# UCLL & UCLF Backhaul Performance Report

## Consolidated

### February 2018

Unbundled Copper Local Loop (UCLL) and Unbundled Copper Low Frequency Service (UCLF) Backhaul 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 UCLL Backhaul Standard Term Determinations.

## Executive summary

There were no Service Level Defaults this Month.

## 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 UCLL & UCLF Backhaul Standard Terms Determinations
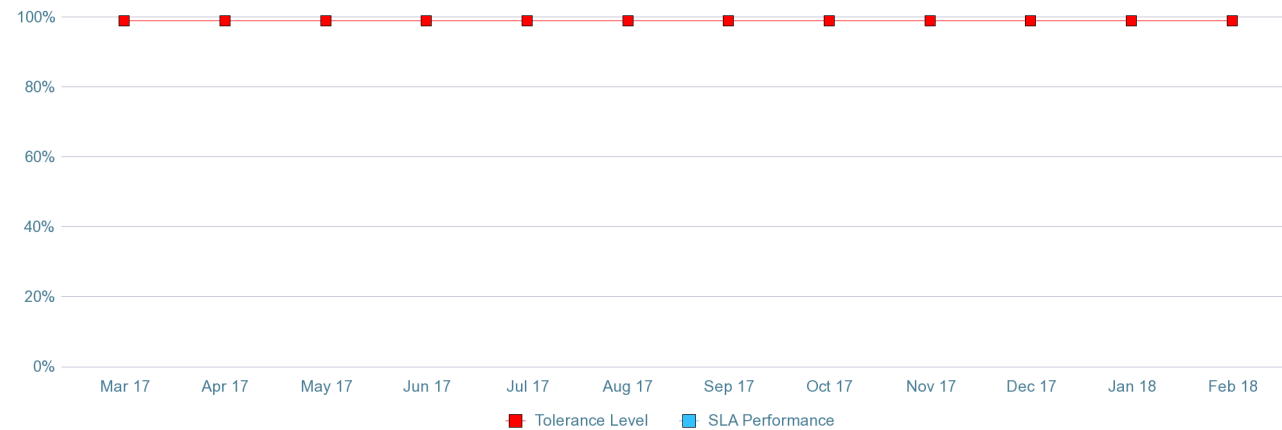
## Further Information

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

# Provisioning Backhaul services

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

### SL 1 - Orders acknowledged within four business hours of order receipt – All Orders



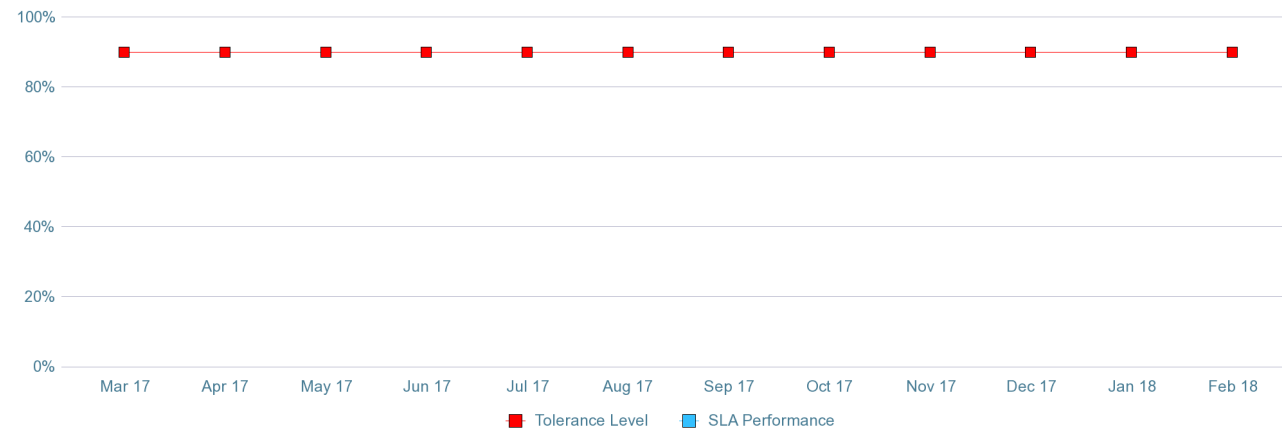**Commentary**

No orders were received 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 | 99% | 99% | 99% | 99% | 99% | 99% | 99% | 99% | 99% | 99% | 99% | 99% |

