

Vodafone Mobile Co-Location Performance Report For December 2009 (Public Version)

Introduction

The aim of this report is to provide visibility to our customers on the performance for their mobile co-locate applications.

Executive Summary

There are 26 active applications in process under the Mobile Co-Location. 22 in desktop study stage, one in preliminary approval stage (decision due in January), one in consent obtaining stage (Access Seeker obtaining RMA/LO approval etc) and the two final ones entering project closure stage.

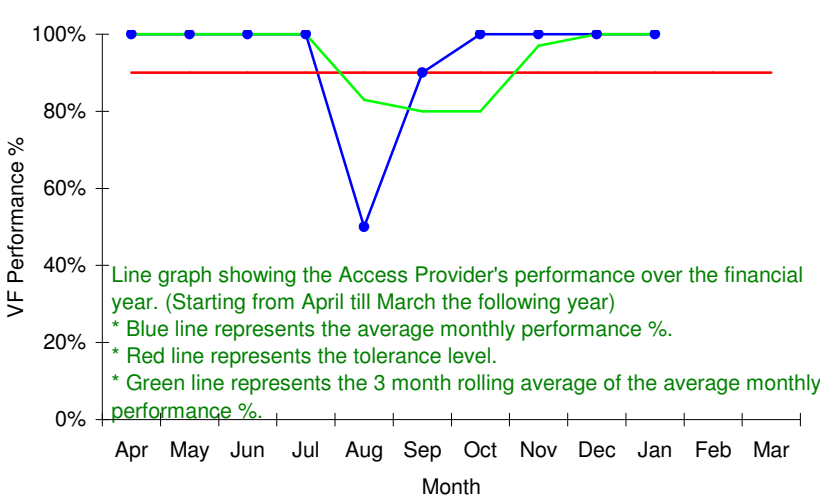
Further Information

If you have queries, or suggestion about how we can enhance this report, please email your Vodafone Mobile Co-Location service manager.

Report Format Explanation

Service Attribute

Service Level



Tolerance Level: 90.00%

Monthly Summary: (Over the preceding month)

	No. of Apps Received	No. of Success	No. of Default	VF Performance %
Total:	From AS within the preceding month	Completed within Service Level	Completed but exceeded SLT	Success divided by completed total

Commentary:

Commentary regarding the figures above with short explanation. For details regarding the default, please refer to the monthly performance penalties report.

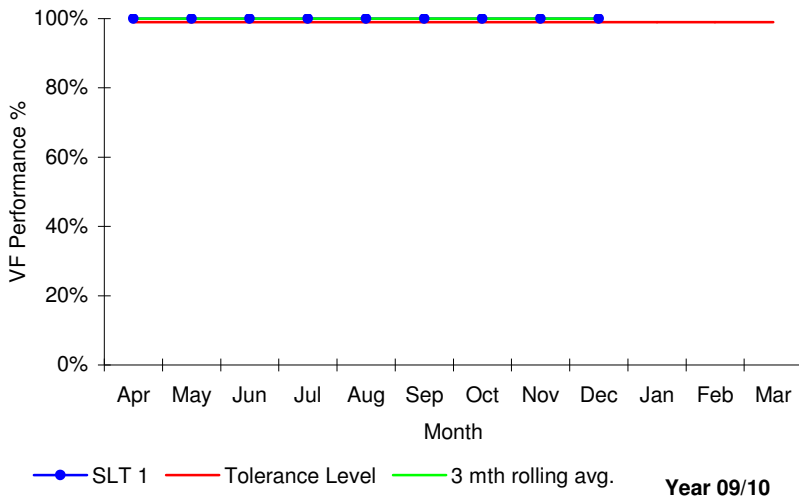
● SLT 2
 — Tolerance Level
 — 3 mth rolling avg.
 Year 09/10



Make the most of Now!

SLT 1 - Proposed Solution Acknowledgement

Provide Acknowledgement to the Access Seeker within 4 Business Hours following the Receipt Time



Tolerance Level: 99.00%

Monthly Summary:

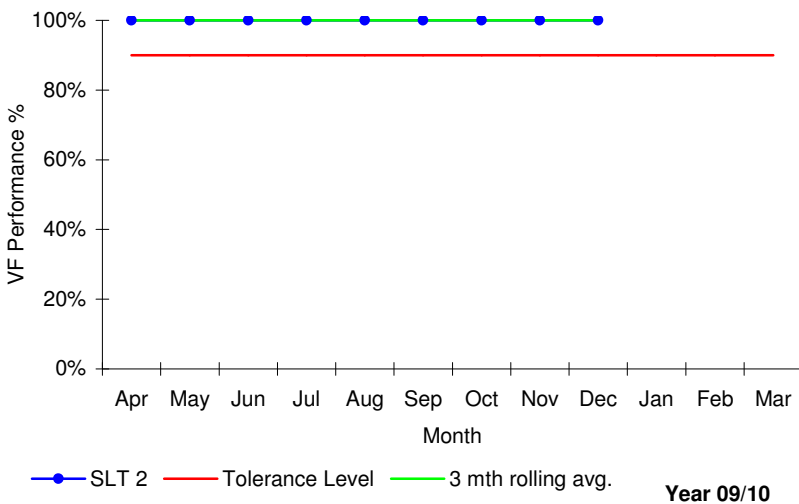
	No. of Apps Received	No. of Success	No. of Default	VF Performance %
Total:	0	0	0	100.00%

Commentary:

This SLT was met.

