# CRA QoS Parameters
# SLA Quarterly  Report

## (Reported Period: Q1 2024)

# Content

I.   **Supply Time (ST)**

II.  **Fault Repair Time (FRT)**

# I.    Supply Time (ST)

Definition:

**ST** is defined as Percentage of end to end connections (which excludes the in-building connection at a customer's premise for PON) achieved within 10 working days of receipt of a valid order or by the date agreed with the customer for point to point connections (note: the definition **excludes the in-building connection** at a customer's premise for GPON)

| SST values for the period Q1,2024 | | | | | |
|---|---|---|---|---|---|
| QoS Parameter | Service type | Target | Achieved | | |
| | | | Jan, 2024 | Feb, 2024 | Mar, 2024 |
| supply time (SST) | All connections | 10 BD for 95% of the requests | <= 10 BD for 100% of the requests | <= 10 BD for 100% of all requests | <= 10 BD for 100% of all requests |

**Result: ST had been met during Q1 2024.**

# II. Fault Repair Time (FRT)

Definition:
Fault Repair Time is the period of time between the instant when the fault is reported and the instant when the fault repair is completed, and the service is fully functional.

Fault Repair Time = t (fault repair completed) – t (fault reported)

| Fault Repair Time (FRT) Values for the period Q1,2024 | | | | | |
|---|---|---|---|---|---|
| QoS Parameter | Service type | Target | Achieved | | |
| | | | Jan, 2024 | Feb, 2024 | Mar, 2024 |
| Fault Repair Time (FRT) | All Connections | 90% in <24 working hours 99% in <48 working hours | Achieved 100% in <24 working hours for all faults | Achieved 100% in <24 working hours for all faults | Achieved 100% in <24 working hours for all faults |

**Result: FRT had been met during Q1 2024.**

Thank You