



# **Quarterly Aggregated SLA performance report**

Provisioning, Assurance and Appointments

Q1 2019

# Quarterly SLA performance report

Provisioning  
January 2019



SLA Name	Activity	Process Time	Process	%Performance Target	%Performance Actual
ISDN PRA		0	DC	100%	0%
ISDN PRA		0	OF	0%	100%
ISDN PRA		0	OV	0%	33%
LLU_DRL	1a	4H	DD	92%	100%
LLU_DRL	1b	1D	DD	98%	100%
LLU_DRL	1c	10D	DD	100%	100%
LLU_ULE	2a	4H	DD	92%	100%
LLU_ULE	2b	1D	DD	98%	100%
LLU_ULE	2c	5D	DD	100%	100%
LLU_PLB	15	0	DD	100%	91%
LLU_PUS	18	0	DD	100%	100%
LLU_PUS	9a	4H	VAL	90%	100%
LLU_PUS	9b	2D	VAL	100%	100%
EIL 1Gb		0	DC	100%	100%
EIL 1Gb		0	OA	100%	100%
EIL 1Gb		0	OF	100%	50%
EIL 1Gb		0	OV	100%	100%
EIL 1Gb		0	DD	100%	100%
EIL 10Gb		0	DC	100%	33%
EIL 10Gb		0	OA	100%	100%
EIL 10Gb		0	OF	100%	100%
EIL 10Gb		0	OV	100%	100%
EIL 10Gb		0	DD	100%	50%
Apt-based SLA	1a	7D	APPT	90%	100%
Apt-based SLA	1b	8D	APPT	100%	100%
Apt-based SLA	1c	9D	APPT	100%	100%
Apt-based SLA	2a	11D	DEL	95%	98%
Apt-based SLA	2b	20D	DEL	98%	99%
Apt-based SLA	2c	41D	DEL	100%	100%
Apt-based SLA	3a	11D	DEL	80%	98%
Apt-based SLA	3b	21D	DEL	85%	99%
Apt-based SLA	3c	41D	DEL	90%	100%
Apt-based SLA	3d	66D	DEL	95%	100%
Apt-based SLA	3e	131D	DEL	100%	100%

Note: This report reflects metrics for SLAs that were active and generated activity in the measured period.

# Quarterly SLA performance report

Provisioning  
February 2019



SLA Name	Activity	Process Time	Process	%Performance Target	%Performance Actual
LLU_DRL	1a	4H	DD	92%	86%
LLU_DRL	1b	1D	DD	98%	100%
LLU_DRL	1c	10D	DD	100%	100%
LLU_ULE	2a	4H	DD	92%	99%
LLU_ULE	2b	1D	DD	98%	100%
LLU_ULE	2c	5D	DD	100%	100%
LLU_PLB	15	0	DD	100%	98%
LLU_PUS	18	0	DD	100%	100%
LLU_PUS	9a	4H	VAL	90%	100%
LLU_PUS	9b	2D	VAL	100%	100%
EIL 1Gb		0	DC	100%	100%
EIL 1Gb		0	OA	100%	100%
EIL 1Gb		0	OV	100%	100%
EIL 1Gb		0	DD	100%	100%
EIL 10Gb		0	OA	100%	100%
EIL 10Gb		0	OV	100%	100%
EIL 10Gb		0	DD	100%	100%
Apt-based SLA	1a	7D	APPT	90%	100%
Apt-based SLA	1b	8D	APPT	100%	100%
Apt-based SLA	1c	9D	APPT	100%	100%
Apt-based SLA	2a	11D	DEL	95%	98%
Apt-based SLA	2b	20D	DEL	98%	99%
Apt-based SLA	2c	41D	DEL	100%	100%
Apt-based SLA	3a	11D	DEL	80%	98%
Apt-based SLA	3b	21D	DEL	85%	100%
Apt-based SLA	3c	41D	DEL	90%	100%
Apt-based SLA	3d	66D	DEL	95%	100%
Apt-based SLA	3e	131D	DEL	100%	100%

Note: This report reflects metrics for SLAs that were active and generated activity in the measured period.

