



Quarterly Aggregated SLA performance report

Provisioning, Assurance and Appointments

Q4 2021

Quarterly SLA performance report



Provisioning
October 2021

SLA Name	Activity	Process Time	Process	%Performance Target	%Performance Actual
EoI for CEI Duct		0	OF	100%	75%
EoI for CEI Duct		0	OV	100%	100%
LLU_PLS	14	5D	DD	95%	99%
LLU_PLB	15	5D	DD	95%	100%
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 10Gb		0	DC	100%	80%
EIL 10Gb		0	OA	100%	86%
EIL 10Gb		0	OF	100%	100%
EIL 10Gb		0	OV	100%	57%
EIL 10Gb		0	DD	100%	100%
WUP 10Gb		0	DC	100%	75%
WUP 10Gb		0	OA	100%	0%
WUP 10Gb		0	OF	100%	67%
WUP 10Gb		0	OV	100%	100%
SEA		0	DC	100%	74%
SEA		0	OA	100%	69%
SEA		0	OF	100%	14%
SEA		0	OV	100%	80%
Apt-based SLA	1a	7D	APPT	90%	98.97%
Apt-based SLA	1b	8D	APPT	100%	99.39%
Apt-based SLA	1c	9D	APPT	100%	96.99%
Apt-based SLA	2a	11D	DEL	95%	98.45%
Apt-based SLA	2b	20D	DEL	98%	99.80%
Apt-based SLA	2c	41D	DEL	100%	99.97%
Apt-based SLA	3a	11D	DEL	80%	96.15%
Apt-based SLA	3b	21D	DEL	85%	99.67%
Apt-based SLA	3c	41D	DEL	90%	99.87%
Apt-based SLA	3d	66D	DEL	95%	99.96%
Apt-based SLA	3e	131D	DEL	100%	100.00%

¹ Delivery process points for data products do not have standard timelines, they depend on the specific order's characteristics and are

² This data represents the figures before adjustment for customer delay which prevents the order being validated within the SLA metric.

Quarterly SLA performance report



Provisioning
November 2021

SLA Name	Activity	Process Time	Process	%Performance Target	%Performance Actual
EoI for CEI Duct		0	OF	100%	50%
EoI for CEI Duct		0	OV	100%	75%
EoI for CEI Duct		0	DD	100%	100%
LLU_PLS	14	5D	DD	95%	98%
LLU_PLB	15	5D	DD	95%	89%
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	DC	100%	90%
EIL 10Gb		0	OA	100%	91%
EIL 10Gb		0	OF	100%	25%
EIL 10Gb		0	OV	100%	91%
EIL 10Gb		0	DD	100%	100%
WUP 1Gb		0	OA	100%	0%
WUP 1Gb		0	OF	100%	0%
WUP 1Gb		0	OV	100%	0%
WUP 1Gb		0	DD	100%	100%
WUP 10Gb		0	DC	100%	50%
WUP 10Gb		0	OA	100%	100%
WUP 10Gb		0	OF	100%	50%
WUP 10Gb		0	OV	100%	75%
WUP 10Gb		0	DD	100%	100%
SEA		0	DC	100%	78%
SEA		0	OA	100%	81%
SEA		0	OF	100%	29%
SEA		0	OV	100%	81%
SEA		0	DD	100%	100%
Apt-based SLA	1a	7D	APPT	90%	80.33%
Apt-based SLA	1b	8D	APPT	100%	98.86%
Apt-based SLA	1c	9D	APPT	100%	96.77%
Apt-based SLA	2a	11D	DEL	95%	97.23%
Apt-based SLA	2b	20D	DEL	98%	99.68%
Apt-based SLA	2c	41D	DEL	100%	99.91%
Apt-based SLA	3a	11D	DEL	80%	93.49%
Apt-based SLA	3b	21D	DEL	85%	99.45%
Apt-based SLA	3c	41D	DEL	90%	99.88%
Apt-based SLA	3d	66D	DEL	95%	99.95%
Apt-based SLA	3e	131D	DEL	100%	99.99%

1 Delivery process points for data products do not have standard timelines, they depend on the specific order's

² This data represents the figures before adjustment for customer delay which prevents the order being validated within the SLA metric.

