

ANNEX – LLRO AND RELLO PQS (JANUARY 2015 TO DECEMBER 2016)

LLRO

INSTALLATION DEADLINE Achieved	Objective	Incidents	2015												2016											
			jan	feb	mar	apr	may	jun	jul	aug	sep	oct	nov	dec	jan	feb	mar	apr	may	jun	jul	aug	sep	oct	nov	dec
Type 1 LLRO lines	20 days	95%	23	11	11	17	19	23	18	17	12	41	51	29	16	12	22	4	23	11	10	12	14	6	28,0	10
	40 days	100%	23	16	16	23	32	23	18	17	12	41	51	29	16	12	22	4	23	11	10	12	14	6	28,0	10
Type 2 LLRO lines	40 days	95%	11	36	13	18	27	25	18	8	30	18	NA	7	19	13	13	28	12	2	7	54	5	NA	5,0	7,0
	80 days	100%	11	36	17	21	39	25	18	8	30	18	NA	7	19	13	13	28	12	2	7	54	5	NA	5,0	7,0

FAULT REPAIR DEADLINE Achieved	Objective	Incidents	2015												2016											
			jan	feb	mar	apr	may	jun	jul	aug	sep	oct	nov	dec	jan	feb	mar	apr	may	jun	jul	aug	sep	oct	nov	dec
Leased lines (end-to-end and part circuits) < 155 Mbps	4 hours	80%	70,59%	69,23%	69,77%	55,17%	62,50%	54,47%	48,39%	58,43%	43,40%	48,08%	50,00%	42,50%	47,06%	50,00%	58,97%	44,79%	34,07%	42,03%	38,36%	47,89%	30,00%	25,00%	52,46%	39,13%
	72 hours	100%	100,00%	99,15%	99,22%	99,31%	100,00%	98,37%	100,00%	100,00%	100,00%	99,04%	97,56%	100,00%	99,02%	100,00%	100,00%	100,00%	100,00%	100,00%	98,63%	98,59%	98,75%	98,68%	95,08%	100,00%
Leased lines (end-to-end and part circuits) - 155 Mbps	4 hours	90%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	72 hours	100%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Lines for traffic interconnection	4 hours	90%	75,00%	25,00%	60,00%	100,00%	56,25%	50,00%	50,00%	81,82%	58,33%	57,14%	66,67%	25,00%	NA	NA	66,67%	50,00%	57,14%	85,71%	25,00%	36,84%	50,00%	NA	63,64%	50,00%
	72 hours	100%	100,00%	100,00%	93,33%	100,00%	93,75%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%

QUARTERLY AVAILABILITY Achieved	Objective	2015												2016											
		jan	feb	mar	apr	may	jun	jul	aug	sep	oct	nov	dec	jan	feb	mar	apr	may	jun	jul	aug	sep	oct	nov	dec
Line Network Contracts																									
Leased lines (end-to-end and part circuits) < 155	99,50%	99,90%	99,97%	100,00%	99,88%	100,00%	100,00%	100,00%	100,00%	100,00%	99,86%	99,97%	99,84%	100,00%	100,00%	100,00%	99,92%	99,83%	100,00%	100,00%	99,92%	100,00%	100,00%	100,00%	100,00%
Leased lines (end-to-end and part circuits) - 155	99,99%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%
Lines for traffic interconnection	99,90%	100,00%	100,00%	99,97%	100,00%	100,00%	100,00%	100,00%	99,99%	100,00%	99,98%	99,99%	100,00%	99,99%	100,00%	100,00%	99,98%	100,00%	100,00%	100,00%	99,97%	100,00%	100,00%	100,00%	99,98%
Line for access to submarine cables	99,50%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%
Wide Line Network Contracts																									
Leased lines (end-to-end and part circuits) < 155	99,85%	99,98%	99,98%	99,97%	99,97%	99,99%	99,97%	99,97%	99,98%	99,97%	99,93%	99,96%	99,97%	99,97%	99,97%	99,98%	99,97%	99,97%	99,97%	99,96%	99,96%	99,95%	99,96%	99,94%	99,97%
Leased lines (end-to-end and part circuits) - 155	99,99%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%
Lines for traffic interconnection	99,90%	100,00%	99,99%	99,99%	100,00%	99,98%	100,00%	99,99%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	99,99%	99,99%	99,99%	100,00%	100,00%	100,00%
Line for access to submarine cables	99,85%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%
Overall LLRO lines	99,96%	99,99%	99,98%	99,98%	99,98%	99,99%	99,98%	99,98%	99,99%	99,98%	99,96%	99,98%	99,98%	99,98%	99,98%	99,98%	99,99%	99,98%	99,98%	99,98%	99,97%	99,97%	99,96%	99,98%	99,97%

RELLO

INSTALLATION DEADLINE Achieved	Objective	Incidents	2015												2016											
			jan	feb	mar	apr	may	jun	jul	aug	sep	oct	nov	dec	jan	feb	mar	apr	may	jun	jul	aug	sep	oct	nov	dec
Type 1 Ethernet lines	20 days	95%	34	19	20	28	17	18	22	34	34	50	46	25	33	43	45	17	30	50	37	38	46	19	35	43
	40 days	100%	34	19	20	26	19	19	22	34	34	50	46	25	33	43	45	17	30	50	37	38	46	19	35	43
Type 2 Ethernet lines	40 days	95%	22	15	32	29	21	25	28	27	39	73	40	24	50	26	45	21	44	40	16	22	27	33	16	33
	80 days	100%	22	15	32	29	23	25	28	27	39	73	40	24	50	26	45	21	44	40	16	22	27	33	16	33

FAULT REPAIR DEADLINE Achieved	Objective	Incidents	2015												2016											
			jan	feb	mar	apr	may	jun	jul	aug	sep	oct	nov	dec	jan	feb	mar	apr	may	jun	jul	aug	sep	oct	nov	dec
Ethernet lines	4 hours	90%	68,57%	73,33%	66,67%	70,00%	50,00%	57,14%	61,29%	38,89%	64,00%	44,44%	42,86%	27,27%	30,43%	36,67%	60,00%	42,86%	26,92%	57,14%	68,42%	45,00%	29,41%	42,86%	20,00%	50,00%
	72 hours	100%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	96,77%	94,44%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	93,33%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%

QUARTERLY AVAILABILITY Achieved	Speed	Objective	2015				2016			
			Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Ethernet lines	10M and 100M	99,95%	99,98%	99,99%	99,98%	99,98%	99,98%	99,98%	99,98%	99,97%
	1G and 10G	99,50%	99,98%	99,97%	99,90%	99,89%	99,93%	99,95%	99,99%	99,95%

– PUBLIC VERSION –