

QCR for the period July 16, 2013 till October 15, 2013

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	Service	Target	July 16 - August 15, 2013	August 16 - September 15, 2013	September 16 - October 15, 2013
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 740 connections. *P2P: SA is 100% for 29 connections.	* GPON: Kahrama ID: 1113501 link availability 99.83% GPON: SA for the remaining 1256 connections were 100% * P2P: MV2 <-> QUAN (Fiber Cut) link avail 99.16%. * P2P: MV2 <-> QUAN (Fiber Cut) link avail 99.16%. * P2P: MV2 <-> ILS (Fiber Cut) link avail 99.16%. P2P: SA for the remaining 26 links were 100%.	* GPON: Kahrama ID: 1114424 link availability 99.47% GPON SA for the remaining 1572 connections were 100%. * P2P: SA is 100% for all 30 connections.
Quarter 3 - 2013					
Mean Time to Restore MTTR	P2P	<= 24 hours	6:03:00		
	GPON	<=48 Hours	2:31:30		

Remarks:

- * **Highlited lines above had missed the agreed SLA.**
- * 4 Invalid GPON TTs had been opened by VFQ between 16th July & 15th August.
- * Planned activity (QDC New Street Cabinet) done successfully on 27th of August 2013. CR no 1883.
- * 1 valid GPON TT had been opened by VFQ between 16th August & 15th September.
- * 1 valid P2P TT had been opened by VFQ between 16th August & 15th September.
- * 2 invalid GPON TT had been opened by VFQ between 16th August & 15th September.
- * Planned activity (Links MV2 <-> QUAN & MV2 <-> ILS Permenant solution) on 29th September.
- * 1 invalid P2P TT & 2 invalid GPON TTs between 16th September & 15th October.
- * 1 valid GPON TT had been opened by VFQ between 16th September & 15th October.