

# UCLL Performance Report

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## Consolidated Report

December 2017

### Introduction

Unbundled Copper Local Loop (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 UCLL Standard Term Determinations.

### Executive Summary

Service Level Defaults this month: SL 4 (Order is completed right first time) and SL 12 (Unpanned Outage 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 UCLL 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.

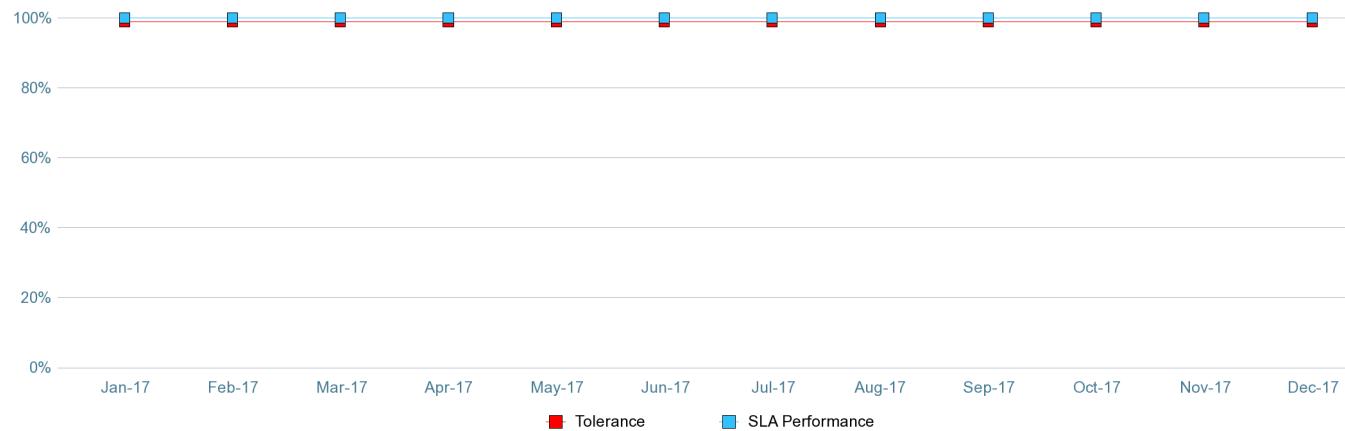


# Provisioning UCLL services

December 2017

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

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

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

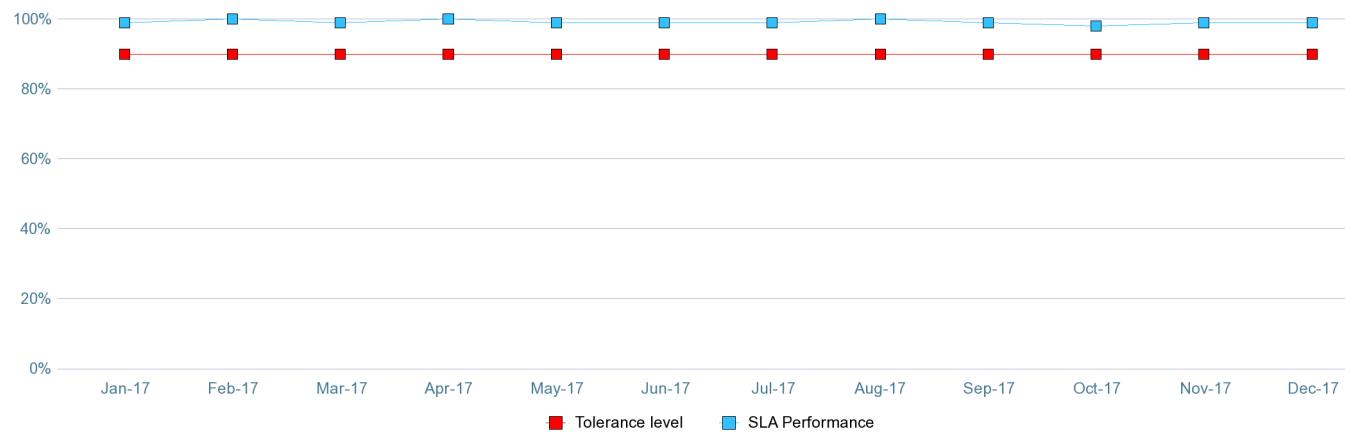


# Provisioning UCLL services

December 2017

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

|                           | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 |
|---------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Move Address              | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 67.0%  | 100.0% | 100.0% | 100.0% | 86.0%  | 100.0% | n/a    |
| New Connection            | 100.0% | 100.0% | 99.0%  | 100.0% | 100.0% | 99.0%  | 99.0%  | 99.0%  | 99.0%  | 97.0%  | 98.0%  | 98.0%  |
| Other Service to Transfer | 100.0% | 100.0% | 97.0%  | 100.0% | 95.0%  | 100.0% | 100.0% | 98.0%  | 97.0%  | 100.0% | 100.0% | 93.0%  |
| Transfer                  | 100.0% | 100.0% | 100.0% | 100.0% | 86.0%  | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Relinquishment            | 97.0%  | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 99.0%  | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |

