

# UBA Performance Report

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## Consolidated Report

October 2017

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), 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.

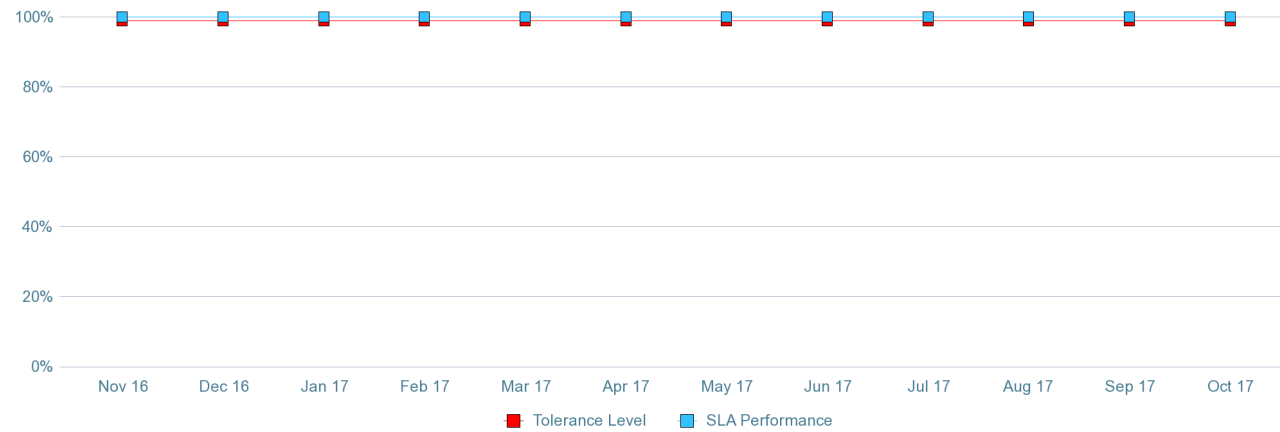


# Provisioning UBA services

October 2017

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

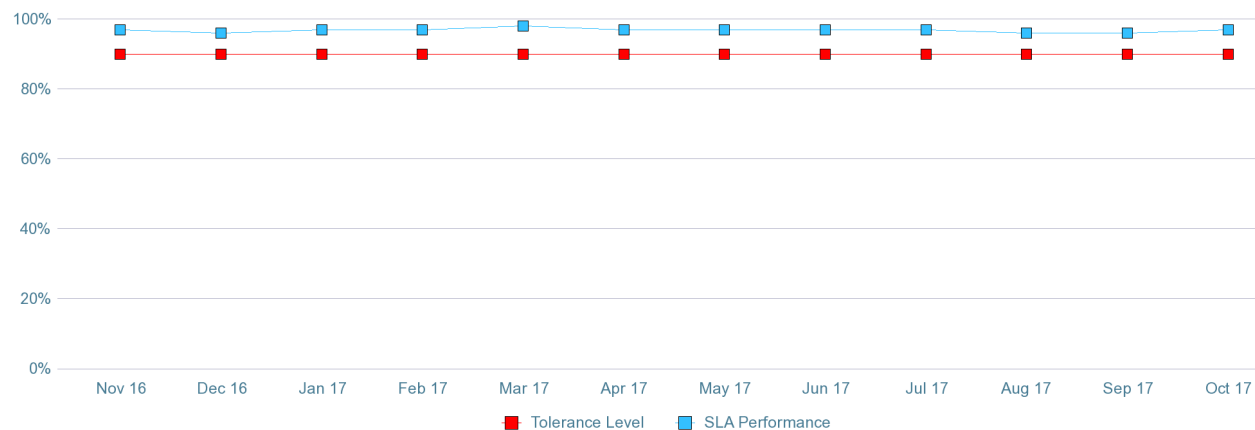
	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17
SLA Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tolerance Level	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%

# Provisioning UBA services

October 2017

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

	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17
SLA Performance	97%	96%	97%	97%	98%	97%	97%	97%	97%	96%	96%	97%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

