

# UBA Performance Report

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## Consolidated Report

February 2019

Unbundled Bitstream Access (UBA) 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 UBA Standard Term Determinations.

### Executive summary

Service Level Defaults this month: SL 4 (Notification of expected RFS date) and SL 5 (Right first time). 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 UBA Standard Terms Determinations

### Further Information

If you have queries, please contact Chorus.

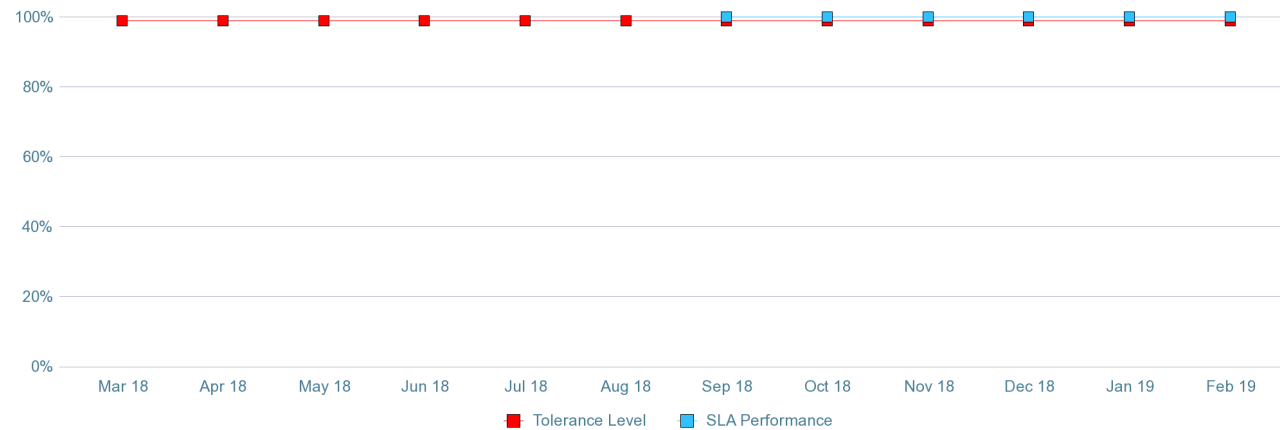


# Provisioning UBA services

February 2019

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

## SL 1 - Orders acknowledged within four consecutive business hours of receipt



**Commentary**  
Performance has exceeded the required tolerance level

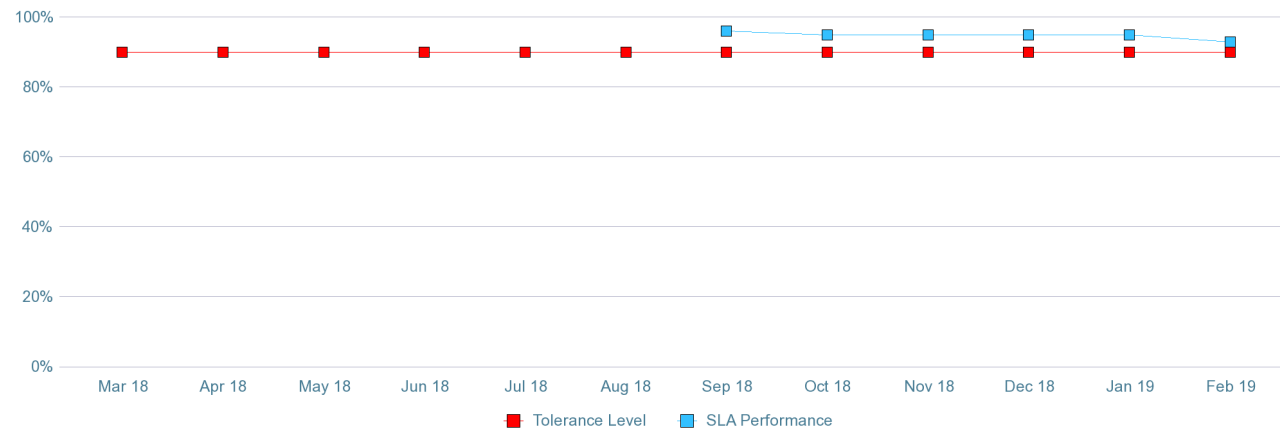
	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	100%	100%	100%	100%	100%	100%
Tolerance Level	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%

# Provisioning UBA services

February 2019

This section covers UBA 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

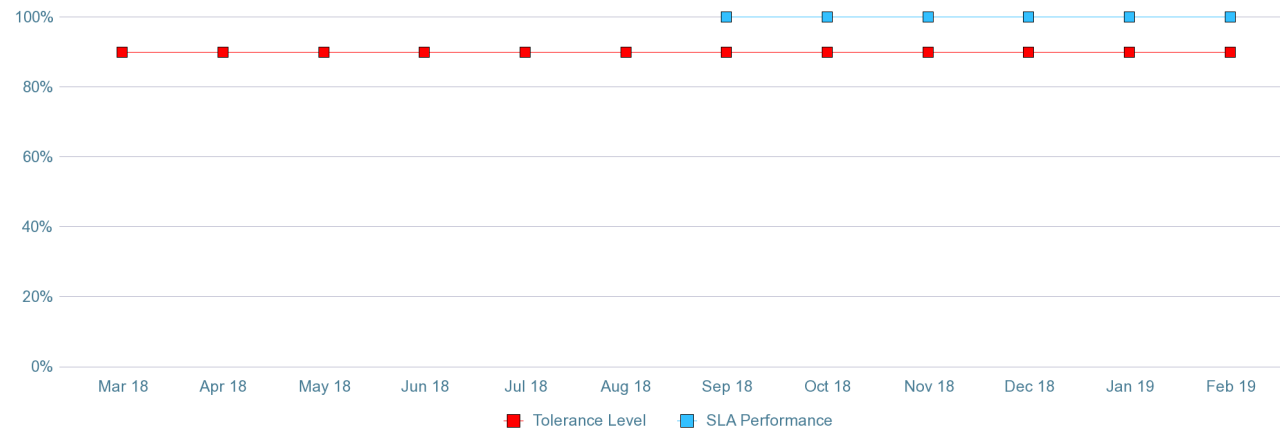
	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	96%	95%	95%	95%	95%	93%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Provisioning UBA services