SLT 2 - Interference Desktop Study

Access Provider will complete the Desktop Study within 15 Working Days from the Receipt Time of proposed solution



Tolerance Level: 90.00%

Monthly Summary:

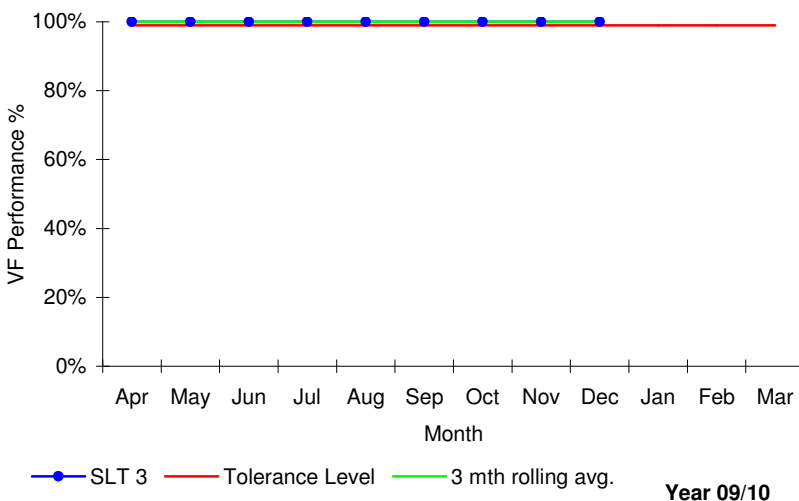
	No. of Apps Received	No. of Success	No. of Default	VF Performance %
Total:	0	0	0	100.00%

Commentary:

This SLT was met.

SLT 3 - Multi-site Application Acknowledgement

Provide Acknowledgement to the Access Seeker within 4 Business Hours following the Receipt Time



Tolerance Level: 99.00%

Monthly Summary:

	No. of Apps Received	No. of Success	No. of Default	VF Performance %
Total:	0	0	0	100.00%

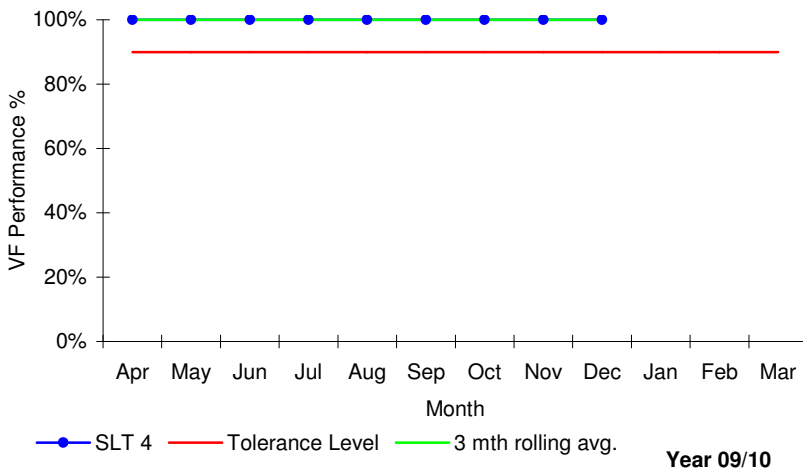
Commentary:

This SLT was met.



SLT 4 - Notification of the validity of the Multi-site Application

The Access Provider will notify the Access Seeker within 3 Working Days of receipt of its Multi-Site Application whether such Application complies or reject the Application



Tolerance Level: 90.00%

Monthly Summary:

	No. of Apps Received	No. of Success	No. of Default	VF Performance %
Total:	0	0	0	100.00%

Commentary:

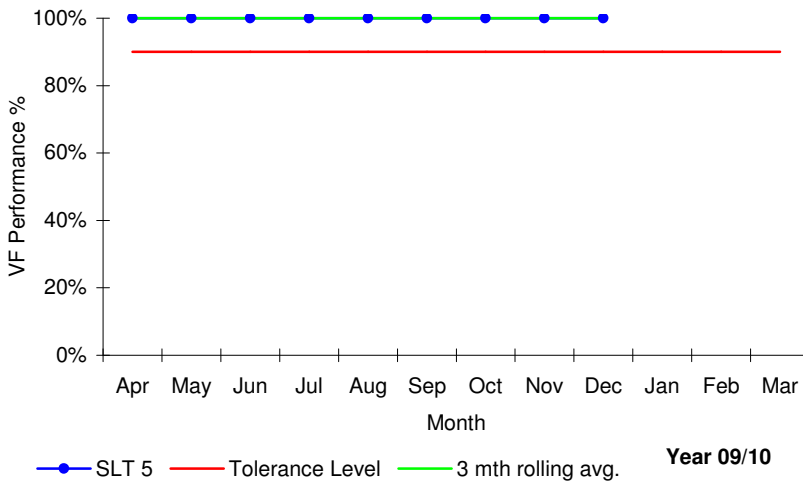
This SLT was met.

SLT 5 - Multi-Site Project Plan

Access Provider will provide the project plan within:

* 5 Working Days of Receipt Time of the Multi-Site Application where it involves 10 Relevant Facilities;

* a further 5 Working Days where the Multi-Site Application involves up to a further 20 Relevant Facilities (with that rule repeating depending on the number of Relevant Facilities). For example, 10 Working Days for between 11 and 30 Relevant Facilities, 15 Working Days for between 31 and 50 Relevant Facilities, etc.