# Provisioning Backhaul services

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

## SL 2 - Invalid order rejection notifications sent within eight business hours of receipt – All Orders



**Commentary**

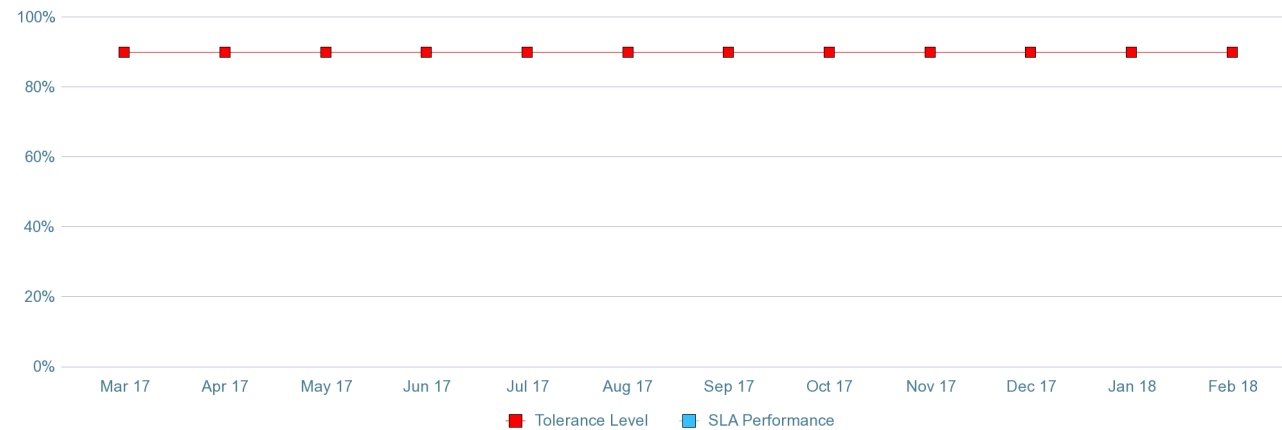No invalid orders received this month

| | 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% |

# Provisioning Backhaul services

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

**SL 3 - Notification of expected RFS dates sent within seven working days of deemed acceptance time – All Orders, except Speed Change orders not a requiring Truck Roll**
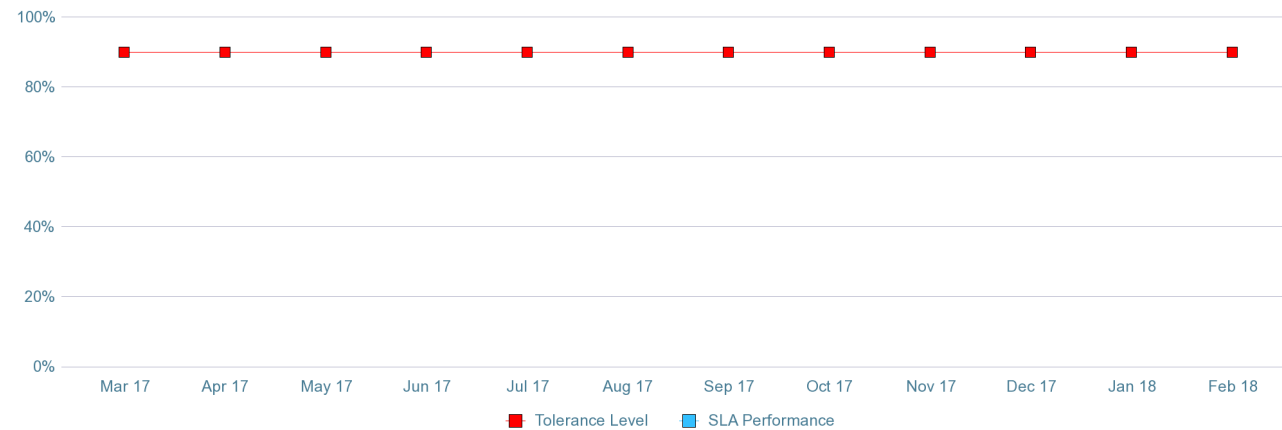
**Commentary**

No orders were received 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% |

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# Provisioning Backhaul services

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

## SL 4 - Notification of expected RFS dates sent within three working days of deemed acceptance time – Speed Change (no Truck Roll) Order



