# UCLL & UCLF Backhaul Performance Report

## Consolidated

**December 2017**

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

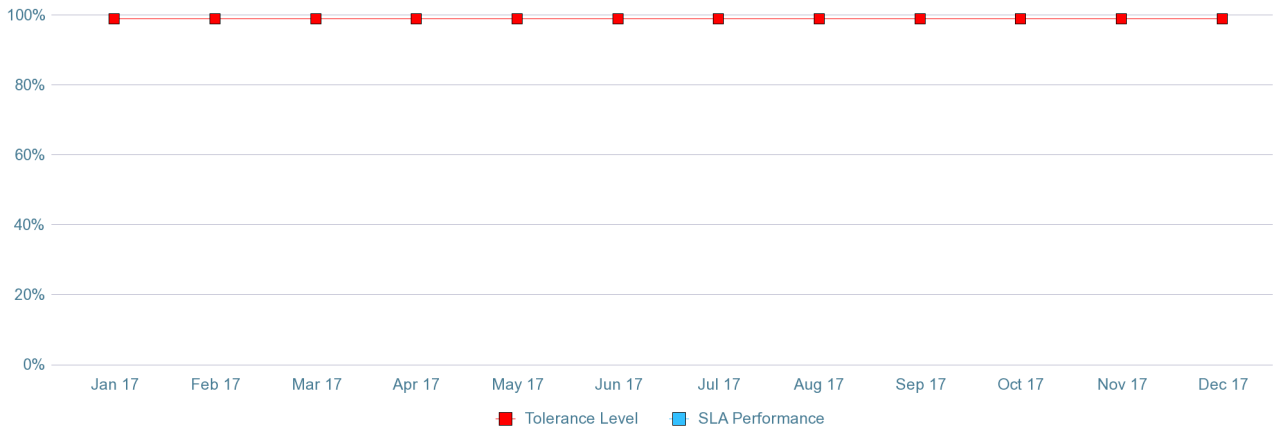
If you have queries, please email your Chorus Account Manager.



# 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

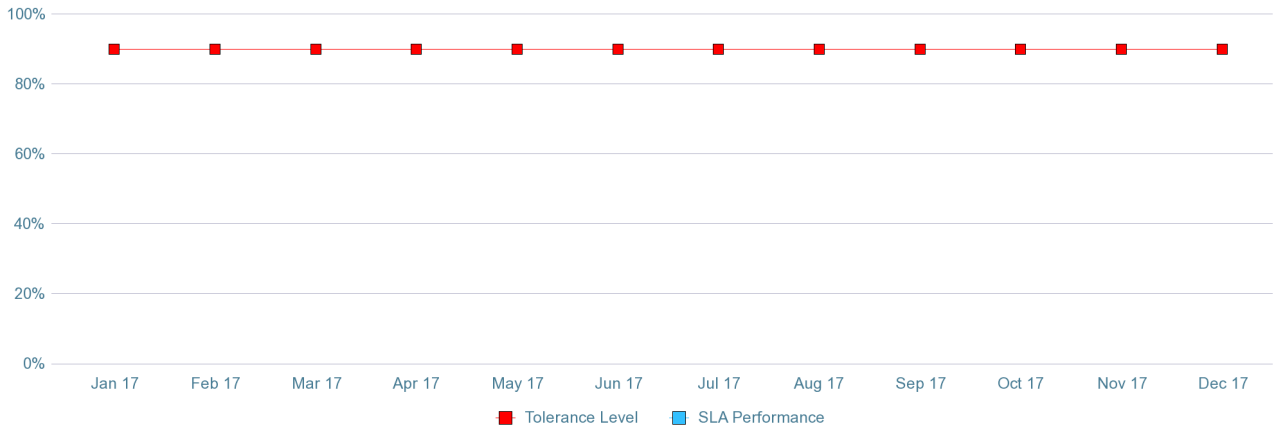
No orders were received this month

| | 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 | 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