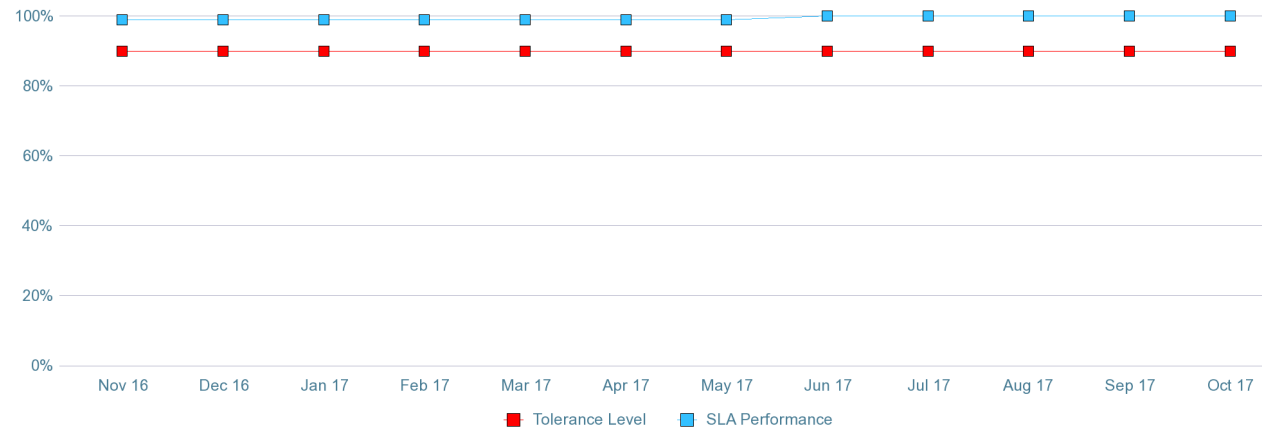


# Provisioning UBA services

October 2017

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

	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17
SLA Performance	99%	99%	99%	99%	99%	99%	99%	100%	100%	100%	100%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

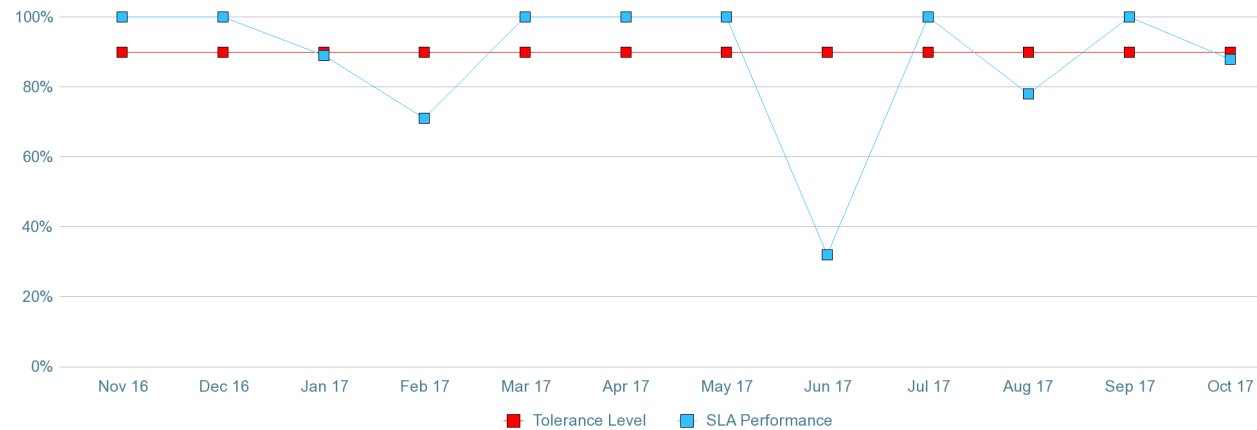


# Provisioning UBA services

October 2017

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.

	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17
SLA Performance	100%	100%	89%	71%	100%	100%	100%	32%	100%	78%	100%	88%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

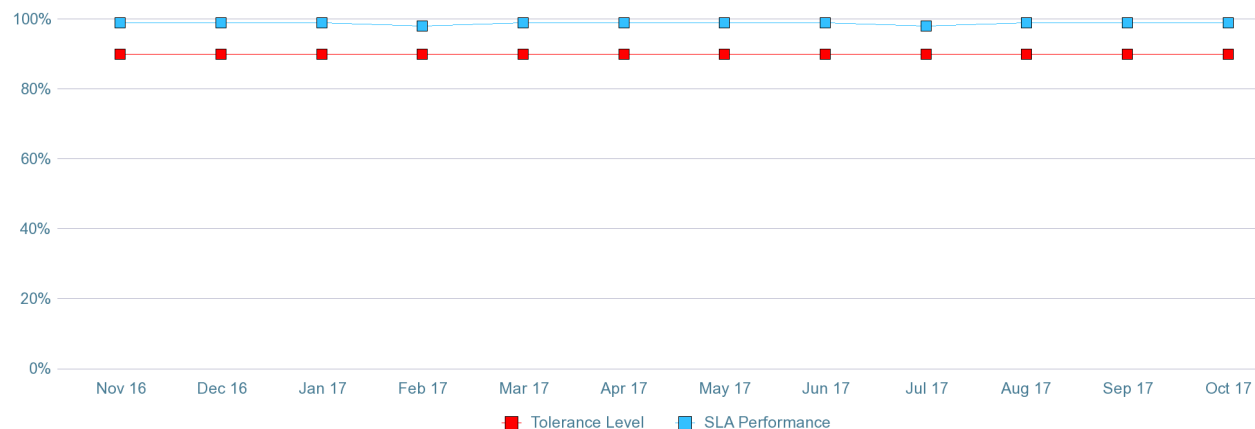


# Provisioning UBA services

October 2017

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 exceeded the required tolerance level