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

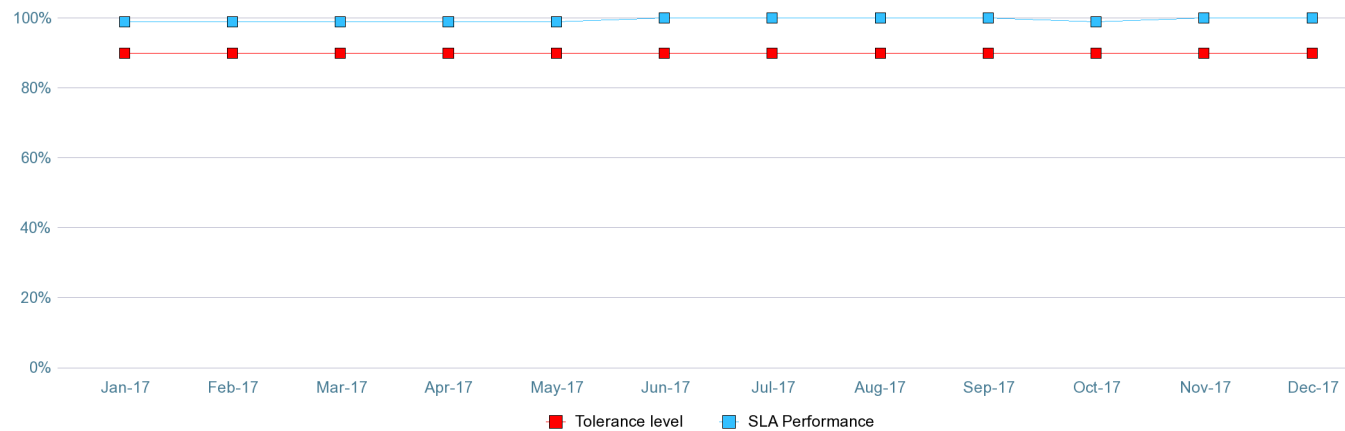


# Provisioning UCLL services

December 2017

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

|                           | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 |
|---------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Move Address              | 98.0%  | 100.0% | 100.0% | 98.0%  | 100.0% | 99.0%  | 100.0% | 100.0% | 100.0% | 97.0%  | 100.0% | 100.0% |
| New Connection            | 99.0%  | 99.0%  | 98.0%  | 98.0%  | 97.0%  | 99.0%  | 99.0%  | 100.0% | 99.0%  | 99.0%  | 99.0%  | 99.0%  |
| Other Service to Transfer | 98.0%  | 99.0%  | 97.0%  | 97.0%  | 95.0%  | 97.0%  | 99.0%  | 100.0% | 99.0%  | 98.0%  | 100.0% | 100.0% |
| Transfer                  | 99.0%  | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 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% |

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

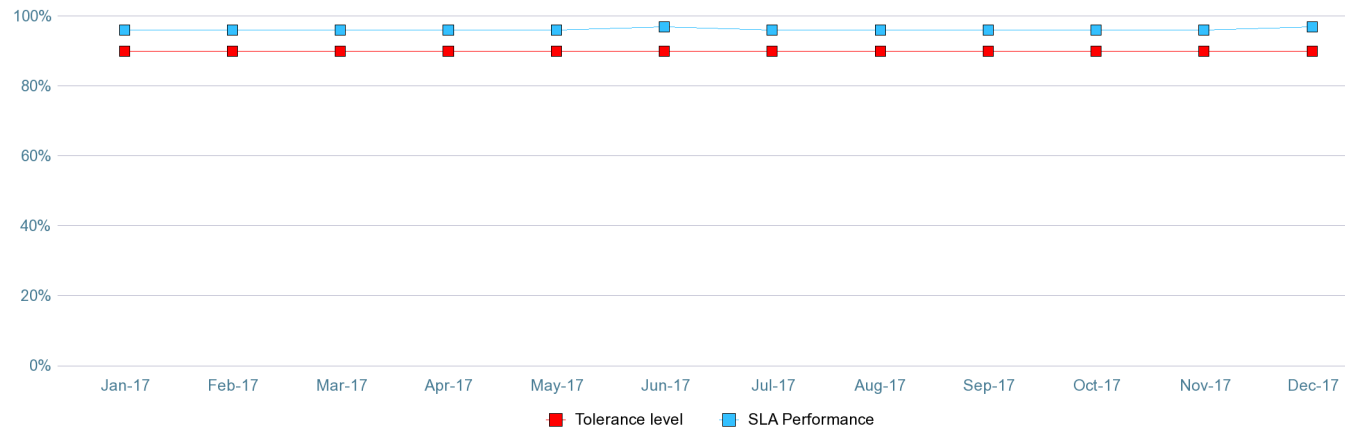


# Provisioning UCLL services

December 2017

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 not met the required tolerance level for New Connection orders. See the SL4 Default Report for more information.

|                           | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 |
|---------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Move Address              | 85.0%  | 84.0%  | 85.0%  | 88.0%  | 77.0%  | 83.0%  | 67.0%  | 80.0%  | 85.0%  | 86.0%  | 75.0%  | 95.0%  |
| New Connection            | 88.0%  | 89.0%  | 88.0%  | 89.0%  | 87.0%  | 90.0%  | 86.0%  | 88.0%  | 88.0%  | 87.0%  | 86.0%  | 89.0%  |
| Other Service to Transfer | 89.0%  | 94.0%  | 90.0%  | 91.0%  | 88.0%  | 88.0%  | 89.0%  | 90.0%  | 94.0%  | 87.0%  | 87.0%  | 90.0%  |
| Transfer                  | 91.0%  | 93.0%  | 90.0%  | 92.0%  | 91.0%  | 88.0%  | 89.0%  | 90.0%  | 95.0%  | 89.0%  | 92.0%  | 91.0%  |
| 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% |

|                 | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | 96.0%  | 96.0%  | 96.0%  | 96.0%  | 96.0%  | 97.0%  | 96.0%  | 96.0%  | 96.0%  | 96.0%  | 96.0%  | 97.0%  |
| 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%  |

