SLU Co-Location Performance Report

Consolidated Report

March 2018

Introduction

Sub-Loop Unbundled (SLU) Co-location 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 Co-location Standard Term Determinations.

Executive Summary

There were 2 defaults this month.SL 13 - System Availablity of OOT and SL 14 - System 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 Co-Location 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

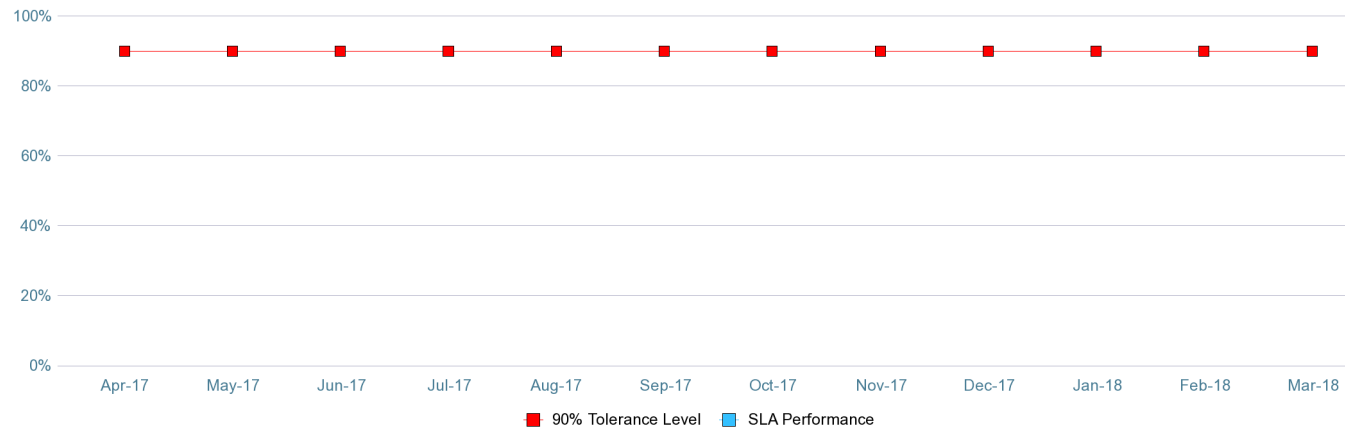If you have queries, please email your Chorus Account Manager.

Provisioning SLU Co-location UCLL services

This section covers SLU Co-location provisioning service, including ordering, notifications, and outages.

SL 1 - Site audits completed within 10 Working Days of Order (level A)

Commentary

No site audits completed this month

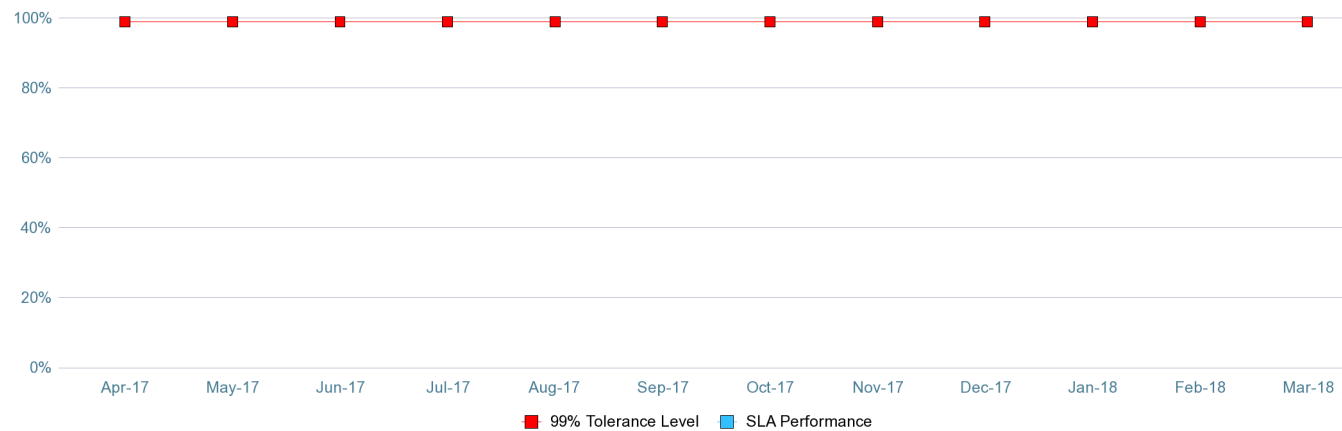|	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Chorus

Provisioning SLU Co-location UCLL services

This section covers SLU Co-location provisioning service, including ordering, notifications, and outages.

