SLU Performance Report

Consolidated Report

October 2017

Introduction

Sub-Loop Unbundled (SLU) 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 SLU 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 SLU 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.

Chorus

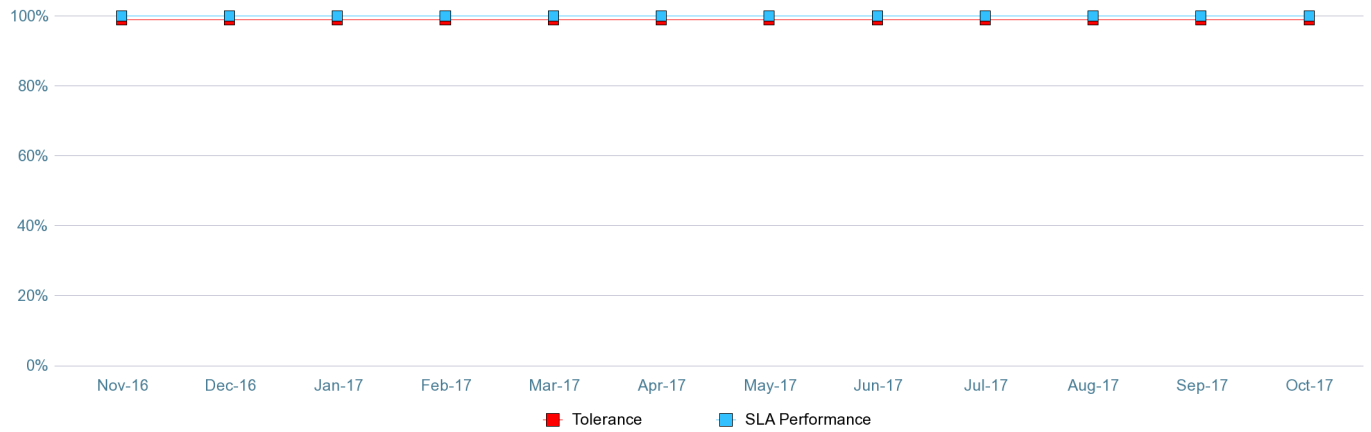


Provisioning SLU UCLL services

October 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

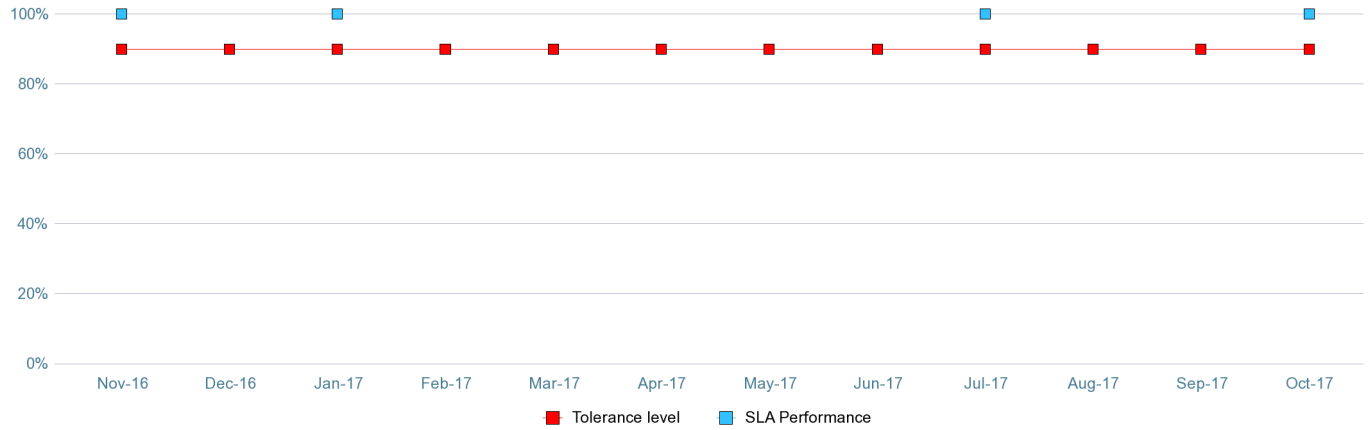
	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17
SLA Performance	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Tolerance Level	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%