	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17
New Connection	97%	97%	98%	97%	98%	98%	97%	98%	97%	97%	97%	98%
Transfer	98%	98%	96%	98%	98%	97%	98%	98%	99%	98%	97%	98%
Change Plan	96%	95%	96%	94%	94%	97%	97%	95%	97%	98%	98%	99%
Move Address	98%	97%	98%	97%	98%	98%	98%	98%	95%	98%	98%	98%
Relinquishment	100%	100%	100%	100%	100%	100%	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	99%	99%	99%	98%	99%	99%	99%	99%	98%	99%	99%	99%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

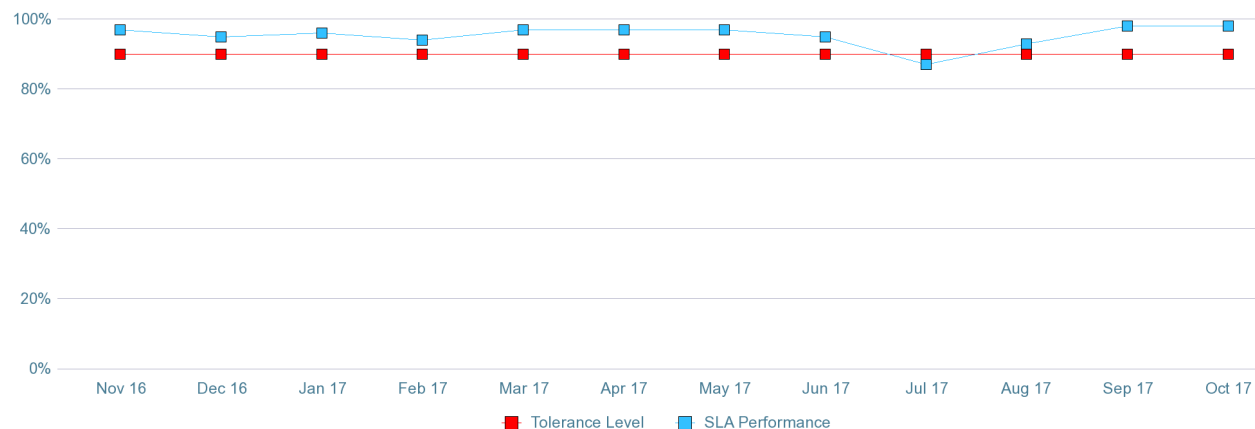


# Provisioning UBA services

October 2017

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 either met or exceeded the required tolerance level

	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17
Move Address	100%	98%	99%	99%	99%	99%	99%	99%	99%	100%	100%	99%
New Connection	99%	99%	99%	99%	99%	99%	99%	99%	99%	100%	99%	100%
Transfer	95%	86%	93%	87%	96%	92%	89%	89%	79%	71%	89%	90%
Change Plan	91%	87%	88%	82%	92%	93%	95%	87%	73%	93%	98%	99%

SLA Performance	97%	95%	96%	94%	97%	97%	97%	95%	87%	93%	98%	98%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

