

LLU SLA Report Oct - Dec 2011

D e l i v e r y	Quarter	Oct-11		Nov-11		Dec-11	
		% Orders					
	Order Type	<i>Validated</i>	<i>Delivered</i>	<i>Validated</i>	<i>Delivered</i>	<i>Validated</i>	<i>Delivered</i>
	PU	94.59%	87.50%	97.14%	95.45%	100.00%	100.00%
	PUG	100.00%	94.53%	100.00%	95.19%	99.06%	91.67%
	PUI	100.00%	94.17%	100.00%	87.82%	100.00%	90.41%
	PUS	100.00%	75.60%	100.00%	84.31%	100.00%	79.20%
	PLB	100.00%	90.15%	99.89%	88.66%	99.85%	84.06%
	PLS	100.00%	97.80%	99.47%	94.04%	98.55%	94.53%

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	86.96%	100.00%	100.00%	0.00%
	No Line Test Results Provided				
	Quarter	% of Faults cleared in Working Days			
		≤ 3	≤ 6	≤ 11	> 11
	Total	80.00%	93.94%	99.70%	0.30%