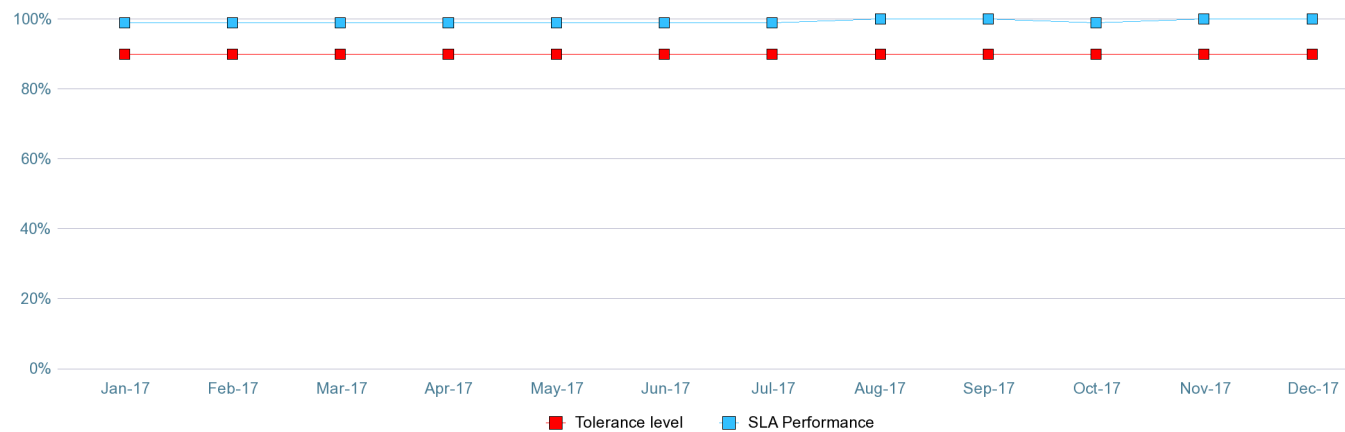


# Provisioning UCLL services

December 2017

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

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



### Commentary

Performance has exceeded the required tolerance level

|                           | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 |
|---------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Move Address              | 98.0%  | 98.0%  | 100.0% | 95.0%  | 98.0%  | 99.0%  | 98.0%  | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| New Connection            | 99.0%  | 99.0%  | 99.0%  | 99.0%  | 99.0%  | 99.0%  | 99.0%  | 100.0% | 99.0%  | 99.0%  | 100.0% | 100.0% |
| Other Service to Transfer | 98.0%  | 99.0%  | 98.0%  | 99.0%  | 98.0%  | 99.0%  | 98.0%  | 100.0% | 100.0% | 99.0%  | 100.0% | 100.0% |
| Transfer                  | 98.0%  | 98.0%  | 100.0% | 98.0%  | 100.0% | 100.0% | 98.0%  | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| 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    |