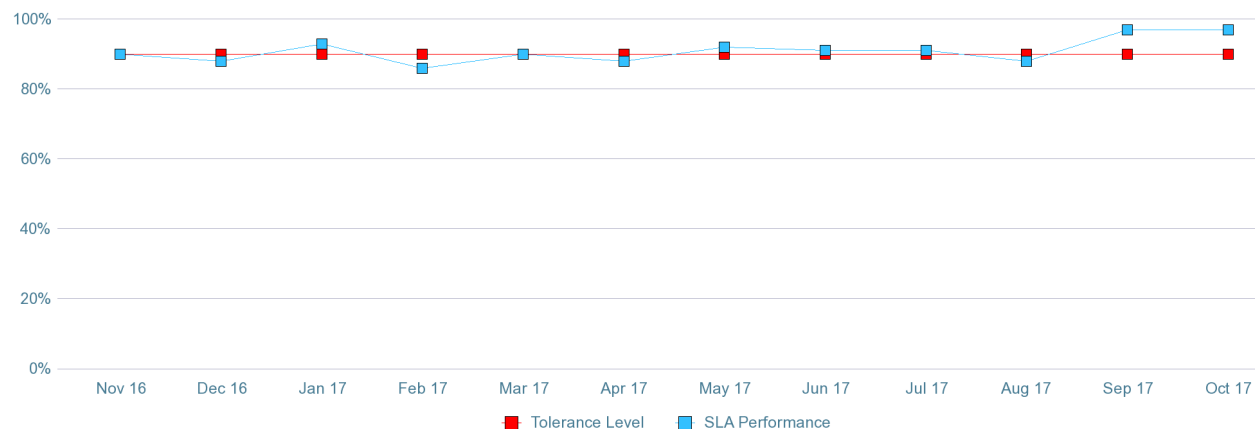


# Provisioning UBA services

October 2017

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

	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17
SLA Performance	90%	88%	93%	86%	90%	88%	92%	91%	91%	88%	97%	97%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%



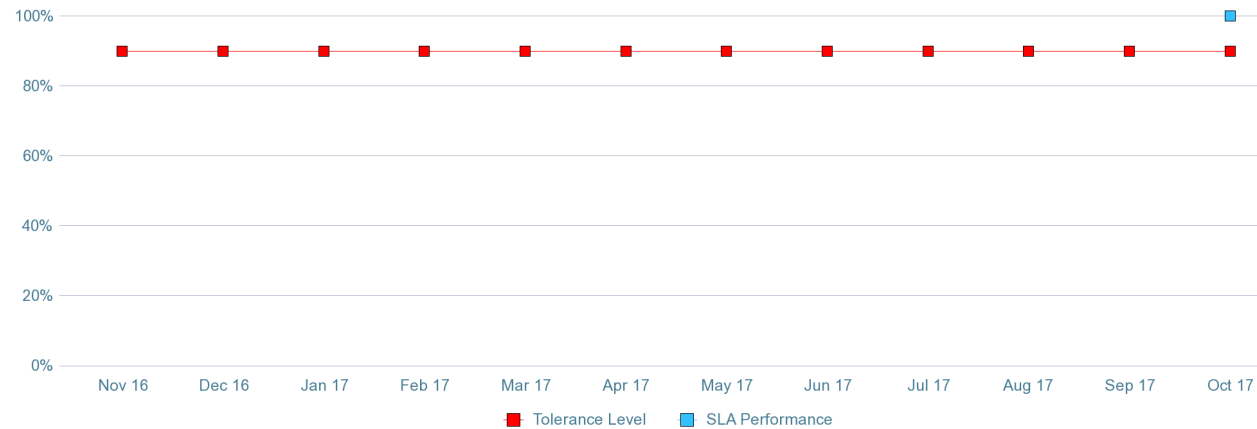


# Provisioning UBA services

October 2017

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

	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 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	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

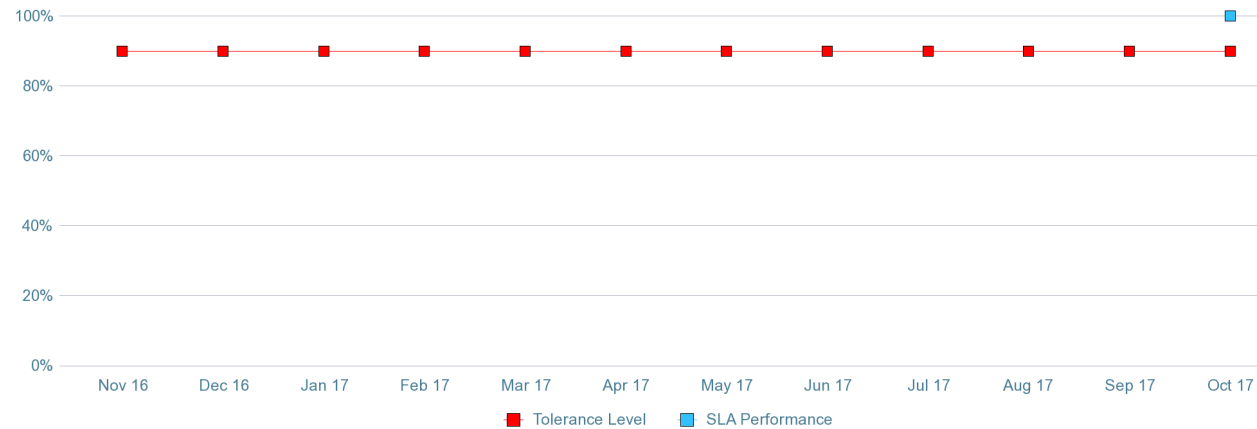


# Provisioning UBA services

October 2017

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 exceed the required tolerance level

