

LLU SLA Report Jan - Mar 2012

D e l i v e r y	Quarter	Jan-12		Feb-12		Mar-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%	88.57%	93.33%	91.67%	100.00%	90.91%
	PUG	100.00%	92.31%	100.00%	90.59%	100.00%	96.43%
	PUI	100.00%	82.84%	100.00%	97.98%	99.13%	96.33%
	PUS	100.00%	68.93%	100.00%	84.78%	99.59%	88.05%
	PLB	100.00%	85.85%	100.00%	92.22%	100.00%	96.91%
PLS	99.33%	94.63%	100.00%	99.45%	99.71%	99.11%	

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	89.09%	98.18%	100.00%	0.00%
	No Line Test Results Provided				
	Quarter	% of Faults cleared in Working Days			
		≤ 3	≤ 6	≤ 11	> 11
	Total	82.05%	96.15%	99.57%	0.43%