February 2019

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

## SL 3 - Notification of expected RFS dates sent within four consecutive business hours of deemed acceptance time



**Commentary**  
Performance has exceeded the required tolerance level

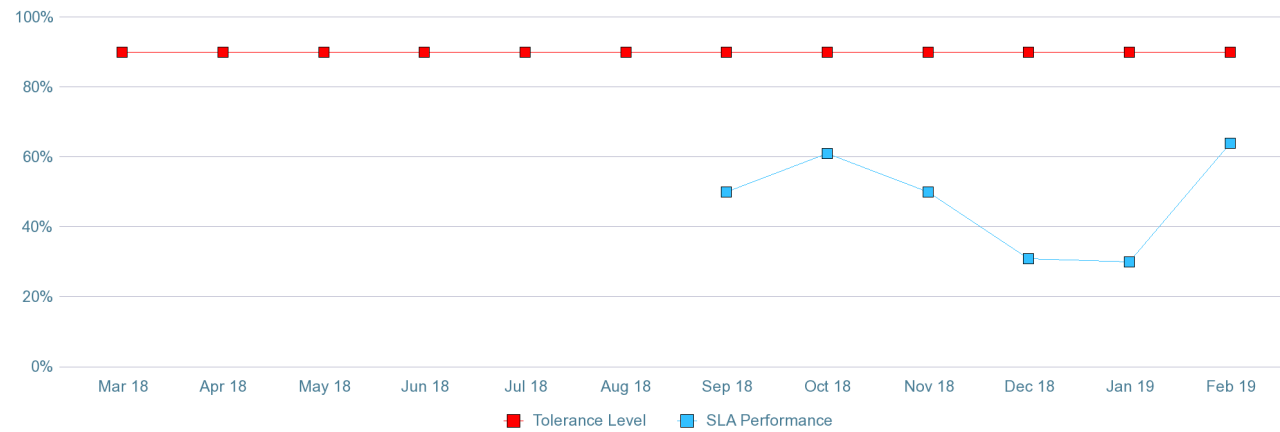
	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	100%	100%	100%	100%	100%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Provisioning UBA services

February 2019

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

## SL 4 - Notification of expected RFS dates for Handover Connection sent within four consecutive business hours of deemed acceptance time



**Commentary** Performance has not met the required tolerance level. See the default report.

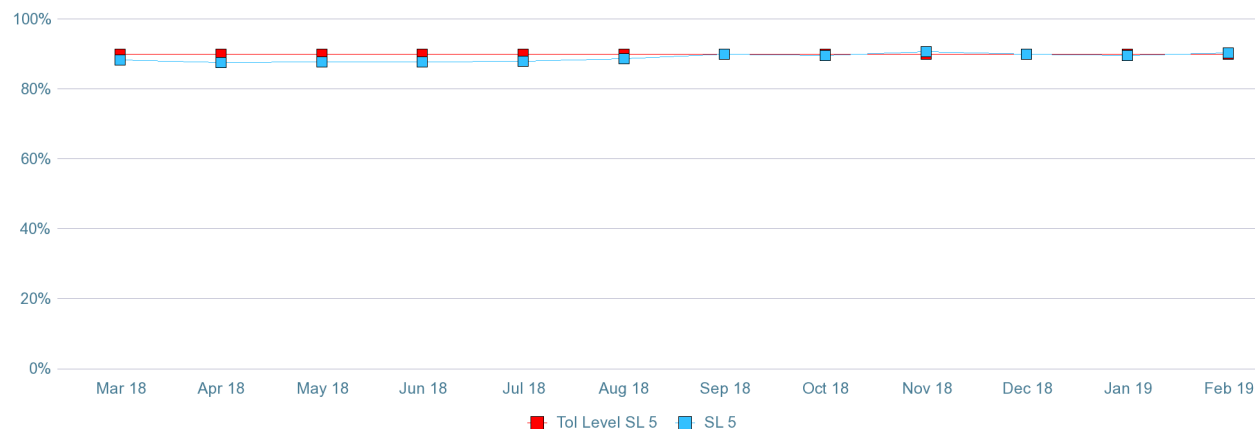
	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	50%	61%	50%	31%	30%	64%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Provisioning UBA services

February 2019

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

## SL 5 - UBA orders experiencing no fault following Chorus confirmation of order completion within 5 working days (Level A)



### Commentary

Performance has not met the required tolerance level for New Connection orders and Move Address orders. See the default report