	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 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	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

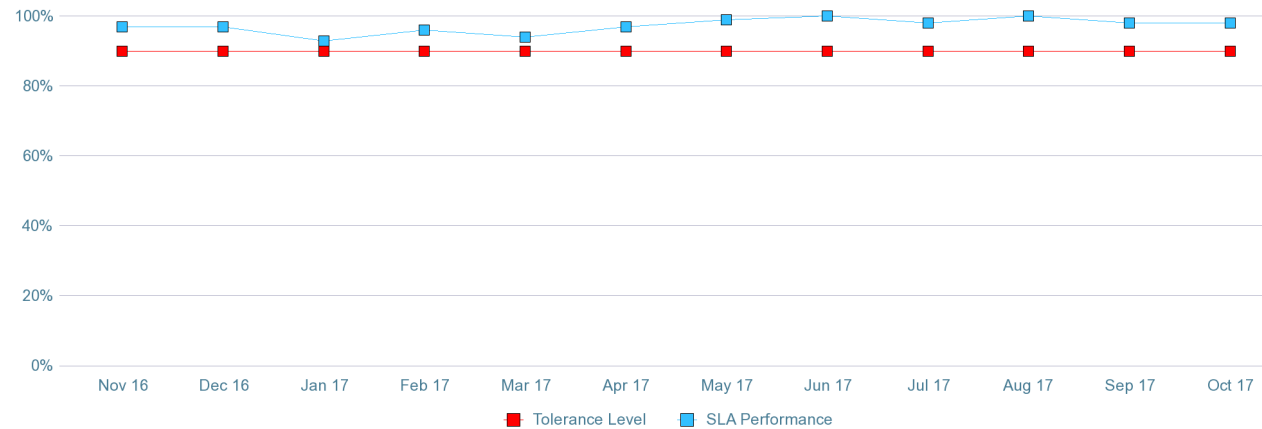


# Provisioning UBA services

October 2017

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

	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17
SLA Performance	97%	97%	93%	96%	94%	97%	99%	100%	98%	100%	98%	98%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

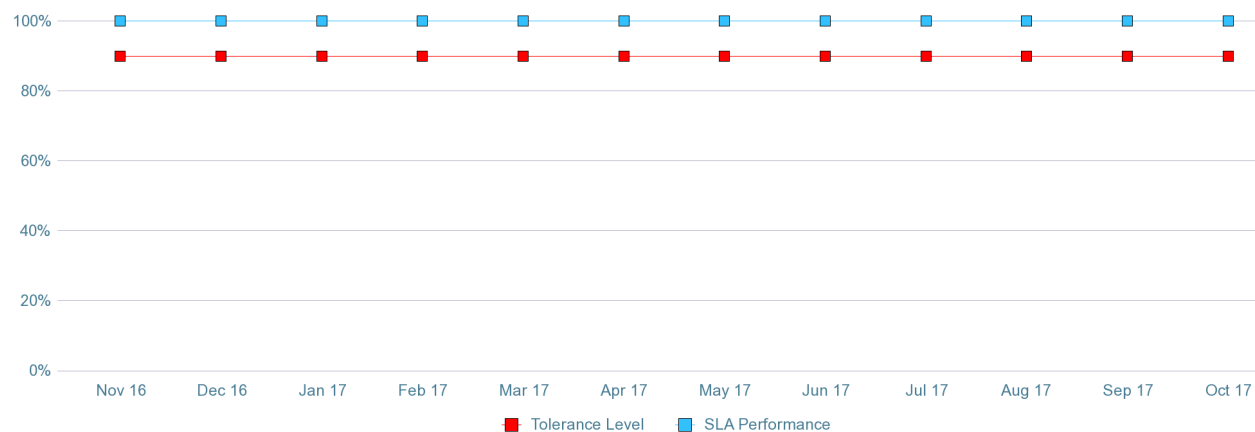


# Provisioning UBA services

October 2017

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

	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17
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%