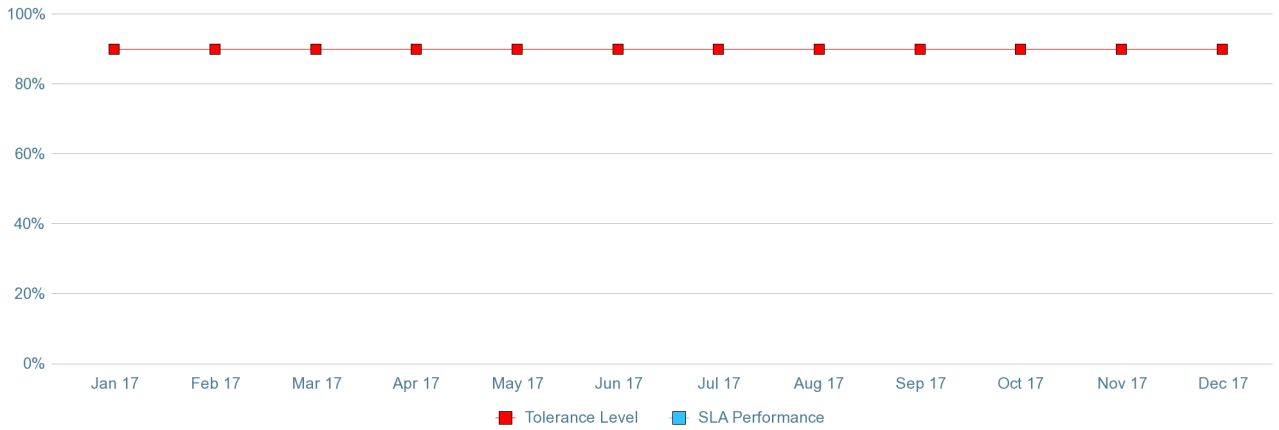
No invalid orders received this month

| | 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% | 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