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Provisioning
December 2021

SLA Name	Activity	Process Time	Process	%Performance Target	%Performance Actual
EoI for CEI Duct		0	OF	100%	100%
EoI for CEI Duct		0	OV	100%	100%
EoI for CEI Duct		0	DD	100%	100%
LLU_PLS	14	5D	DD	95%	94%
LLU_PLB	15	5D	DD	95%	100%
LLU_PUS	18	0	DD	100%	100%
LLU_PUS	9a	4H	VAL	90%	100%
LLU_PUS	9b	2D	VAL	100%	100%
EIL 10Gb		0	DC	100%	100%
EIL 10Gb		0	OA	100%	100%
EIL 10Gb		0	OV	100%	92%
EIL 10Gb		0	DD	100%	100%
WUP 10Gb		0	DC	100%	100%
WUP 10Gb		0	OA	100%	60%
WUP 10Gb		0	OF	100%	80%
WUP 10Gb		0	OV	100%	60%
WUP 10Gb		0	DD	100%	100%
SEA		0	DC	100%	70%
SEA		0	OA	100%	90%
SEA		0	OF	100%	40%
SEA		0	OV	100%	72%
SEA		0	DD	100%	100%
Apt-based SLA	1a	7D	APPT	90%	8.44%
Apt-based SLA	1b	8D	APPT	100%	79.73%
Apt-based SLA	1c	9D	APPT	100%	93.97%
Apt-based SLA	2a	11D	DEL	95%	92.67%
Apt-based SLA	2b	20D	DEL	98%	99.55%
Apt-based SLA	2c	41D	DEL	100%	99.93%
Apt-based SLA	3a	11D	DEL	80%	86.51%
Apt-based SLA	3b	21D	DEL	85%	98.87%
Apt-based SLA	3c	41D	DEL	90%	99.81%
Apt-based SLA	3d	66D	DEL	95%	99.97%
Apt-based SLA	3e	131D	DEL	100%	100.00%

1 Delivery process points for data products do not have standard timelines, they depend on the specific order's
2 This data represents the figures before adjustment for customer delay which prevents the order being validated within the SLA metric.

Quarterly SLA performance report

Assurance
October 2021



SLA Name	Activity	Process Time	Process	%Performance Target	%Performance Actual
ISDN-PRA	1	14H	R	100%	100.00%
Bitstream	1a	2D	R	77%	90.15%
Bitstream	1b	5D	R	92%	99.24%
Bitstream	1c	10D	R	100%	100.00%
Standalone Bitstream	1a	2D	R	84%	77.88%
Standalone Bitstream	1b	5D	R	93%	97.12%
Standalone Bitstream	1c	10D	R	100%	100.00%
FTTC SA	3.1	2D	R	84%	85.61%
FTTC SA	3.2	5D	R	93%	97.89%
FTTC SA	3.3	10D	R	100%	99.24%
FTTH SA	3.4	2D	R	73%	84.03%
FTTH SA	3.5	5D	R	92%	98.87%
FTTH SA	3.6	10D	R	100%	99.84%
FTTC POTS	3.7	2D	R	73%	86.48%
FTTC POTS	3.8	5D	R	92%	98.00%
FTTC POTS	3.9	10D	R	100%	99.85%
FTTH POTS	3.7	2D	R	73%	82.53%
FTTH POTS	3.8	5D	R	92%	99.40%
FTTH POTS	3.9	10D	R	100%	100.00%
8Hr Premium (ADSL)	1a	4H	R	92%	100.00%
8Hr Premium (FTTC)	1a	4H	R	92%	100.00%
Interconnect	2b	1D	R	98%	100.00%
WEIL - 1G	1	1D	R	100%	100.00%
WEIL - 10G	1	1D	R	100%	100.00%
WUP - 1G	1	1D	R	100%	100.00%
WUP - 10G	1	1D	R	100%	100.00%
WSEA - SEA	1	1D	R	100%	100.00%
Line Share	27a	2D	R	84%	75.00%
Line Share	27b	5D	R	93%	100.00%
Line Share	27c	10D	R	100%	100.00%
ULMP (LT)	27a	2D	R	84%	100.00%
ULMP (LT)	27b	5D	R	93%	100.00%
ULMP (LT)	27c	10D	R	100%	100.00%
ULMP (no-LT)	26a	2D	R	84%	100.00%
ULMP (no-LT)	26b	5D	R	93%	100.00%
ULMP (no-LT)	26c	10D	R	100%	100.00%
ULMP Premium	1	6H	R	100%	100.00%
ULMP PR	1	1D	R	90%	100.00%

