

CRA QoS Parameters SLA Quarterly Report

(Reported Period: Q3 2019/20)

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 connections completed end to end, within 10 working days of the receipt of a valid order. In case of point to point connection, **SST** is the percentage of connections completed, end to end, on or before the date agreed with the customer. (note: the definition **excludes the in-building connection** at a customer's premise for GPON)

SST values for the period July 15, 2019 till Oct 14, 2019

| QoS Parameter | Service type | Target | Achieved | | |
|---------------------------|-----------------|-------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|
| | | | July 15 - Aug 14, 2019 | Aug 15 – Sep 14, 2019 | Sep 15 - Oct 14, 2019 |
| Service supply time (SST) | All connections | 10 BD for 90% of the requests | <= 10 BD for 100% of the requests | <= 10 BD for 100% of all requests | <= 10 BD for 100% of all requests |

Result: SST has been met during Q3 2019/2020.

II. Mean Time To Repair (MTTR)

Definition:

MTTR is the Average time to restore service calculated as the sum of time taken to restore services for all affected connections (in all fault incidents) divided by the total number of fault incidents during the same period. The MTTR is calculated on quarterly basis. Restoration time is the time from logging a trouble ticket (for the faulty connection) to the time of resolving the same.

| MTTR values for the period July 15, 2019 till Oct 14, 2019 | | | |
|--|--------------|-------------|-----------------------|
| QoS Parameter | Service type | Target | Achieved |
| | | | Quarter 3 - 2019/2020 |
| Mean Time to Restore (MTTR) | P2P | <= 24 hours | 2:00:20 |
| | GPON | <=48 Hours | 1:50:41 |

Result: MTTR had been met during Q3 2019/2020.

Thank You

A large, stylized graphic of the letters 'onbr' in a cursive font. The letters are filled with a gradient of colors: 'o' is dark purple, 'n' is medium purple, 'b' is magenta, and 'r' is bright red. The letters are thick and rounded, with a slight shadow effect.

onbr