



# LLU Performance Metrics

Q4 2010 (October - December)

LLU SLA Report Oct - Dec 2010

<b>D e l i v e r y S e r v i c e</b>	<b>Quarter</b>	<b>Oct-10</b>		<b>Nov-10</b>		<b>Dec-10</b>	
		<b>% Orders</b>					
	<b>Order Type</b>	<b>Validated</b>	<b>Delivered</b>	<b>Validated</b>	<b>Delivered</b>	<b>Validated</b>	<b>Delivered</b>
	PU	95.65%	93.33%	100.00%	100.00%	100.00%	100.00%
	PUG	99.21%	97.57%	99.58%	78.61%	100.00%	99.01%
	PUI	100.00%	97.37%	99.25%	85.00%	98.65%	95.08%
	PUS	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	PUS QM	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	PLB	99.96%	94.98%	99.97%	94.65%	100.00%*	86.04%*
PLS	100.00%	91.50%	100.00%	78.65%	99.49%	84.04%	

<b>A s s e r v i c e S e r v i c e</b>	<b>Line Test Results Provided</b>				
	<b>Quarter</b>	<b>% of Faults cleared in Working Days</b>			
		≤ 2	≤ 5	≤ 10	> 10
	Total	0	0	0	0
	<b>No Line Test Results Provided</b>				
	<b>Quarter</b>	<b>% of Faults cleared in Working Days</b>			
		≤ 3	≤ 6	≤ 11	> 11
	Total	88.73%	97.11%	99.71%	0.29%

\* Excludes Project Migration Orders