**Commentary**
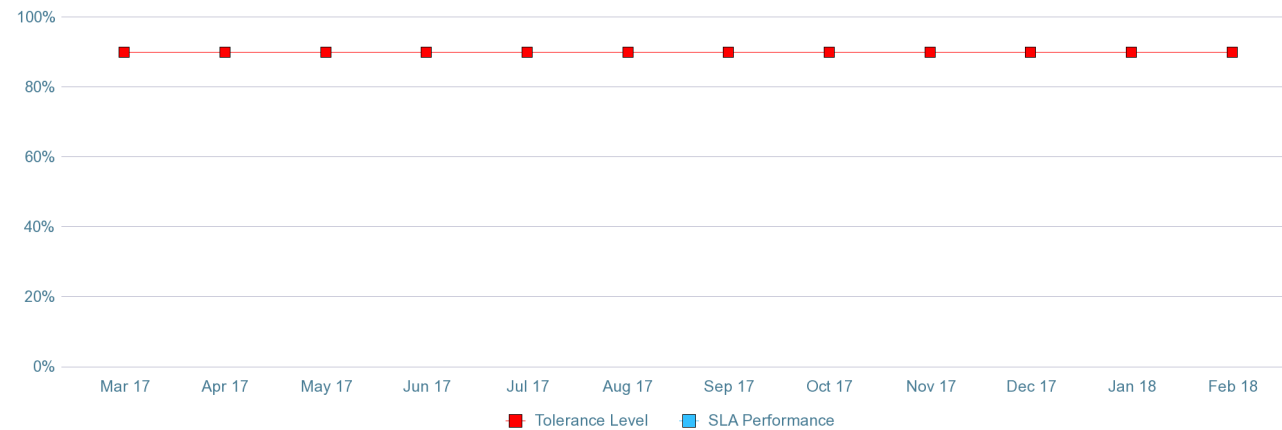
No speed change orders were received this month

| | 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% |

# Provisioning Backhaul services

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

## SL 5 - Order is completed right first time (level A) – for each service type
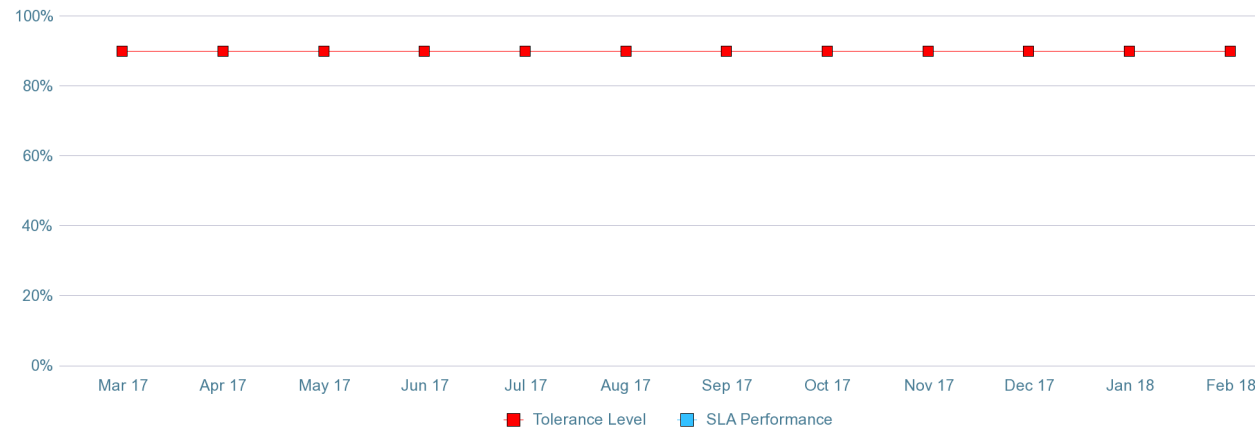
**Commentary**

No faults were reported 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **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 |
| **Network Change** | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Speed Change** | 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 |
| **Handover Fibre** | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Backhaul 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** | 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% |

