

AZNetII

2015 Service Level Benchmarking 2012-2015	2012					2013						
	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Mean Time to Restore (MTTR) All Incidents/Outages (Hours/Mins)												
Arizona State University	N/A	N/A	N/A	8.62	0.55	16.30	0.60	1.70	0.10	2.10	0.13	11.15
MyFloridaNet	2.35	2.09	2.38	2.26	1.38	2.30	2.61	2.08	1.31	2.09	2.56	1.85
State of Arizona						3.0	1.11	1.65	2.21	1.19	7.34	11.52
State of Oregon												
CTAC												
Commercial Contact Center	2.4	2.44	3.56	3.18	3.42	2.44	5.24	3.25	3.21	3.36	3.33	4.14
National CTL Repair Transport	3.45	3.41	3.57	4.39	4	3.48	3.3	3.38	3.32	3.32	3.55	5.22
National CenturyLink IP TAC (on-net)	7.53	13.03	8.45	6.06	6.18	4.22	5.07	8.52	8.36	10.12	9.53	12.26
National CenturyLink IP TAC (off-net)	10.59	12.46	11.18	9.2	9.29	11.55	11.23	12.37	14.4	17.31	18.33	15.3
Percent System Network Availability Core												
Arizona State University	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
State of Arizona						99.99	99.99	99.94	99.96	99.91	99.91	99.91
State of Oregon						N/A	N/A	N/A	N/A	N/A	N/A	N/A
Commercial Contact Center						98.76	100	100	100	100	100	100
Percent System Network Availability Core WAN												
Arizona State University		100	99.999	99.999	100	100	100	100	100	100	100	100
MyFloridaNet						99.71	99.69	99.85	99.79	99.86	99.84	99.80
State of Arizona						99.38	99.59	99.54	99.61	99.94	99.54	99.99
State of Oregon												
Percent System Network Availability Core LAN												
Arizona State University		99.984	99.994	99.989	99.995	99.997	99.999	99.994	99.997	99.999	99.999	99.994
My Florida Net		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						99.8	99.6	99.95	99.6	99.8	99.8	99.99
State of Oregon						N/A	N/A	N/A	N/A	N/A	N/A	N/A
Trouble Tickets/Issues												
Arizona State University				260	181	393	288	232	205	228	286	279
MyFloridaNet	477	249	227	258	161	163	179	199	225	217	331	376
State of Arizona	480	641	687	647	639	500	627	737	635	697	667	758
State of Oregon												
CTAC												
Managed Enterprise Services												
Commercial Contact Center	489	405	501	426	436	496	441	428	465	423	506	672
National CTL Repair Transport	2253	2180	2336	2132	1934	2192	1895	1860	2076	1989	2158	1708
National CenturyLink IP TAC	9474	9105	10889	8174	8979	10373	8918	10026	11415	11920	12864	12682
Service Orders/MAC												
Arizona State University				617	598	808	691	819	593	794	683	1000
MyFloridaNet	178	171	254	196	176	223	134	126	175	306	120	147
State of Arizona			912	806	1124	954	1099	1286	1388	1528	1209	1159
State of Oregon												
CTAC												
Managed Enterprise Services												
Percent of Trouble Tickets Completed within SLA/Commitments Met												
Arizona State University	N/A	94.9	92.2	94.2	98.3	97.96	97.57	99.57	97.07	97.81	97.55	97.49
MyFloridaNet	98.1	98.3	98.6	97.8	97.6	98.80	97.10	99.50	96.60	98.30	98.10	98.90
State of Arizona						98.00	97.60	85.50	98.50	99.90	97.00	98.88
State of Oregon												
CTAC												
Managed Enterprise Services												
National CTL Repair Transport	80	80.6	77	69.2	79.1	79.10	84.50	86.10	79.70	77.00	76.30	72.10
National CenturyLink IP TAC	66.3	57.4	67.1	69.3	68.2	65.70	61.80	60.60	59.00	55.00	53.50	44.40