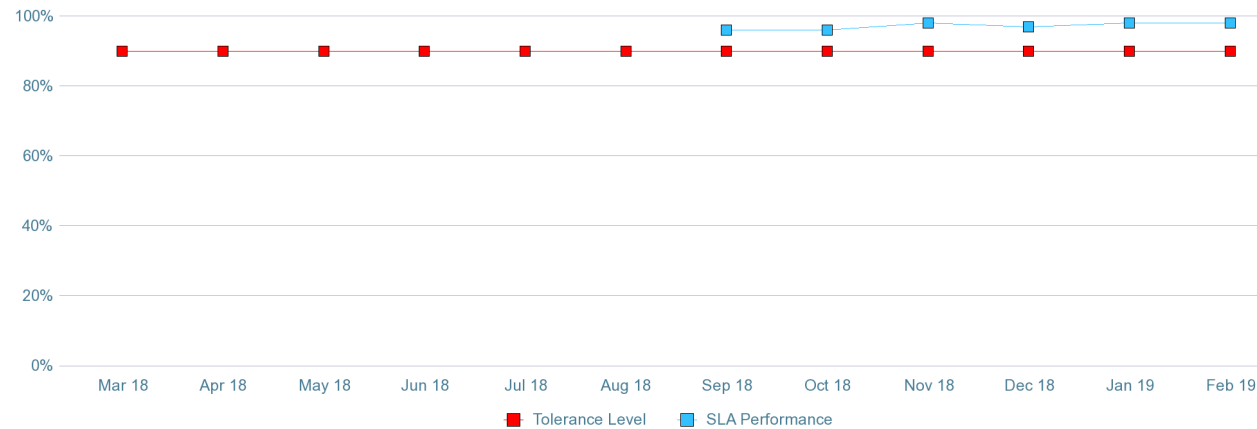
	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19
New Connection	85%	85%	85%	86%	86%	87%	88%	87%	88%	89%	88%	89%
Transfer	96%	97%	97%	97%	97%	97%	97%	98%	97%	97%	98%	97%
Change Plan	98%	97%	97%	97%	95%	96%	97%	96%	99%	97%	96%	96%
Move Address	84%	84%	84%	83%	85%	85%	87%	86%	87%	87%	86%	87%
Relinquishment	n/a	n/a	n/a	n/a	n/a	n/a	100%	100%	100%	100%	100%	100%
Handover 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
SLA Performance	88%	88%	88%	88%	88%	89%	90%	90%	91%	90%	90%	90%
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 UBA services

February 2019

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

## SL 6 - Orders completed by notified expected RFS date (Level A)



### Commentary

Performance has exceeded the required tolerance level

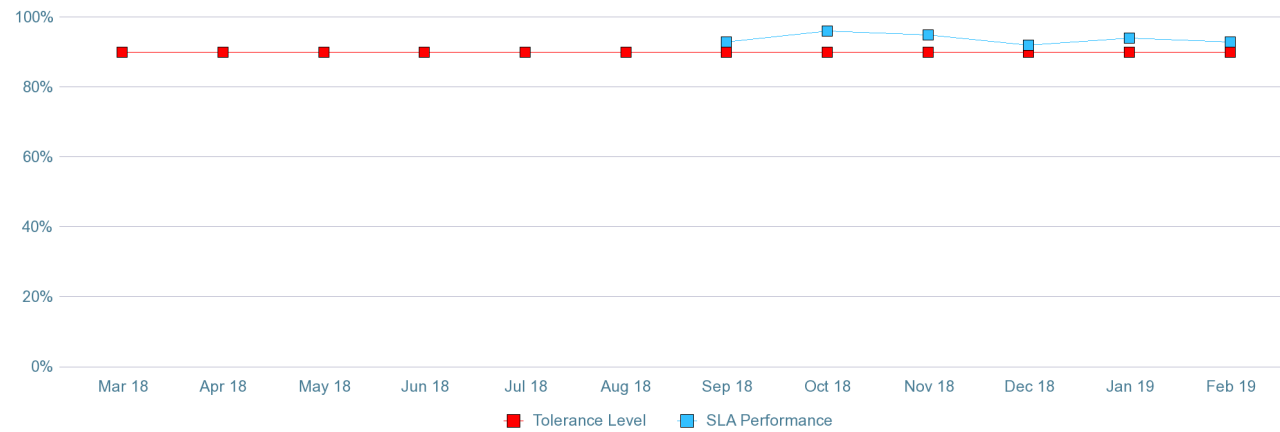
	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19
Move Address	n/a	n/a	n/a	n/a	n/a	n/a	99%	99%	99%	99%	99%	98%
New Connection	n/a	n/a	n/a	n/a	n/a	n/a	97%	97%	98%	97%	98%	98%
Transfer	n/a	n/a	n/a	n/a	n/a	n/a	94%	93%	95%	96%	95%	95%
Change Plan	n/a	n/a	n/a	n/a	n/a	n/a	93%	92%	98%	96%	97%	97%
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	96%	96%	98%	97%	98%	98%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Provisioning UBA services

February 2019

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

## SL 7 - Relinquishment and Handover Connection Orders completed by notified expected RFS date



**Commentary**  
Performance has exceeded the required tolerance level

	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	93%	96%	95%	92%	94%	93%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

