# SLU Performance Report

## Consolidated Report

**April 2018**

### Introduction

Sub-Loop Unbundled (SLU) UCLL Performance Reports are prepared each month to provide a comprehensive view of our performance over the preceding month. These reports measure our performance against service levels defined in the SLU Standard Term Determinations.

### Executive Summary

Service Level Defaults this month: SL 17 (Availability of OFM). Service Level Default Report can be found in the appendix of this report.

### Points to note

Orders may have been excluded from Service Level calculations where the default was the direct result of an action that is the Access Seeker's responsibility under the SLU Standard Terms Determinations
Defaults that occur at the Access Seeker level but not at the consolidated level are reported to the relevant Access Seeker, in their individual performance report.

### Further Information

If you have queries, please email your Chorus Account Manager.

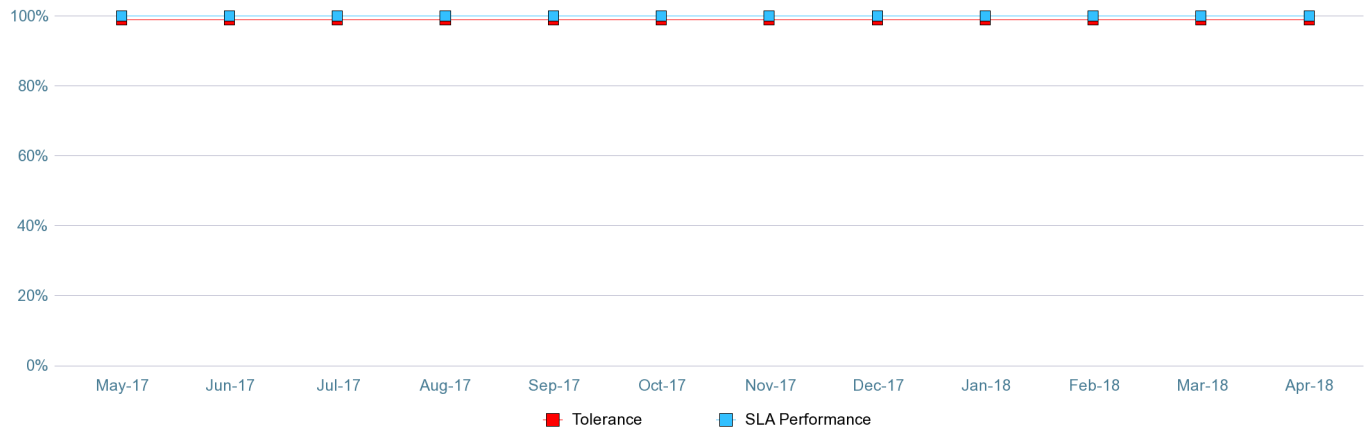


# Provisioning SLU UCLL services

April 2018

This section covers UCLL provisioning service, including ordering, notifications, and outages.

## SL 1. Orders Acknowledged Within 4 Consecutive Business Hours of Receipt




### Commentary

Performance has exceeded the required tolerance level

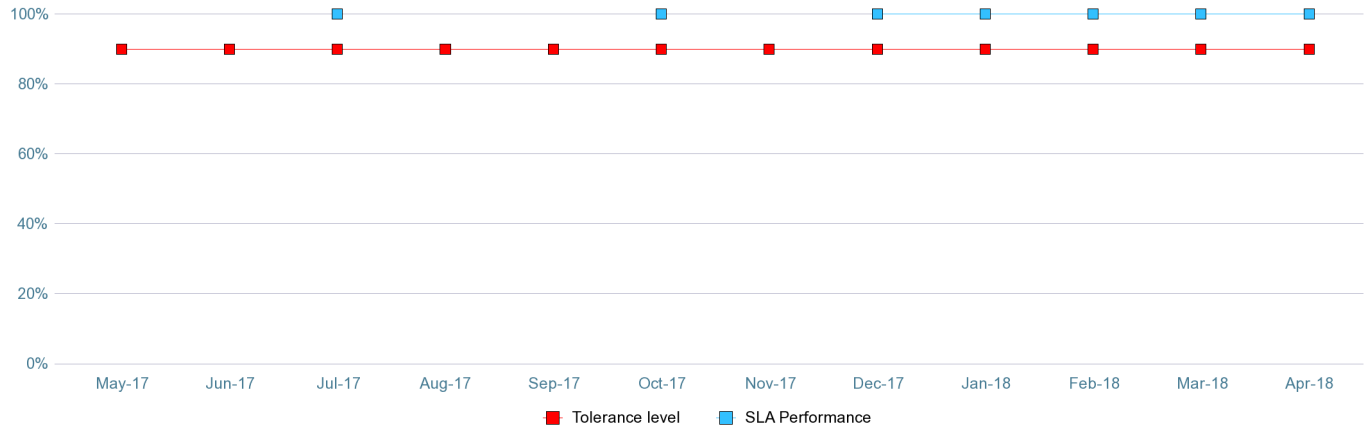
| | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 | Jan-18 | Feb-18 | Mar-18 | Apr-18 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| SLA Performance | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Tolerance Level | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% |

# Provisioning SLU UCLL services

April 2018

This section covers UCLL provisioning service, including ordering, notifications, and outages.