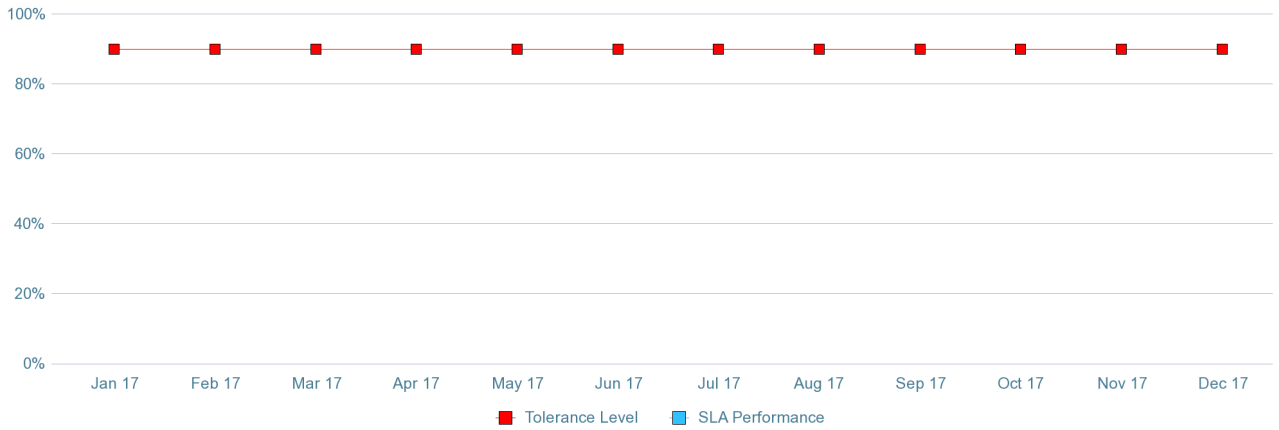
No orders were received this month

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




### Commentary

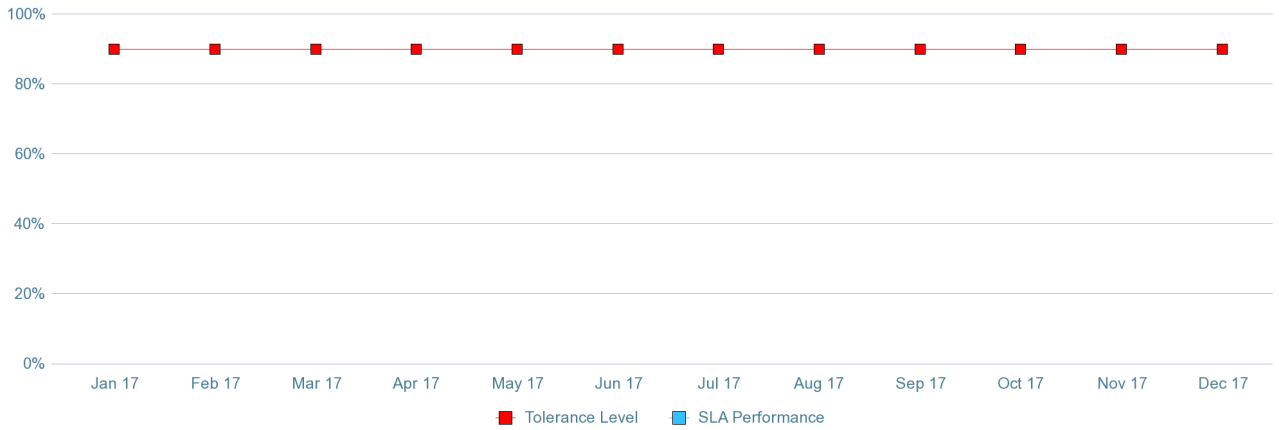
No speed change orders were received this month

| | 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% | 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