Provisioning SLU UCLL services

October 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

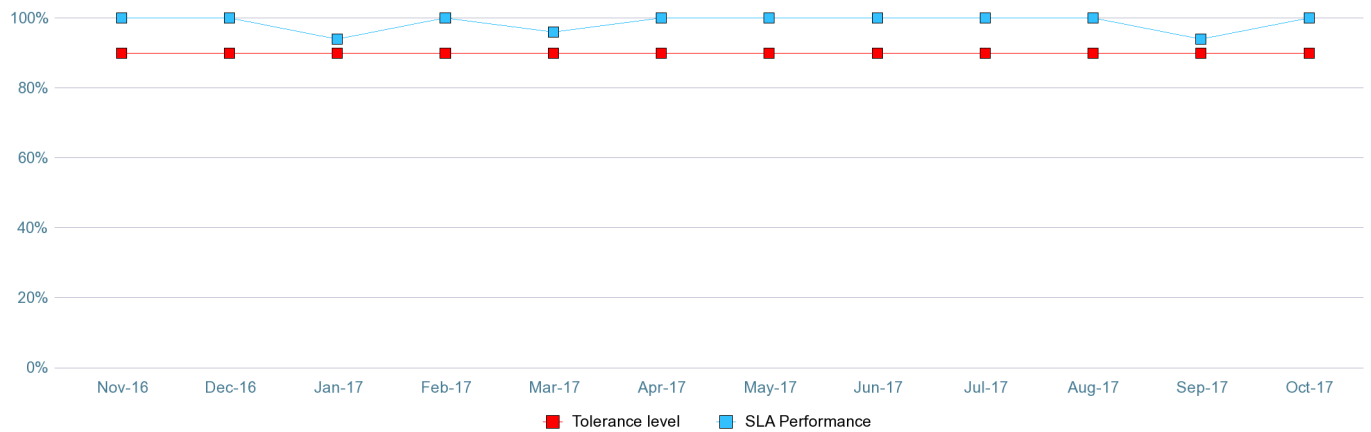
	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17
SLA Performance	100.0%	n/a	100.0%	n/a	n/a	n/a	n/a	n/a	100.0%	n/a	n/a	100.0%
Tolerance Level	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%

Provisioning SLU UCLL services

October 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

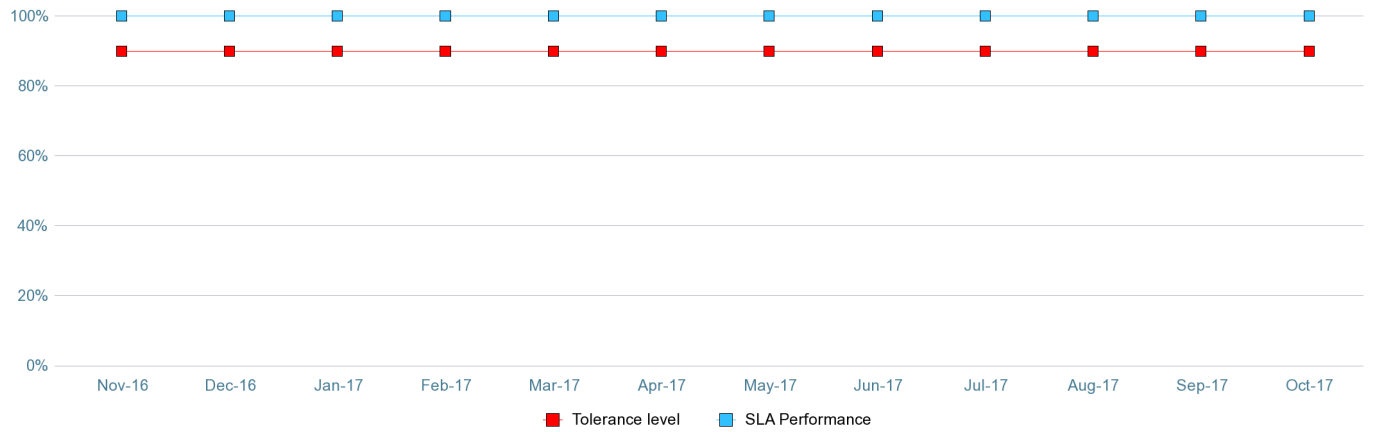
	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17
SLA Performance	100.0%	100.0%	94.0%	100.0%	96.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.0%	100.0%
Tolerance Level	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%

Provisioning SLU UCLL services

October 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 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	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
New Connection	100.0%	100.0%	n/a	100.0%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Other Service to Transfer	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Transfer	n/a	n/a	n/a	n/a	100.0%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
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%

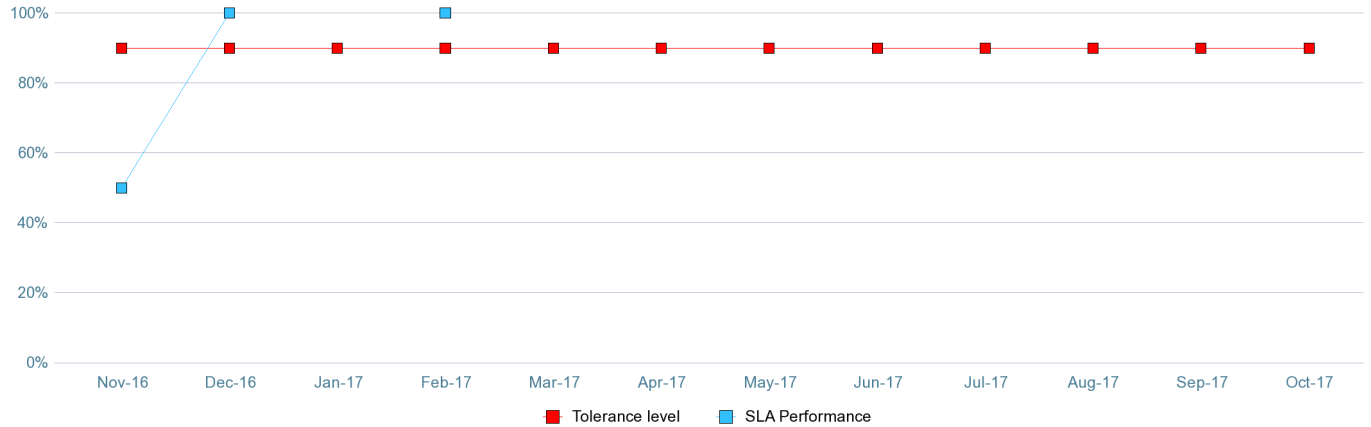
	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17
SLA Performance	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Tolerance Level	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%