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Provisioning  
March 2019



SLA Name	Activity	Process Time	Process	%Performance Target	%Performance Actual
LLU_DRL	1a	4H	DD	92%	100%
LLU_DRL	1b	1D	DD	98%	100%
LLU_DRL	1c	10D	DD	100%	100%
LLU_ULE	2a	4H	DD	92%	99%
LLU_ULE	2b	1D	DD	98%	100%
LLU_ULE	2c	5D	DD	100%	100%
LLU_PLB	15	0	DD	100%	88%
LLU_PUS	18	0	DD	100%	100%
LLU_PUS	9a	4H	VAL	90%	100%
LLU_PUS	9b	2D	VAL	100%	100%
EIL 1Gb		0	DD	100%	100%
EIL 10Gb		0	DC	100%	100%
EIL 10Gb		0	OA	100%	100%
EIL 10Gb		0	OF	100%	0%
EIL 10Gb		0	OV	100%	100%
EIL 10Gb		0	DD	100%	100%
Apt-based SLA	1a	7D	APPT	90%	100%
Apt-based SLA	1b	8D	APPT	100%	100%
Apt-based SLA	1c	9D	APPT	100%	100%
Apt-based SLA	2a	11D	DEL	95%	98%
Apt-based SLA	2b	20D	DEL	98%	99%
Apt-based SLA	2c	41D	DEL	100%	100%
Apt-based SLA	3a	11D	DEL	80%	98%
Apt-based SLA	3b	21D	DEL	85%	100%
Apt-based SLA	3c	41D	DEL	90%	100%
Apt-based SLA	3d	66D	DEL	95%	100%
Apt-based SLA	3e	131D	DEL	100%	100%

Note: This report reflects metrics for SLAs that were active and generated activity in the measured period.

# Quarterly SLA performance report



Assurance  
January 2019

SLA Name	Activity	Process Time	Process	%Performance Target	%Performance Actual
ISDN-PRA	1	14H	R	100%	98%
Bitstream	1a	2D	R	77%	99%
Bitstream	1b	5D	R	92%	100%
Bitstream	1c	10D	R	100%	100%
Standalone Bitstream	1a	2D	R	84%	88%
Standalone Bitstream	1b	5D	R	93%	97%
Standalone Bitstream	1c	10D	R	100%	100%
FTTC SA	3.1	2D	R	84%	91%
FTTC SA	3.2	5D	R	93%	99%
FTTC SA	3.3	10D	R	100%	100%
FTTH SA	3.4	2D	R	73%	85%
FTTH SA	3.5	5D	R	92%	96%
FTTH SA	3.6	10D	R	100%	99%
FTTC POTS	3.7	2D	R	73%	98%
FTTC POTS	3.8	5D	R	92%	100%
FTTC POTS	3.9	10D	R	100%	100%
FTTH POTS	3.7	2D	R	73%	84%
FTTH POTS	3.8	5D	R	92%	97%
FTTH POTS	3.9	10D	R	100%	99%
8Hr Premium (ADSL)	1a	4H	R	92%	100%
8Hr Premium (FTTC)	1a	4H	R	92%	68%
Interconnect	2b	1D	R	98%	100%
WEIL - 1G	1a	1D	R	100%	100%
WEIL - 10G	1b	1D	R	100%	100%
WEIL - SAB	1c	1D	R	100%	100%
Line Share	27a	2D	R	84%	79%
Line Share	27b	5D	R	93%	96%
Line Share	27c	10D	R	100%	100%
ULMP (LT)	27a	2D	R	84%	100%
ULMP (LT)	27b	5D	R	93%	100%
ULMP (LT)	27c	10D	R	100%	100%
ULMP (no-LT)	26a	2D	R	84%	55%
ULMP (no-LT)	26b	5D	R	93%	73%
ULMP (no-LT)	26c	10D	R	100%	82%
ULMP Premium	1	6H	R	100%	100%
ULMP PR	1	1D	R	90%	100%

