

# UBA Performance Report

---

## Consolidated Report

February 2018

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 5 (Order is completed 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.

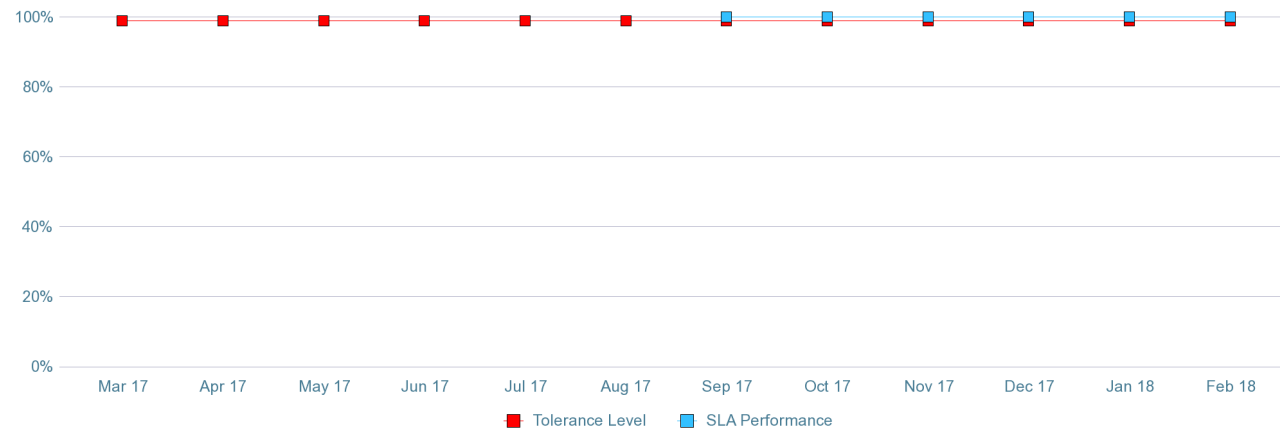


# Provisioning UBA services

February 2018

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 exceed the required tolerance level

	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18
SLA Performance							100%	100%	100%	100%	100%	100%
Tolerance Level	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%

Due to storage issue of data we cannot show 12 months trend in consolidated report as its an automated process. But could view the result in old submitted report

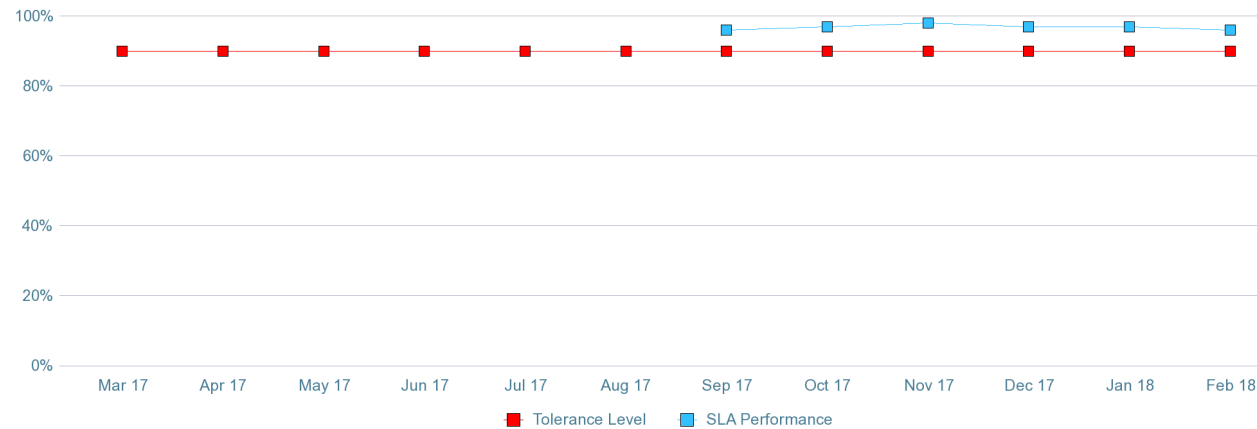


# Provisioning UBA services

February 2018

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 exceed the required tolerance level

	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18
SLA Performance							96%	97%	98%	97%	97%	96%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Due to storage issue of data we cannot show 12 months trend in consolidated report as its an automated process. But could view the result in old submitted report