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

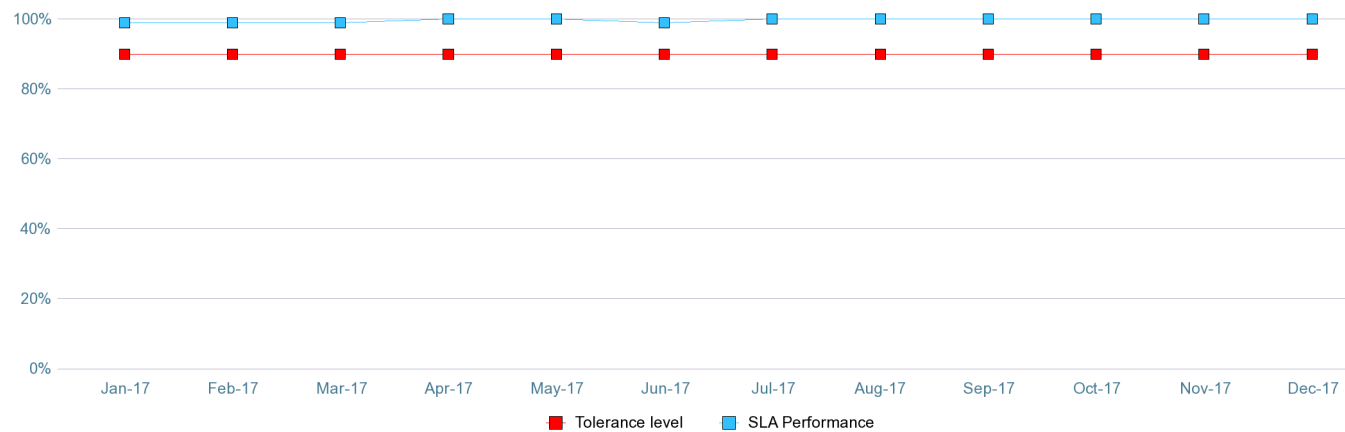


# Provisioning UCLL services

December 2017

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

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

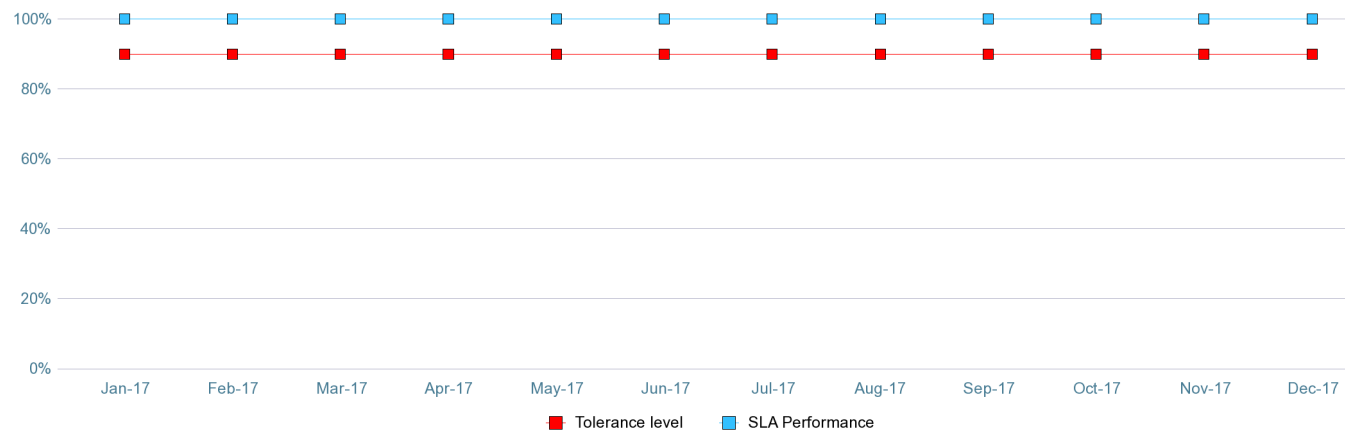


# Provisioning UCLL services

December 2017

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

Performance has exceed the required tolerance level

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



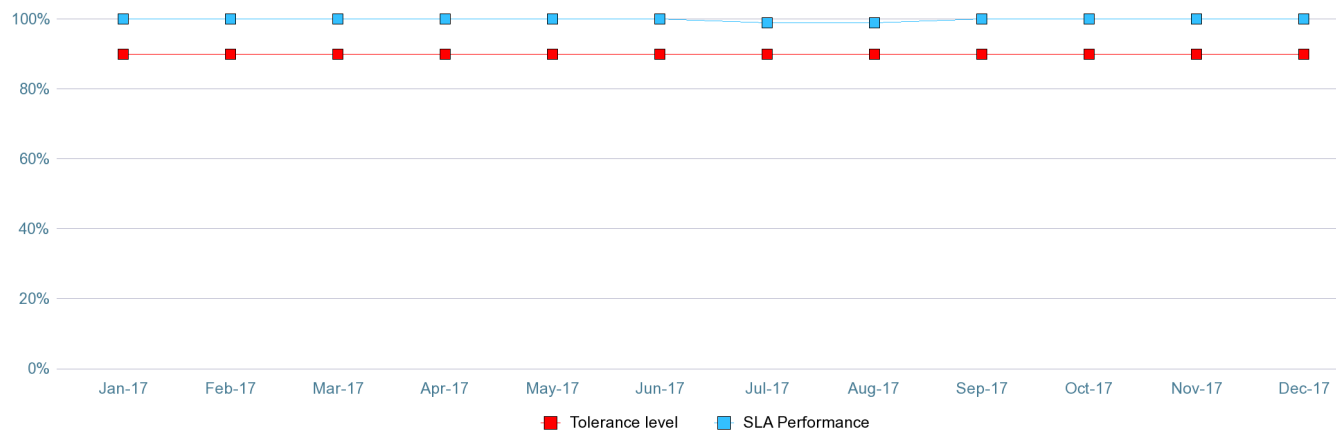


# Provisioning UCLL services

December 2017

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

Performance has exceed the required tolerance level

|                   | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 |
|-------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Automatic Prequal | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 99.0%  | 99.0%  | 100.0% | 100.0% | 100.0% | 100.0% |
| Manual Prequal    | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |