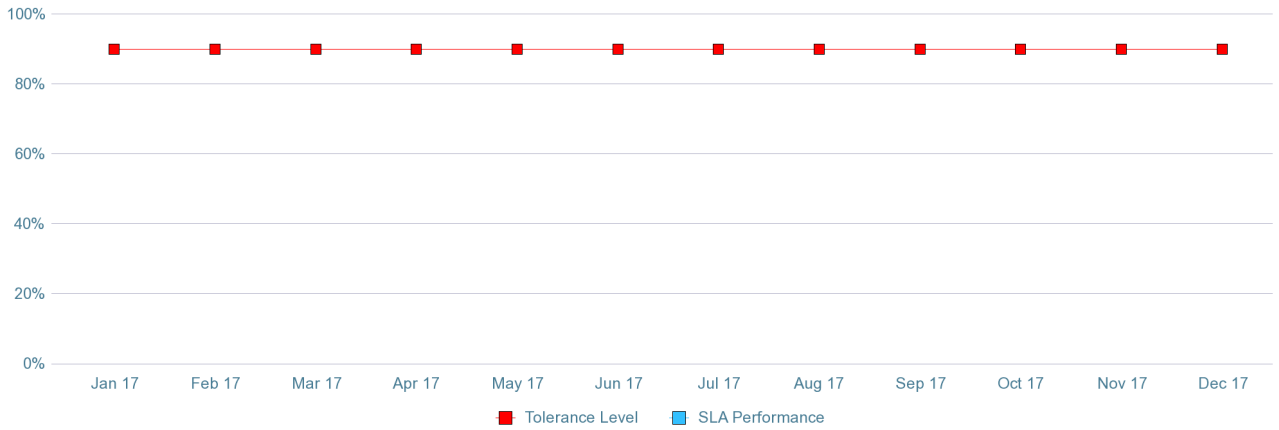
No faults were reported this month

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

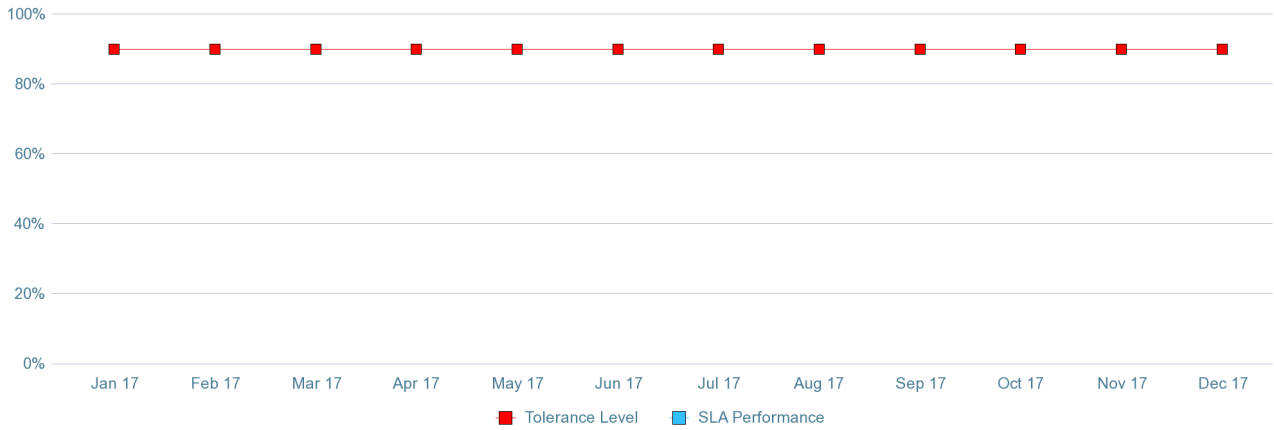
No orders were completed this month

| | Jan 17 | Feb 17 | Mar 17 | Apr 17 | May 17 | Jun 17 | Jul 17 | Aug 17 | Sep 17 | Oct 17 | Nov 17 | Dec 17 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 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 7 - Order is completed by the notified expected RFS date – Relinquishment Orders




### Commentary

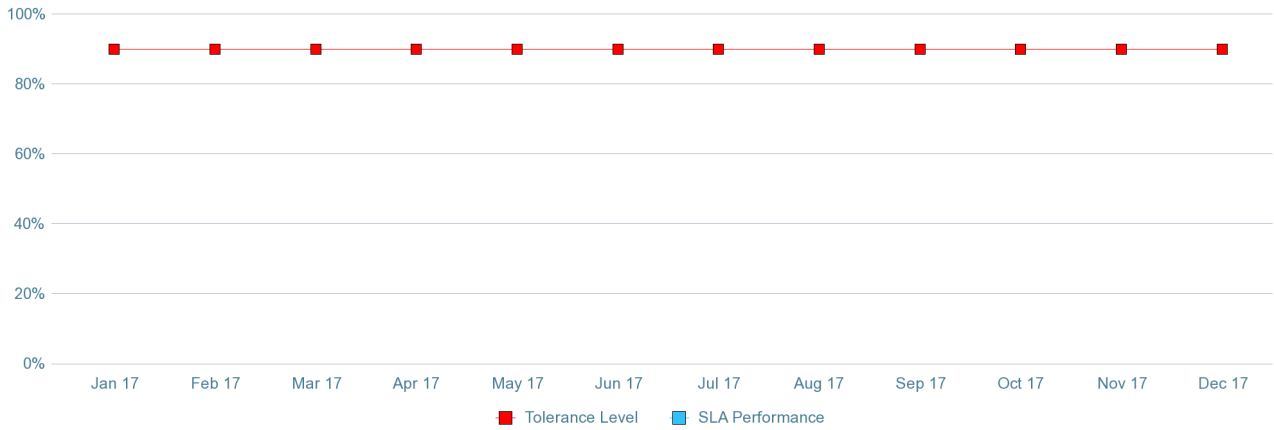
No relinquishment orders were completed this month

