



LLU Performance Metric

Q2 2011 (April - June)

LLU SLA Report Apr - Jun 2011

D e l i v e r y	Quarter	Apr-11		May-11		Jun-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%	100.00%	94.44%	100.00%	95.65%	100.00%	
PUG	100.00%	99.08%	100.00%	99.26%	99.52%	99.42%	
PUI	98.27%	99.11%	99.40%	98.28%	100.00%	98.48%	
PUS	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
PLB	100.00%	99.27%	99.91%	96.31%	100.00%	98.54%	
PLS	100.00%	99.63%	100.00%	99.32%	99.66%	100.00%	

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	97.49%	99.37%	100.00%	0.00%	