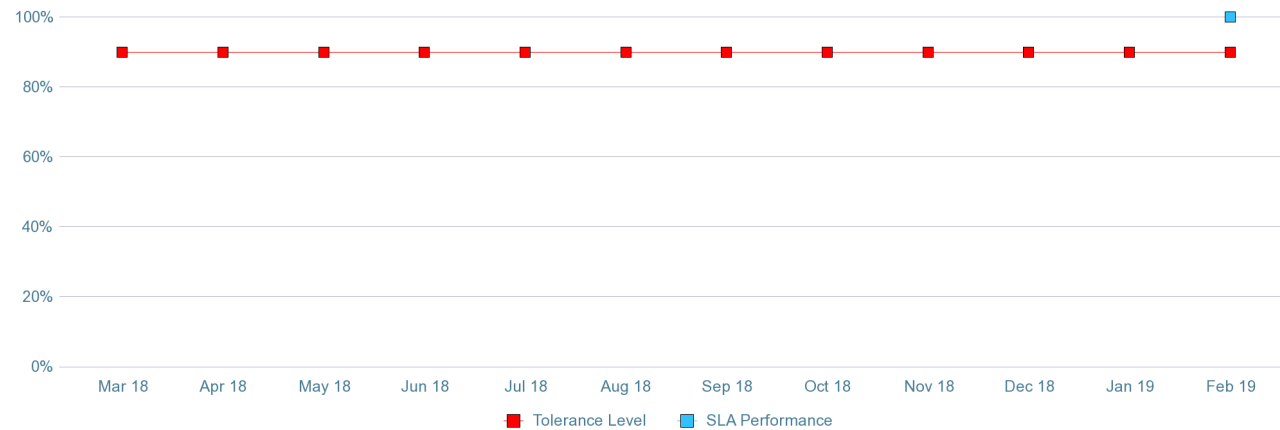


# Provisioning UBA services

February 2019

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

## SL 8 - Pre-qualification orders acknowledged within four consecutive business hours of order receipt



**Commentary**  
Performance has exceeded the required tolerance level

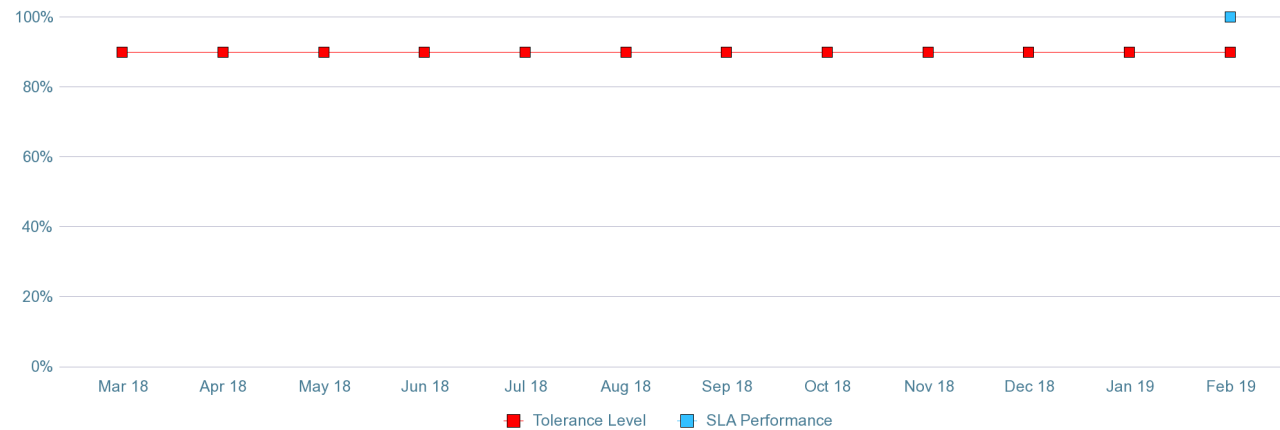
	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Provisioning UBA services

February 2019

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

**SL 9 - Automatic pre-qualification order completion acknowledgements made within four consecutive business hours following order receipt and special manual pre-qualification investigation within 6 working days following order receipt**



**Commentary**  
Performance has exceeded the required tolerance level

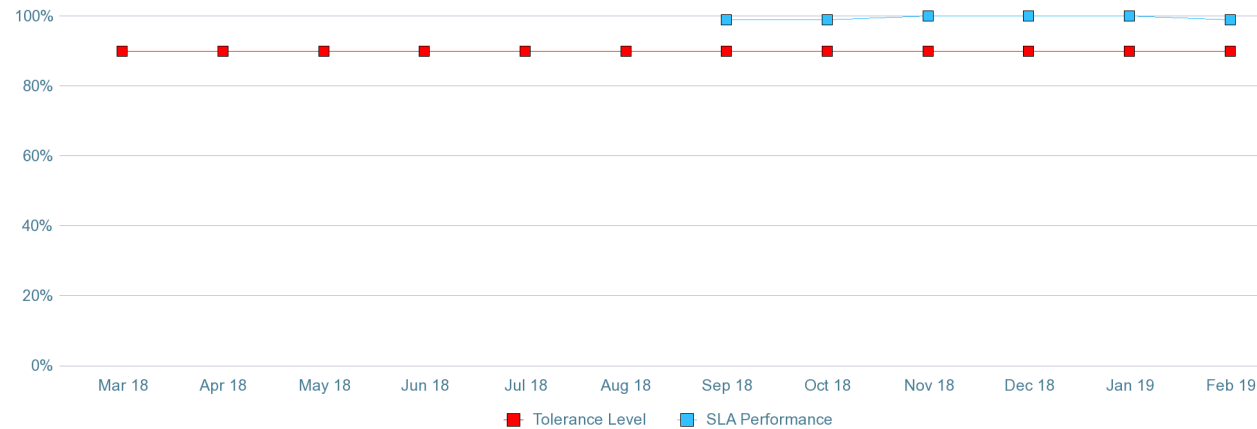
	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Provisioning UBA services

