

# CRA QoS Parameters SLA Quarterly Report

(Reported Period: Q1 2016)

# Content

- I. **Service Supply Time (SST)**
- II. **Service Availability (SA)**
- III. **Mean Time to Repair (MTTR)**

# I. Service Supply Time (SST)

Definition:

**SST** is defined as the percentage of end to end connections achieved within 10 working days of receipt of a valid order or by the date agreed with the customer for point to point connection (**excluding the in-building connection** at a customer's premise for GPON)

QCR for the period January 15, 2016 till April 14, 2016					
QoS Parameter	Service type	Target	Achieved		
			January 15 - February 14, 2016	February 15 - March 14, 2016	March 15 - April 14, 2016
Service supply time (SST)	All connections	10 BD for 90% of the requests	<= 5 BD for 100% of the requests	<= 5 BD for 100% of all requests	<= 5 BD for 100% of all requests

**Result: SST has been met during Q1 2016.**

# II. Service Availability (SA)

Definition: **SA** is the sum of all hours (or portion thereof) for which a specific connection is available, excluding fault incidents where Qnbn is prevented or restricted from restoring the service owing to matters that are not within Qnbn responsibilities.

QCR for the period January 15, 2016 till April 14, 2016					
QoS Parameter	Service type	Target	Achieved		
			January 15 - February 14, 2016	February 15 - March 14, 2016	March 15 - April 14, 2016
Service Availability (SA Per Link)	All connections	99.80%	<p><b>As per CRA Response in Annex 5 of QoS Consultation Document dated 6th of March 2014 (Attached with this report). CRA supports and agrees about the removal of Service Availability (SA) parameter for passive services.</b></p>		

**Result: Based on the above note, SA will be excluded from CRA QoS Parameters starting Q1 2016 and this slide will be removed from the next CRA QoS Quarterly Report.**

# III. Mean Time to Repair (MTTR)

Definition: **MTTR** is the Average time to restore service for all affected connections in all fault incidents, within a specific service measured from the time each fault is reported till all the service restored.

QCR for the period January 15, 2016 till April 14, 2016			
QoS Parameter	Service type	Target	Achieved
			Quarter 1 - 2016/2017
Mean Time to Restore (MTTR)	P2P	<= 24 hours	4:45:34
	GPON	<=48 Hours	1:40:55

**Result: MTTR had been met during Q1 2016.**

# Thank You