## SL 2. Invalid order rejection notifications sent Within four consecutive business hours of receipt




### Commentary

Performance has exceeded the required tolerance level

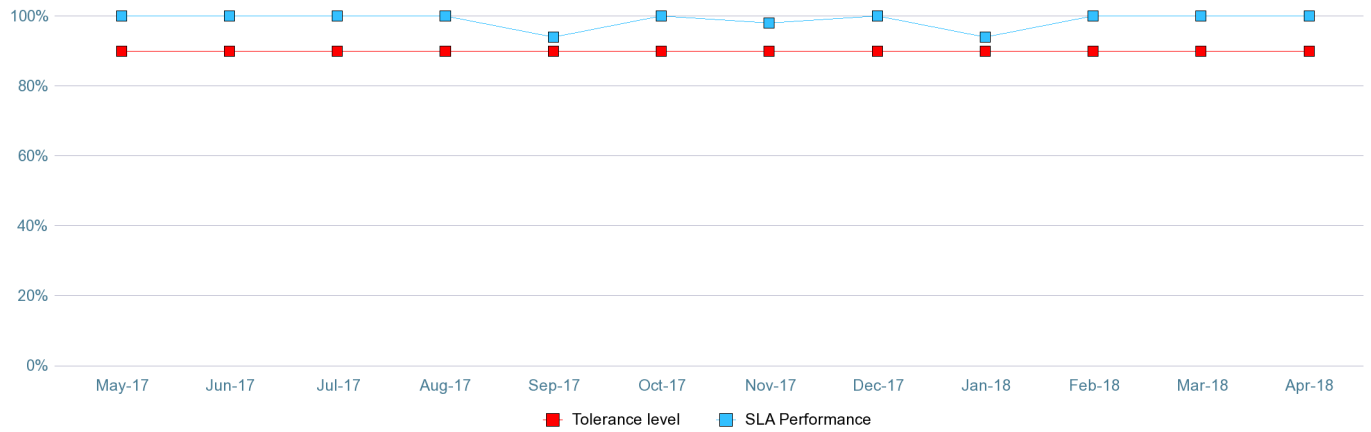
| | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 | Jan-18 | Feb-18 | Mar-18 | Apr-18 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| SLA Performance | n/a | n/a | 100.0% | n/a | n/a | 100.0% | n/a | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Tolerance Level | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% |

# Provisioning SLU UCLL services

April 2018

This section covers UCLL provisioning service, including ordering, notifications, and outages.

## SL 3. Notification Of Expected Completion Dates Sentm Within 6 Consecutive Business Hrs Of The Deemed Acceptance Time




### Commentary

Performance has exceeded the required tolerance level

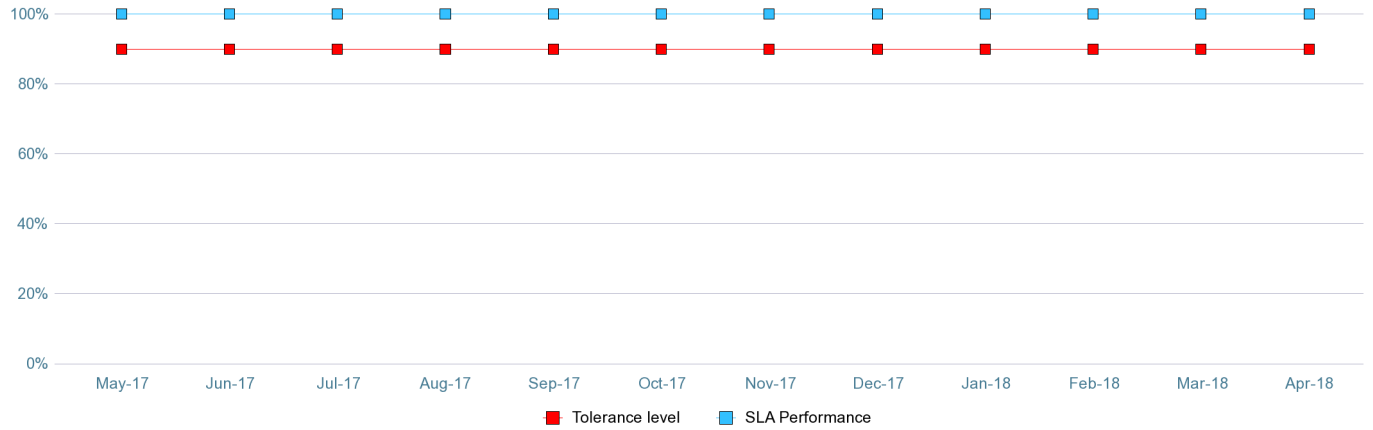
| | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 | Jan-18 | Feb-18 | Mar-18 | Apr-18 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| SLA Performance | 100.0% | 100.0% | 100.0% | 100.0% | 94.0% | 100.0% | 98.0% | 100.0% | 94.0% | 100.0% | 100.0% | 100.0% |
| Tolerance Level | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% |

# Provisioning SLU UCLL services

April 2018

This section covers UCLL provisioning service, including ordering, notifications, and outages.

## SL 4. UCLL orders experiencing no fault following Chorus confirmation of order completion within 5 working days (level A)




### Commentary

Performance has exceeded the required tolerance level

| | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 | Jan-18 | Feb-18 | Mar-18 | Apr-18 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Move Address | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| New Connection | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Other Service to Transfer | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Transfer | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 100.0% |
| Relinquishment | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |

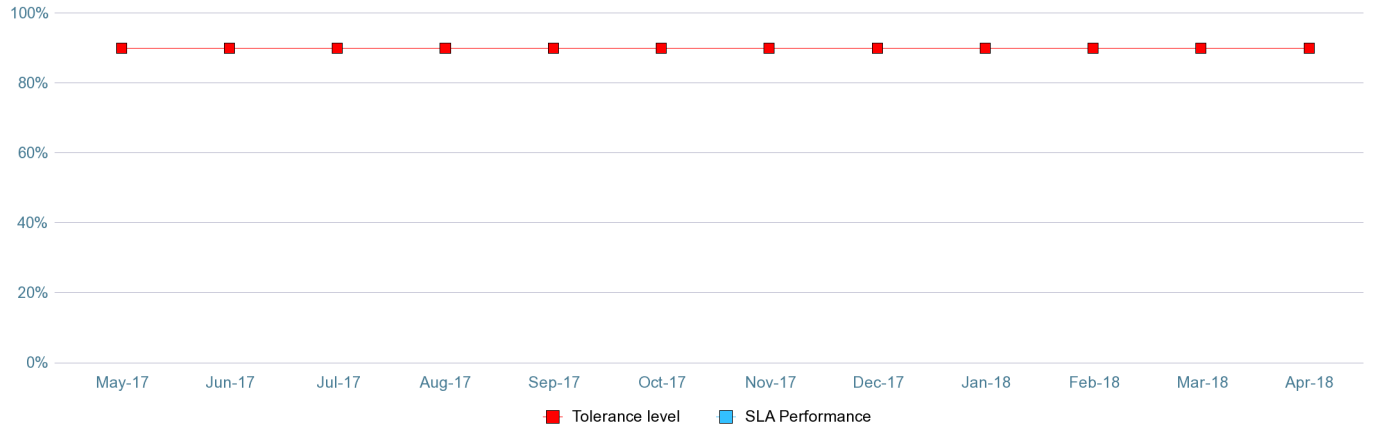
| | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 | Jan-18 | Feb-18 | Mar-18 | Apr-18 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| SLA Performance | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Tolerance Level | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% |

# Provisioning SLU UCLL services

April 2018

This section covers UCLL provisioning service, including ordering, notifications, and outages.

## SL 5. Orders Completed By The Notified Expected RFS Date (Level A)




### Commentary

No orders were received this month

| | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 | Jan-18 | Feb-18 | Mar-18 | Apr-18 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Move Address | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| New Connection | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Other Service to Transfer | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Transfer | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Relinquishment | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |

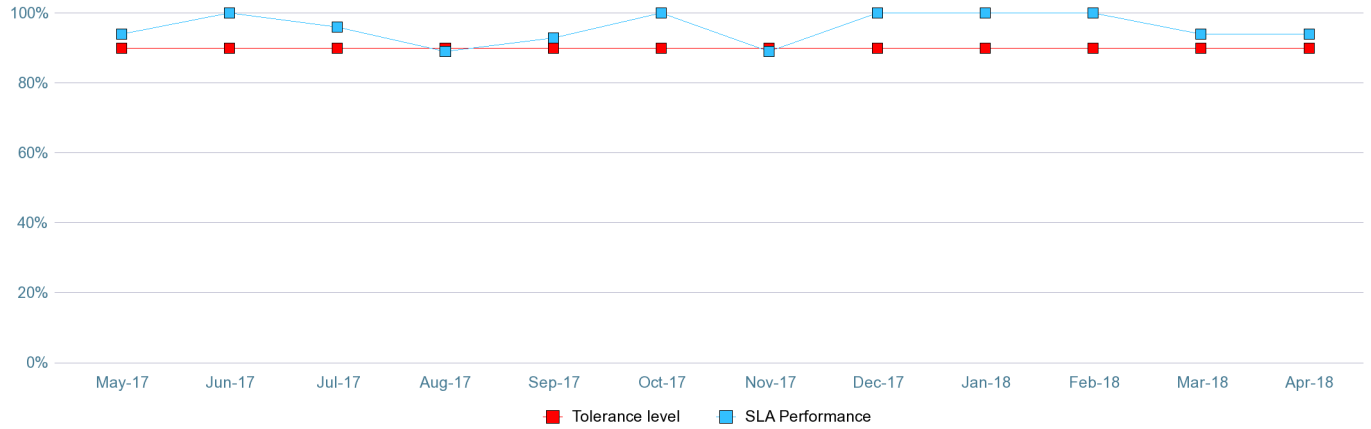
| | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 | Jan-18 | Feb-18 | Mar-18 | Apr-18 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Tolerance Level | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% |

# Provisioning SLU UCLL services

April 2018

This section covers UCLL provisioning service, including ordering, notifications, and outages.

## SL 6. MPF Relinquishment Orders Completed By The Notified Expected RFS Date




### Commentary

Performance has exceed the required tolerance level

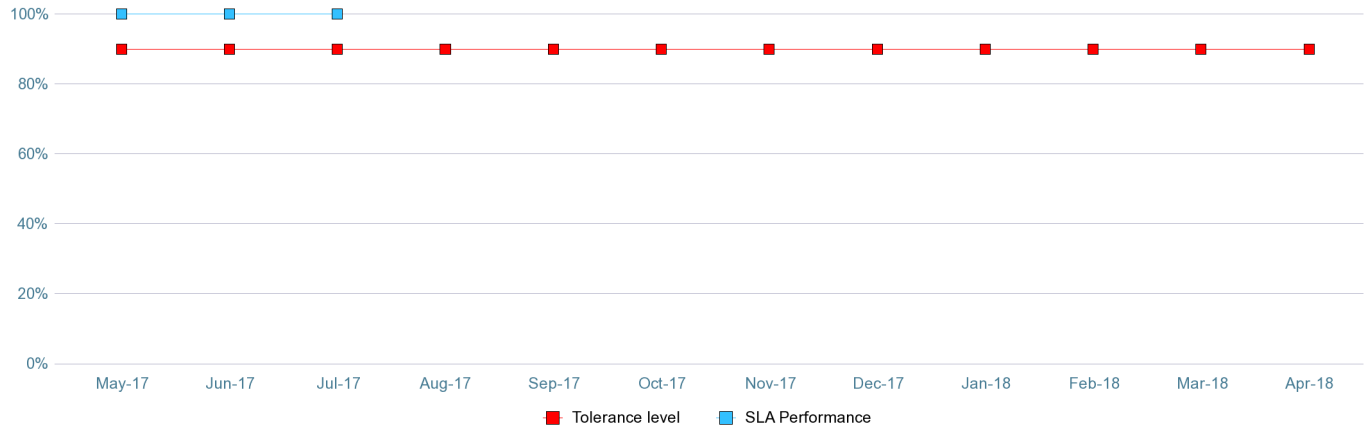
| | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 | Jan-18 | Feb-18 | Mar-18 | Apr-18 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **SLA Performance** | 94.0% | 100.0% | 96.0% | 89.0% | 93.0% | 100.0% | 89.0% | 100.0% | 100.0% | 100.0% | 94.0% | 94.0% |
| **Tolerance Level** | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% |

# Provisioning SLU UCLL services

April 2018

This section covers UCLL provisioning service, including ordering, notifications, and outages.