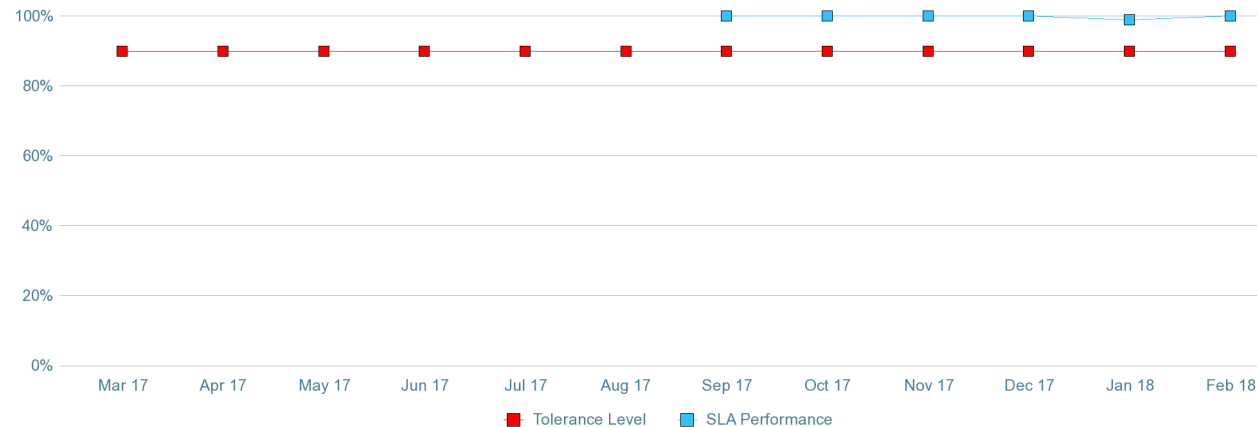


# Provisioning UBA services

February 2018

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 exceed the required tolerance level

	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18
SLA Performance							100%	100%	100%	100%	99%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Due to storage issue of data we cannot show 12 months trend in consolidated report as its an automated process. But could view the result in old submitted report



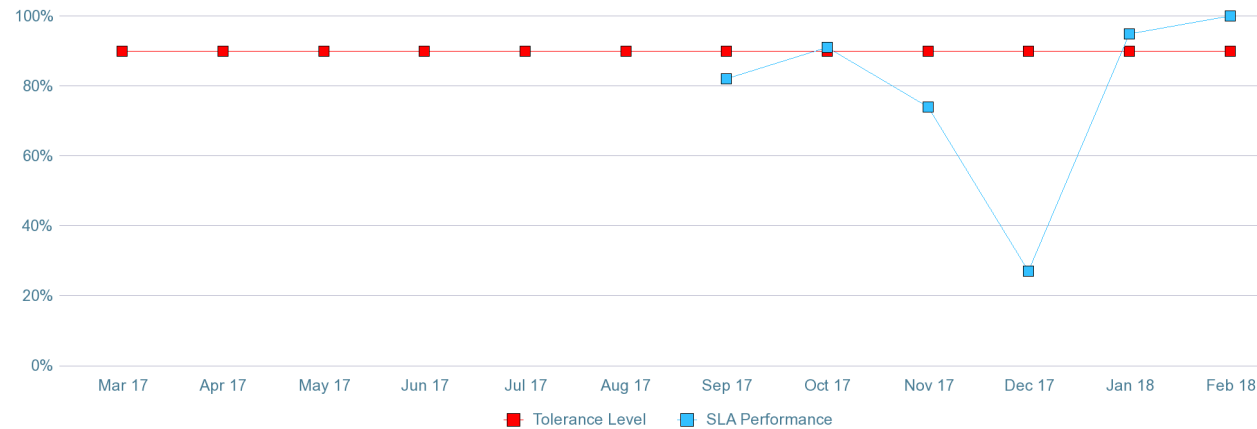
Consolidated UBA Performance Report

# Provisioning UBA services

February 2018

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 exceed the required tolerance level

	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18
SLA Performance							82%	91%	74%	27%	95%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Due to storage issue of data we cannot show 12 months trend in consolidated report as its an automated process. But could view the result in old submitted report