# Provisioning Backhaul services

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

### SL 6 - Order is completed by the notified expected RFS date (level A) - for each service type, excluding Relinquishment Orders
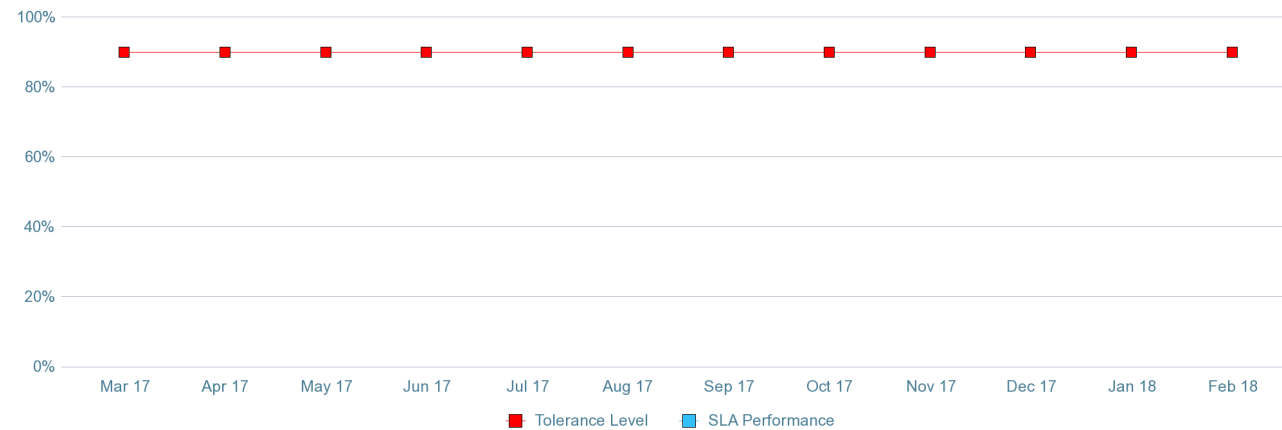


**Commentary**

No orders were completed 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 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 |
| Network Change | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Speed Change | 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 |
| Handover Fibre | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Backhaul 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 | 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% |

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# Provisioning Backhaul services

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

### SL 7 - Order is completed by the notified expected RFS date – Relinquishment Orders



**Commentary**

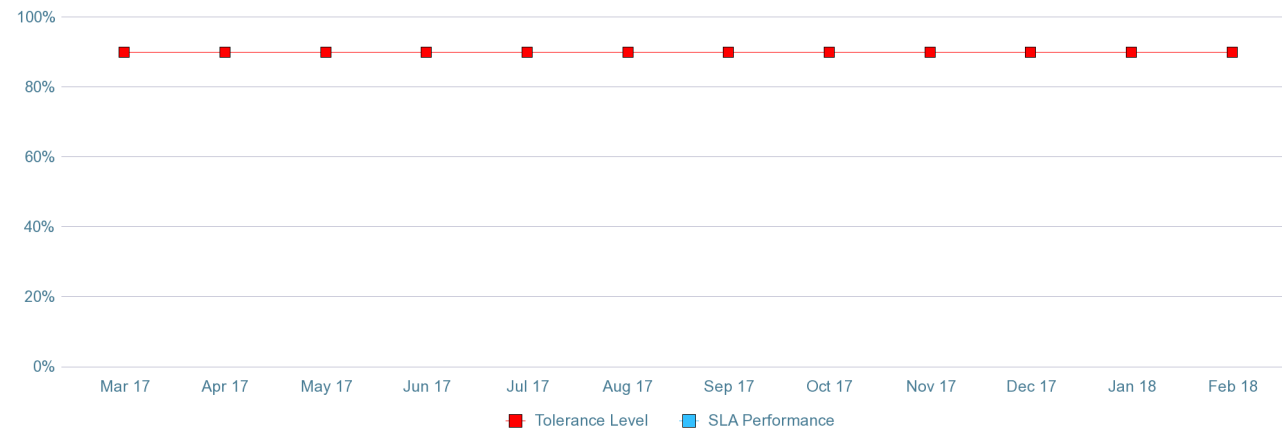No relinquishment orders were completed this month

| | 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% |

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# Provisioning Backhaul services

