

QCR for the period January 15, 2014 till April 14, 2014

	Service	Target	January 15 - February 14, 2014	February 15 - March 14, 2014	March 15 - April 14, 2014
Service supply time SST		10 BD for 90% of the requests	<= 2 BD for 100% of the requests	<= 2 BD for 100% of all requests	<= 2 BD for 100% of all requests
Service Availability (Per Link)	All connections	99.80%	*GPON: SA is 100% for 2922 connections. *P2P: SA is 100% for 43 connections.	*GPON: SA is 100% for 3164 connections. *P2P: SA is 100% for 54 connections.	*GPON: SA is 100% for 3376 connections. * P2P: SA is 100% for all 62 connections.
Quarter 1 - 2014/2015					
Mean Time to Restore MTTR	P2P	<= 24 hours	0:00:00		
	GPON	<=48 Hours	0:00:00		

Remarks:

* 1 Invalid P2P-2F TT had been opened by VFQ between 15th January & 14th February.
 * 1 valid GPON TT (21 Customer Disconnected) had been opened by VFQ between 15th March & 14th April but not included in SLA calculations as it was under VFQ responsibility.