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SLA Name	Activity	Process Time	Process	%Performance Target	%Performance Actual
ISDN-PRA	1	14H	R	100%	100%
Bitstream	1a	2D	R	77%	99%
Bitstream	1b	5D	R	92%	100%
Bitstream	1c	10D	R	100%	100%
Standalone Bitstream	1a	2D	R	84%	89%
Standalone Bitstream	1b	5D	R	93%	96%
Standalone Bitstream	1c	10D	R	100%	99%
FTTC SA	3.1	2D	R	84%	92%
FTTC SA	3.2	5D	R	93%	99%
FTTC SA	3.3	10D	R	100%	100%
FTTH SA	3.4	2D	R	73%	79%
FTTH SA	3.5	5D	R	92%	98%
FTTH SA	3.6	10D	R	100%	100%
FTTC POTS	3.7	2D	R	73%	98%
FTTC POTS	3.8	5D	R	92%	100%
FTTC POTS	3.9	10D	R	100%	100%
FTTH POTS	3.7	2D	R	73%	87%
FTTH POTS	3.8	5D	R	92%	99%
FTTH POTS	3.9	10D	R	100%	100%
8Hr Premium (ADSL)	1a	4H	R	92%	100%
8Hr Premium (FTTC)	1a	4H	R	92%	70%
Interconnect	2b	1D	R	98%	100%
WEIL - 1G	1a	1D	R	100%	100%
WEIL - 10G	1b	1D	R	100%	100%
WEIL - SAB	1c	1D	R	100%	100%
Line Share	27a	2D	R	84%	84%
Line Share	27b	5D	R	93%	100%
Line Share	27c	10D	R	100%	100%
ULMP (LT)	27a	2D	R	84%	100%
ULMP (LT)	27b	5D	R	93%	100%
ULMP (LT)	27c	10D	R	100%	100%
ULMP (no-LT)	26a	2D	R	84%	60%
ULMP (no-LT)	26b	5D	R	93%	80%
ULMP (no-LT)	26c	10D	R	100%	100%
ULMP Premium	1	6H	R	100%	100%
ULMP PR	1	1D	R	90%	100%

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ISDN-PRA	1	14H	R	100%	100%
Bitstream	1a	2D	R	77%	99%
Bitstream	1b	5D	R	92%	100%
Bitstream	1c	10D	R	100%	100%
Standalone Bitstream	1a	2D	R	84%	90%
Standalone Bitstream	1b	5D	R	93%	98%
Standalone Bitstream	1c	10D	R	100%	100%
FTTC SA	3.1	2D	R	84%	88%
FTTC SA	3.2	5D	R	93%	99%
FTTC SA	3.3	10D	R	100%	100%
FTTH SA	3.4	2D	R	73%	86%
FTTH SA	3.5	5D	R	92%	96%
FTTH SA	3.6	10D	R	100%	99%
FTTC POTS	3.7	2D	R	73%	97%
FTTC POTS	3.8	5D	R	92%	100%
FTTC POTS	3.9	10D	R	100%	100%
FTTH POTS	3.7	2D	R	73%	85%
FTTH POTS	3.8	5D	R	92%	96%
FTTH POTS	3.9	10D	R	100%	100%
8Hr Premium (ADSL)	1a	4H	R	92%	100%
8Hr Premium (FTTC)	1a	4H	R	92%	67%
Interconnect	2b	1D	R	98%	100%
WEIL - 1G	1a	1D	R	100%	100%
WEIL - 10G	1b	1D	R	100%	100%
WEIL - SAB	1c	1D	R	100%	100%
Line Share	27a	2D	R	84%	81%
Line Share	27b	5D	R	93%	95%
Line Share	27c	10D	R	100%	98%
ULMP (LT)	27a	2D	R	84%	100%
ULMP (LT)	27b	5D	R	93%	100%
ULMP (LT)	27c	10D	R	100%	100%
ULMP (no-LT)	26a	2D	R	84%	40%
ULMP (no-LT)	26b	5D	R	93%	90%
ULMP (no-LT)	26c	10D	R	100%	100%
ULMP Premium	1	6H	R	100%	100%
ULMP PR	1	1D	R	90%	100%