Tolerance Level: 90.00%

Monthly Summary:

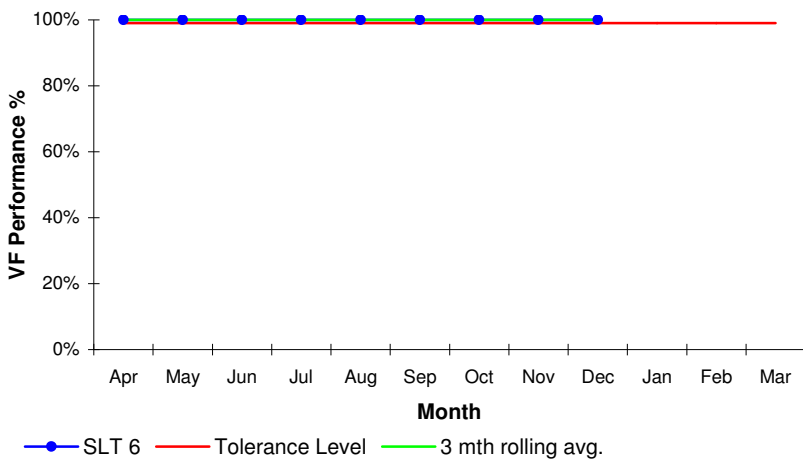
	No. of Apps Received	No. of Success	No. of Default	VF Performance %
Total:	0	0	0	100.00%

Commentary:

This SLT was met.

SLT 6 - Site Data Pack Application Acknowledgement

Provide acknowledgement to the Access Seeker within 4 Business Hours following the Receipt Time



Tolerance Level: 99.00%

Monthly Summary:

	No. of Apps Received	No. of Success	No. of Default	VF Performance %
Total:	21	21	0	100.00%

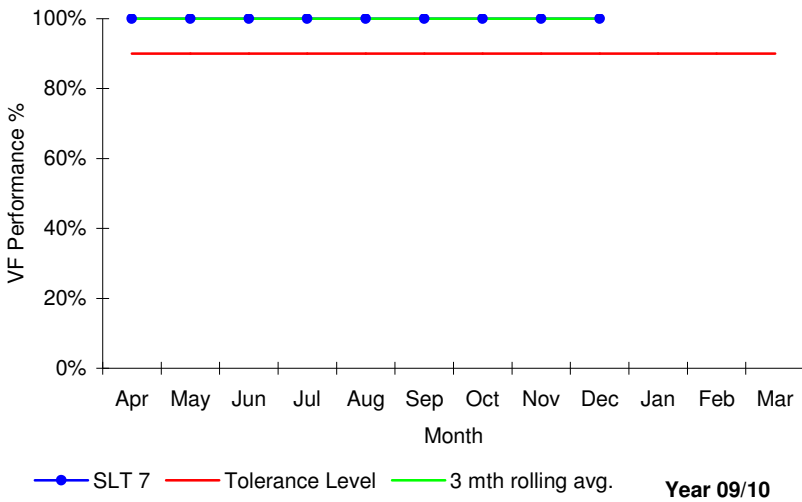
Commentary:

This SLT was met.
21 Site Data Pack Applications received.



SLT 7 - Issue of Site Data Pack

Issue Site Data Pack to the Access Seeker within 5 Working Days of Receipt Time of the Site Data Pack Application



Tolerance Level: 90.00%

Monthly Summary:

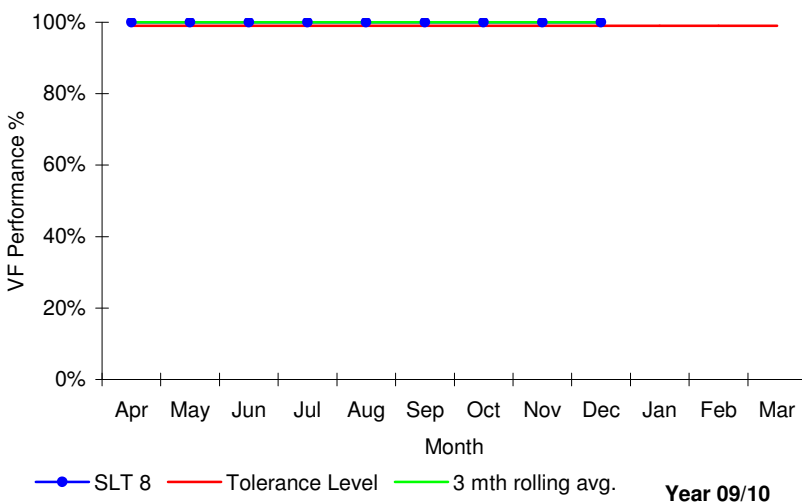
	No. of Apps Received	No. of Success	No. of Default	VF Performance %
Total:	21	21	0	100.00%

Commentary:

This SLT was met.
21 Site Data Packs issued.