February 2019

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

## SL 10 - Notification of RFS date changes provided within four consecutive business hours of change request receipt



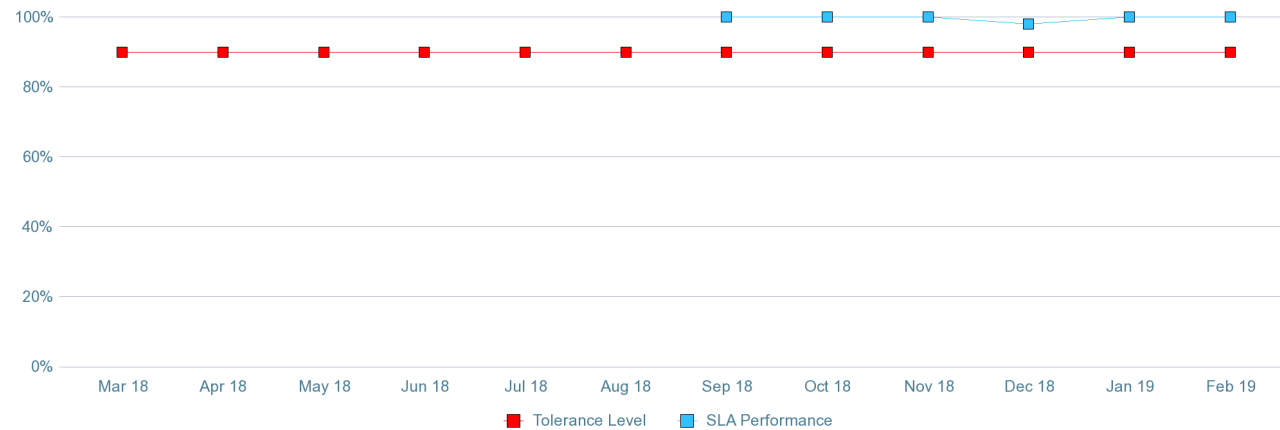
	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	99%	99%	100%	100%	100%	99%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Provisioning UBA services

February 2019

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

## SL 11 - Completion confirmation sent within four consecutive business hours after order completion



**Commentary**  
Performance has exceeded the required tolerance level

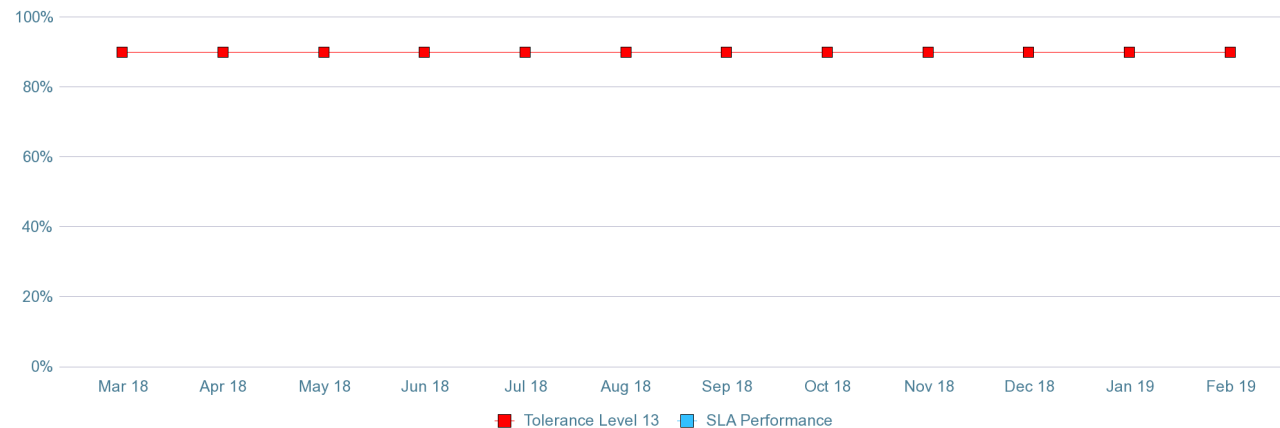
	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	100%	100%	100%	98%	100%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Fault Management

February 2019

This section covers fault receipt acknowledgement, notification and restoration.

## SL 12 - Planned outage notifications advised at least five working days before outage occurring"



**Commentary**  
No Planned Outages this month

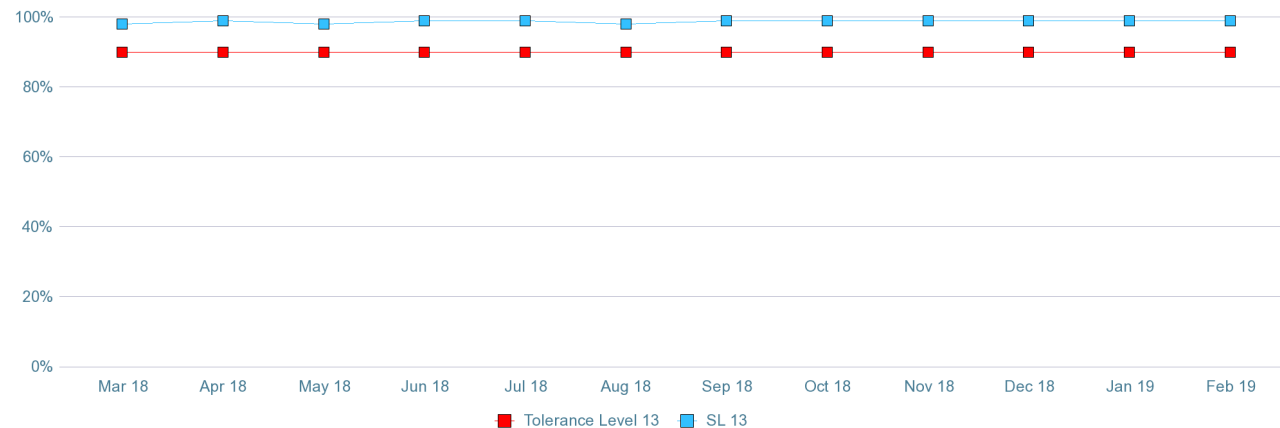
	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Fault Management