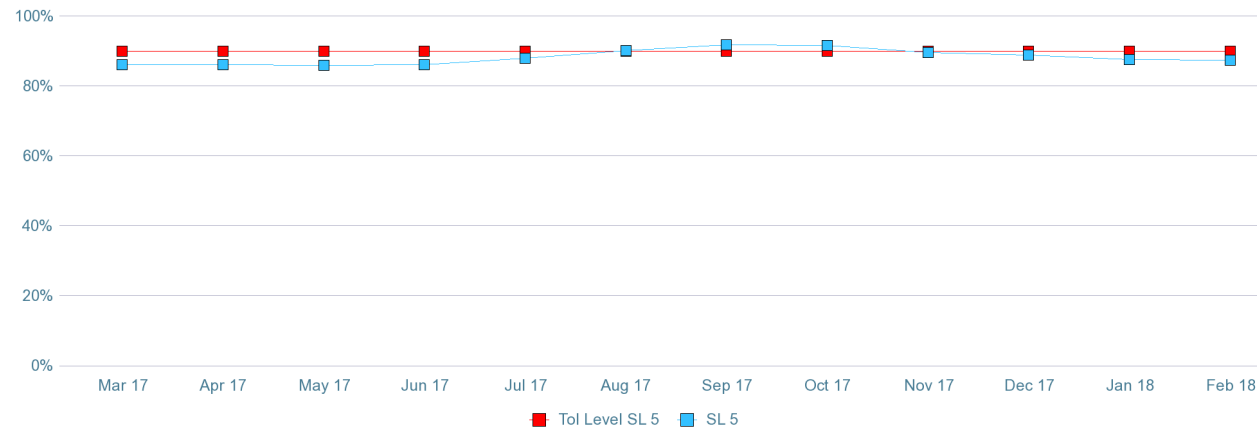
Consolidated UBA Performance Report

# Provisioning UBA services

February 2018

"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 and Move Address

	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18
New Connection	83%	83%	82%	83%	83%	83%	83%	84%	84%	85%	84%	84%
Transfer	95%	95%	96%	96%	97%	95%	95%	97%	96%	95%	94%	96%
Change Plan	94%	94%	96%	95%	96%	98%	98%	98%	98%	98%	97%	97%
Move Address	81%	83%	81%	81%	82%	82%	82%	83%	82%	82%	83%	83%

	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18
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	86%	86%	86%	86%	88%	90%	92%	92%	90%	89%	88%	87%
Tolerance Level	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####

Due to storage issue of data we cannot show 12 months trend in consolidated report as its an automated process. But could view the result in old submitted report



# Provisioning UBA services

February 2018

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

## Commentary

Performance below the tolerance level by order type then see Default report for more information

## Commentary

Performance below the tolerance level by order type then see Default report for more information

## Commentary

Performance below the tolerance level by order type then see Default report for more information

## Commentary

Performance below the tolerance level by order type then see Default report for more information

## Commentary

Performance below the tolerance level by order type then see Default report for more information

## Commentary

Performance below the tolerance level by order type then see Default report for more information

# Provisioning UBA services

February 2018

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

## Commentary

Performance below the tolerance level by order type then see Default report for more information

## Commentary

Performance below the tolerance level by order type then see Default report for more information

## Commentary

Performance below the tolerance level by order type then see Default report for more information

## Commentary

Performance below the tolerance level by order type then see Default report for more information

## Commentary

Performance below the tolerance level by order type then see Default report for more information



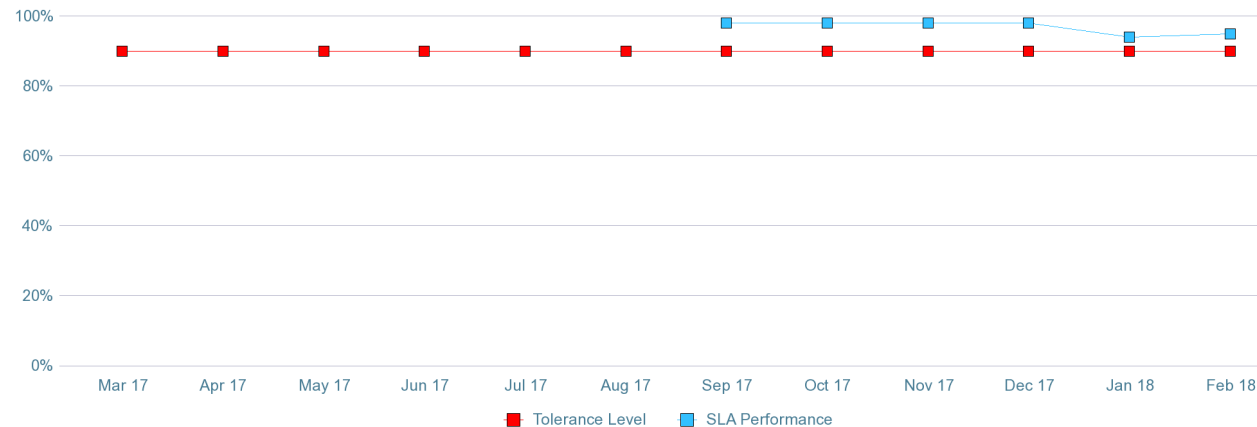


# Provisioning UBA services

February 2018

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 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18
Move Address							100%	99%	99%	98%	98%	98%
New Connection							99%	99%	98%	98%	98%	97%
Transfer							90%	91%	94%	97%	86%	91%
Change Plan							98%	98%	99%	98%	89%	92%

SLA Performance							98%	98%	98%	98%	94%	95%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Due to storage issue of data we cannot show 12 months trend in consolidated report as its an automated process. But could view the result in old submitted report