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

### SL 8 - Notification of RFS date changes provided within three working days of change request receipt – All Orders



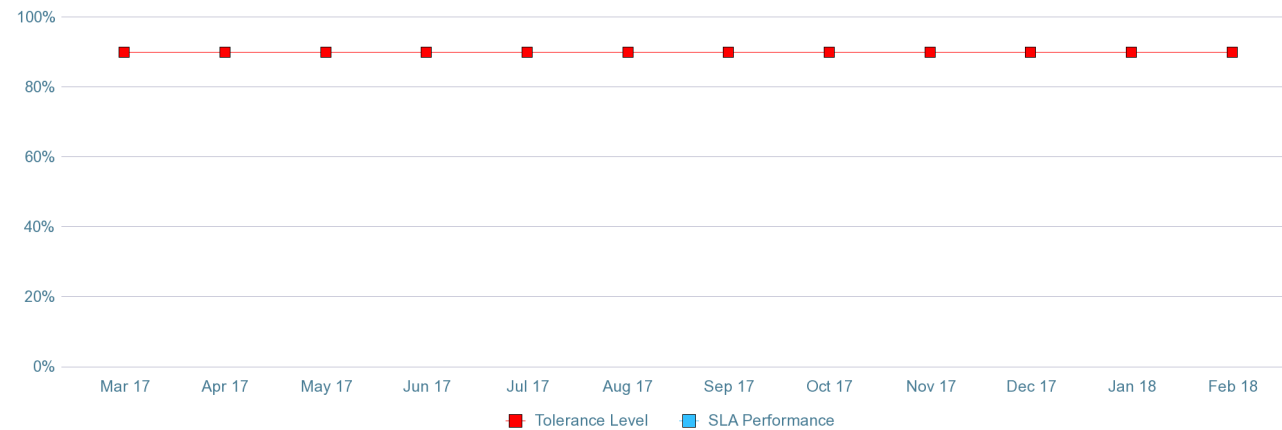**Commentary**

No change requests were received 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% |

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# Provisioning Backhaul services

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

### SL 9 - Completion confirmation sent within four business hours after order completion – All Orders



**Commentary**

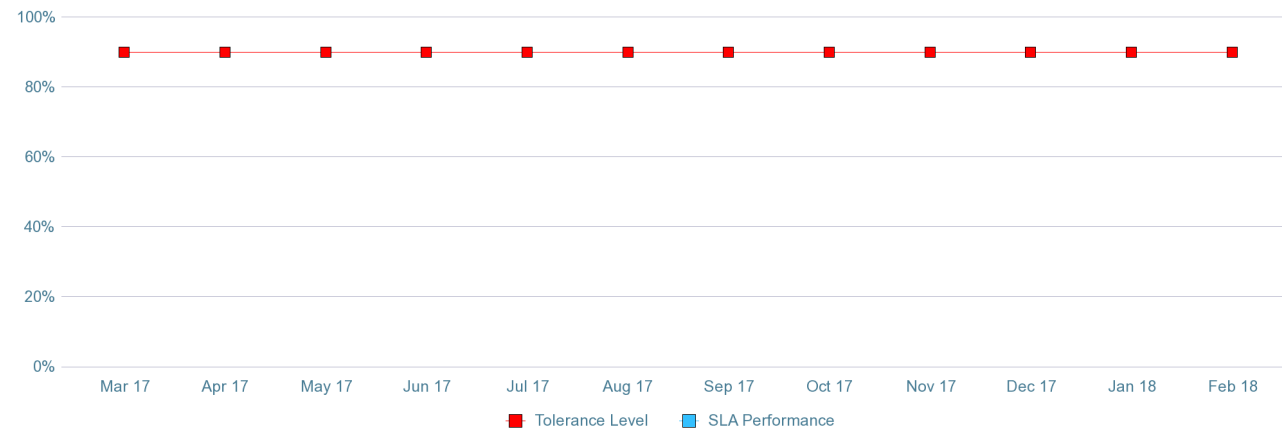No orders were completed this month

| | 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% |

# Provisioning Backhaul services

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

## SL 10 - Planned outage notifications advised at least five working days before outage occurring



**Commentary**

No Planned Outages this month

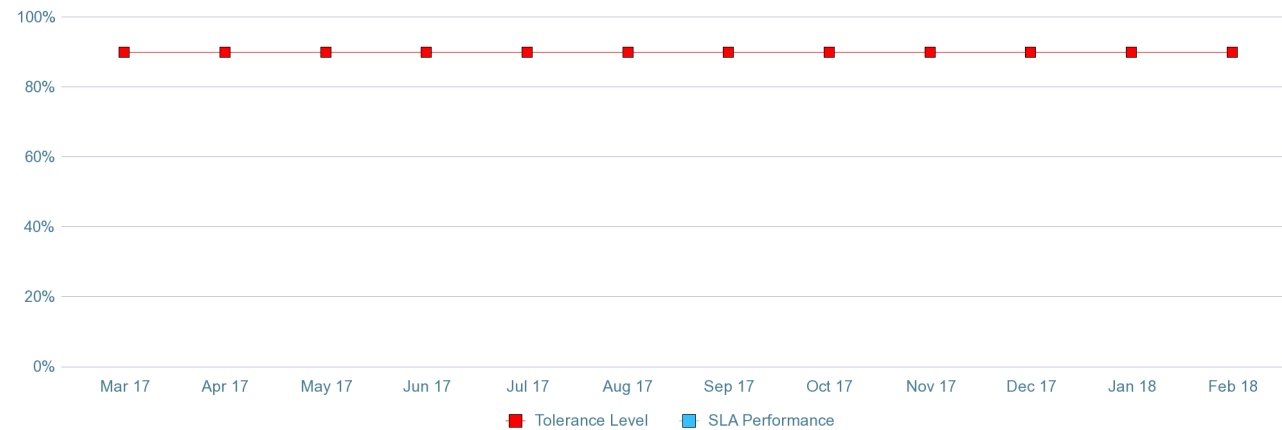| | Mar 17 | Apr 17 | May 17 | Jun 17 | Jul 17 | Aug 17 | Sep 17 | Oct 17 | Nov 17 | Dec 17 | Jan 18 | Feb 18 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **SLA Performance** | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Tolerance Level** | 90% | 90% | 90%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