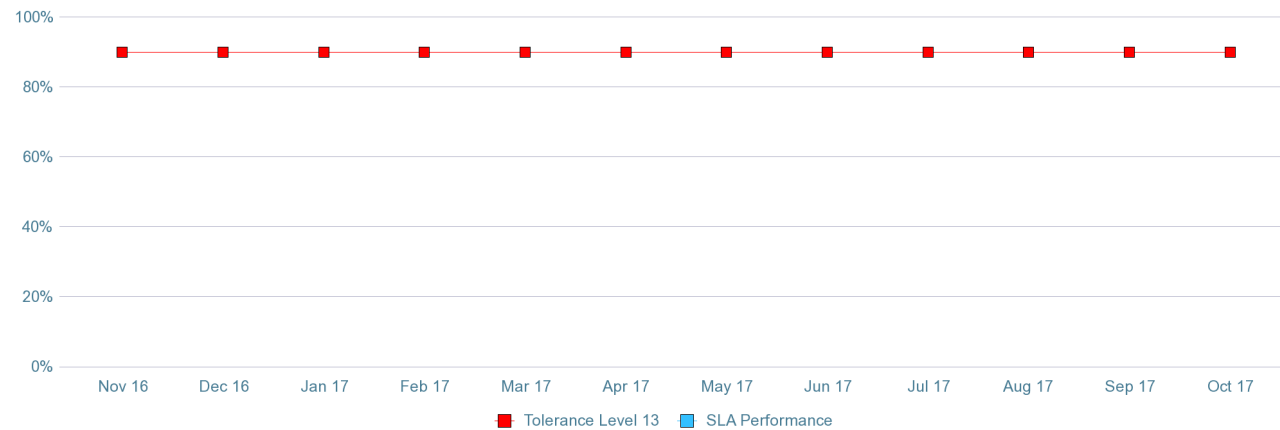


# Fault Management

October 2017

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

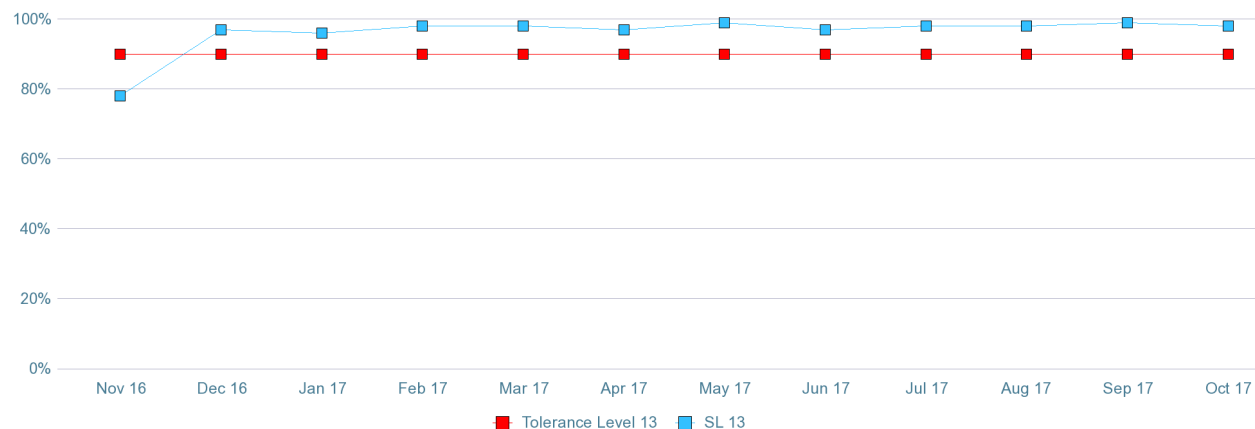
	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Fault Management

October 2017

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 exceed the required tolerance level

	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17
SLA Performance	78%	97%	96%	98%	98%	97%	99%	97%	98%	98%	99%	98%
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%