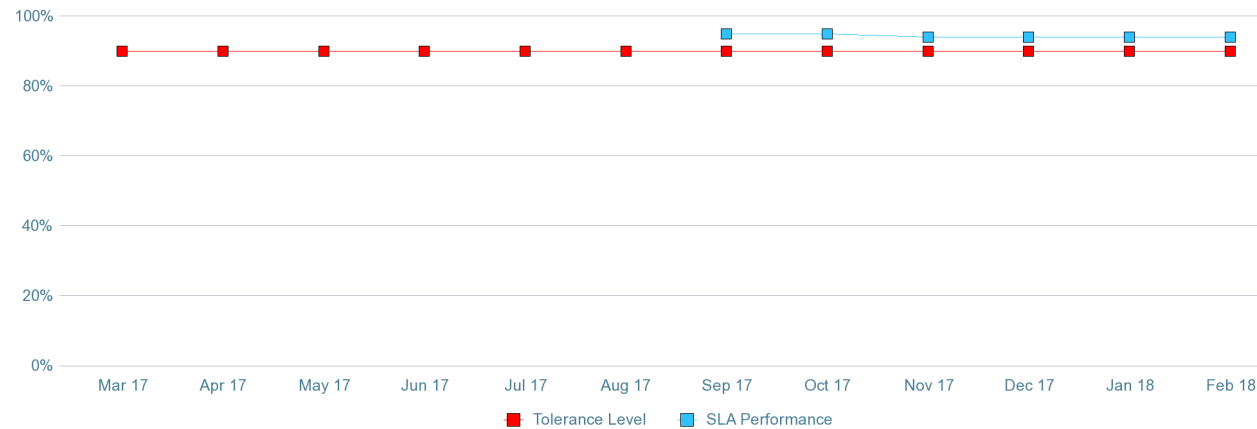
Consolidated UBA Performance Report

# Provisioning UBA services

February 2018

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 exceed the required tolerance level

	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18
SLA Performance							95%	95%	94%	94%	94%	94%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Due to storage issue of data we cannot show 12 months trend in consolidated report as its an automated process. But could view the result in old submitted report

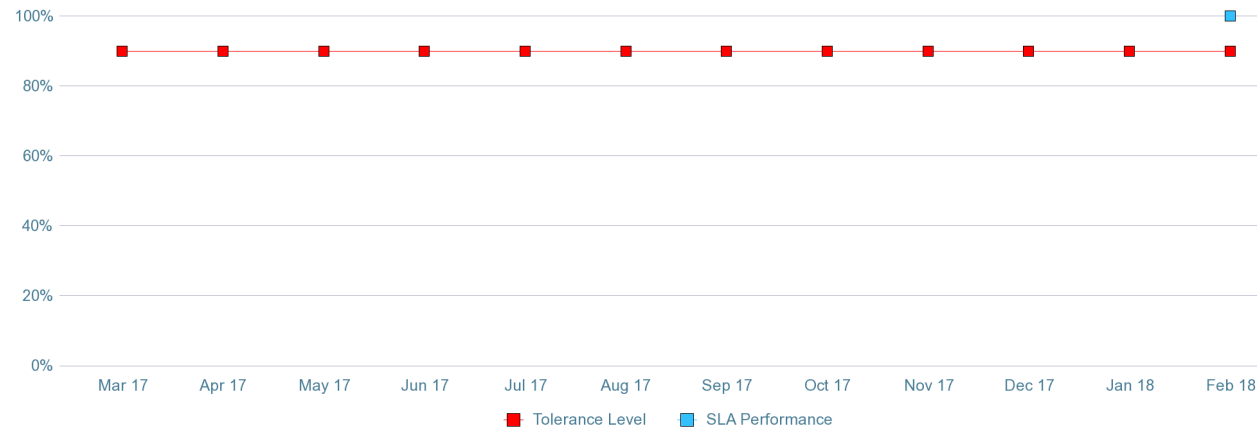


# Provisioning UBA services

February 2018

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 exceed the required tolerance level

	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18
SLA Performance								100%	100%	100%	100%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Due to storage issue of data we cannot show 12 months trend in consolidated report as its an automated process. But could view the result in old submitted report