# Provisioning Backhaul services

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

## SL 11 - Unplanned outage notifications advised within two hours of Chorus discovering or receiving outage notice (24x7 basis)
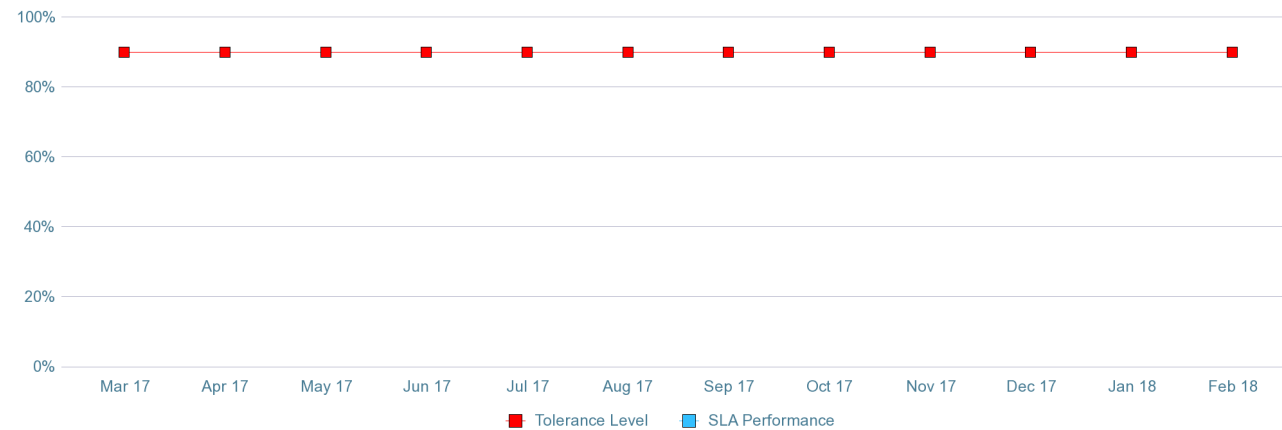


**Commentary**

No Unplanned 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

## SL 12 - Fault report receipt acknowledgements provided within half a fault restoration hour of fault report



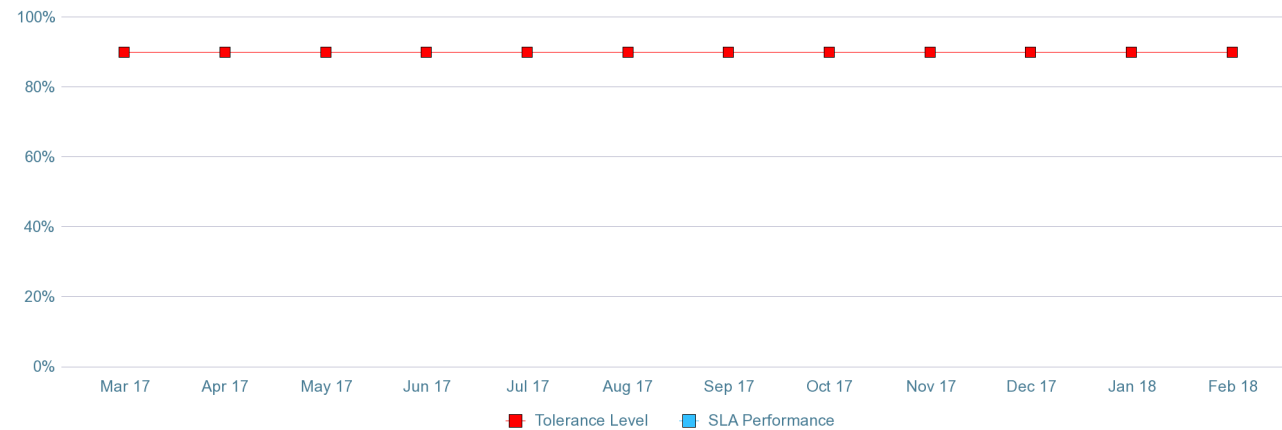**Commentary**

No faults were reported 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% |

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# Fault Management

**This section covers fault receipt acknowledgement, notification, restoration**

### SL 13 - Expected fault restoration time notifications sent within four fault restoration hours of fault report or eight fault restoration hours where the fault relates to the technical service specifications