SLT 8 - Initial Site Application Acknowledgement

Provide acknowledgement to the Access Seeker within 4 Business Hours following the Receipt Time



Tolerance Level: 99.00%

Monthly Summary:

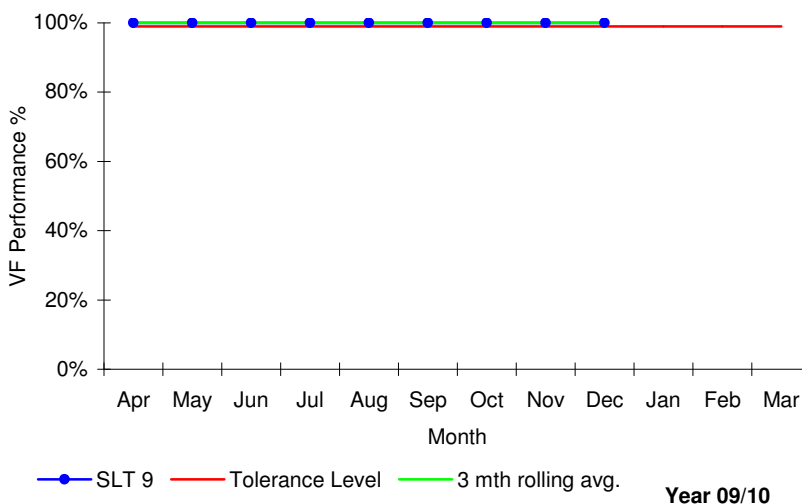
	No. of Apps Received	No. of Success	No. of Default	VF Performance %
Total:	0	0	0	100.00%

Commentary:

This SLT was met.

SLT 9 - Site Design Notes Acknowledgement

Provide acknowledgement to the Access Seeker within 4 Business Hours following the Receipt Time



Tolerance Level: 99.00%

Monthly Summary:

	No. of Apps Received	No. of Success	No. of Default	VF Performance %
Total:	0	0	0	100.00%

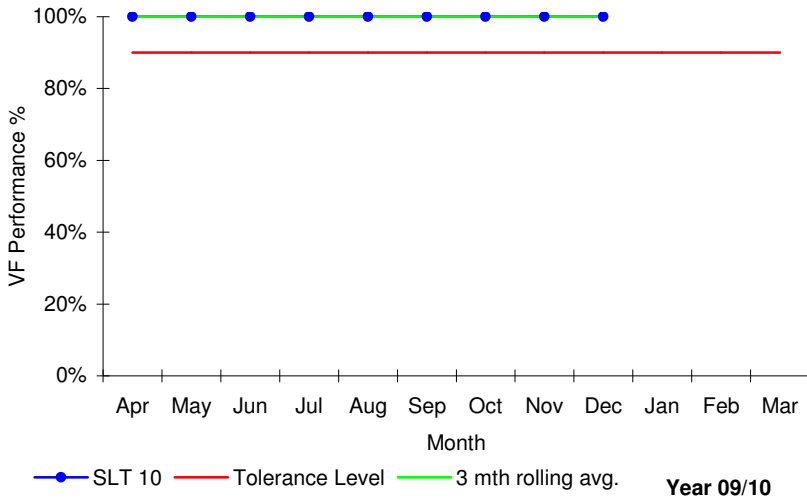
Commentary:

This SLT was met.



SLT 10 - Confirmation of the Access Seeker's Site Design Notes

Confirm Access Seeker's Site Design Notes, or request further consultation on the Access Seeker's Site Design Notes, within 5 Working Days of Receipt Time



Tolerance Level: 90.00%

Monthly Summary:

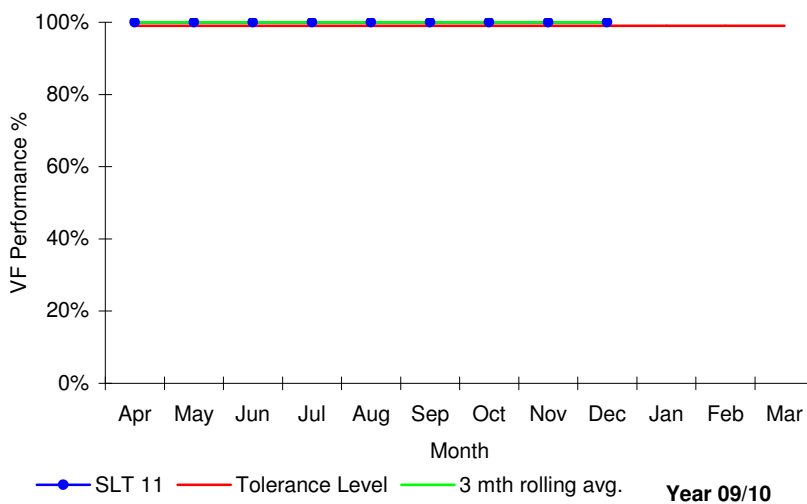
	No. of Apps Received	No. of Success	No. of Default	VF Performance %
Total:	0	0	0	100.00%

Commentary:

This SLT was met.