SL 2 - Orders acknowledged within 4 Business Hours following receipt

Commentary

No orders were received this month

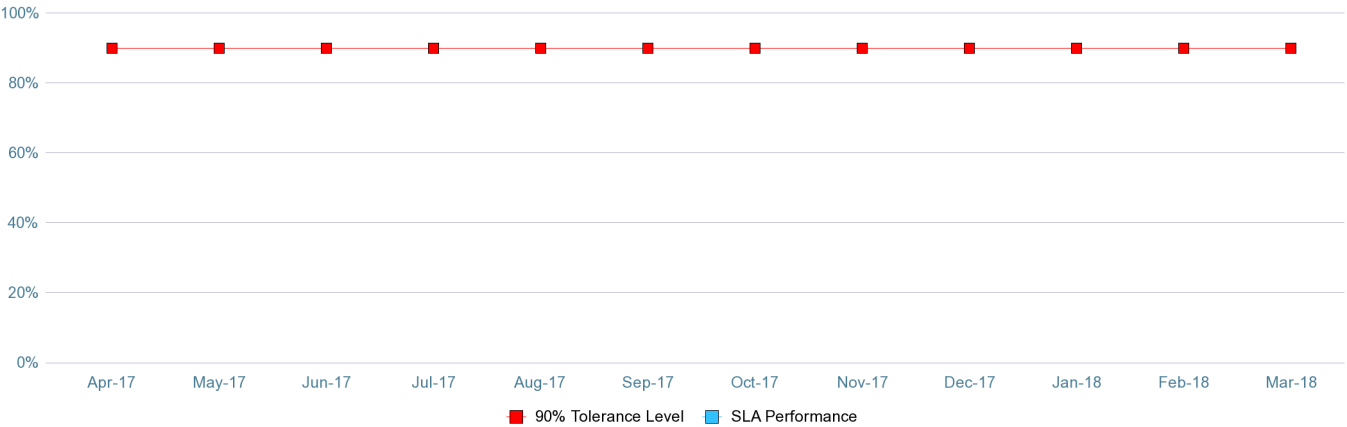|	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%

Chorus

Provisioning SLU Co-location UCLL services

This section covers SLU Co-location provisioning service, including ordering, notifications, and outages.

SL 3 - Invalid order rejection notifications sent within 3 Working Days following receipt

■ 90% Tolerance Level   ■ SLA Performance

Commentary

No invalid orders received this month

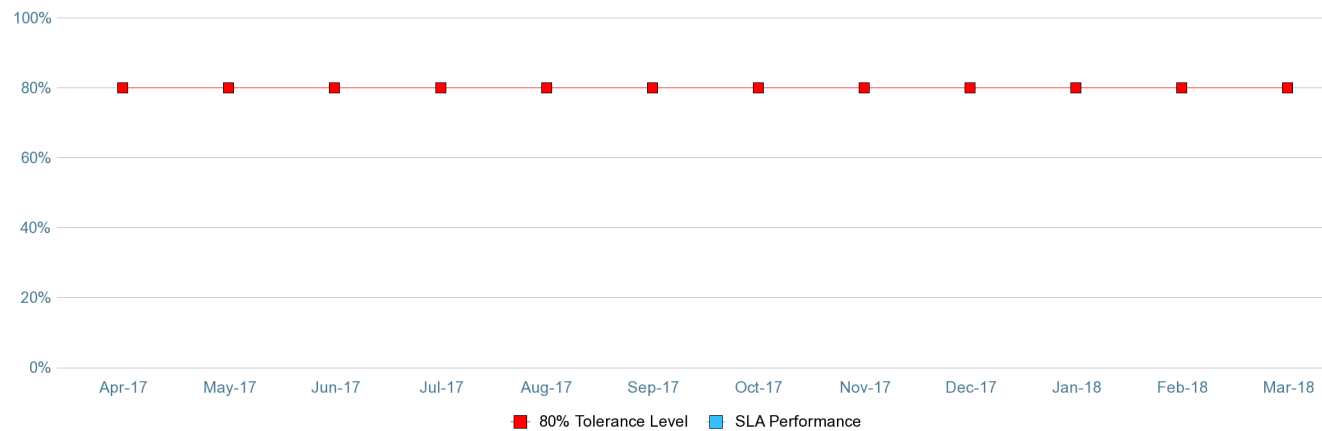|	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Chorus

Provisioning SLU Co-location UCLL services

This section covers SLU Co-location provisioning service, including ordering, notifications, and outages.