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

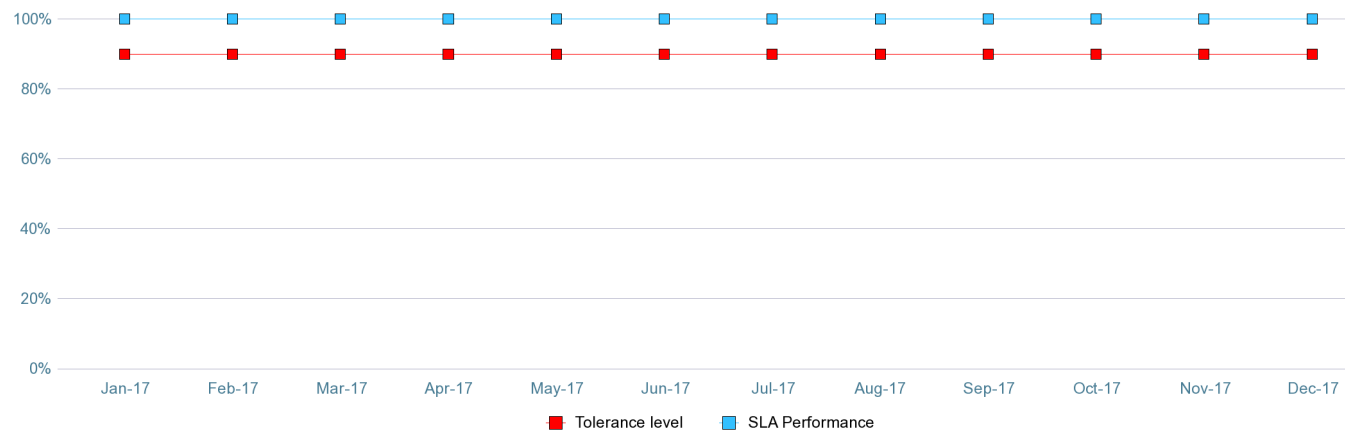


# Provisioning UCLL services

December 2017

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

Performance has exceeded the required tolerance level

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

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

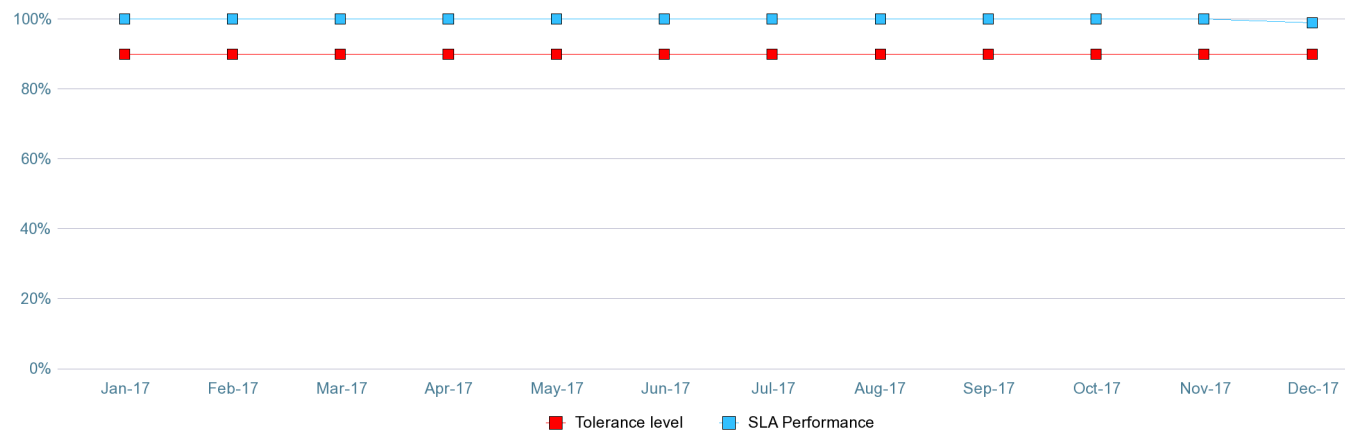


# Provisioning UCLL services

December 2017

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

|                           | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 |
|---------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Move Address              | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| New Connection            | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Other Service to Transfer | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Transfer                  | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 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% | 99.0%  |