## SL 7. Pre-Qualification Orders Acknowledged Within 4 Consecutive Business Hours Following Receipt Of Order




### Commentary

No orders were received this month

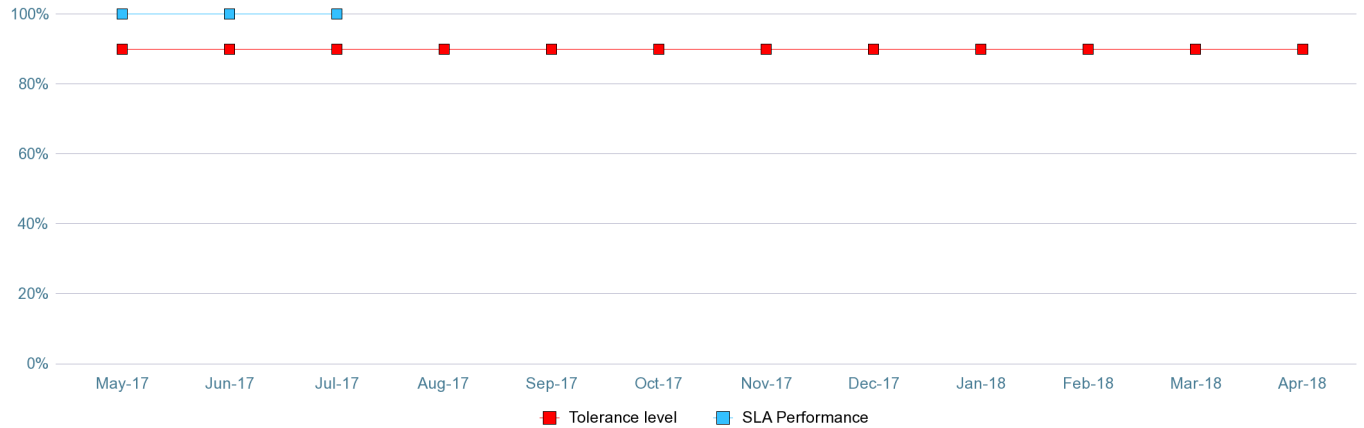
| | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 | Jan-18 | Feb-18 | Mar-18 | Apr-18 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| SLA Performance | 100.0% | 100.0% | 100.0% | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Tolerance Level | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% |

# Provisioning SLU UCLL services

April 2018

This section covers UCLL provisioning service, including ordering, notifications, and outages.

## SL 8. Authorised & unauthorised automatic pre-qualification order completion acknowledgements made within four consecutive Business Hours following order receipt and special manual pre-qualification investigation/manual line test within 6 Working Days following order receipt




### Commentary

No orders were completed this month

| | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 | Jan-18 | Feb-18 | Mar-18 | Apr-18 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Automatic Prequal | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Manual Prequal | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |

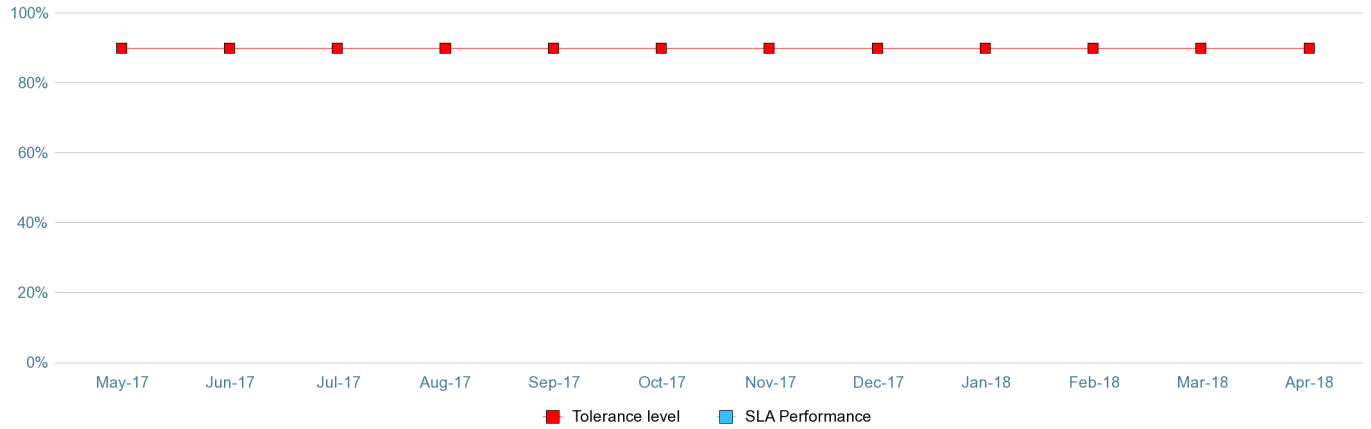
| | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 | Jan-18 | Feb-18 | Mar-18 | Apr-18 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| SLA Performance | 100.0% | 100.0% | 100.0% | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Tolerance Level | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% |

# Provisioning SLU UCLL services

April 2018

This section covers UCLL provisioning service, including ordering, notifications, and outages.