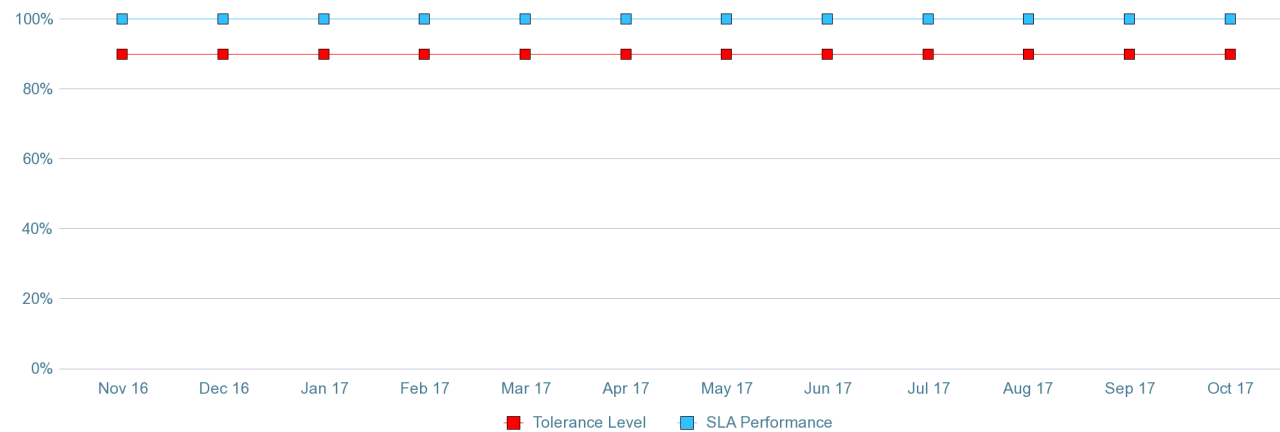


# Fault Management

October 2017

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

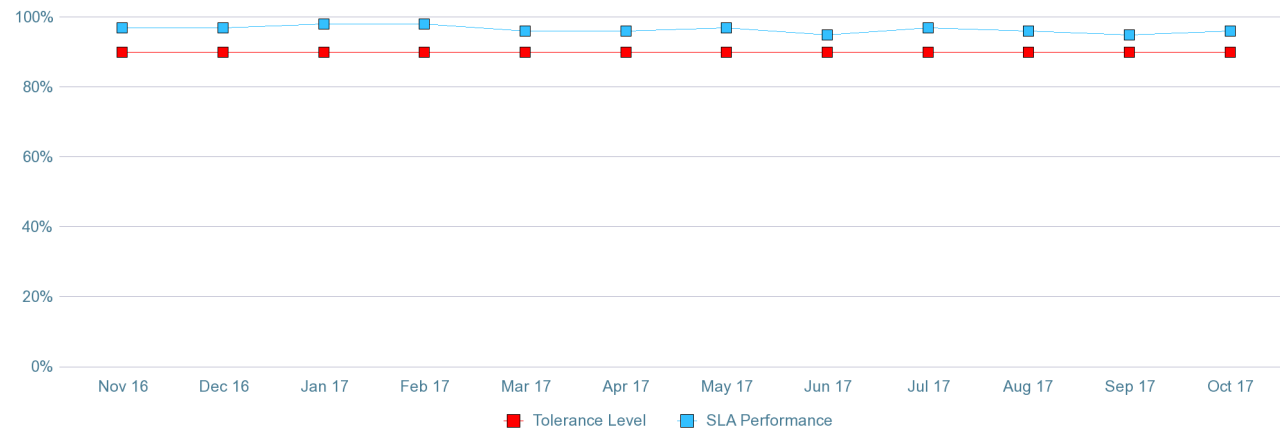
	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17
SLA Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Fault Management

October 2017

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

	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17
SLA Performance	97%	97%	98%	98%	96%	96%	97%	95%	97%	96%	95%	96%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%



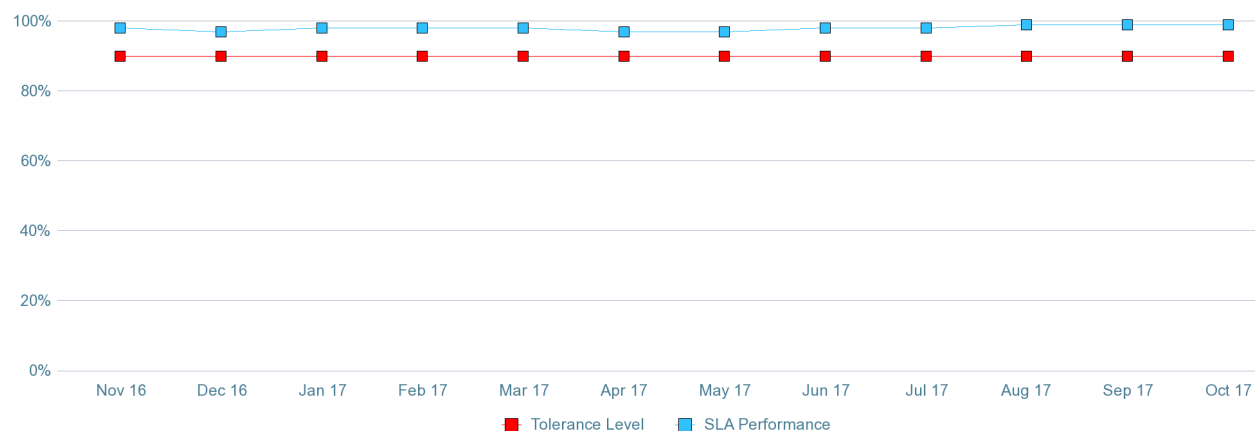


# Fault Management

October 2017

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

	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17
SLA Performance	98%	97%	98%	98%	98%	97%	97%	98%	98%	99%	99%	99%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