2015 Service Level Benchmarking 2012-2015	2012					2014						
	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Mean Time to Restore (MTTR) All Incidents/Outages (Hours/Mins)												
Arizona State University	4.61	27	33	4.8	0.07	0.09	0.20	0.23	2.32	1.45	0.15	1.38
MyFloridaNet	1.90	1.55	2.24	1.59	1.48	3.13	3.09	8.10	2.14	2.04	3.41	2.41
State of Arizona	4.47	5.22	5.06	2.93	5.47	3.74	3.71	3.35	2.98	3.33	3.13	3.16
State of Oregon												
CTAC												
Commercial Contact Center	3.29	5.14	3.51	5.01	4.01	3.48	4.53	4.13	2.34	2.29	2.27	2.51
National CTL Repair Transport	4.09	4.41	4.38				Org Change					
National CenturyLink IP TAC (on-net)	14	12.25	8.49	9.13	4.45	3.32	2.54	1.49	2.4	2.32	2.17	3.28
National CenturyLink IP TAC (off-net)	20.06	16.43	13.37	15.38	11.1	8.28	8.29	7.1	7.2	9.14	9.59	9.31
Percent System Network Availability Core												
Arizona State University	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
State of Arizona	99.89	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
Commercial Contact Center	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
MyFloridaNet	99.65	99.98	99.78	99.95	99.83	99.71	99.87	99.88	99.98	99.88	99.76	99.68
State of Arizona	98.60	99.97	99.98	99.99	99.98	99.97	100.00	99.99	100.00	100.00	99.99	100.00
State of Oregon												
Percent System Network Availability Core LAN												
Arizona State University	99.997	100	100	99	99.999	99.995	99.996	99.998	99.999	99.996	99.999	99.998
My Florida Net	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	99.18	99.98	99.98	100	99.97	100	99.98	100	99.98	99.98	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
Trouble Tickets/Issues												
Arizona State University	408	299	421	260	181	248	401	317	475	327	422	148
MyFloridaNet	381	181	199	149	147	180	162	173	170	176	214	225
State of Arizona	784	738	722	685	624	716	510	589	632	557	657	731
State of Oregon						479	402	359	273	274	248	276
CTAC												
Managed Enterprise Services												
Commercial Contact Center	564	524	656	532	491	577	429	532	627	557	496	579
National CTL Repair Transport	2,012	2,227	2,117					Org Change				
National CenturyLink IP TAC	11,985	10,724	11,466	9,614	9,057	11,676	9,672	10,133	11,505	11,844	10,019	10,436
Service Orders/MAC												
Arizona State University	1,242	1,132	706	617	598	880	985	777	740	616	906	1,040
MyFloridaNet	200	168	261	288	161	307	171	245	316	221	181	178
State of Arizona	1,339	1,726	1,376	1,836	1,554	1,742	2,559	2,038	1,909	2,064	1,969	1,738
State of Oregon						291	445	602	600	624	614	561
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
Managed Enterprise Services												
Percent of Trouble Tickets Completed within SLA /Commitments Met												
Arizona State University	99.51	98	92.16	94.23	98.34	100.00	98.50	99.00	99.08	99.10	98.10	N/A
MyFloridaNet	97.10					86.60	79.00	80.90	85.20	87.50	72.40	87.10
State of Arizona	98.21	98.5	98.9	99.2	97.5	98.6	99.30	99.10	98.80	98.90	98.90	96.70
State of Oregon						93.10	91.40	94.40	98.50	98.20	99.90	98.90
CTAC												
Managed Enterprise Services												
National CTL Repair Transport	71.40							Org Change				
National CenturyLink IP TAC	45.40							Metrics Change				

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 for all state agencies. The scope of service includes engineering. NOC, 911, Service Assurance, Service Fulfillment and provisioning.
State of Arizona is a statewide engagement for WAN/LAN/Data/VOIP/Wireless/Security for all state agencies in AZ. The enterprise includes 3 data center and a three cluster configuration, Contact Center UCCE call centers. 78,000 voice and date ports/users.
State of Oregon-31,500 voice devices which included 10,500 on VOIP Core and 21,000 legacy voice TDM systems statewide.
CTAC- Service Assurance, Service Fulfillment, Technical Support, NOC and engineering to support CenturyLink's national CPE customer base.
Commercial Contact Center- Call Center services for the Genesys Product platform and Hosted IVR and other services.
National CTL Repair Transport-Layer 1 transport repair for all network services of CenturyLink.
National CenturyLink IP TAC (on-net)-National Support for IP and MPLS network services.
National CenturyLink IP TAC (off-net)National Support for IP and MPLS network services.