## SL 9. Notification Of RFS Date Changes Received Within 6 Consecutive Business Hours Following Receipt Of The Requests To Change An Existing Order




### Commentary

No change requests were received this month

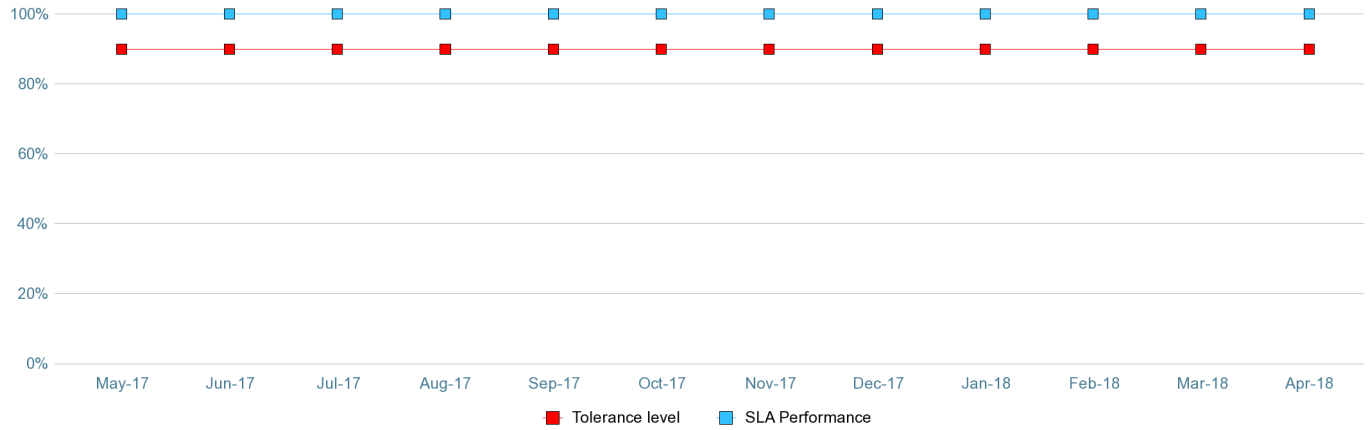
| | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 | Jan-18 | Feb-18 | Mar-18 | Apr-18 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Tolerance Level | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% |

# Provisioning SLU UCLL services

April 2018

This section covers UCLL provisioning service, including ordering, notifications, and outages.

## SL 10. Confirmation Of Completions Sent To The As Within 4 Consecutive Business Hours After The UCLL Order Has Been Completed




### Commentary

Performance has exceeded the required tolerance level

| | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 | Jan-18 | Feb-18 | Mar-18 | Apr-18 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Move Address | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| New Connection | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Other Service to Transfer | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Transfer | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 100.0% |
| Relinquishment | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |

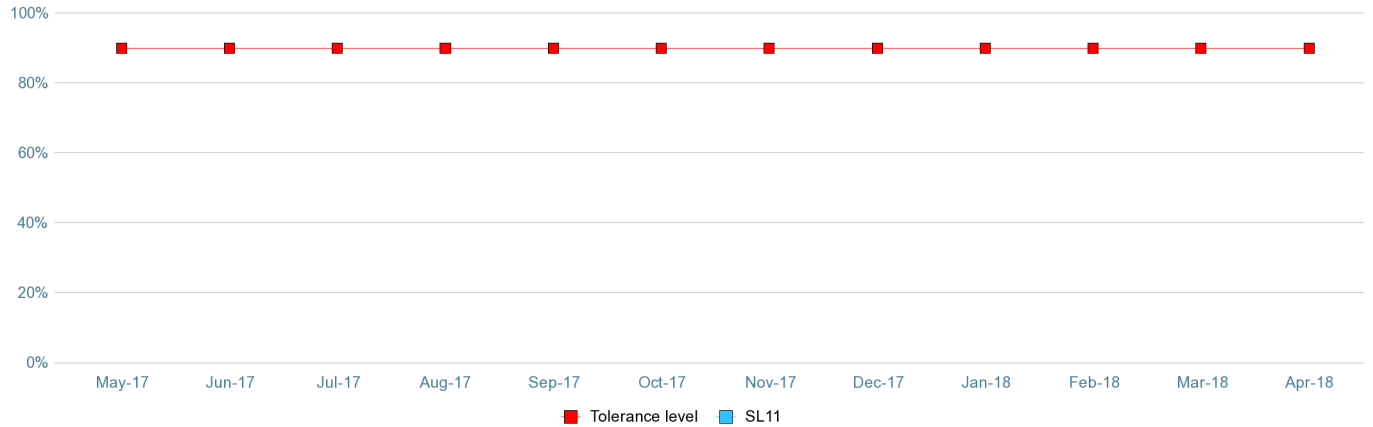
| | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 | Jan-18 | Feb-18 | Mar-18 | Apr-18 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| SLA Performance | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Tolerance Level | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% |

# Provisioning UCLL services

April 2018

This section covers UCLL provisioning service, including ordering, notifications, and outages.