SL 4 - Quotes provided within time specified in section 15 and 16 of the Sub-loop Co-location Operations Manual

Commentary

No quotes completed this month

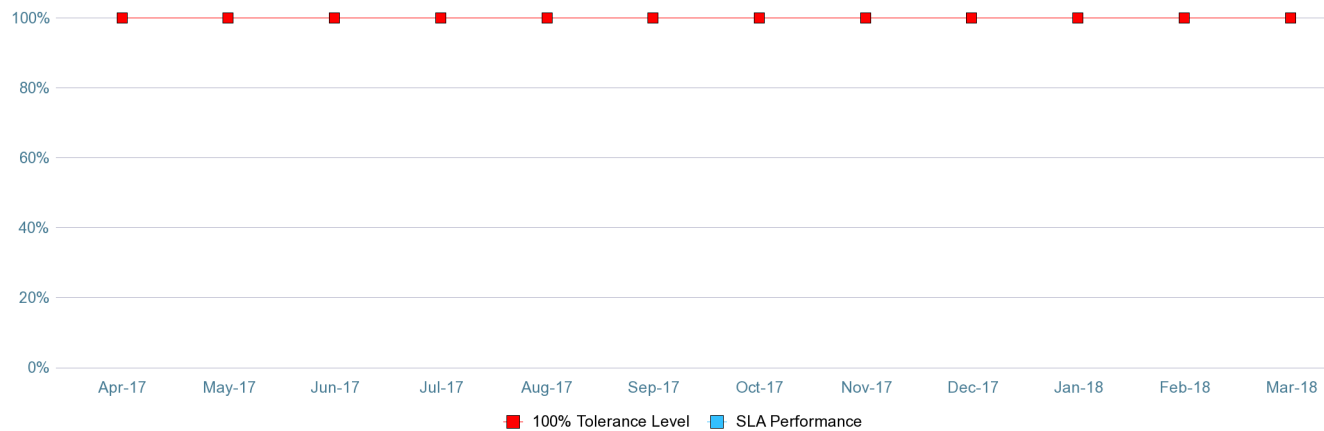|	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%

Chorus

Provisioning SLU Co-location UCLL services

This section covers SLU Co-location provisioning service, including ordering, notifications, and outages.

SL 5 - Builds competed by time specified in Firm Order (level A)

Commentary

No Builds were completed this month

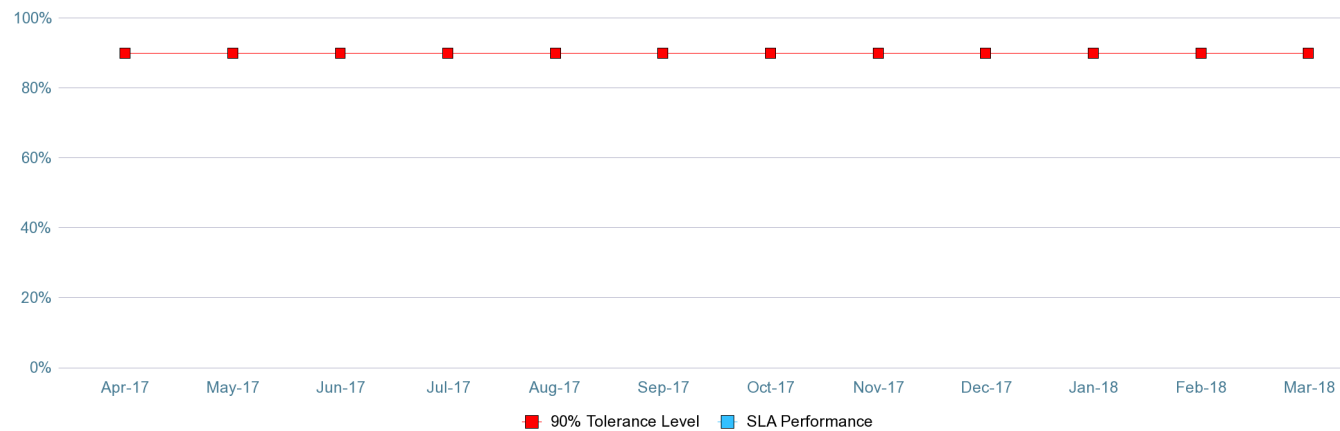|	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Chorus

