



LLU Performance Metric

Q1 2011 (January - March)

LLU SLA Report Jan - Mar 2011

D e l i v e r y	Quarter	Jan-11		Feb-11		Mar-11	
		% Orders					
	Order Type	Validated	Delivered	Validated	Delivered	Validated	Delivered
	PU	100.00%	88.89%	96.55%	100.00%	96.30%	100.00%
	PUG	99.55%	97.48%	99.27%	99.56%	99.15%	100.00%
	PUI	100.00%	98.67%	100.00%	99.27%	100.00%	98.66%
	PUS	100.00%	80.00%	100.00%	100.00%	100.00%	100.00%
	PUS QM	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	PLB	99.98%	80.87%	100.00%	99.54%	100.00%	99.74%
	PLS	100.00%	96.92%	100.00%	99.70%	100.00%	99.72%

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	0	0	0	0
	No Line Test Results Provided				
A s s e r v i c e	Quarter	% of Faults cleared in Working Days			
		≤ 3	≤ 6	≤ 11	> 11
	Total	86.45%	97.42%	99.35%	0.65%