February 2019

This section covers fault receipt acknowledgement, notification and restoration.

## SL 13 - Unplanned outage notifications advised within two hours of Chorus discovering or receiving outage notice (24x7 basis)



**Commentary**  
Performance has exceeded the required tolerance level

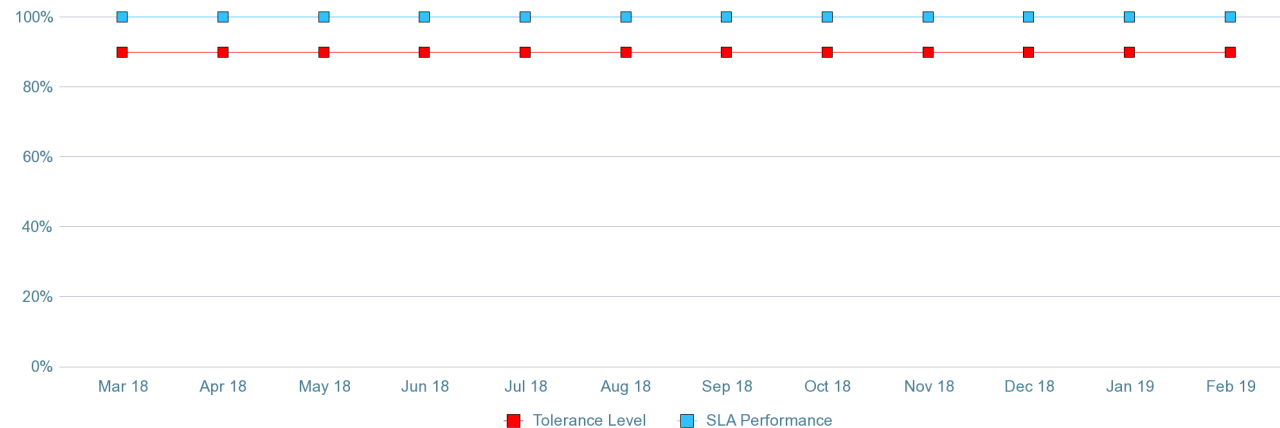
	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19
SLA Performance	98%	99%	98%	99%	99%	98%	99%	99%	99%	99%	99%	99%
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

# Fault Management

February 2019

This section covers fault receipt acknowledgement, notification and restoration.

## SL 14 - Fault report receipt acknowledgements provided within half a fault restoration hour of fault report



**Commentary**  
Performance has exceeded the required tolerance level

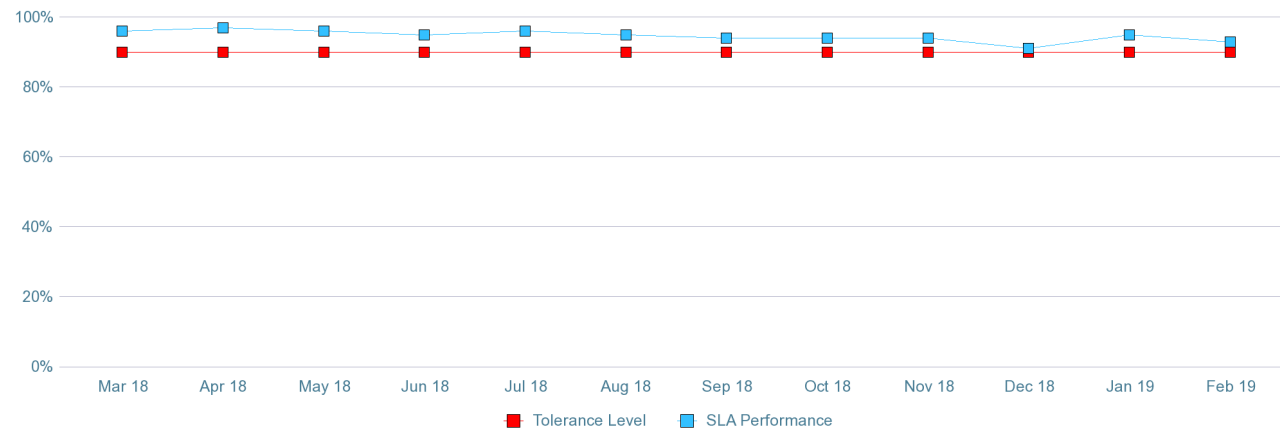
	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19
SLA Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Fault Management

February 2019

This section covers fault receipt acknowledgement, notification and restoration.

