

**QCR for the period Apr16, 2012 till July 15, 2013**

	Service	Target	Apr 16 - May 15, 2013	May 16 - Jun 15, 2013	Jun 16 - Jul 15, 2013
Service supply time SST		10 BD for 90% of the requests	< 1 BD for 100% of the requests	<= 1 BD for 100% of all requests	<= 1 BD for 100% of all requests
Service Availability	All connections	99.80%	100%	100%	100%
Quarter 2 - 2013					
Mean Time to Restore MTTR	P2P	<= 24 hours	N/A no faults reported during the Qaurter		
	GPON	<=48 Hours	N/A no problem found from QNBN side for all the reported TTs.		

**Remarks:**

- \* 1 Invalid TTs had been opened by VFQ during April 2013
- \* 1 Invalid TT had been opened by VFQ during May 2013
- \* 1 Invalid TT had been opened by VFQ during June 2013
- \* Partial fiber cut in Barwa City east with no impact on active customer
- \* Planned activity with VFQ with CO # RC-1038 during June (Still in progress).

Date	VFQ TT ID	QNBN TT ID	Final Feedback
21-Apr-13	INC000011138965	QNBN:101	Whole path checked / No fault found and VFQ advised to check the issue from ONT/PON
26-May-13	INC000000089530	QNBN:105	No fault found
3-Jun-13	INC000000091478	QNBN:107	No fault found / VFQ change the SFP module in OLT GPON port
6-Jul-13		QNBN:114 & QNBN:115	R1/209 & R1/309 / We didn't find out any issue in the OFC link from RLU East to R1 Telecom Room(TR) and customer FTBs. There was no fault observed in that OFC link
21-Jul-13		QNBN:117	R5 & R6/Multiple Customers / There was no fiber issue problem found from RLU East to Telecom Room of the building no: R5 & R6. Due to Kahramaa Power failure in the Building No: R5 and R6 all the Optical Network Terminals (ONTs) are down since morning.
25-Jul-13		QNBN:121	T4/Multiple Customer / There was no fiber fault/issue in the OFC link between RLU East and T4 building Telecom Room(TR).
30-Jul-13		QNBN:124	Q4/Multiple Customer / There was no fiber fault/issue in the OFC link in between RLU East and Q4 building Telecom Room(TR).
12-Aug-13		QNBN: 6	PON6 Port down rack 1 shelf 1 Barwa East / There was no fiber fault/issue in the OFC link in between RLU East and T6 building Telecom Room(TR). Actual problem was ONTs are not installed/powered ON.