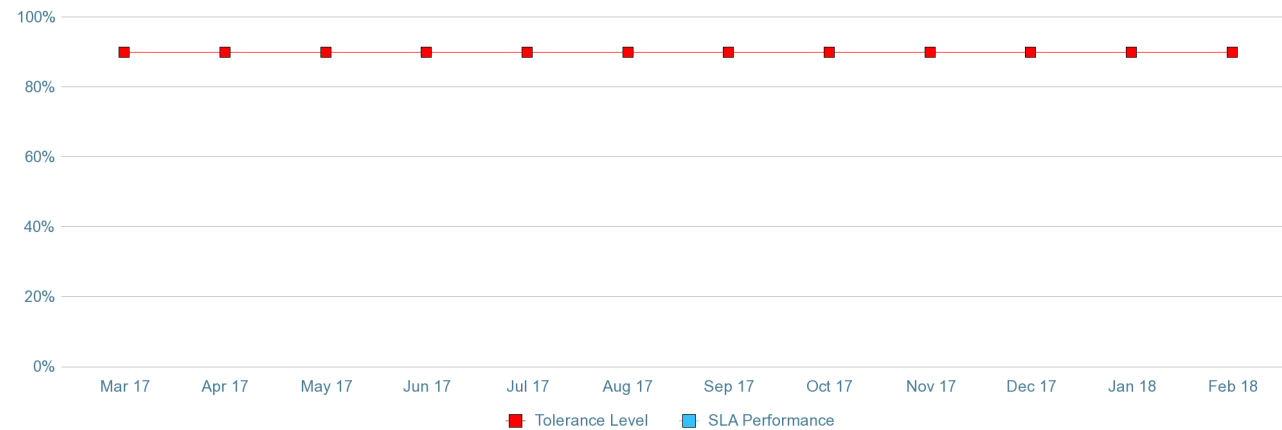**Commentary**

No faults were reported 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% |

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# Fault Management

**This section covers fault receipt acknowledgement, notification, restoration**

## SL 14 - Faults restored within notified expected restoration time (level A)



**Commentary**

No faults were reported/restored this month

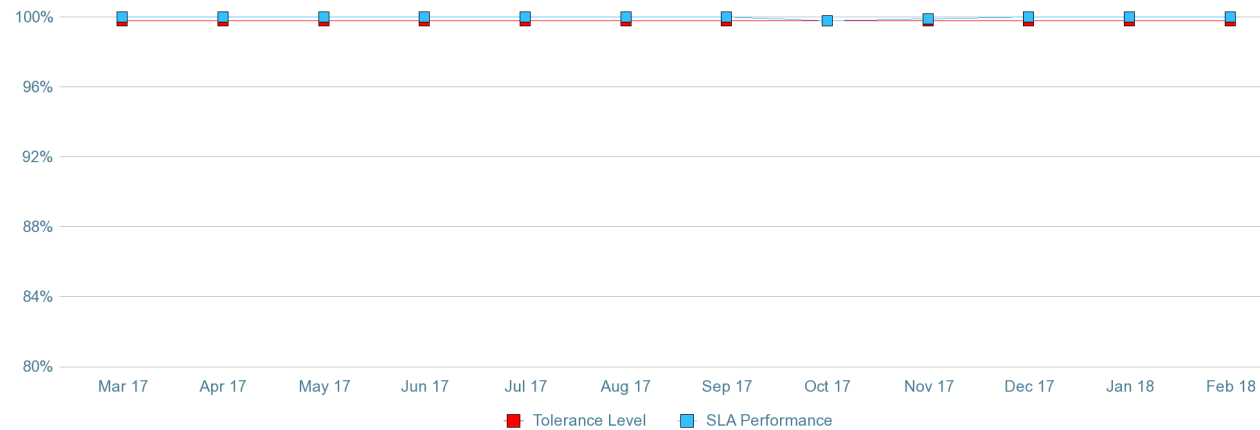| | Mar 17 | Apr 17 | May 17 | Jun 17 | Jul 17 | Aug 17 | Sep 17 | Oct 17 | Nov 17 | Dec 17 | Jan 18 | Feb 18 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Tolerance Level | 90% | 90% | 90% | 90% |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