## SL 11. Planned Outage Notifications Advised To The Access Seeker At Least 5 Working Days Prior To The Planned Outage Taking Place




### Commentary

No Planned Outages this month

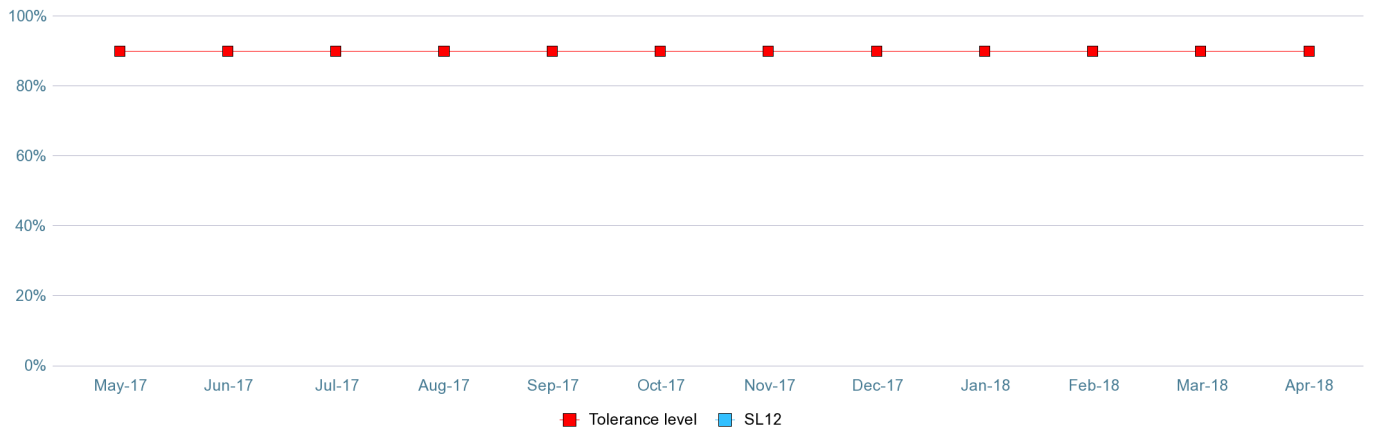
| | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 | Jan-18 | Feb-18 | Mar-18 | Apr-18 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Tolerance Level | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% |

# Provisioning UCLL services

April 2018

"This section covers UCLL provisioning service, including ordering, notifications, and outages."

## SL 12 - Unplanned outage notifications advised within two hours of Chorus discovering or receiving outage notice (24x7 basis)




### Commentary

No unplanned outages this month

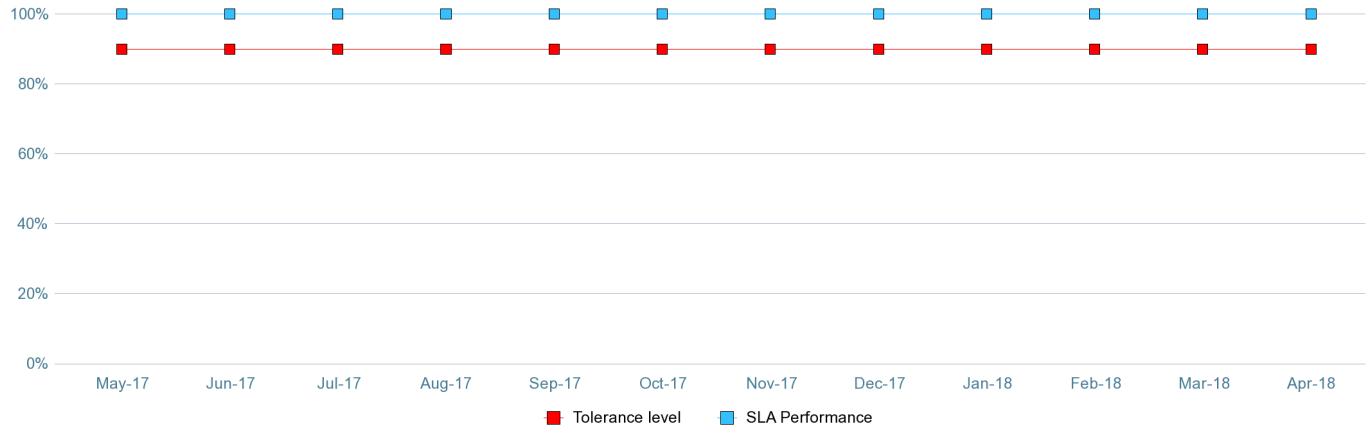
| | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 | Jan-18 | Feb-18 | Mar-18 | Apr-18 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Tolerance Level | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% |

# Fault Management

April 2018

This section covers fault receipt acknowledgement, notification, restoration

## SL 13 - Fault report receipt acknowledgements provided within half a fault restoration hour of fault report




### Commentary

Performance has exceed the required tolerance level

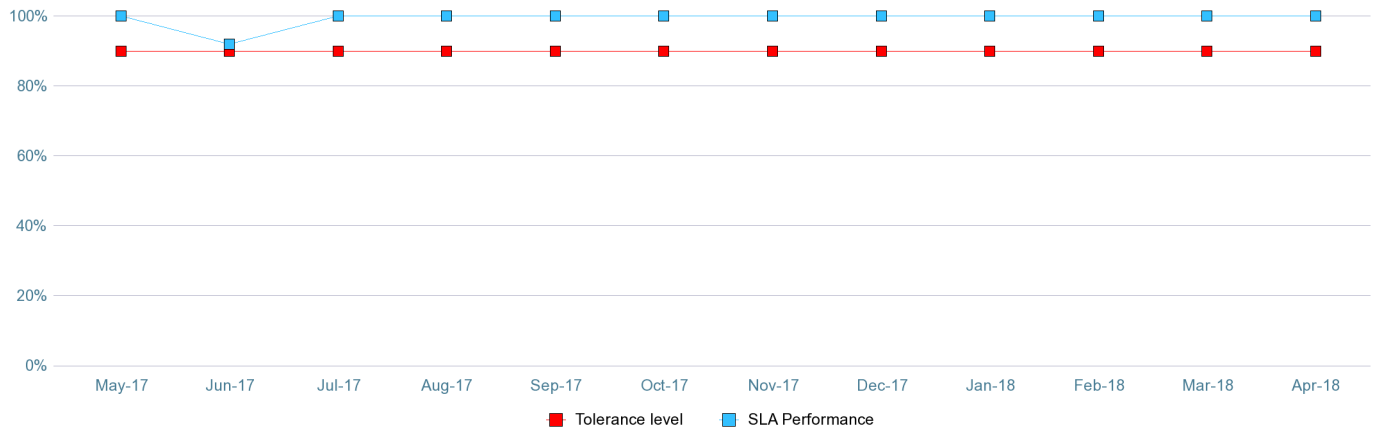
| | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 | Jan-18 | Feb-18 | Mar-18 | Apr-18 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| SLA Performance | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Tolerance Level | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% |