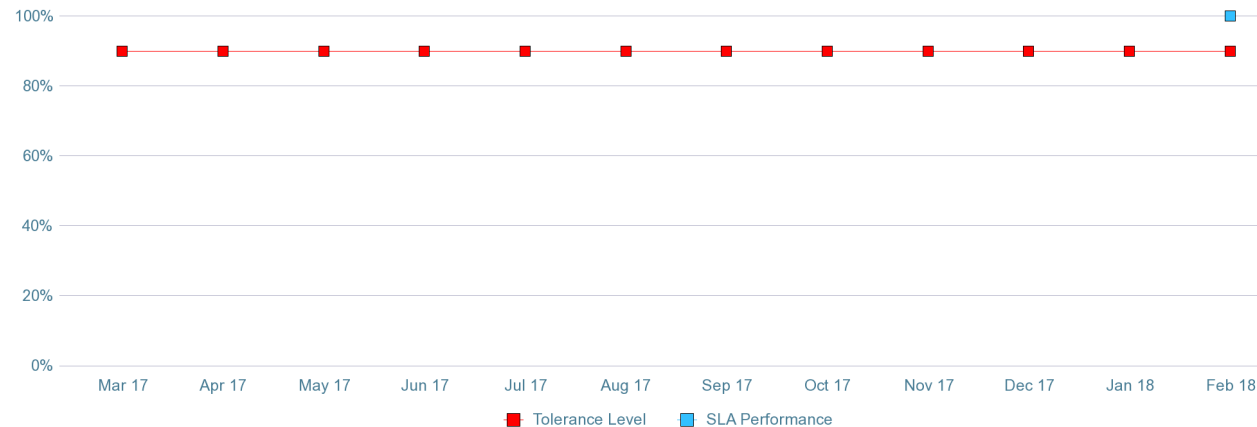
Consolidated UBA Performance Report

# Provisioning UBA services

February 2018

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 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18
SLA Performance							100%	100%	100%	100%	100%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Due to storage issue of data we cannot show 12 months trend in consolidated report as its an automated process. But could view the result in old submitted report



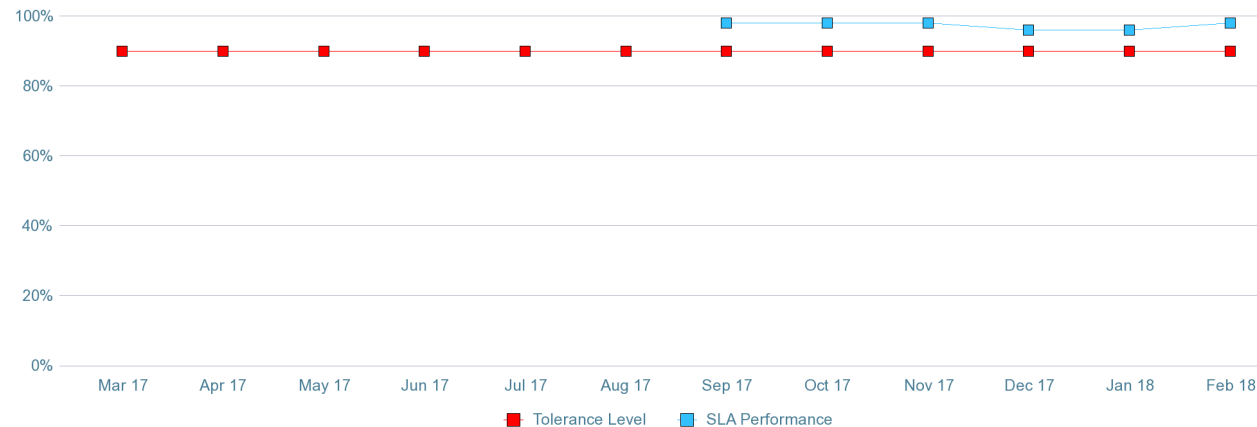
Consolidated UBA Performance Report

# Provisioning UBA services

February 2018

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



### Commentary

Performance has exceed the required tolerance level

	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18
SLA Performance							98%	98%	98%	96%	96%	98%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Due to storage issue of data we cannot show 12 months trend in consolidated report as its an automated process. But could view the result in old submitted report

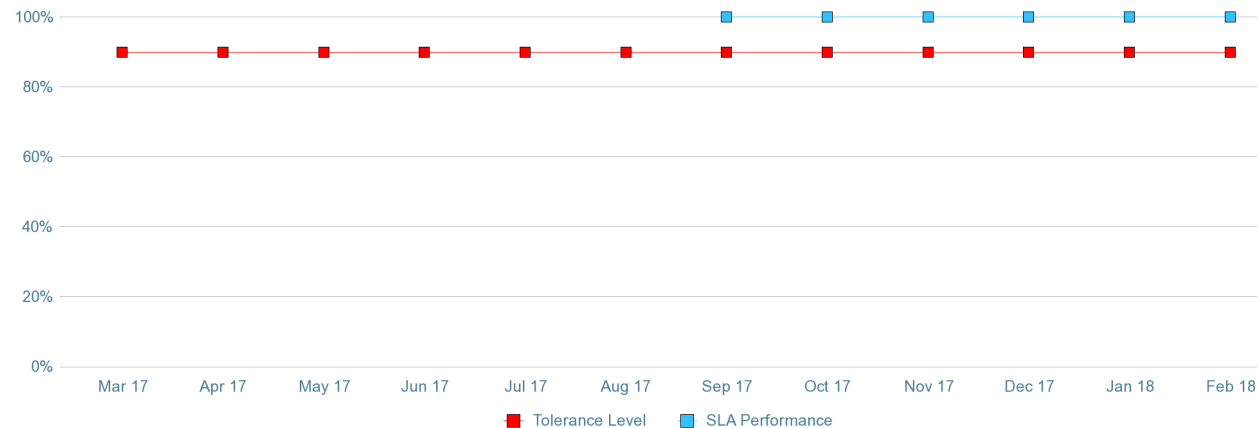


# Provisioning UBA services

February 2018

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 exceed the required tolerance level