## SL 15 - Expected fault restoration time notifications sent within four fault restoration hours of fault report



### Commentary

Performance has exceeded the required tolerance level

	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19
SLA Performance	96%	97%	96%	95%	96%	95%	94%	94%	94%	91%	95%	93%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

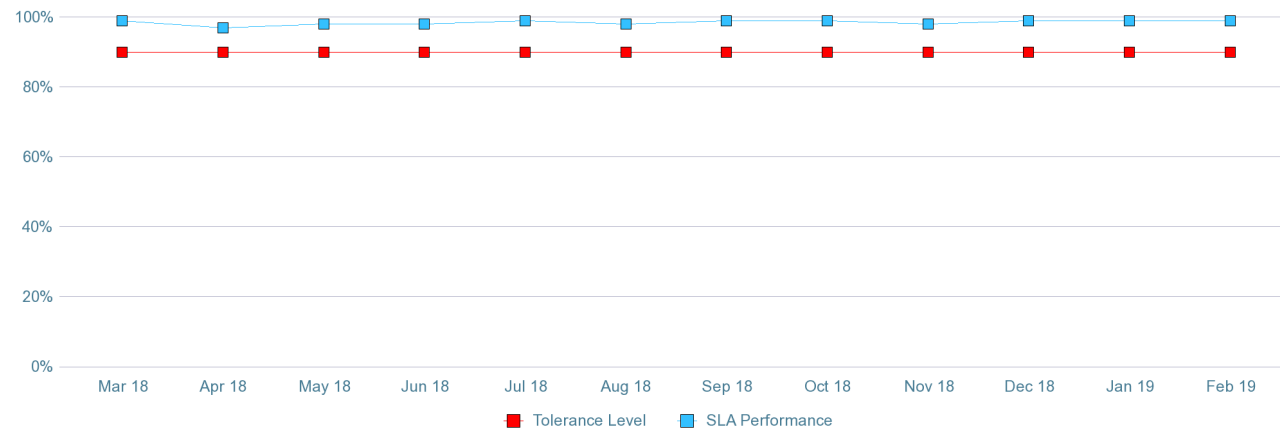


# Fault Management

February 2019

This section covers fault receipt acknowledgement, notification and restoration.

## SL 16 - Faults restored within notified expected restoration time (Level A)



**Commentary**  
Performance has exceeded the required tolerance level

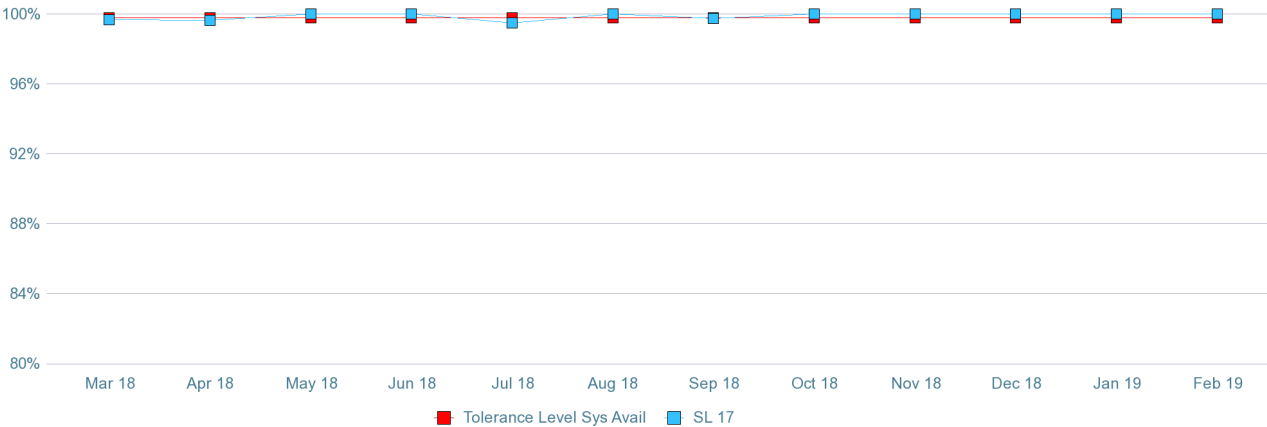
	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19
SLA Performance	99%	97%	98%	98%	99%	98%	99%	99%	98%	99%	99%	99%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Operational support systems

This section covers operational support systems for access seekers

February 2019

## SL 17 - Online Ordering & Tracking availability (24/7)



### Commentary

Performance has exceeded the required tolerance level

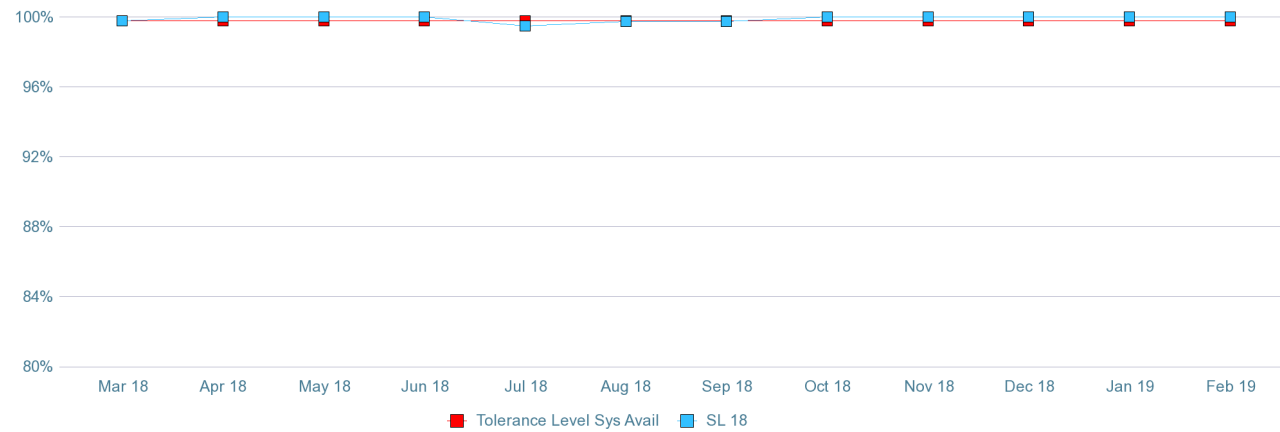
	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19
SLA Performance	99.7%	99.6%	100.0%	100.0%	99.5%	100.0%	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%
Tolerance Level	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%

