUG	95.74%	94.44%	100.00%	100.00%	100.00%	98.00%
	PUI	96.69%	92.86%	99.20%	95.50%	99.01%	97.01%
	PUS	100.00%	97.16%	100.00%	97.86%	92.02%	92.57%
	PLB	100.00%	95.36%	100.00%	86.36%	100.00%	95.96%
PLS	96.52%	96.21%	98.71%	88.71%	100.00%	98.26%	

A s s e r v i c e	Line Test Results Provided				
	Quarter	% of Faults cleared in Working Days			
		≤ 2	≤ 5	≤ 10	> 10
	Total	92.75%	100.00%	100.00%	0.00%
	No Line Test Results Provided				
	Quarter	% of Faults cleared in Working Days			
		≤ 3	≤ 6	≤ 11	> 11
	Total	82.63%	97.18%	99.53%	0.47%