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

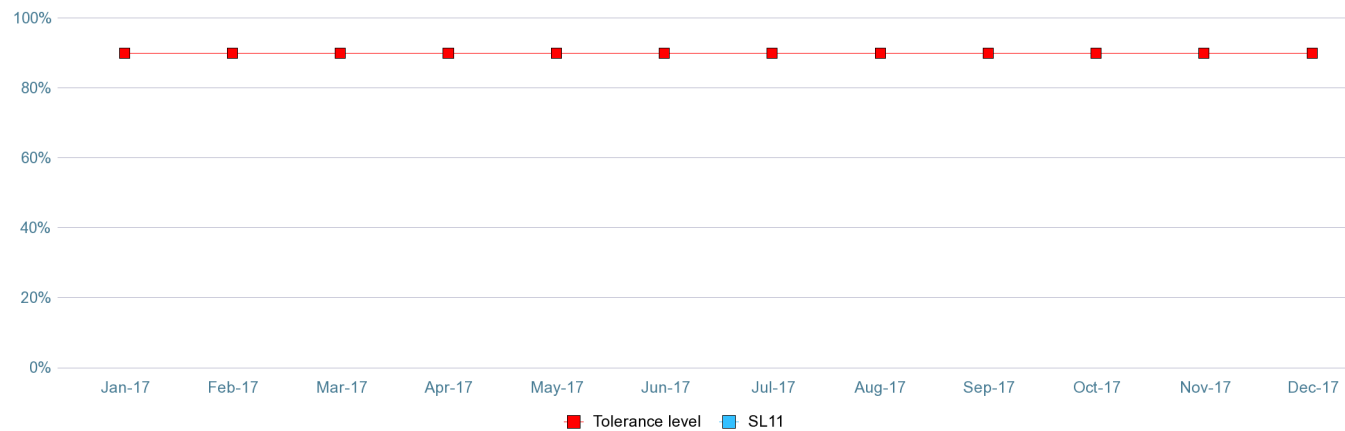


# Provisioning UCLL services

December 2017

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

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

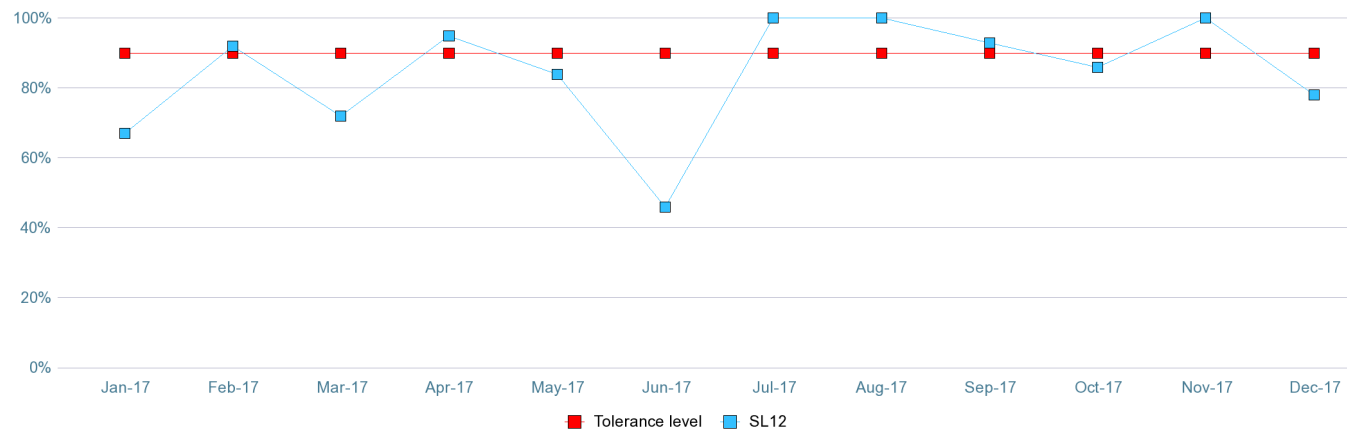


# Provisioning UCLL services

December 2017

"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

Performance has not met the required tolerance level. See the SL 12 Service Default Report for more information

|                 | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | 67.0%  | 92.0%  | 72.0%  | 95.0%  | 84.0%  | 46.0%  | 100.0% | 100.0% | 93.0%  | 86.0%  | 100.0% | 78.0%  |
| 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%  |

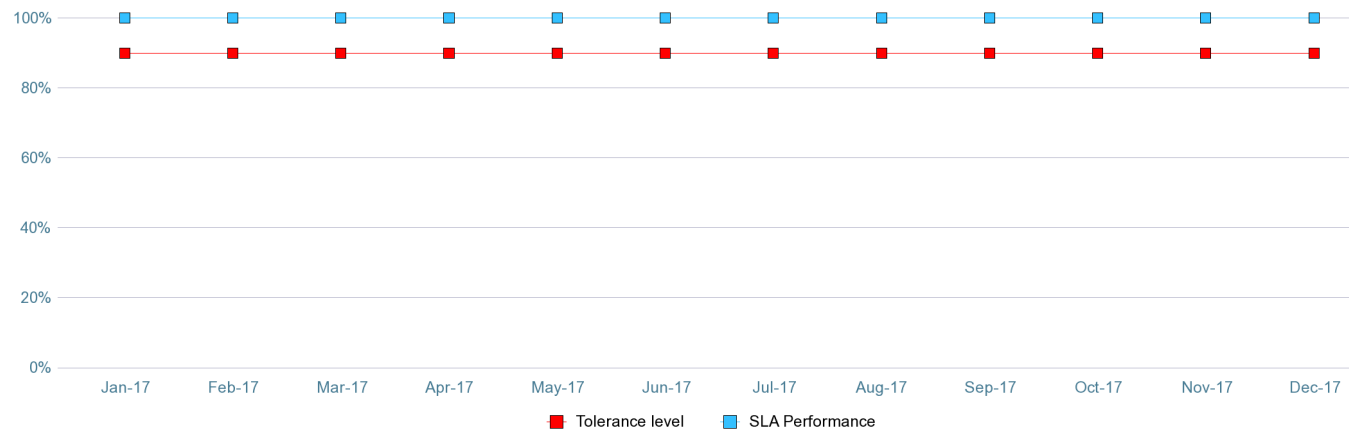


# Fault Management

December 2017

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

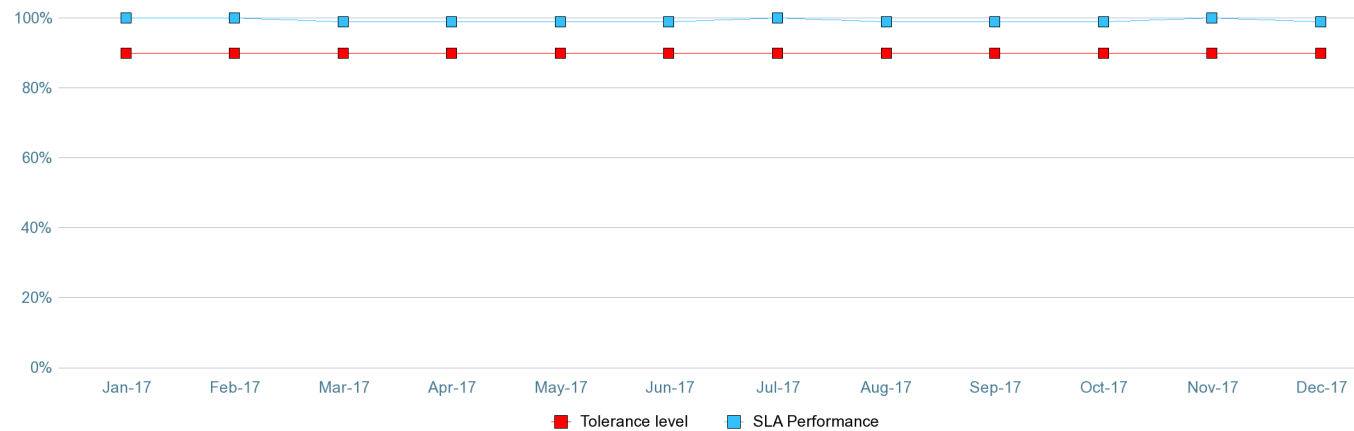
|                 | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | 100.0% | 100.0% | 100.0%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