Provisioning SLU Co-location UCLL services

This section covers SLU Co-location provisioning service, including ordering, notifications, and outages.

SL 6 - Build completion confirmations sent within 2 Working Days of Chorus build completion

■ 90% Tolerance Level   ■ SLA Performance

Commentary

No Builds were completed this month

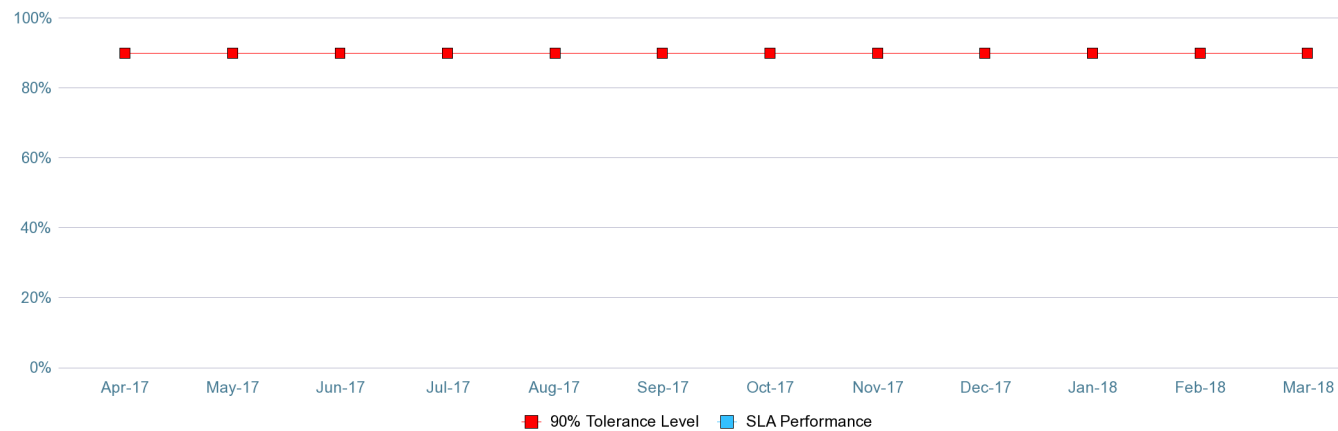|	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Chorus

Provisioning SLU Co-location UCLL services

This section covers SLU Co-location provisioning service, including ordering, notifications, and outages.

SL 7 - Planned outage notifications advised at least 5 Working Days ahead of planned outage occurring

■ 90% Tolerance Level   ■ SLA Performance

Commentary

No Planned Outages this month

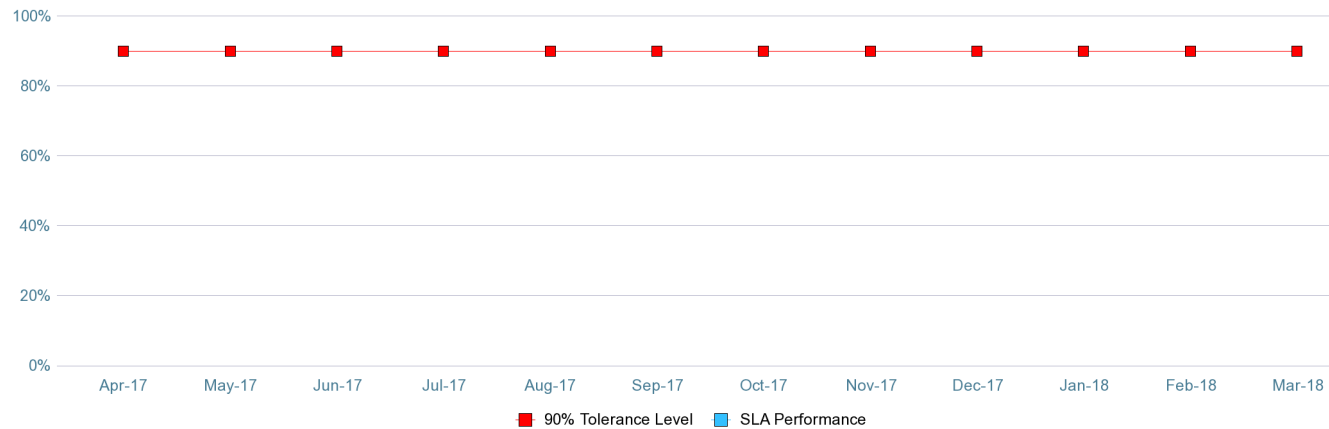|	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Chorus