	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18
SLA Performance							100%	100%	100%	100%	100%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Due to storage issue of data we cannot show 12 months trend in consolidated report as its an automated process. But could view the result in old submitted report

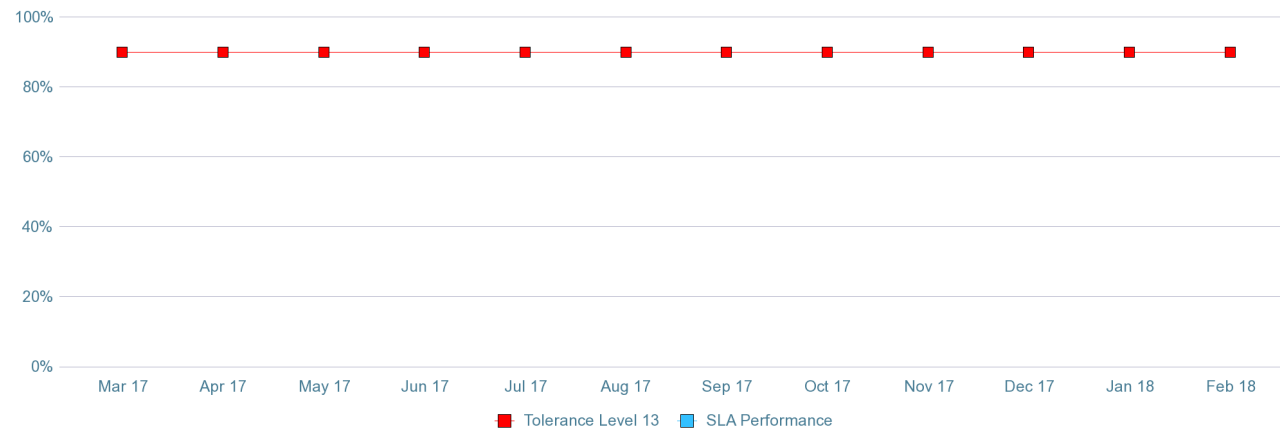


# Fault Management

February 2018

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

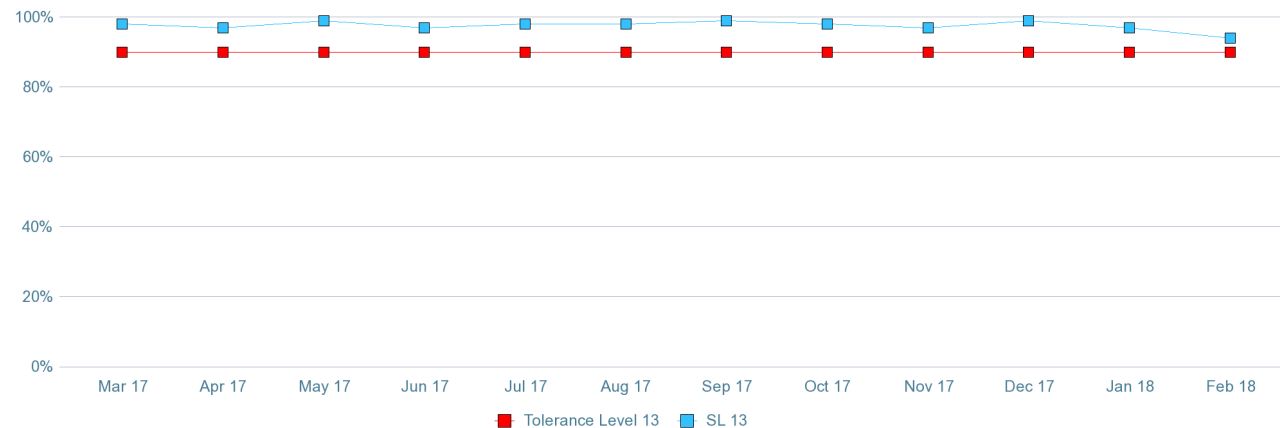
	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Fault Management

February 2018

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 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18
SLA Performance	98%	97%	99%	97%	98%	98%	99%	98%	97%	99%	97%	94%
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%

