

QCR for the period October 15, 2013 till January 14, 2014

	Service	Target	October 15 - November 14, 2013	November 15 - December 14, 2013	December 15 - January 14, 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 2394 connections. *P2P: SA is 100% for 33 connections.	*GPON: SA is 100% for 2579 connections. *P2P: SA is 100% for 39 connections.	* GPON: Kahrama ID: 1163852 link availability 99.75% GPON SA for the remaining 2698 connections were 100%. * P2P: SA is 100% for all 39 connections.
Quarter 4 - 2013/2014					
Mean Time to Restore MTTR	P2P	<= 24 hours	0:00:00		
	GPON	<=48 Hours	1:51:45		

Remarks:

- * Highlighted lines in red above had missed the agreed SLA.
- * 3 Invalid GPON TTs had been opened by VFQ between 15th October & 14th November.
- * 1 Invalid GPON TT had been opened by VFQ between 15th November & 14th December.
- * 2 Invalid GPON TT had been opened by VFQ between 15th December & 14th January.
- * 1 valid GPON TT had been opened by VFQ between 15th December & 14th January.