

2016 Service Level Benchmarking 2012-2016						2015												2016											
	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	
Mean Time to Restore (MTTR) All Incidents/Outages (Hours/Mins)																													
Arizona State University	0.44	0.52	0.28	1.72	0.93	0.35	0.41	2.62	0.37	0.78	2.9	1.5	1.11	1.34	2.23	1.52	1.37	1.00	3.71	4.09	2.22	0.77	0.84	8.72	3.77	2.82	5.03	1.39	
MyFloridaNet	2.12	3.24	3.28	2.06	3.28	4.23	5.9	3.56	2.03	3.26	2.91	3.2	3.43	2.34	3.38	2.20	2.18	3.07	1.56	2.36	4.25	5.19	3.32	3.42	5.25	2.24	3.16	2.53	
State of Arizona	3.58	3.46	2.6	1.91	1.57	2.22	2.45	2.23	1.675	2.41	2.21	2.17	1.85	3.57	3.99	3.27	2.6	2.47	5.47	2.66	3.57	2.99	2.6	2.68	2.07	2.78	2.4	1.79	
State of Oregon	1.24	1.54	1.4	1.41	1.49	3.4	1.29	2.22	2.2	3.06	2.19	1.3	2.3	NA	NA	NA	NA	1.25	1.1	1.38	1.28	1.26	1.35	1.15	1.2	1.21	1.32	1.32	
CTAC	2.45	2.31	2.12	2.11	2.23	2.15	2.02	2.3	2.17	2.31	2.12	2.44	4.25																
Commercial Contact Center																													
National CTL Repair Transport																													
National CenturyLink IP TAC (on-net)	3.24	4.49	3.28	3.16	2.43	1.28	2.03	1.47	1.44	2.35	3.18	4.02	2.34	2.56	3.08	2.41	3.18	2.54	2.04	2.17	2.10	2.32	3.15	3.26	3.36	3.26	3.32	3.41	
National CenturyLink IP TAC (off-net)	9.49	9.58	9.59	9.56	12.42	9.57	9.03	9.44	9.11	12.09	15.5	20.22	11.41	13.10	12.01	12.07	13.38	12.41	9.51	10.00	10.05	11.01	12.01	14.17	15.23	12.29	12.28	12.28	
Percent System Network Availability Core																													
Arizona State University	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
MyFloridaNet	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
State of Arizona	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
State of Oregon	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Commercial Contact Center	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Percent System Network Availability Core WAN																													
Arizona State University	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
MyFloridaNet	99.81	99.72	99.725	99.833	99.848	99.732	99.82	99.862	99.884	99.815	99.781	99.78	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	
State of Arizona	100.00	100	100	100	100	99.98	99.97	99.96	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
State of Oregon	98.00	97.99	96.93	99.99	99.98	99.78	99.85	99.98	99.91	99.99	99.57	97.74	99.9	99.96	99.97	99.93	99.99	99.84	99.99	99.8	99.97	99.99	99.98	99.93	99.87	99.95	99.9	N/A	
Percent System Network Availability Core LAN																													
Arizona State University	99.999	99.999	99.998	99.995	99.996	9.999	99.999	99.997	99.998	99.996	99.998	99.998	99.995	99.997	99.975	99.998	99.999	99.998	99.999	99.998	99.999	99.999	99.999	99.998	100	99.999	99.988	99.999	
MyFloridaNet	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
State of Arizona	99.98	100	99.99	100	100	100	99.99	100	100	100	99.99	100	99.99	99.99	100	100	100	100	100	100	100	100	100	100	100	99.8	100	100	
State of Oregon	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Trouble Tickets/Issues																													
Arizona State University	232	169	106	128	92	132	111	121	100	84	142	92	142	95	146	118	41	73	68	89	77	56	56	58	166	170	152	76	
MyFloridaNet	234	224	213	182	152	150	138	193	156	179	246	245	227	211	175	143	178	197	176	182	186	245	205	238	196	230	150	162	
State of Arizona	793	672	648	662	568	555	620	715	632	615	725	573	704	693	660	421	790	392	380	406	531	596	551	462	529	372	514	379	