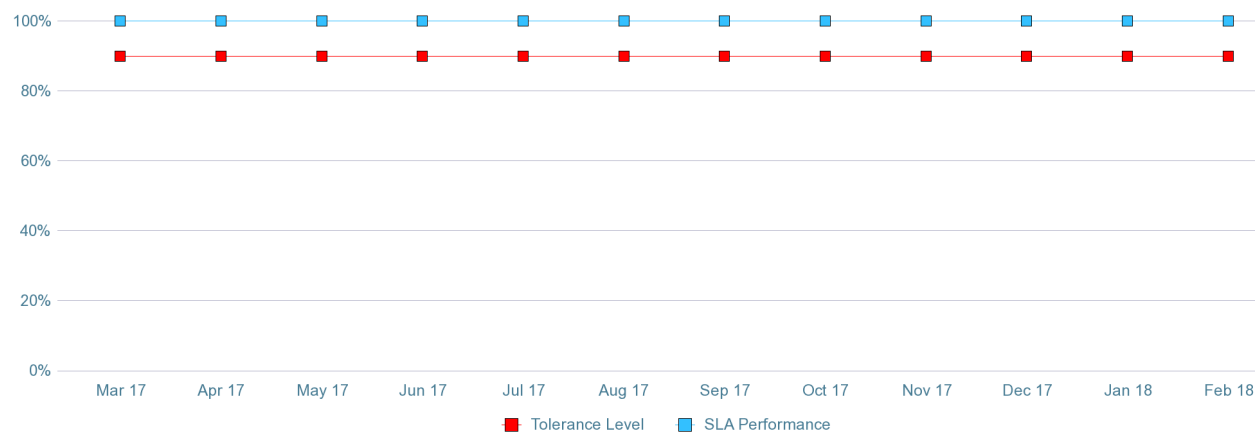


# Fault Management

February 2018

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 exceed the required tolerance level

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

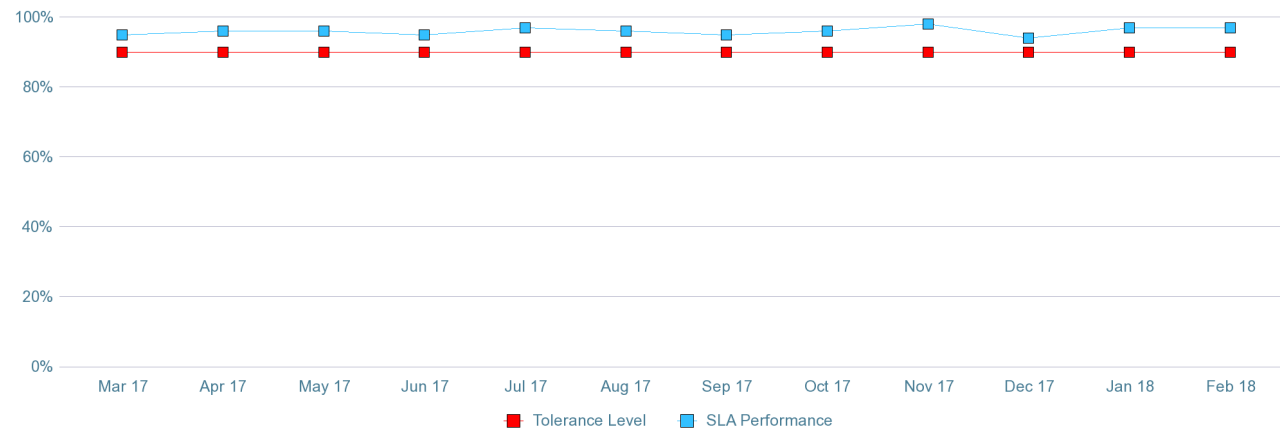


# Fault Management

February 2018

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 exceed the required tolerance level

	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18
SLA Performance	95%	96%	96%	95%	97%	96%	95%	96%	98%	94%	97%	97%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

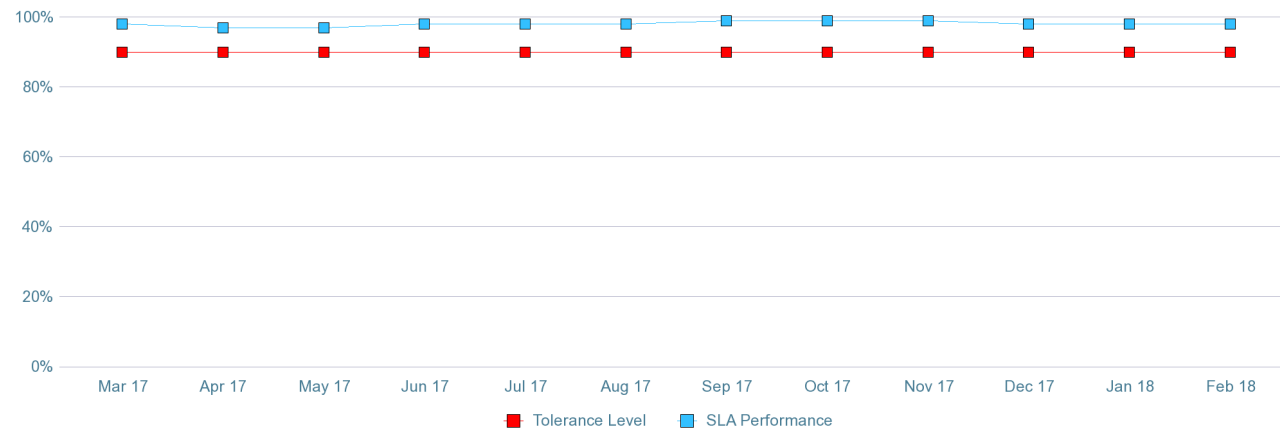


# Fault Management

February 2018

This section covers fault receipt acknowledgement, notification and restoration.

