



# LLU Performance Metrics

Q3 2010 (July - September)

**LLU SLA Report July - Sept 2010**

Service Delivery	Quarter	Jul-10		Aug-10		Sep-10	
		% Orders					
	Order Type	<i>Validated</i>	<i>Delivered</i>	<i>Validated</i>	<i>Delivered</i>	<i>Validated</i>	<i>Delivered</i>
	PU	82.61%	92.86%	60.87%	58.82%	92%	90.00%
	PUG	100.00%	97.45%	99.22%	99.51%	100%	99.40%
	PUI	98.43%	94.12%	99.14%	92.11%	100%	95.70%
	PUS	90.91%	100.00%	100.00%	100.00%	100%	100.00%
	PUS QM	100.00%	0.00%	100.00%	100.00%	80%	100.00%
	PLB	99.91%	97.60%	99.77%	96.26%	100%	96.72%
	PLS	99.37%	97.29%	98.76%	98.71%	100%	97.36%

Service Assurance	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	92.38%	98.03%	99.26%	0.74%	