

CRA QoS Parameters SLA Quarterly Report

(Reported Period: Q2 2016)

Content

- I. **Service Supply Time (SST)**
- II. **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 April 15, 2016 till July 14, 2016					
QoS Parameter	Service type	Target	Achieved		
			April 15 - May 14, 2016	May 15 - June 14, 2016	June 15 - July 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 Q2 2016.

II. 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 April 15, 2016 till July 14, 2016			
QoS Parameter	Service type	Target	Achieved
			Quarter 2 - 2016/2017
Mean Time to Restore (MTTR)	P2P	<= 24 hours	1:27:25
	GPON	<=48 Hours	1:17:47

Result: MTTR had been met during Q2 2016.

Thank You

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