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



### Commentary

Performance has exceed the required tolerance level

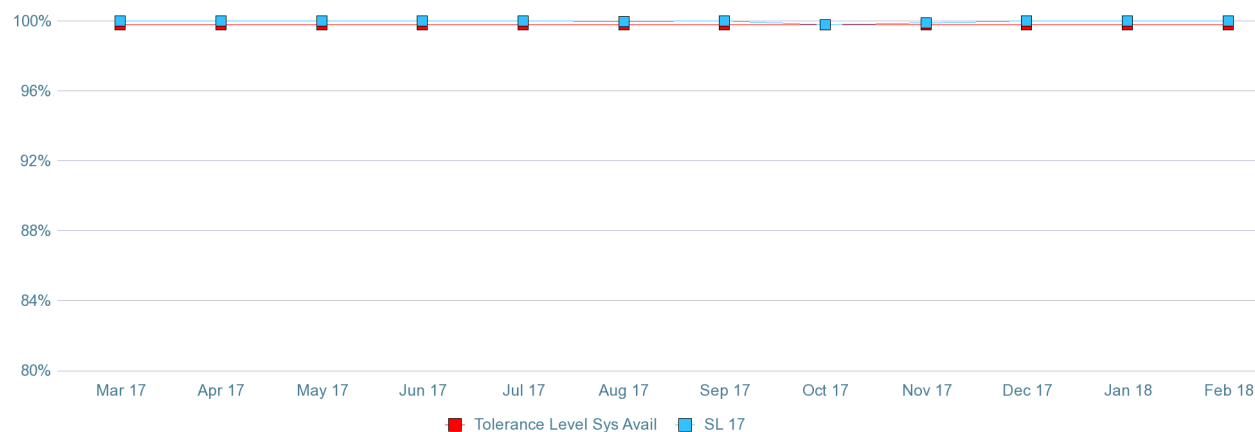
	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18
SLA Performance	98%	97%	97%	98%	98%	98%	99%	99%	99%	98%	98%	98%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Operational support systems

This section covers operational support systems for access seekers

February 2018

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



### Commentary

Performance has exceed the required tolerance level

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

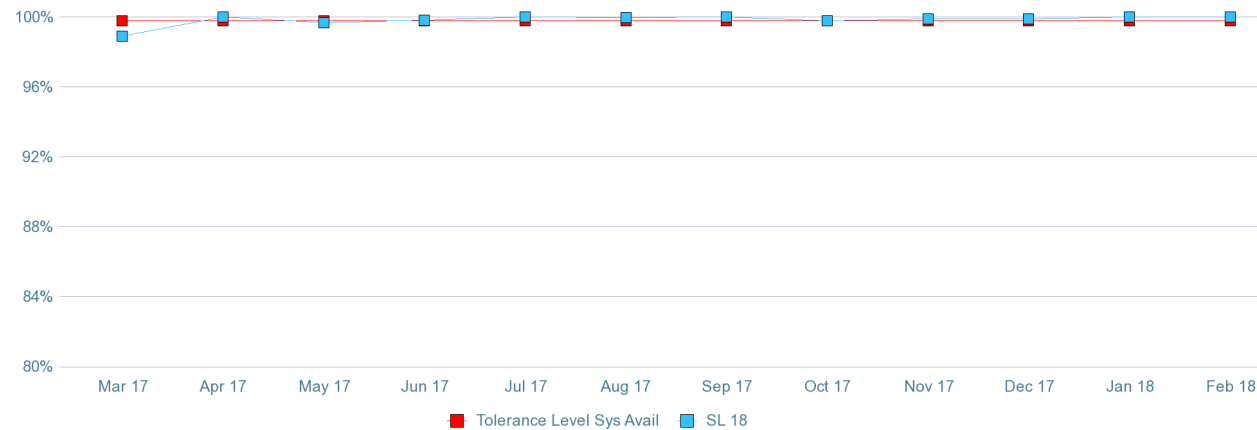


# Operational support systems

This section covers operational support systems for access seekers

February 2018

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



### Commentary

Performance has exceed the required tolerance level

	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18
SLA Performance	98.9%	100.0%	99.7%	99.8%	100.0%	100.0%	100.0%	99.8%	99.9%	99.9%	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 2018

**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

Item No.	SL 5	Tolerance Level	90%
Service Attribute	Order is completed right first time		
Cause of default	A higher proportion of orders had a Fault Logged after their Completion.		
Procedure for correcting default	Ensure the fault is repaired ASAP.		
Steps taken to remedy default	As above		
Effectiveness of steps taken	Under investigation		
Date of previous default	August 2017, September 2017, October 2017, November 2017, December 2017, Janaury 2018		