

	A	B	C	D	E	F	G	H	I	J	K
1	SLA Reporting Template			Reporting Quarter:		01/07/2008	to	30/09/2008	Q2 2008_9	Q1 2008_9	Q4 2007_8
2	Standard 1 - Emergency/Fault Repair			KPI	Central Networks	CN East		Total	Percentage	Percentage	Percentage
3	Emergency Fault Repair					Input number	LAs agreed?				
4	<2hrs			80.0%		62	No Response		76.5%	78.3%	86.0%
5	>2hrs					19	No Response	81	23.5%	21.7%	14.0%
6	High Priority Fault Repair										
7	<1 working day			50.0%		3	No Response		21.4%	8.3%	57.1%
8	< 10 working days			90.0%		9	No Response		85.7%	75.0%	21.4%
9	>10 working days					2	No Response	14	14.3%	25.0%	21.4%
10	Fault Repair - Multiple Units										
11	<10 working days			75.0%		71	No Response		64.5%	77.9%	39.6%
12	< 20 working days			90.0%		21	No Response		83.6%	90.8%	40.3%
13	>20 working days					18	No Response	110	16.4%	9.2%	20.1%
14	Fault Repair - Single Units										
15	<10 working days			60.0%		379	No Response		56.0%	60.7%	45.5%
16	< 20 working days			80.0%		174	No Response		81.7%	84.1%	26.3%
17	>20 working days					124	No Response	677	18.3%	15.9%	28.1%
18	Standard 2 - New/Transferred Connections										
19	New Works 1-10 Jobs										
20	<15 working days			60.0%		564	No Response		43.4%	36.7%	26.1%
21	< 30 working days			90.0%		380	No Response		72.6%	60.8%	22.5%
22	>30 working days					356	No Response	1300	27.4%	39.2%	51.4%
23	New Works 11-50 Jobs										
24	< 25 working days			70.0%		763	No Response		63.3%	24.7%	39.8%
25	< 35 working days			90.0%		186	No Response		78.7%	29.9%	6.8%
26	>35 working days					257	No Response	1206	21.3%	70.1%	53.4%
27	Standard 3 - Providing Quotations										
28	Quotation for non-standard works within timescales agreed			n /a		231	No Response		100.00%	100.0%	100.0%
29	Quotation for non-standard works outside agreed timescales			n /a		0	No Response	231	0.00%	0.0%	0.0%
30	Incomplete Requests Returned										
31	Number returned within 2 working days			n /a		0	No Response				
32	Number not returned within 2 working days			n /a		0	No Response	0			
33											