SLT 11 - Full Site Application Acknowledgement

Provide acknowledgement to the Access Seeker within 4 Business Hours following the Receipt Time



Tolerance Level: 99.00%

Monthly Summary:

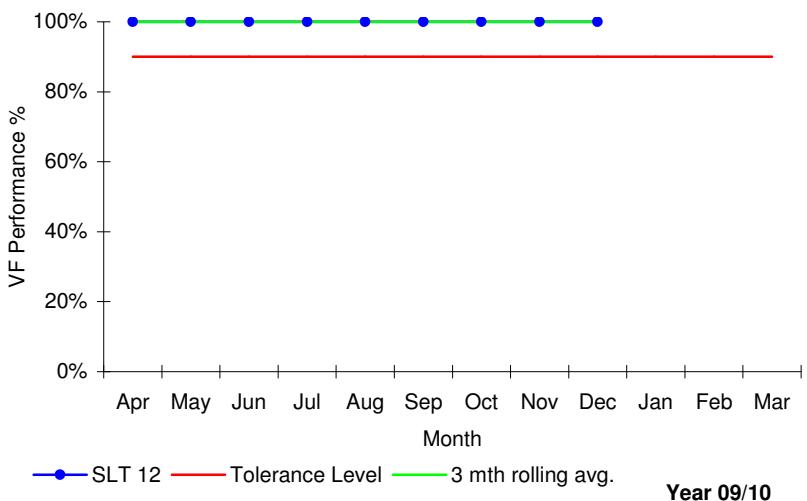
	No. of Apps Received	No. of Success	No. of Default	VF Performance %
Total:	1	1	0	100.00%

Commentary:

This SLT was met.
Full Site Application received.

SLT 12 - Decision on Access Seeker's Full Site Application (Preliminary Site Approval)

Issue Preliminary Site Approval or notification of rejection to the Access Seeker within 20 Working Days of Receipt Time of the Full Site Application. This Service Level also applies to re-submitted Full Site Applications.



Tolerance Level: 90.00%

Monthly Summary:

	No. of Apps Received	No. of Success	No. of Default	VF Performance %
Total:	1	1	0	100.00%

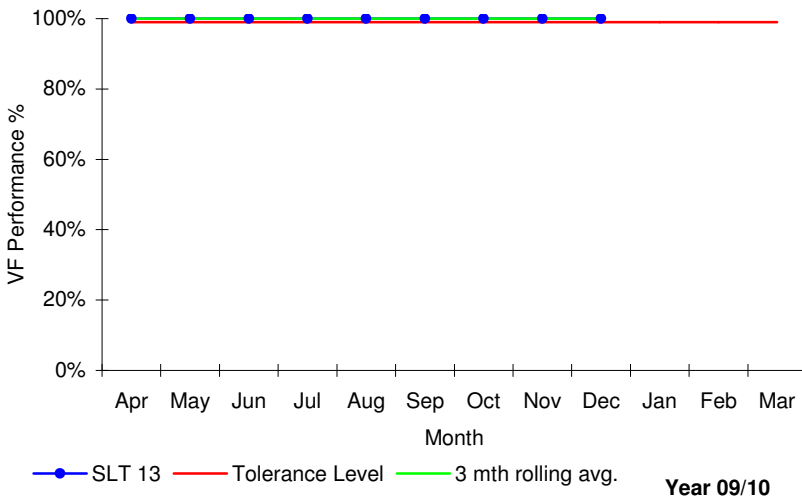
Commentary:

This SLT was met.
1 Full Site Application under review, and 1 Preliminary Site Approval Issued.



SLT 13 - Preliminary Notice Acknowledgement

Provide acknowledgement to the Access Seeker within 4 Business Hours following the Receipt Time



Tolerance Level: 99.00%

Monthly Summary:

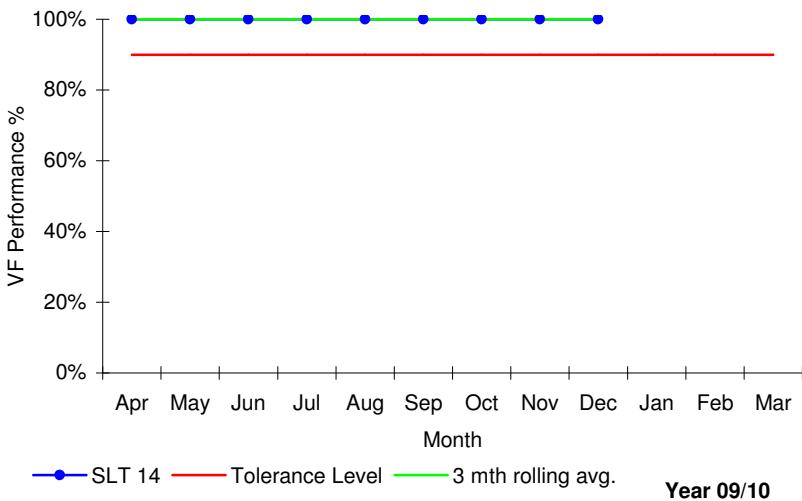
	No. of Apps Received	No. of Success	No. of Default	VF Performance %
Total:	0	0	0	100.00%

Commentary:

This SLT was met.

SLT 14 - Decision on Access Seeker's Preliminary Notice (Final Site Approval)

Issue Final Site Approval or notification of rejection to the Access Seeker within 5 Working Days of Receipt Time of the Preliminary Notice from the Access Seeker



Tolerance Level: 90.00%

Monthly Summary:

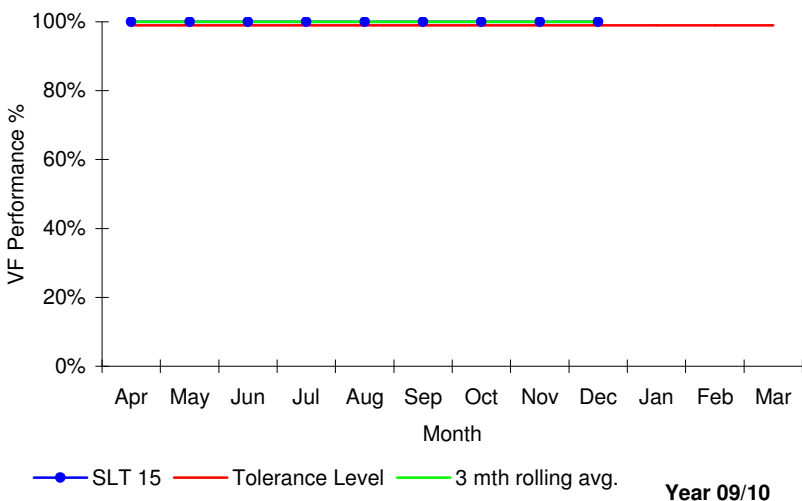
	No. of Apps Received	No. of Success	No. of Default	VF Performance %
Total:	0	0	0	100.00%

Commentary:

This SLT was met.