# Operational support systems

This section covers operational support systems for access seekers

February 2019

## SL 18 - Online Fault Management availability (24/7)



**Commentary**  
Performance has exceeded the required tolerance level

	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19
SLA Performance	99.8%	100.0%	100.0%	100.0%	99.5%	99.8%	99.7%	100.0%	100.0%	100.0%	100.0%	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%

# Full explanation of terms used in this report

February 2019

**Note:** Chorus has summarised the relevant Service Levels for the purpose of this report. For the full description of each relevant Service Level Chorus refers to Standard Terms Determination for Chorus's Unbundled Bitstream Access Service (Schedule 3) which is available on the Commerce Commission's website at [www.comcom.govt.nz](http://www.comcom.govt.nz).

## Provision of UBA Service

- SL 1 Provide acknowledgment of receipt of each Order to the Access Seeker within 4 Consecutive Business Hours following the Receipt Time
- SL 2 Provide notification of the rejection to the Access Seeker within 4 Consecutive Business Hours following the Receipt Time
- SL 3 Provide notification of the expected RFS Date to the Access Seeker within 4 Consecutive Business Hours of the Deemed Acceptance Time
- SL 4 Provide notification of the expected RFS Date, or provide confirmation of when Chorus will be in a position to provide notification of the expected RFS Date, to the Access Seeker within 4 Consecutive Business Hours of the Deemed Acceptance Time
- SL 5 No faults in work carried out to provision the Order to occur within 5 Working Days of confirmation by Chorus of completion
- SL 6 Complete the Order by the notified expected RFS Date
- SL 7 Complete the Order by the notified expected RFS Date (Relinquishment and Handover Connection)
- SL 8 Complete the acknowledgement of receipt within 4 consecutive Business Hours following the receipt of the Order
- SL 9 Complete the Pre-qualification Order and return the required information to the Access Seeker within:
  - for automated Pre-qualification, 4 consecutive Business Hours following receipt of the Order
  - for a special manual Prequalification investigation, 6 Working Days following receipt of the Order
- SL 10 Provide notification of the change of RFS Date to the Access Seeker within 4 Consecutive Business Hours of receipt of the request to change an existing Order (provided that the request is received at least 1 Working Day prior to the notified RFS Date)
- SL 11 Provide confirmation of completion of the Order to the Access Seeker within 4 Consecutive Business Hours after the Order has been completed

## Fault Management for UBA Service

- SL 12 Advise at least 5 Working Days before Planned Outage occurs
- SL 13 Advise within 2 hours, 24 hours a day, seven days a week, of Chorus discovering or receiving notification of the Unplanned Outage
- SL 14 Provide report receipt acknowledgement within half a Fault Restoration Hour of the fault being reported
- SL 15 Provide notification of the expected restoration time within 4 Fault Restoration Hours of the fault being reported
- SL 16 Restore fault within notified expected restoration time

## Operational Support Systems for UBA Service

- SL 17 Percentage of OO&T availability to the Access Seeker
- SL 18 Percentage of OFM availability to the Access Seeker

# UBA Service Level Default

February 2019

Item No.	4	Tolerance Level	90%
Service Attribute	Notification of RFS date		
Cause of default	This default is caused by a difference between the time a notification of the expected RFS date to Chorus RSP's is required to be provided and the Service Level Chorus has with its Service Companies		
Procedure for correcting default	RFS date was provided		
Steps taken to remedy default	Note this Service Level only measures the notification of the expected RFS date and not the actual service level agreement for the service to be provided between Chorus and each RSP. This means that while this Service Level may not be met it does not necessarily indicate the actual service is not being provided within service level		
Effectiveness of steps taken	Chorus continues to work with all its customers to ensure that service levels are met.		
Date of previous default	September 2018, October 2018, November 2018, December 2018, January 2019		

# UBA Service Level Default

February 2019

Item No.	5	Tolerance Level	90%
Service Attribute	Right First Time		
Cause of default	Failure of service after initial installation, caused by a combination of Chorus errors, record issues, service company errors and RSP/end customer issues.		
Procedure for correcting default	Dispatch of technician to identify cause of service failure and rectifying accordingly		
Steps taken to remedy default	Jumper Plus initiative rolled out across VDSL installs to ensure that technician tests up to the customer's ETP if necessary to confirm service. This was implemented across ADSL installs on February 1st so we expect to see an improvement going forward.		
Effectiveness of steps taken	The volume of failed installs has reduced since the Jumper Plus initiative was implemented		
Date of previous default	October 2018, November 2018, December 2018, January 2019		