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




### Commentary

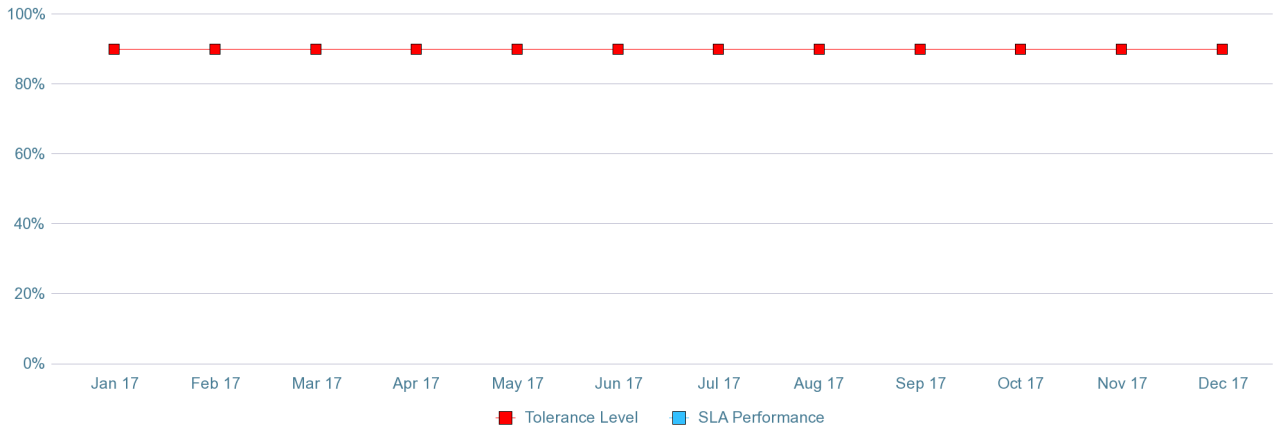
No change requests were received this month

| | 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% | 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 9 - Completion confirmation sent within four business hours after order completion – All Orders




### Commentary

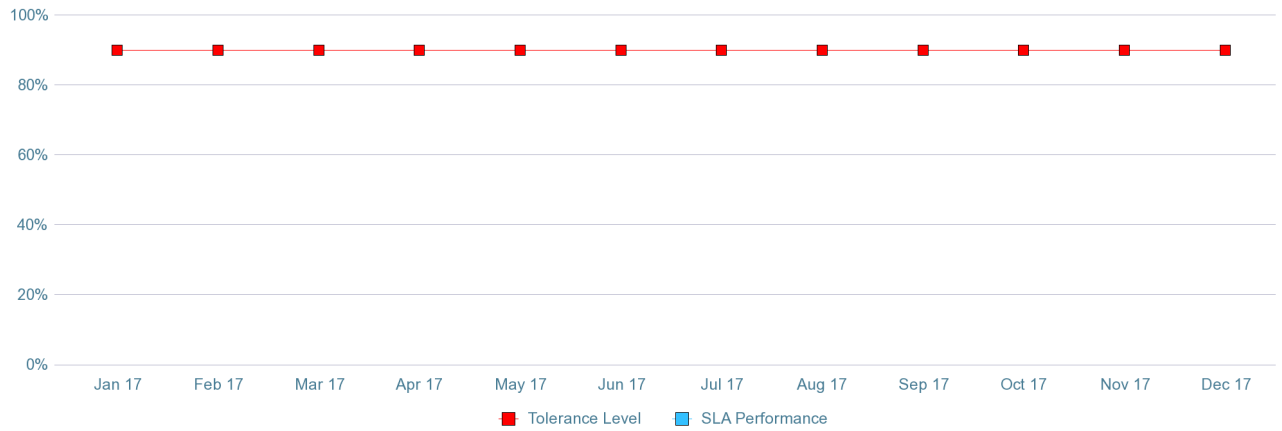
No orders were completed this month

| | 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% | 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