SLT 15 - Project Plan Acknowledgement

Provide acknowledgement to the Access Seeker within 4 Business Hours following the Receipt Time



Tolerance Level: 99.00%

Monthly Summary:

	No. of Apps Received	No. of Success	No. of Default	VF Performance %
Total:	0	0	0	100.00%

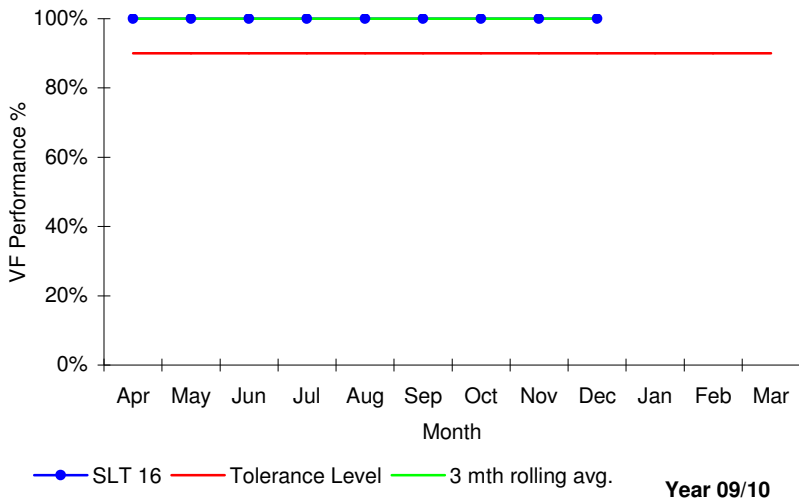
Commentary:

This SLT was met.



SLT 16 - Decision on Access Seeker's Project Plan (Approval to Build)

Issue Approval to Build or notification of rejection and change request to the Access Seeker with 10 Working Days of Receipt Time of the Project Plan. This Service Level also applies to re-submitted Project Plans



Tolerance Level: 90.00%

Monthly Summary:

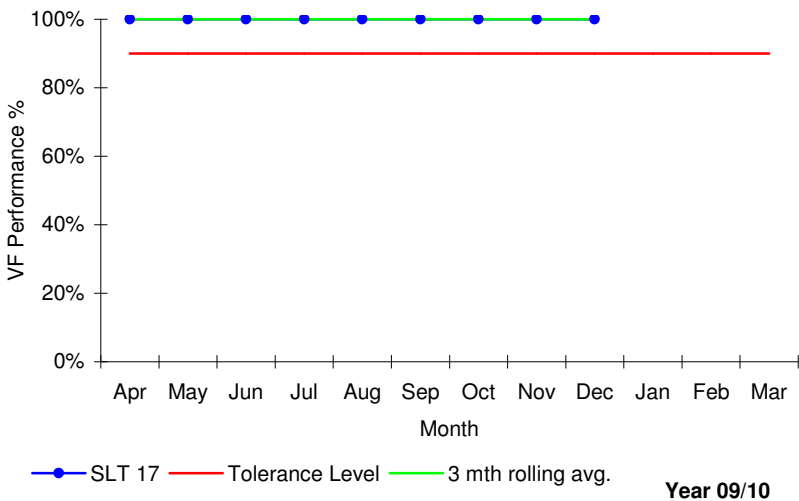
	No. of Apps Received	No. of Success	No. of Default	VF Performance %
Total:	0	0	0	100.00%

Commentary:

This SLT was met.

SLT 17 - Notification of Planned Outages

Advise at least 10 Working Days before Planned Outage occurs



Tolerance Level: 90.00%

Monthly Summary:

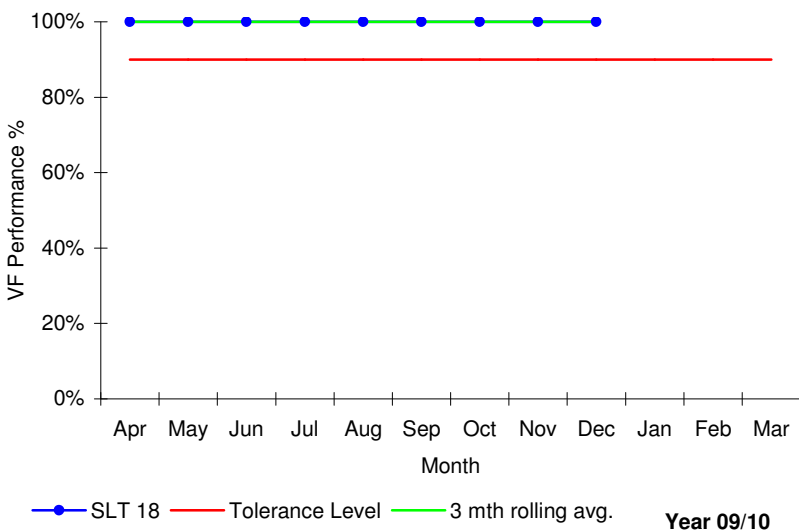
	No. of Apps Received	No. of Success	No. of Default	VF Performance %
Total:	N/A	0	0	100.00%

Commentary:

This SLT was met.