December 2017

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

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

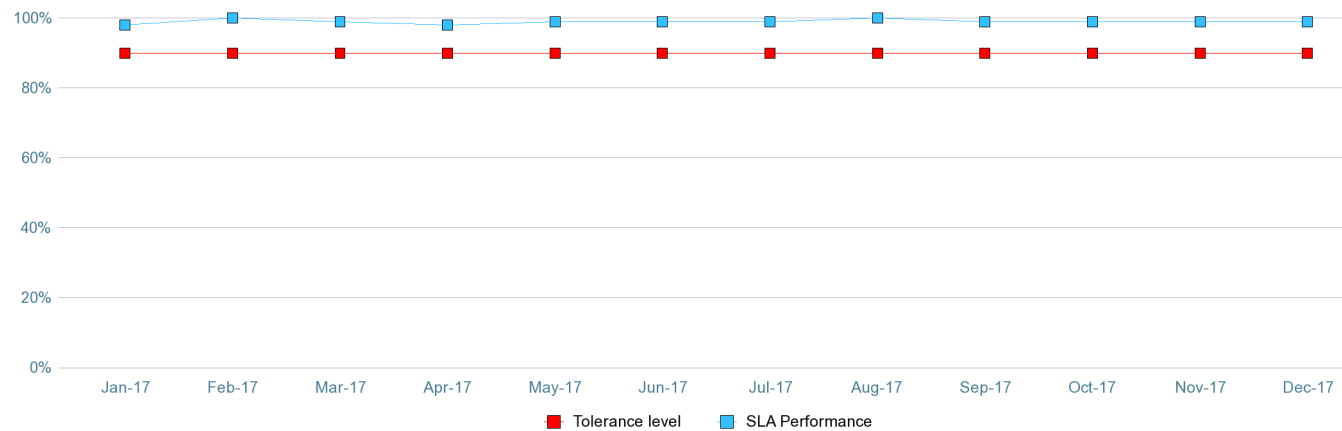


# Fault Management

December 2017

This section covers fault receipt acknowledgement, notification, restoration

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



### Commentary

Performance has exceed the required tolerance level

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



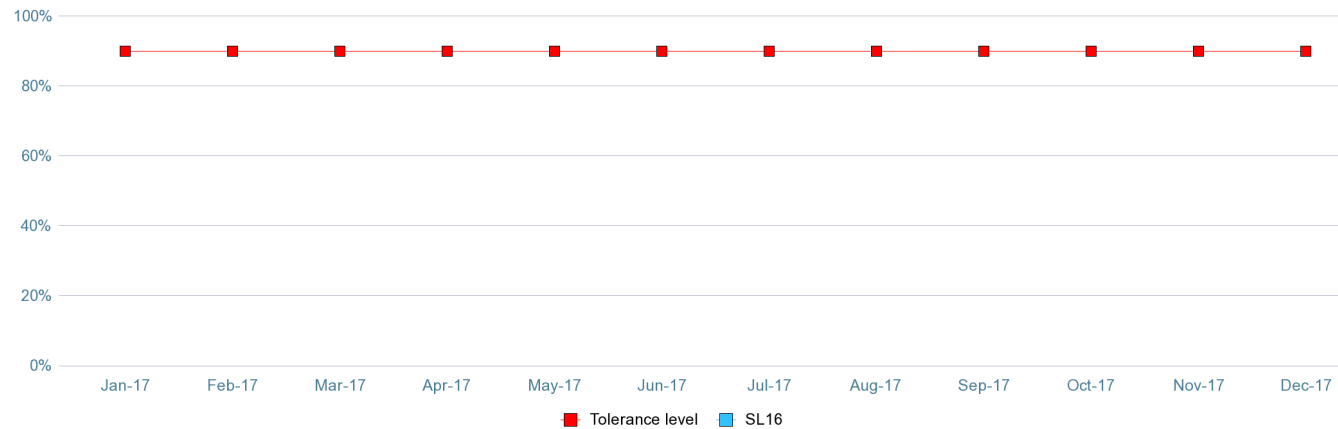


# UCLL forecasting

This section covers UCLL forecasting

December 2017

## SL 16 - Cabinet forecasts provided within 10 working days of 6 month anniversaries from 7 November 2007



### Commentary

No Cabinetisation Forecast this month

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

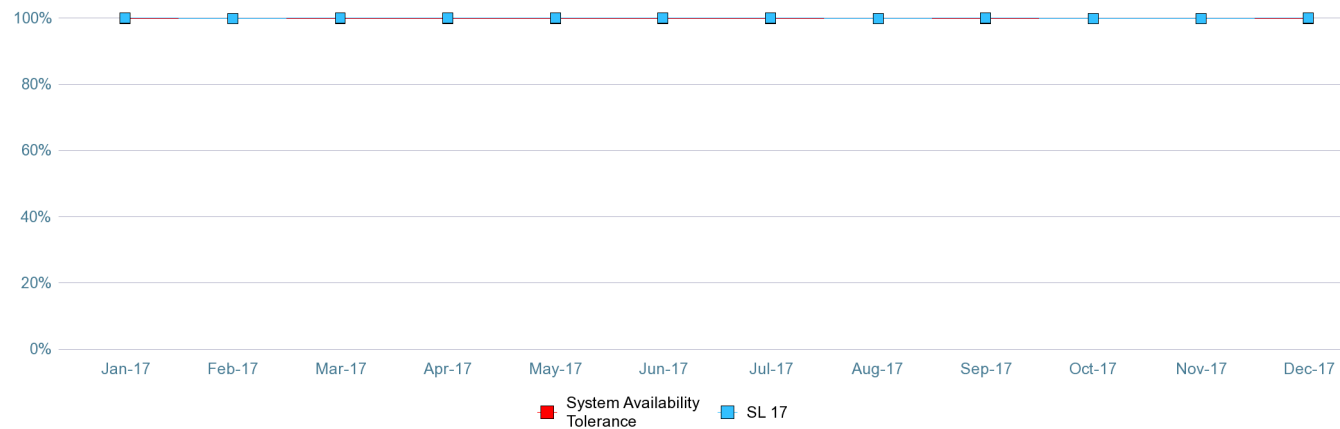


# Operational support systems

December 2017

This section covers operational support systems for access seekers

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



### Commentary

Performance has exceed the required tolerance level

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

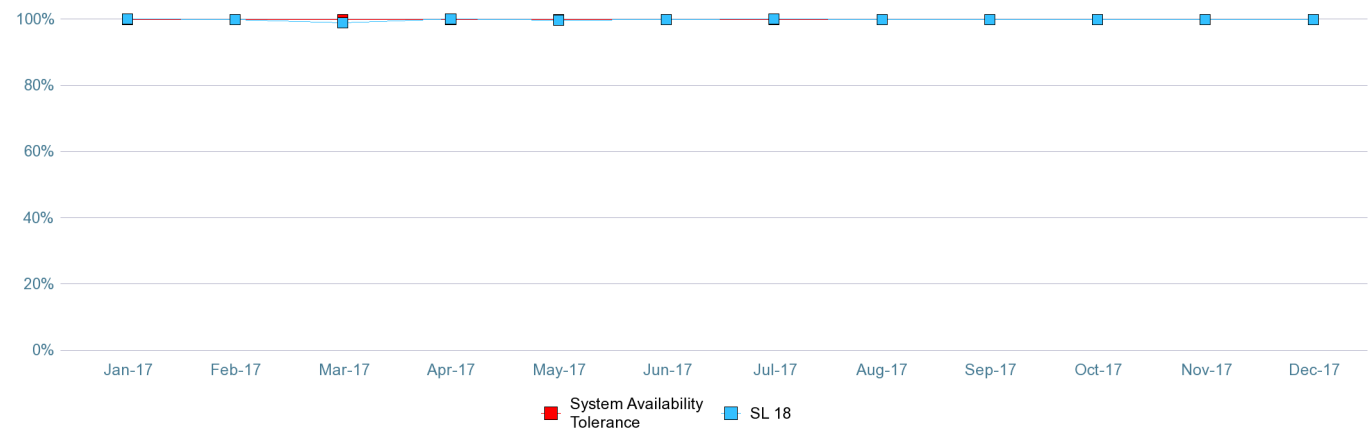


# Operational support systems

December 2017

This section covers operational support systems for access seekers

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



### Commentary

Performance has exceed the required tolerance level

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



# Full explanation of terms used in this report

December 2017

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

- SL1 Percentage of UCLL orders acknowledged within 4 consecutive business hours following receipt of the order
- SL2 Percentage of rejection notifications for invalid UCLL orders sent to the access seeker within 4 consecutive business hours following receipt time
- SL3 Percentage of notification of expected RFS dates sent to the access seeker within 6 consecutive business hours of the deemed acceptance time
- SL4 Percentage of UCLL 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)
- SL5 Percentage of UCLL orders completed by the notified expected RFS date (Level A)
- SL6 Percentage of MPF relinquishment orders completed by the notified expected RFS date
- SL7 Percentage of pre-qualification orders acknowledged within 4 consecutive business hours following receipt of order
- SL8 Percentage of pre-qualification order completion acknowledgements made within 4 consecutive 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 consecutive business hours following receipt of the requests to change an existing order