State of Oregon	268	275	261	165	243	285	402	359	477	274	248	276	268	163	200	139	212	182	226	297	217	143	136	155	182	150	103	88	
CTAC	2,676	2,632	2,499	1,715	1,973	1,853	1,484	1,385	1,413	1,349	1,923	1,837	1,885	NA	NA	NA	1,324	1,493	1,622	1,517	1,646	1,578	1,467	1,503	1,641	1,460	1,321	1,208	
Managed Enterprise Services	1,112	1,342	1,391	1,233	1,457	2,064	2,222	2,202	2,430	2,548	2,470	2,529	2,598	2,401	2,562	2,373	2,284	3,353	2,934	3,474	3,512	3,827	4,323	6,241	7,093	7,734	7,200	6,103	
Commercial Contact Center	636	825	703	495	594	608	673	678	745	679	621	609	490																
National CTL Repair Transport																													
National CenturyLink IP TAC	10,298	9,415	9,007	8,424	8,395	8,370	7,489	8,590	8,883	10,376	10,594	11,111	10,244	10,308	8,413	9,549	8,062	7,518	8,931	8,502	8,487	9,755	10,071	10,901	9,900	9,604	8,197		
Service Orders/MAC																													
Arizona State University	1,848	1,895	1,730	1,179	1,230	1,739	1,478	1,428	1,324	1,284	1,393	1,575	2,095	1,845	1,581	1,266	1,200	1,394	1,375	1,506	1,489	1,489	1,441	2,111	1,705	1,547	1,437		
MyFloridaNet	169	171	204	238	214	181	155	108	129	103	121	160	159	131	147	113	97	163	122	124	91	178	301	224	344	289	232	127	
State of Arizona	1,838	2,653	1,472	1,723	1,588	1,536	1,630	1,991	1,761	1,592	1,977	1,691	2,045	1,825	1,642	2,003	1,783	2,560	2,183	1,741	2,102	3,007	5,729	2,413	3,723	2,276	1,674	1,674	
State of Oregon	526	400	245	168	224	378	303	471	477	418	506	467	400	449	463	372	413	539	521	586	449	301	373	327	309	230	172	137	
CTAC	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Managed Enterprise Services					777	1,181	1,054	1,180	1,146	1,257	1,208	1,227	1,330	1,252	1,209	997	1,085	1,831	1,582	1,666	1,799	2,061	2,299	2,724	3,000	2,668	2,661	2,226	
Percent of Trouble Tickets Completed within SLA/Commitments Met																													
Arizona State University	N/A	N/A	unavail	100	100	100	97.6	98.1	99.01	98.86	100	100	100	99.2	98.6	100	100	100	100	100	100	100	96.9	100	95.6	98	98	92	96.3
MyFloridaNet	82.00	86.1	87.7	93.1	91.6	92.5	91.7	91.6	91.3	94.2	91.3	81.2	81	77.7	83.8	88.4	89.8	85	89.5	86.2	85.5	84.2	84	82.7	79.2	86.9	83.9	87.1	
State of Arizona	98.20	97.50	98.50	98.20	98.10	98.80	99.00	98.30	98.40	99.30	98.00	98.00	95.20	96.40	96.50	98.70	98.60	99.40	98.20	98.60	98.40	97.20	99.00	96.20	98.60	99.10	98.30	98.40	
State of Oregon	98.10		96.91	98.54	99.15	98.96	98.61	99	98.53	99.22	97.31	98.33	99.49	98.74	98.82	97.95	98.58	98.65	99.35	98.82	99.28	99.77	98.57	98.99	98.85	99.7	98.86		
CTAC	95.20	94.5	95.6	95.6	94.9	95.8	93.8	93.5	92.7	94.9	94.8	94.3	95	92.5	95.7	95.2	97	95.8	96.7	96.1	92.7	95.1	96.5	91.3	94.6	95.4	91.8	89.7	
Managed Enterprise Services					98	98.2	97.8	97.42	96.86	96.91	98.43	98.12	98.47	92.5	95.7	95.2	97	95.8	96.7	96.1	92.7	95.1	96.5	91.3	94.6	95.4	91.8	89.7	
National CTL Repair Transport																													
National CenturyLink IP TAC																													

Legend

Arizona State University is a 5 Campus Network including offsite locations in Washington, DC and Santa Clara CA. The services supported are WAN/LAN/Voice/Contact Center/Wireless and Data Center. 107,000 wireless users and 22,000 voice users. Full scope of services including engineering, project management, installation, Service Assurance and Service Fulfillment.

MyFloridaNet consist of 4,385 WAN devices and circuits