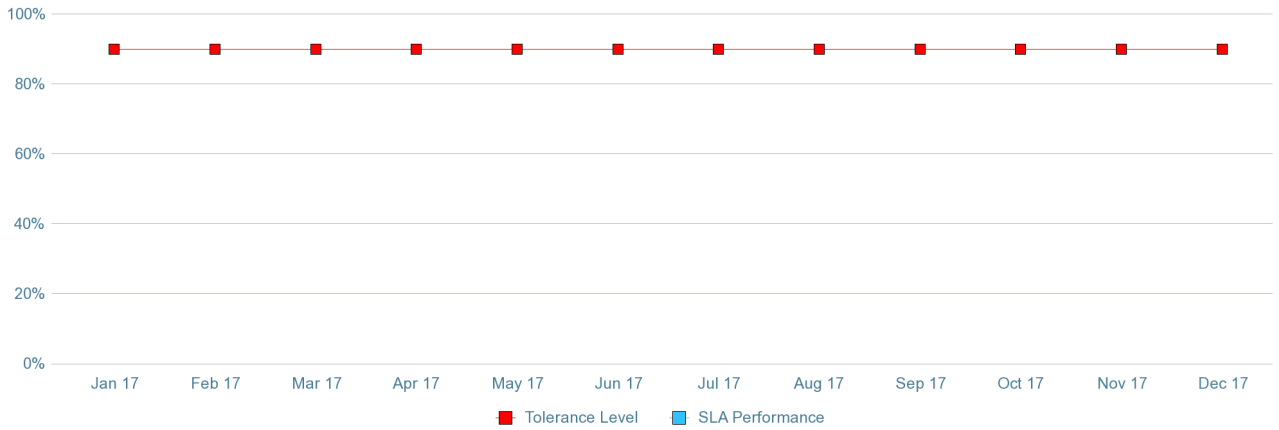
No Planned Outages this month

| | 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% | 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

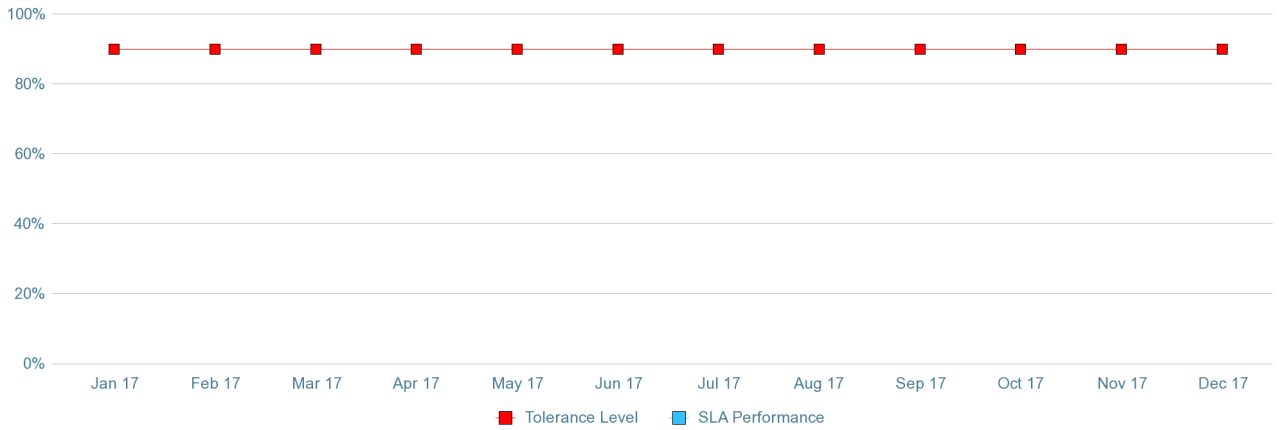
No Unplanned Outages this month

| | 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% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% |

