

CRA QoS Parameters SLA Quarterly Report

(Reported Period: Q4 2016/2017)

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 October 15, 2016 till January 14, 2017					
QoS Parameter	Service type	Target	Achieved		
			October 15 - November 14, 2016	November 15 - December 14, 2016	December 15, 2016 - January 14, 2017
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 Q4 2016/2017.

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 October 15, 2016 till January 14, 2017			
QoS Parameter	Service type	Target	Achieved
			Quarter 4 - 2016/2017
Mean Time to Restore (MTTR)	P2P	<= 24 hours	4:41:03
	GPON	<=48 Hours	1:56:44

Result: MTTR had been met during Q4 2016/2017.

Thank You

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