Provisioning SLU Co-location UCLL services

This section covers SLU Co-location provisioning service, including ordering, notifications, and outages.

SL 8 - Unplanned outage notifications sent within 2 hours of Chorus discovering unplanned outage or receiving unplanned outage notice

■ 90% Tolerance Level ■ SLA Performance

Commentary

No Unplanned Outages this month

	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-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%

Chorus
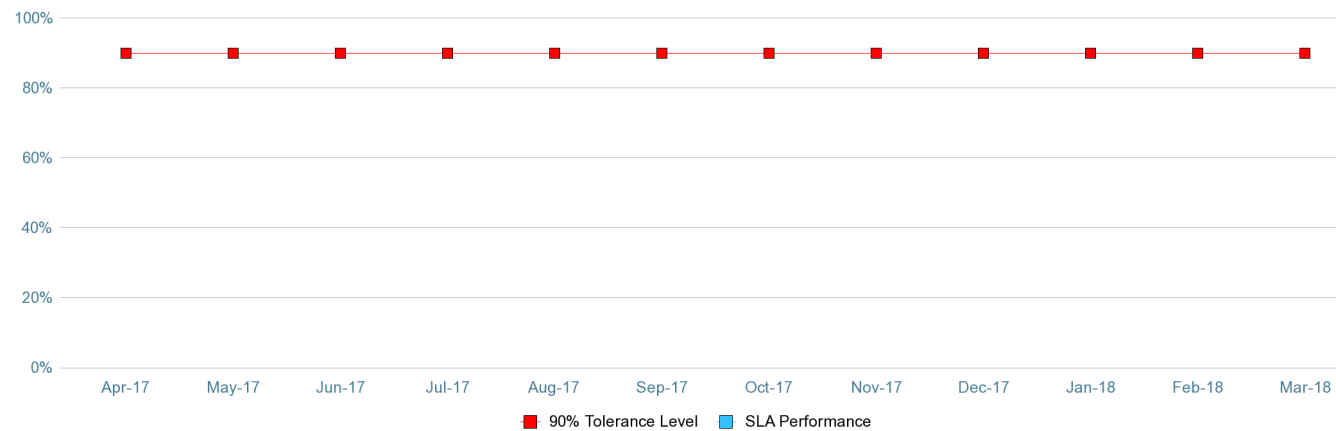
This section covers fault receipt acknowledgement, notification, restoration

SL 9 – Fault report receipt acknowledgements provided within half a Fault Restoration Hour of fault report