# Fault Management

This section covers fault receipt acknowledgement, notification, restoration

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




### Commentary

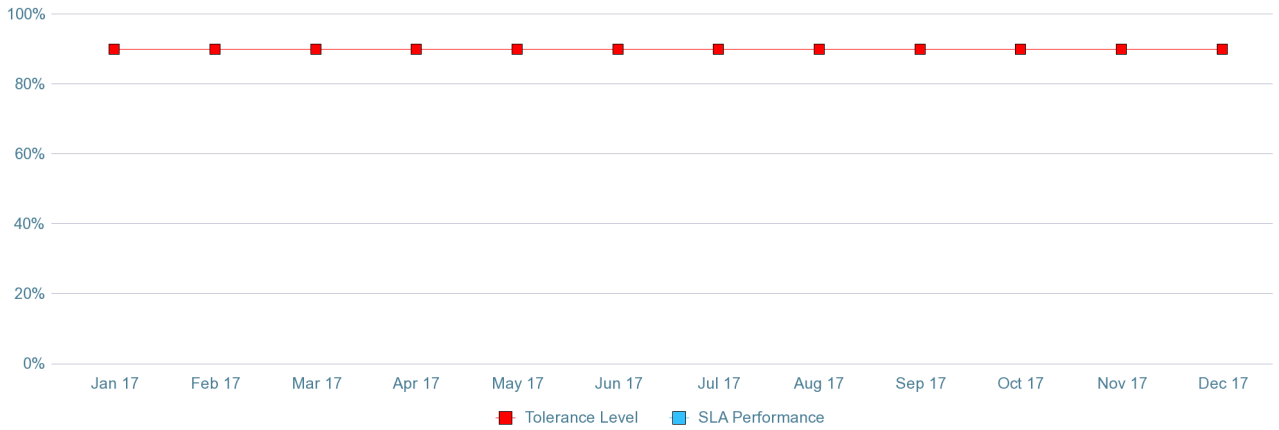
No faults were reported this month

| | 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% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% |

# 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

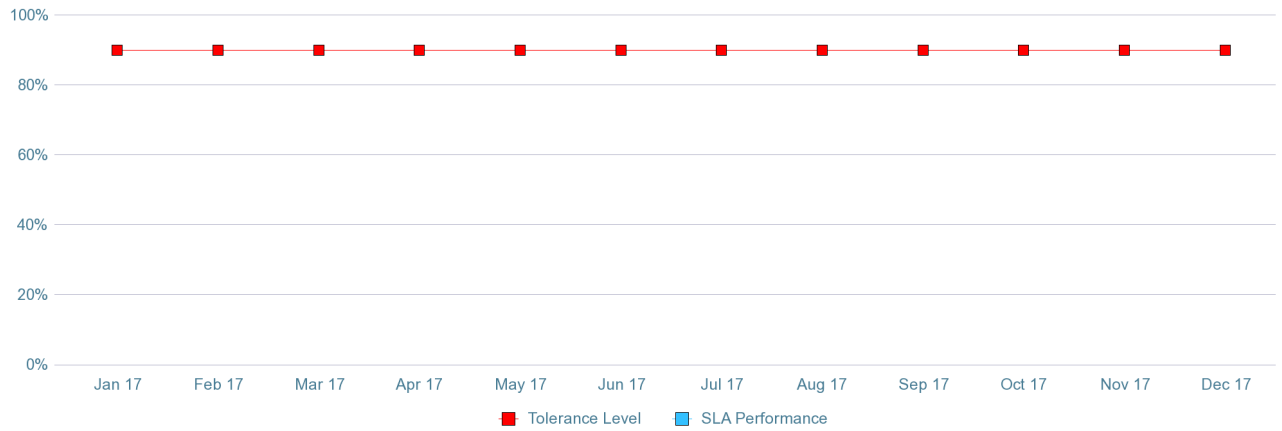
| | Jan 17 | Feb 17 | Mar 17 | Apr 17 | May 17 | Jun 17 | Jul 17 | Aug 17 | Sep 17 | Oct 17 | Nov 17 | Dec 17 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Tolerance Level | 90% | 90% | 90% | 90% |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