# Operational support systems

**This section covers operational support systems for access seekers**

## SL 15 - 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% |

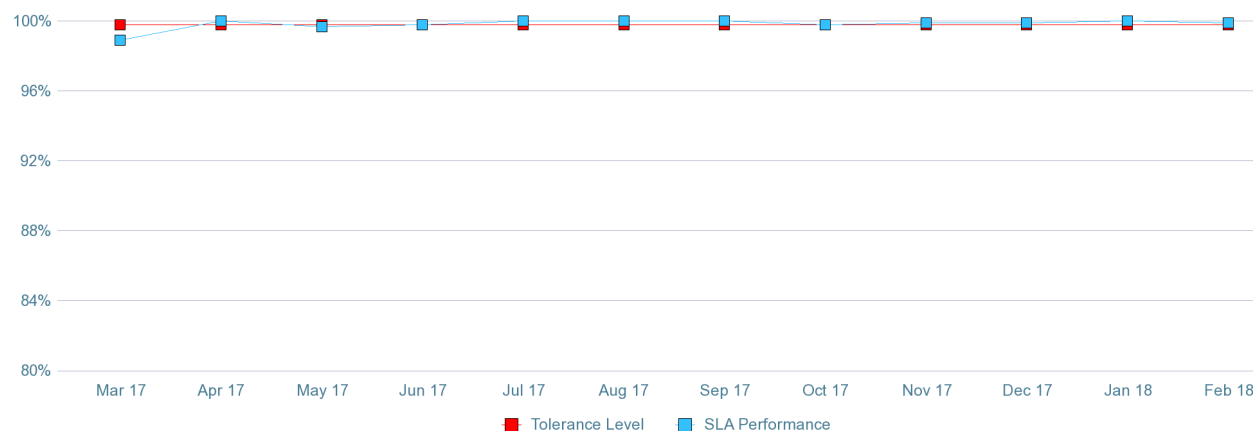# Operational support systems

This section covers operational support systems for access seekers

## SL 16 - Online Fault Management availability (24/7)



**Commentary**

Performance has met 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% | 99.9% |
| 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% |

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# UCLL & UCLF Backhaul Service Level Default

| Item No. | | | Tolerance Level | |
|---|---|---|---|---|

| Service Attribute | |
|---|---|

| Cause of default | |
|---|---|
| Procedure for correcting default | |
| Steps taken to remedy default | |
| Effectiveness of steps taken | |
| Date of previous default | |

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# Full explanation of terms used in this report

**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 UCLL Backhaul Service Level Terms (UCLL Standard Terms Determination Schedule 3) which is available on the Commerce Commission's website at www.comcom.govt.nz**

**Provision of Backhaul Service**

SL 1    Percentage of Backhaul orders acknowledged within 4 business hours following receipt of the order

SL 2    Percentage of rejection notifications for invalid Backhaul orders sent to the Access Seeker within 8 business hours following receipt time

SL 3    Percentage of notification of expected RFS dates sent to the Access Seeker within 7 working days of the Deemed Acceptance Time

SL 4    Percentage of notification of expected RFS dates sent to the Access Seeker within 3 working days of the Deemed Acceptance Time (Speed Change – no Truck Roll)

SL 5    Percentage of Backhaul orders that experienced no Faults in work carried out to provision an order within 5 working days following confirmation by Chorus of completion of the order (Level A)

SL 6    Percentage of Backhaul orders completed by the notified expected RFS date

SL 7    Percentage of Backhaul Relinquishment orders completed by the notified expected RFS date

SL 8    Percentage of notification of RFS date changes received within 3 working days following receipt of the requests to change an existing order

SL 9    Percentage of confirmation of completions sent to the as within 4 business hours after the Backhaul order has been completed

SL 10   Percentage of Planned Outage notifications advised to the Access Seeker at least 5 working days prior to the Planned Outage taking place

SL 11   Percentage of Unplanned Outage notifications advised to the Access Seeker within 2 hours on a 24x7 basis of Chorus discovering or receiving notification of the Unplanned Outage

**Fault Management for Backhaul Service**

SL 12   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

SL 13   Percentage of notifications advising the expected fault restoration time sent to the Access Seeker within 4 fault restoration hours of the fault being reported for Non technical Specification Faults & Percentage of notifications advising the expected fault restoration time sent to the Access Seeker within 8 fault restoration hours of the fault being reported for Technical Specification Faults

SL 14   Percentage Of Faults restored within the notified expected restoration time

**Operational Support Systems for Backhaul Service**

SL 15   Percentage of OO&T availability to the Access Seeker

SL 16   Percentage of OFM availability to the Access Seeker

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