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Assurance
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SLA Name	Activity	Process Time	Process	%Performance Target	%Performance Actual
ISDN-PRA	1	14H	R	100%	100.00%
Bitstream	1a	2D	R	77%	88.27%
Bitstream	1b	5D	R	92%	96.30%
Bitstream	1c	10D	R	100%	100.00%
Standalone Bitstream	1a	2D	R	84%	80.83%
Standalone Bitstream	1b	5D	R	93%	92.50%
Standalone Bitstream	1c	10D	R	100%	98.33%
FTTC SA	3.1	2D	R	84%	84.17%
FTTC SA	3.2	5D	R	93%	97.16%
FTTC SA	3.3	10D	R	100%	99.37%
FTTH SA	3.4	2D	R	73%	89.54%
FTTH SA	3.5	5D	R	92%	99.32%
FTTH SA	3.6	10D	R	100%	99.73%
FTTC POTS	3.7	2D	R	73%	86.62%
FTTC POTS	3.8	5D	R	92%	97.27%
FTTC POTS	3.9	10D	R	100%	99.71%
FTTH POTS	3.7	2D	R	73%	86.13%
FTTH POTS	3.8	5D	R	92%	98.84%
FTTH POTS	3.9	10D	R	100%	99.42%
8Hr Premium (ADSL)	1a	4H	R	92%	100.00%
8Hr Premium (FTTC)	1a	4H	R	92%	100.00%
Interconnect	2b	1D	R	98%	100.00%
WEIL - 1G	1	1D	R	100%	100.00%
WEIL - 10G	1	1D	R	100%	100.00%
WUP - 1G	1	1D	R	100%	100.00%
WUP - 10G	1	1D	R	100%	100.00%
WSEA - SEA	1	1D	R	100%	100.00%
Line Share	27a	2D	R	84%	70.59%
Line Share	27b	5D	R	93%	100.00%
Line Share	27c	10D	R	100%	100.00%
ULMP (LT)	27a	2D	R	84%	100.00%
ULMP (LT)	27b	5D	R	93%	100.00%
ULMP (LT)	27c	10D	R	100%	100.00%
ULMP (no-LT)	26a	2D	R	84%	100.00%
ULMP (no-LT)	26b	5D	R	93%	100.00%
ULMP (no-LT)	26c	10D	R	100%	100.00%
ULMP Premium	1	6H	R	100%	100.00%
ULMP PR	1	1D	R	90%	100.00%

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Bitstream	1b	5D	R	92%	96.49%
Bitstream	1c	10D	R	100%	100.00%
Standalone Bitstream	1a	2D	R	84%	84.62%
Standalone Bitstream	1b	5D	R	93%	96.70%
Standalone Bitstream	1c	10D	R	100%	100.00%
FTTC SA	3.1	2D	R	84%	84.13%
FTTC SA	3.2	5D	R	93%	96.56%
FTTC SA	3.3	10D	R	100%	99.14%
FTTH SA	3.4	2D	R	73%	87.09%
FTTH SA	3.5	5D	R	92%	98.08%
FTTH SA	3.6	10D	R	100%	99.48%
FTTC POTS	3.7	2D	R	73%	85.84%
FTTC POTS	3.8	5D	R	92%	96.89%
FTTC POTS	3.9	10D	R	100%	99.48%
FTTH POTS	3.7	2D	R	73%	84.00%
FTTH POTS	3.8	5D	R	92%	100.00%
FTTH POTS	3.9	10D	R	100%	100.00%
8Hr Premium (ADSL)	1a	4H	R	92%	100.00%
8Hr Premium (FTTC)	1a	4H	R	92%	100.00%
Interconnect	2b	1D	R	98%	100.00%
WEIL - 1G	1	1D	R	100%	100.00%
WEIL - 10G	1	1D	R	100%	100.00%
WUP - 1G	1	1D	R	100%	100.00%
WUP - 10G	1	1D	R	100%	90.00%
WSEA - SEA	1	1D	R	100%	100.00%
Line Share	27a	2D	R	84%	100.00%
Line Share	27b	5D	R	93%	100.00%
Line Share	27c	10D	R	100%	100.00%
ULMP (LT)	27a	2D	R	84%	100.00%
ULMP (LT)	27b	5D	R	93%	100.00%
ULMP (LT)	27c	10D	R	100%	100.00%
ULMP (no-LT)	26a	2D	R	84%	100.00%
ULMP (no-LT)	26b	5D	R	93%	100.00%
ULMP (no-LT)	26c	10D	R	100%	100.00%
ULMP Premium	1	6H	R	100%	100.00%
ULMP PR	1	1D	R	90%	100.00%