# 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

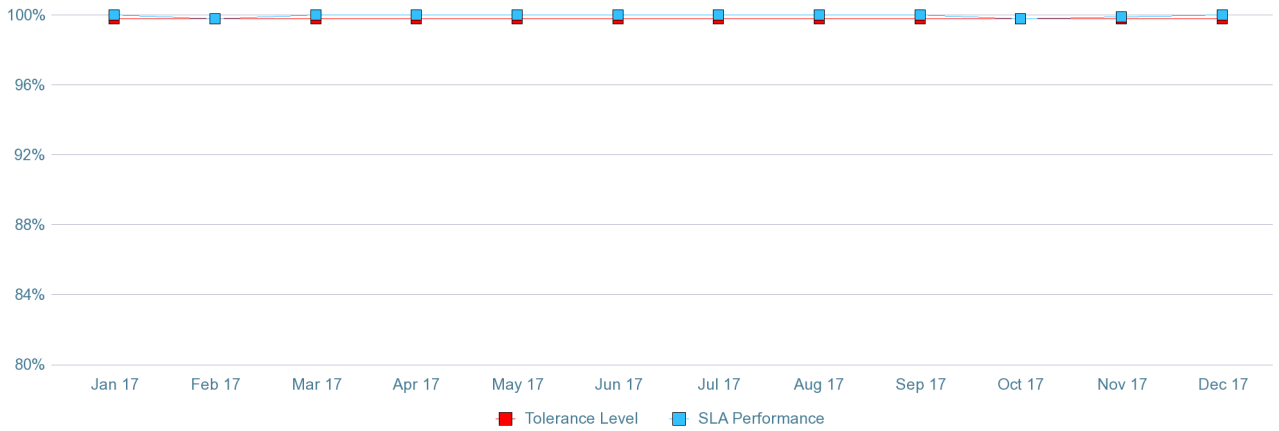
| | Jan 17 | Feb 17 | Mar 17 | Apr 17 | May 17 | Jun 17 | Jul 17 | Aug 17 | Sep 17 | Oct 17 | Nov 17 | Dec 17 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Tolerance Level | 90% | 90% | 90% | 90% |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

# Operational support systems

December 2017

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

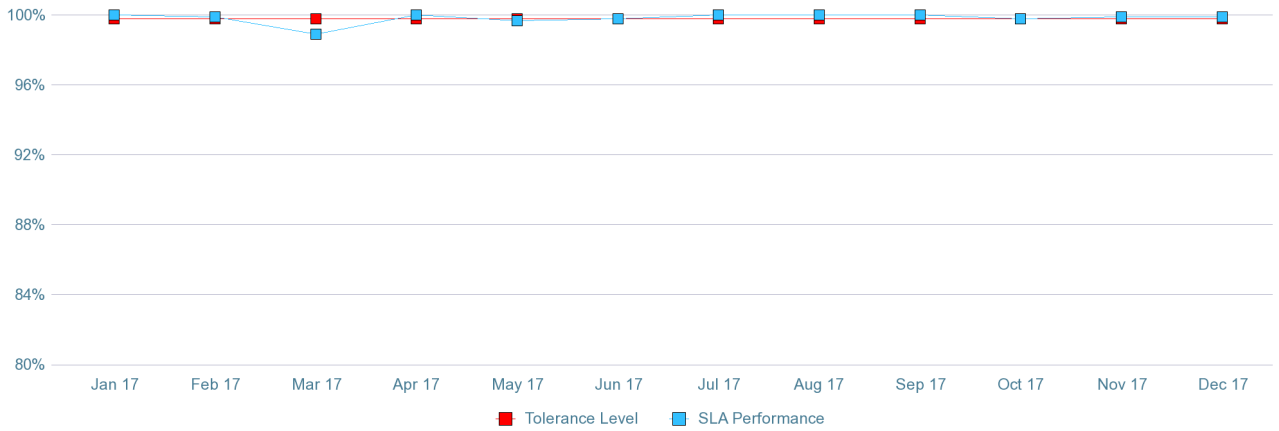
| | Jan 17 | Feb 17 | Mar 17 | Apr 17 | May 17 | Jun 17 | Jul 17 | Aug 17 | Sep 17 | Oct 17 | Nov 17 | Dec 17 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| SLA Performance | 100.0% | 99.8% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 99.8% | 99.9% | 100.0% |
| Tolerance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



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.

| | 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% | 100.0% | 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% |

# UCLL & UCLF Backhaul Service Level Default

December 2017

| | | | |
|---|---|---|---|
| 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 | |



# 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