SLT 18 - Notification of Unplanned Outages

Advise within 2 hours, on a 24x7 basis, of Access Provider discovering or receiving notification of the Unplanned Outage



Tolerance Level: 90.00%

Monthly Summary:

	No. of Apps Received	No. of Success	No. of Default	VF Performance %
Total:	N/A	0	0	100.00%

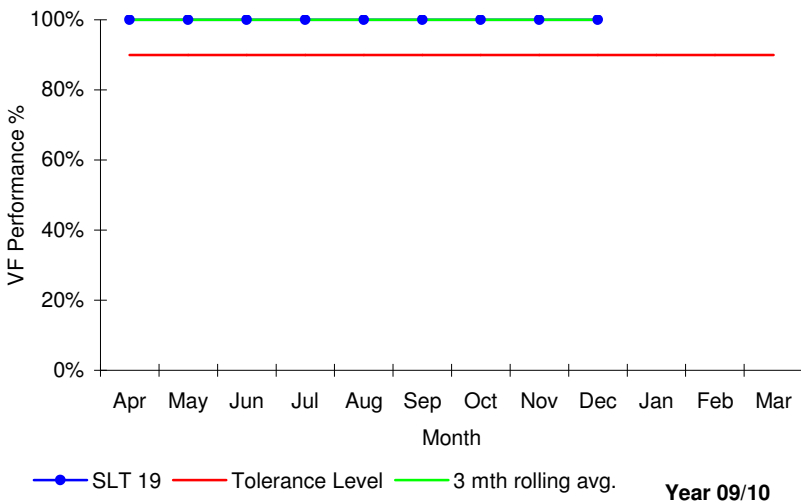
Commentary:

This SLT was met.



SLT 19 - Fault Report Receipt Acknowledgement

Provide fault report receipt acknowledgement within half a Fault Restoration Hour of the fault being reported



Tolerance Level: 90.00%

Monthly Summary:

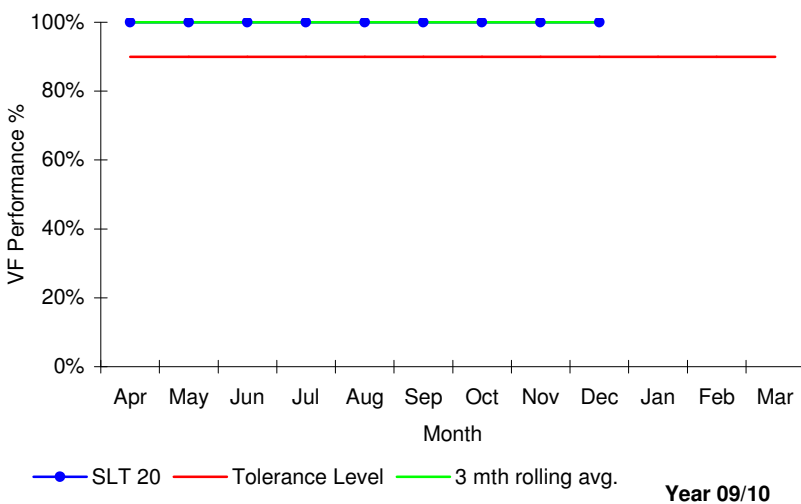
	No. of Apps Received	No. of Success	No. of Default	VF Performance %
Total:	N/A	0	0	100.00%

Commentary:

This SLT was met.

SLT 20 - Notification of expected restoration time

Provide notification of the expected restoration time within 8 Fault Restoration Hours of the fault being reported



Tolerance Level: 90.00%

Monthly Summary:

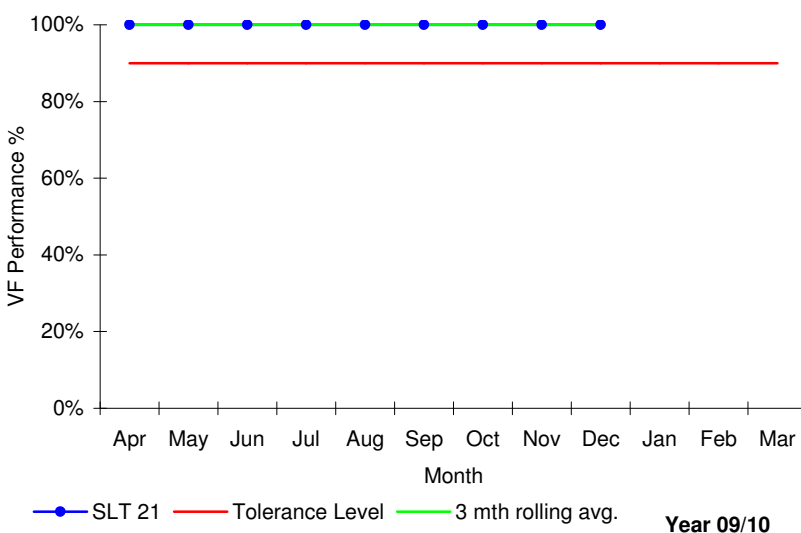
	No. of Apps Received	No. of Success	No. of Default	VF Performance %
Total:	N/A	0	0	100.00%

Commentary:

This SLT was met.