# Fault Management

April 2018

This section covers fault receipt acknowledgement, notification, restoration

## SL 14 - Expected fault restoration time notifications sent within eight fault restoration hours of fault report




### Commentary

Performance has exceed the required tolerance level

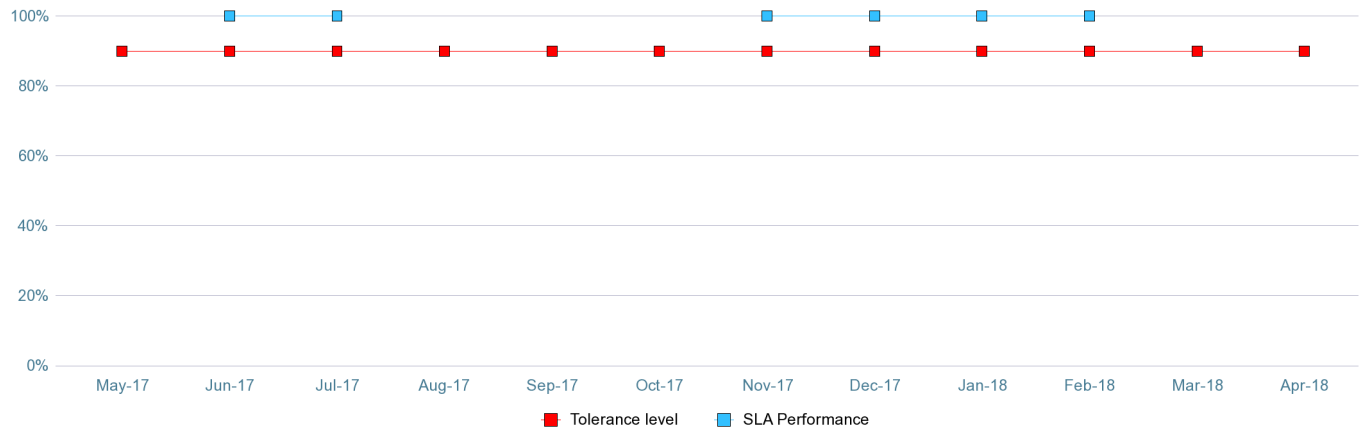
| | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 | Jan-18 | Feb-18 | Mar-18 | Apr-18 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| SLA Performance | 100.0% | 92.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Tolerance Level | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% |

# Fault Management

April 2018

This section covers fault receipt acknowledgement, notification, restoration

## SL 15 - Faults restored within notified expected restoration time (level A)




### Commentary

No faults reported this month

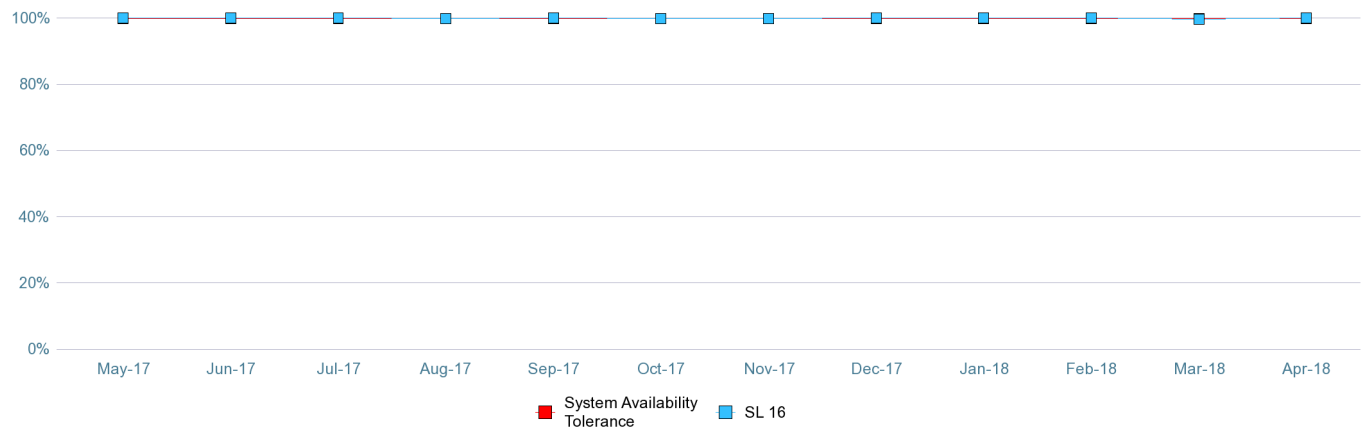
| | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 | Jan-18 | Feb-18 | Mar-18 | Apr-18 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| SLA Performance | n/a | 100.0% | 100.0% | n/a | n/a | n/a | 100.0% | 100.0% | 100.0% | 100.0% | n/a | n/a |
| Tolerance Level | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% |