Commentary

No faults were reported this month

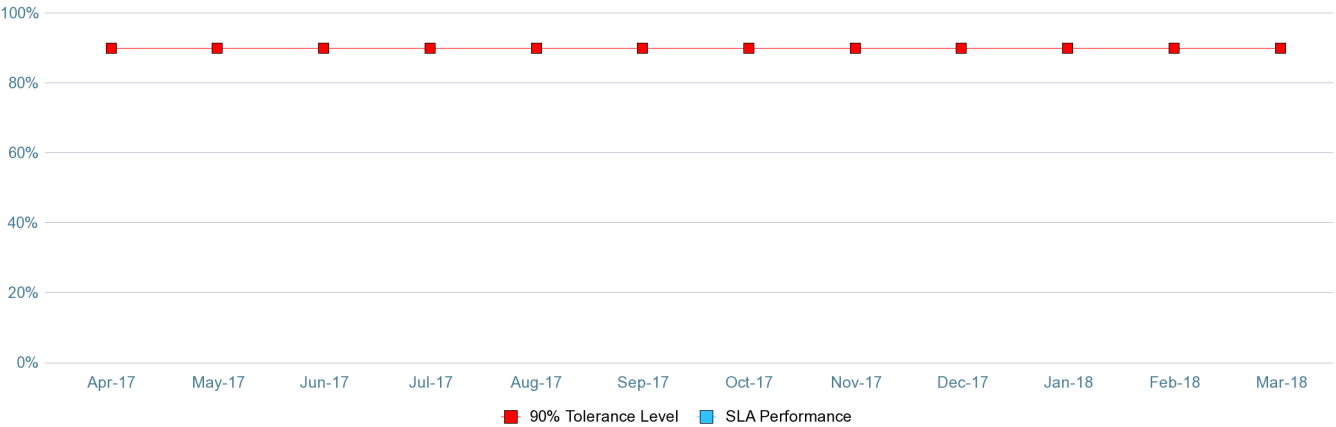|	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Chorus

Fault Management

March 2018

This section covers fault receipt acknowledgement, notification, restoration

SL 10 - Expected fault restoration time notifications sent within 8 Fault Restoration Hours of fault report

90% Tolerance Level   **SLA Performance**

Commentary

No faults were reported this month

	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-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%

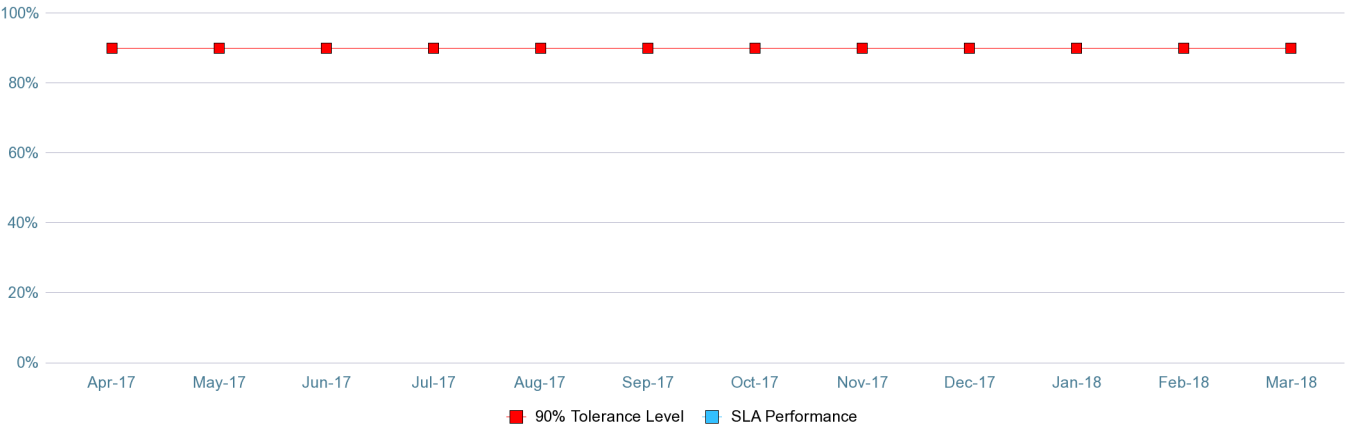SLU Colocation SLU Co-Location Performance Report

Chorus

Fault Management

March 2018

This section covers fault receipt acknowledgement, notification, restoration

SL 11 - Faults restored within notified expected restoration period (level A)