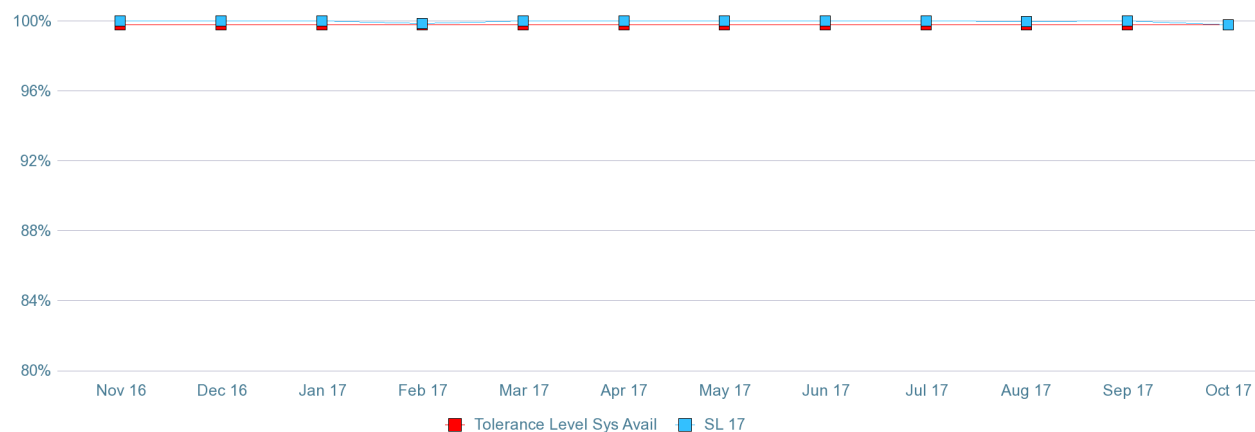


# Operational support systems

This section covers operational support systems for access seekers

October 2017

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



### Commentary

Performance has met the required tolerance level

	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17
SLA Performance	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.8%
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%

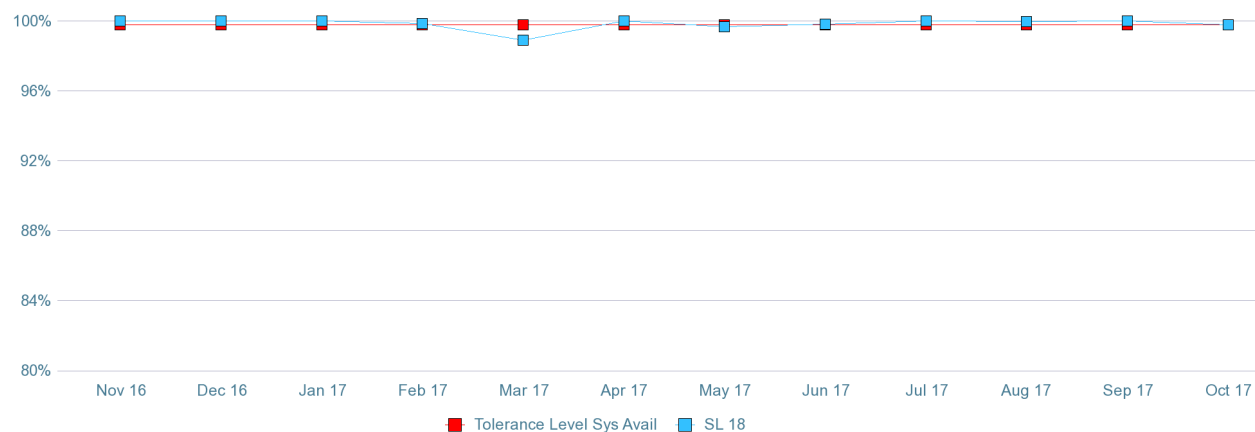


# Operational support systems

This section covers operational support systems for access seekers

October 2017

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



### Commentary

Performance has met the required tolerance level

	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17
SLA Performance	100.0%	100.0%	100.0%	99.9%	98.9%	100.0%	99.7%	99.8%	100.0%	100.0%	100.0%	99.8%
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

October 2017

**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

October 2017

Item No.	SL 4	Tolerance Level	90%
Service Attribute	Notification of expected RFS dates for Handover Connection		
Cause of default	Due to the complexity of such orders the provision of RFS dates generally requires more than the allowable four hours.		
Procedure for correcting default	RFS dates were provided ASAP.		
Steps taken to remedy default	We continue to make all reasonable efforts to meet the prescribed provisioning timeframe in lieu of alignment with UBA Backhaul.		
Effectiveness of steps taken	Unknown		
Date of previous default	June 2017, August 2017		