

LLU SLA Report Jul - Sep 2011

| D e l i v e r y | Quarter | Jul-11 | | Aug-11 | | Sep-11 | |
|--|------------|------------------|------------------|------------------|------------------|------------------|------------------|
| | | % Orders | | | | | |
| | Order Type | <i>Validated</i> | <i>Delivered</i> | <i>Validated</i> | <i>Delivered</i> | <i>Validated</i> | <i>Delivered</i> |
| | PU | 100.00% | 94.44% | 96.00% | 100.00% | 100.00% | 86.21% |
| | PUG | 99.16% | 99.48% | 99.64% | 85.28% | 99.61% | 87.44% |
| | PUI | 100.00% | 95.50% | 99.49% | 94.20% | 100.00% | 94.97% |
| | PUS | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 85.00% |
| | PLB | 100.00% | 96.87% | 99.97% | 73.94% | 99.91% | 74.73% |
| PLS | 100.00% | 99.37% | 99.82% | 91.57% | 100.00% | 94.50% | |

| 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 | 0 | 0 | 0 | 0 |
| | No Line Test Results Provided | | | | |
| | Quarter | % of Faults cleared in Working Days | | | |
| | | ≤ 3 | ≤ 6 | ≤ 11 | > 11 |
| | Total | 91.03% | 99.15% | 100.00% | 0.00% |