# Operational support systems

April 2018

This section covers operational support systems for access seekers

## SL 16 - Online Ordering & Tracking availability (24/7)




### Commentary

Performance has exceed the required tolerance level

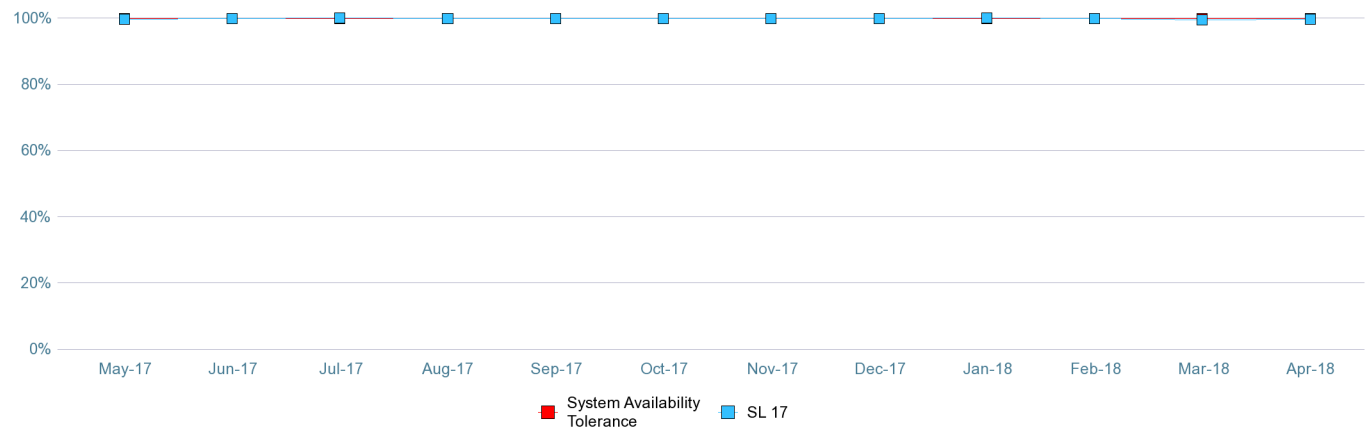
| | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 | Jan-18 | Feb-18 | Mar-18 | Apr-18 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **SLA Performance** | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 99.8% | 99.9% | 100.0% | 100.0% | 100.0% | 99.7% | 100.0% |
| **Tolerance Level** | 99.8% | 99.8% | 99.8% | 99.8% | 99.8% | 99.8% | 99.8% | 99.8% | 99.8% | 99.8% | 99.8% | 99.8% |

# Operational support systems

April 2018

This section covers operational support systems for access seekers

## SL 17 - Online Fault Management availability (24/7)




### Commentary

Performance has not met the required tolerance level.See the SL 17 Service Default Report for more information

| | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 | Jan-18 | Feb-18 | Mar-18 | Apr-18 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| SLA Performance | 99.7% | 99.8% | 100.0% | 100.0% | 99.8% | 99.8% | 99.9% | 99.9% | 100.0% | 99.9% | 99.5% | 99.6% |
| Tolerance Level | 99.8% | 99.8% | 99.8% | 99.8% | 99.8% | 99.8% | 99.8% | 99.8% | 99.8% | 99.8% | 99.8% | 99.8% |

# Full explanation of terms used in this report

April 2018

**Note: Chorus has summarised the relevant Service Levels for the purpose of this report. For the full description of each relevant Service Level refer to Appendices 1 and 2 of the SLU Service Level Terms (SLU Standard Terms Determination Schedule 3) which is available on the Commerce Commission's website at www.comcom.govt.nz.**

| | |
|---|---|
| SL1 | Percentage of SLU orders acknowledged within 4 Business Hours following receipt of the order |
| SL2 | Percentage of rejection notifications for invalid SLU orders sent to the Access Seeker within 4 Business Hours following receipt time |
| SL3 | Percentage of notification of expected RFS dates sent to the Access Seeker within 6 Business Hours of the Deemed Acceptance Time |
| SL4 | Percentage of SLU orders that experienced no Faults in work carried out to provision an order within 5 Working Days following confirmation by Telecom of completion of the order (Level A) |
| SL5 | Percentage of SLU orders completed by the notified expected RFS date (excluding Relinquishments & Move Address Orders) (Level A) |
| SL6 | Percentage of SLU Relinquishment & Move Address orders completed by the notified expected RFS date |
| SL7 | Percentage of pre-qualification orders acknowledged within 4 Business Hours following receipt of order |
| SL8 | Percentage of pre-qualification order completion acknowledgements made within 4 Business Hours following receipt of an authorised or unauthorised automatic pre-qualification order and percentage of pre-qualification order completion acknowledgements made within 6 Working Days following receipt of an order for a special manual pre-qualification investigation or manual line test |
| SL9 | Percentage of notification of RFS date changes provided to Access Seeker within 6 Business Hours following receipt of the requests to change an existing |
| SL10 | Percentage of confirmation of completions of order provided to the Access Seeker within 4 Business Hours after the order has been completed |
| SL11 | Percentage of planned outage notifications advised to the Access Seeker at least 5 Working Days before the planned outage occurs |
| SL12 | Percentage of unplanned outage notifications advised to the Access Seeker within 2 hours on a 24x7 basis of Telecom discovering or receiving notification of the unplanned outage |
| SL13 | Percentage of fault report receipt acknowledgements provided to the Access Seeker within half a fault restoration hour of the fault being reported |
| SL14 | Percentage of notifications advising the expected fault restoration time sent to the Access Seeker within 8 fault restoration hours of the fault being reported |
| SL15 | Percentage of Faults restored within the notified expected restoration time (Level A) |
| SL16 | Percentage of OO&T availability to the Access Seeker |
| SL17 | Percentage of OFM availability to the Access Seeker |



# SLU Default Report

April 2018

| | | | |
|---|---|---|---|
| **Item No.** | 17 | **Item No.** | 99.8% |
| **Service Attribute** | Availability of OFM | | |

| | |
|---|---|
| **Cause of default** | There was degradation in system due to database capacity issues |
| **Procedure for correcting default** | System was restored |
| **Steps taken to remedy default** | System issue resolved thorugh restart |
| **Effectiveness of steps taken** | Resolved |
| **Date of previous default** | March 2018 |