

# CRA QoS Parameters SLA Quarterly Report

(Reported Period: Q4 2018/2019)

# 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, 2018 till January 14, 2019 |                 |                               |                                   |                                   |                                   |
|--|-----------------|-------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|
| QoS Parameter  | Service type    | Target                        | Achieved                          |                                   |                                   |
|  |                 |                               | Oct 15 - Nov 14, 2018             | Nov 15 - Dec 14, 2018             | Dec 15, 2018 - Jan 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 Q4 2018/2019.**

# 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, 2018 till January 14, 2019 |              |             |                       |
|---|--------------|-------------|-----------------------|
| QoS Parameter   | Service type | Target      | Achieved              |
|   |              |             | Quarter 4 - 2018/2019 |
| Mean Time to Restore (MTTR)                                       | P2P          | <= 24 hours | 4:57:03               |
|   | GPON         | <=48 Hours  | 2:00:31               |

**Result: MTTR had been met during Q4 2018/2019.**

# Thank You

onbr

A large, stylized graphic of the letters 'onbr' is positioned in the lower half of the page. The letters are rendered in a thick, rounded font with a color gradient. The 'o' is a deep purple, the 'n' is a magenta-purple, the 'b' is a bright magenta, and the 'r' is a vibrant red. The letters are partially cut off by the edges of the frame.