Commentary

No faults were reported/ completed this month

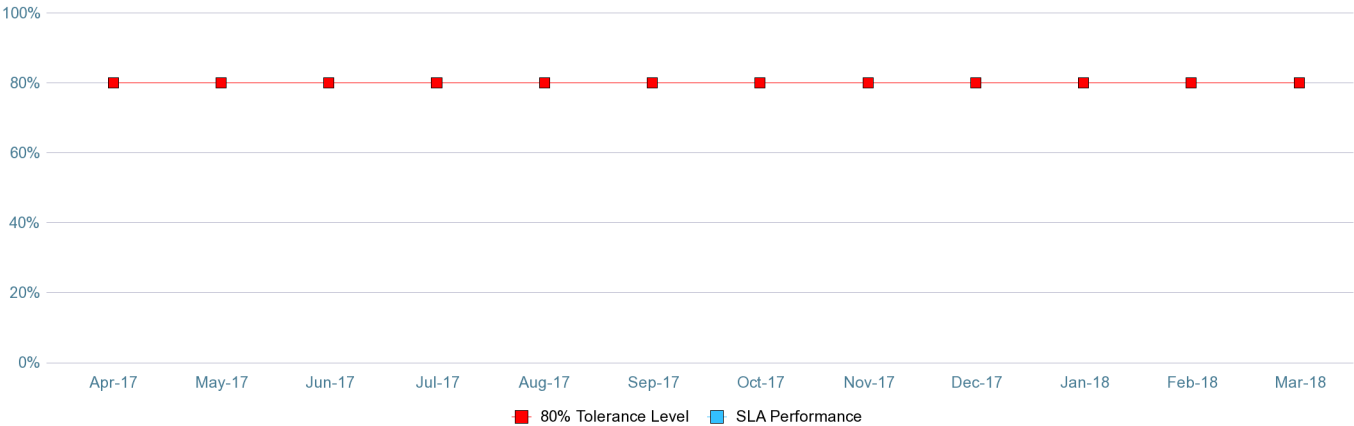|	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Chorus

SLU Colocation SLU Co-Location Performance Report

Fault Management

This section covers fault receipt acknowledgement, notification, restoration

SL 12 - Times during BAU period Chorus made escort available within 2 Working Days of request

Commentary

No escort required this month

	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-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	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%

This section covers operational support systems for access seekers

SL 13 - Online Ordering & Tracking availability (24/7)
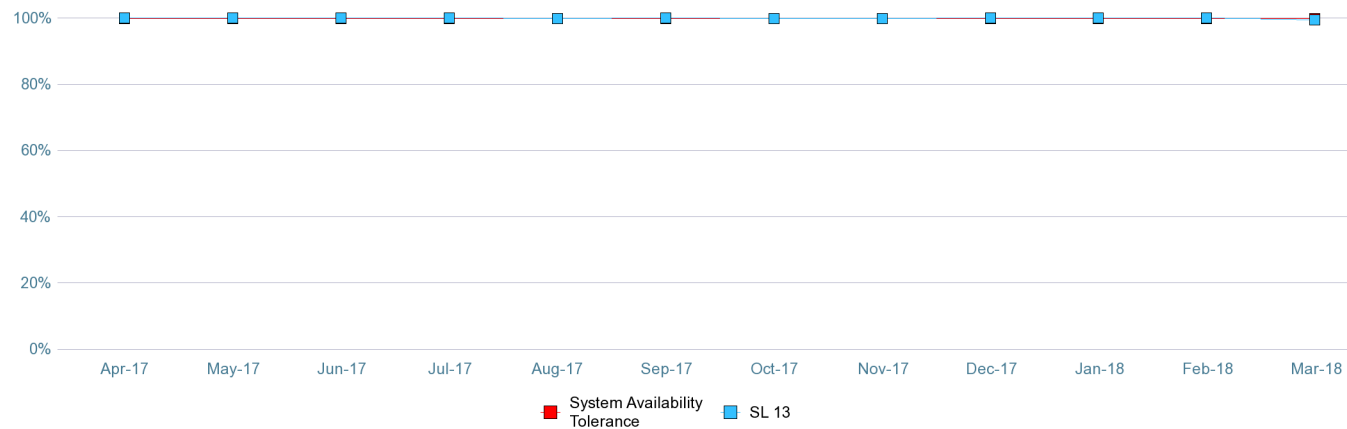
Commentary

Performance has not met the required tolerance level.See the SL 13 Service Default Report for more information