SLT 21 - Meet notified expected restoration time

Restore fault within the Access Provider's notified expected restoration time



Tolerance Level: 90.00%

Monthly Summary:

	No. of Apps Received	No. of Success	No. of Default	VF Performance %
Total:	N/A	0	0	100.00%

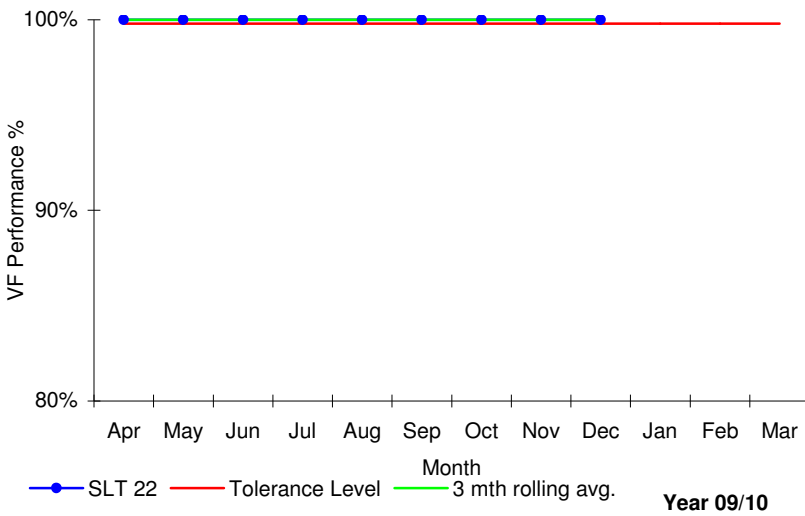
Commentary:

This SLT was met.



SLT 22 - Availability of Provisioning System

The Provisioning System is available to the Access Seeker 24 hours a day, 7 days a week

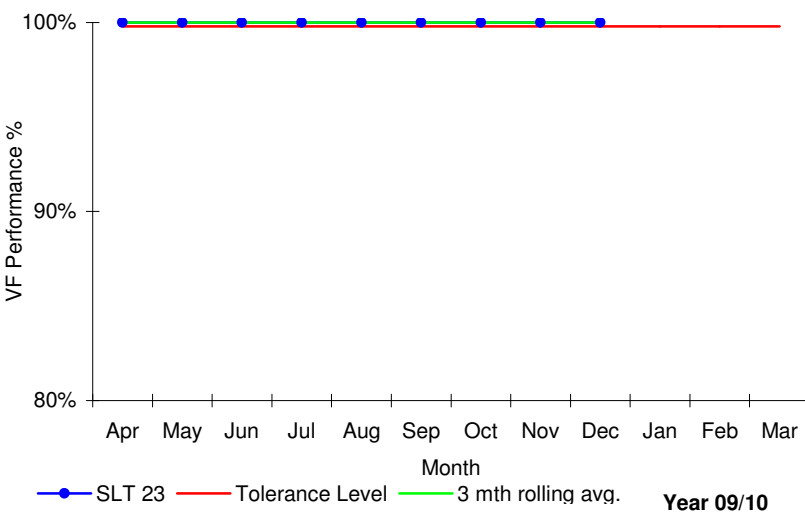


Tolerance Level: 99.80%

Commentary:
100% - Zero downtime. This SLT was met.

SLT 23 - Availability of Fault Management System

The Fault Management System is available to the Access Seeker 24 hours a day, 7 days a week

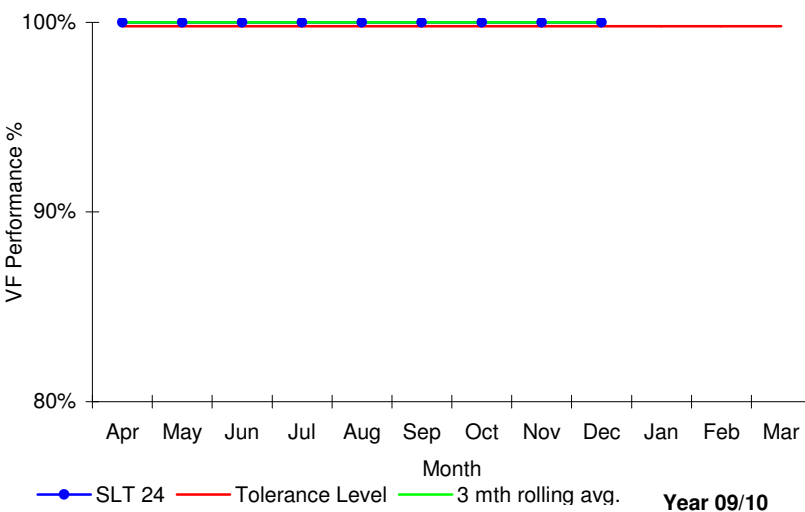


Tolerance Level: 99.80%

Commentary:
100% - Zero downtime. This SLT was met.

SLT 24 - Availability of the Common Format Site Database

The Common Format Site Database is available to the Access Seeker 24 hours a day, 7 days a week



Tolerance Level: 99.80%

Commentary:
100% - Zero downtime. This SLT was met.