- SL10 Percentage of confirmation of completions of order provided to the access seeker within 4 consecutive 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 Chorus 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 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 written rolling 3-year cabinet forecast reports provided to the access seeker within 10 working days of the 6 month anniversary of the 07 November 2007
- SL17 Percentage of OO&T availability to the access seeker
- SL18 Percentage of OFM availability to the access seeker



# UCLL Default Report

December 2017

|                                  |   |          |     |
|----------------------------------|---|----------|-----|
| Item No.                         | 12  | Item No. | 90% |
| Service Attribute                | Unplanned Outage  |          |     |
| Cause of default                 | Main driver being initial failure to follow process and notify Service Events in prescribed time. Issue likely driven by reduced staffing during Christmas. |          |     |
| Procedure for correcting default | Customers were notified   |          |     |
| Steps taken to remedy default    | Unknown   |          |     |
| Effectiveness of steps taken     | Unknown   |          |     |
| Date of previous default         | June 2017, October 2017   |          |     |



# UCLL Default Report

December 2017

|                                  |   |          |     |
|----------------------------------|---|----------|-----|
| Item No.                         | 4   | Item No. | 90% |
| Service Attribute                | Order is completed right first time   |          |     |
| Cause of default                 | Errors were caused predominantly by Chorus error - Mis-jumpering error by the tech at the exchange, errors with our cable pair records or faults within Chorus Network & some root causes were found to be within customer premises but most of the failed connections have been actioned by automation using an old intact line (many more than 12 months old) when under these circumstances the customer may be better served by having the tech visit premises to test & confirm service. |          |     |
| Procedure for correcting default | A fault ticket has been raised in each circumstance and service has been restored for the customer  |          |     |
| Steps taken to remedy default    | There have been improvements in this service level due to ongoing investigations being continued by projects groups to identify the main issues behind these failures. Once investigations are completed & the main issues are identified we can make a plan & take steps to resolve the issues & this should lead to further improvements in this area   |          |     |
| Effectiveness of steps taken     | Effective   |          |     |
| Date of previous default         | June 2017, July 2017, August 2017, September 2017, October 2017, November 2017  |          |     |