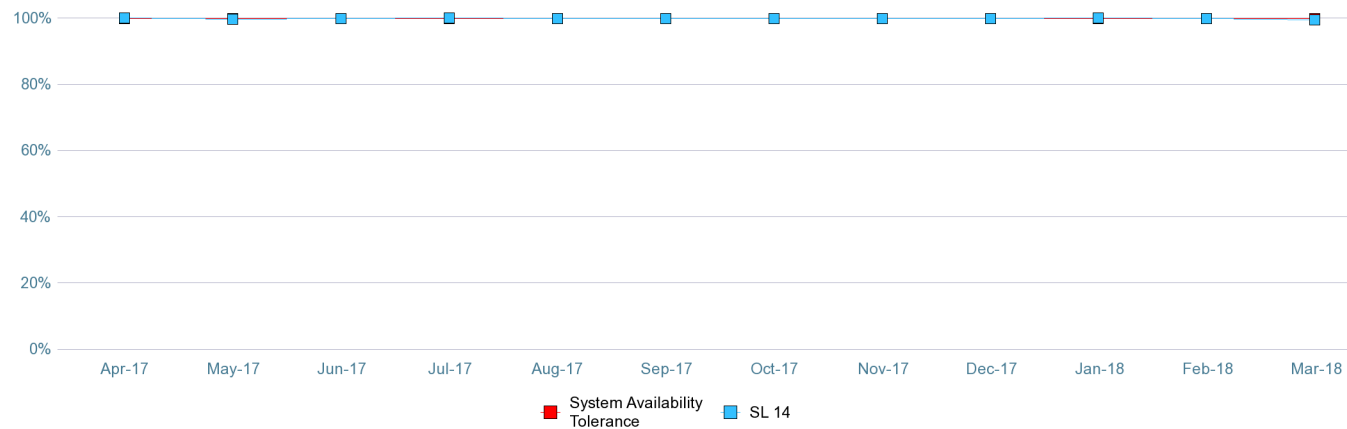|	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
SLA Performance	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.8%	99.9%	100.0%	100.0%	100.0%	99.5%
Tolerance Level	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%

Chorus

Operational support systems

This section covers operational support systems for access seekers

SL 14- Online Ordering & Tracking availability (24/7)

System Availability Tolerance   **SL 14**

Commentary

Performance has not met the required tolerance level.See the SL 14 Service Default Report for more information

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

Chorus

| Item No. | 13 | | Item No. | 99.8% |

| Service Attribute | Availability of OOT |

Cause of default	One of the firewalls in was displaying symptoms of a hardware issue. After fault finding and running multiple debugs on the firewall with the vendor the system was restored
Procedure for correcting default	System was restored
Steps taken to remedy default	System issue resolved thorugh various debug
Effectiveness of steps taken	Resolved
Date of previous default	n/a

Chorus

SLU Co-location Default Report

Item No.	14		Item No.	99.8%

Service Attribute	Availability of OFM

Cause of default	One of the firewalls in was displaying symptoms of a hardware issue. After fault finding and running multiple debugs on the firewall with the vendor the system was restored
Procedure for correcting default	System was restored
Steps taken to remedy default	System issue resolved thorugh various debug
Effectiveness of steps taken	Resolved
Date of previous default	May 2017

Chorus

SL1   Percentage of Site Audits completed within 10 Working Days following receipt of the order (Level A)

SL2   Percentage of orders acknowledged within four Business Hours following receipt time

SL3   Percentage of rejection notifications for invalid orders sent to the access seeker within three Working Days following receipt time

SL4   Percentage of Quotes provided within time specified in section 15 and 16 of the Sub-loop Co-location Operations Manual

SL5   Percentage of Chorus builds completed within the time specified in the firm order sent to the Access Seeker (level A)

SL6   Percentage of Chorus build completion confirmations sent to the access seeker within two Working Days of completing the Chorus build

SL7   Percentage of planned outage notifications advised to the Access Seeker at least five Working Days before the planned outage occurs

SL8   Percentage of unplanned outage notifications advised to the Access Seeker within two hours of Chorus receiving the notification of the unplanned outage

SL9   Percentage of fault report receipt acknowledgements provided to the Access Seeker within half a fault restoration hour of the fault being reported

SL10   Percentage of notifications advising the expected fault restoration time sent to the Access Seeker within eight Fault Restoration Hours of the fault being reported

SL11   Percentage of faults restored within the notified expected restoration time (level A)

SL12   Percentage of times during the BAU period Chorus will make an escort available within two Working Days of the request

SL13   Percentage of OO&T availability to the Access Seeker

SL14   Percentage of OFM availability to the Access Seeker