Provisioning SLU UCLL services

October 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

No orders were received 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
Move Address	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
New Connection	50.0%	100.0%	n/a	100.0%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Other Service to Transfer	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Transfer	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

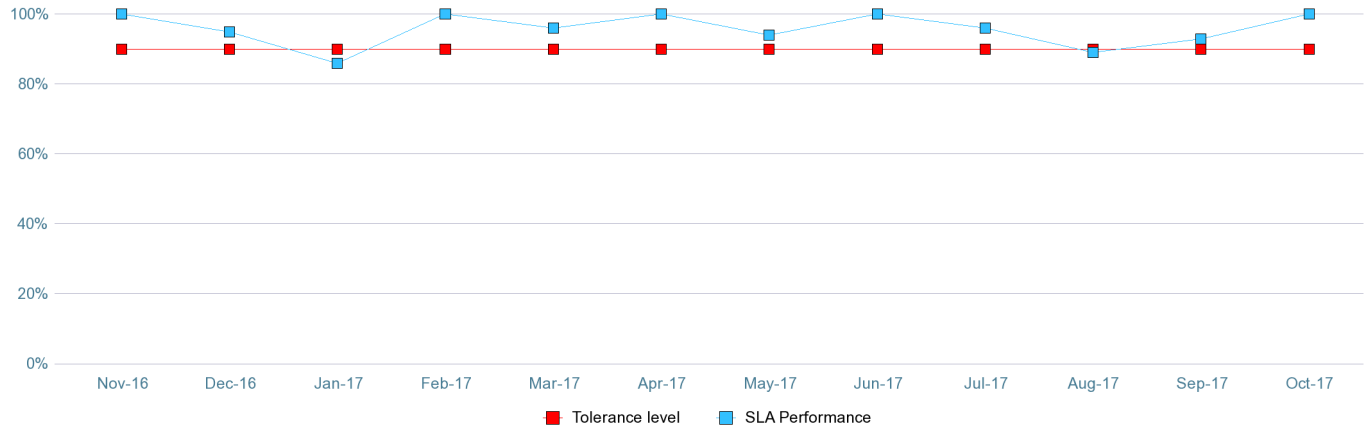
	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17
SLA Performance	50.0%	100.0%	n/a	100.0%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%

Provisioning SLU UCLL services

October 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

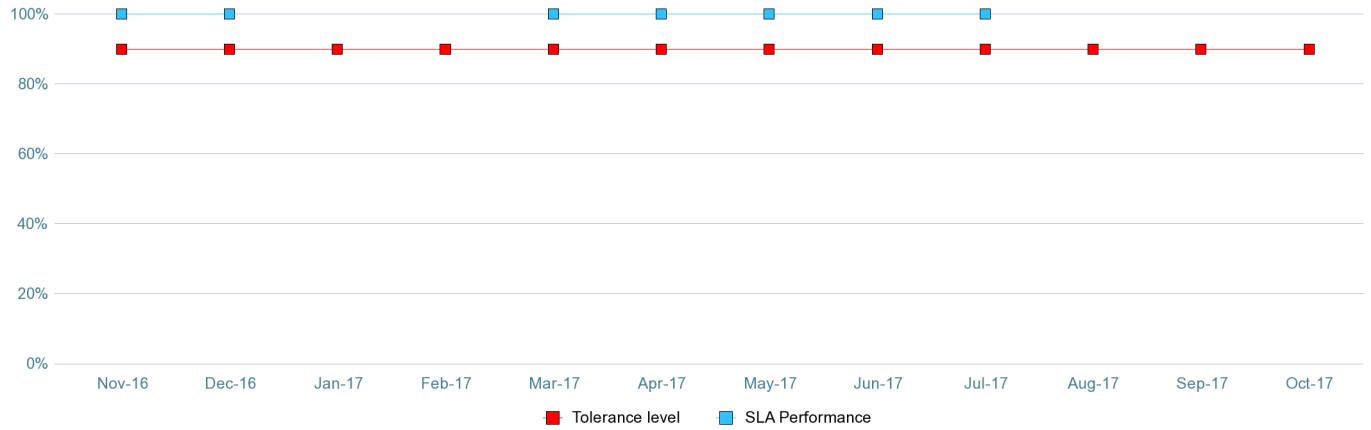
	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17
SLA Performance	100.0%	95.0%	86.0%	100.0%	96.0%	100.0%	94.0%	100.0%	96.0%	89.0%	93.0%	100.0%
Tolerance Level	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%

Provisioning SLU UCLL services

October 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

No orders were received this month

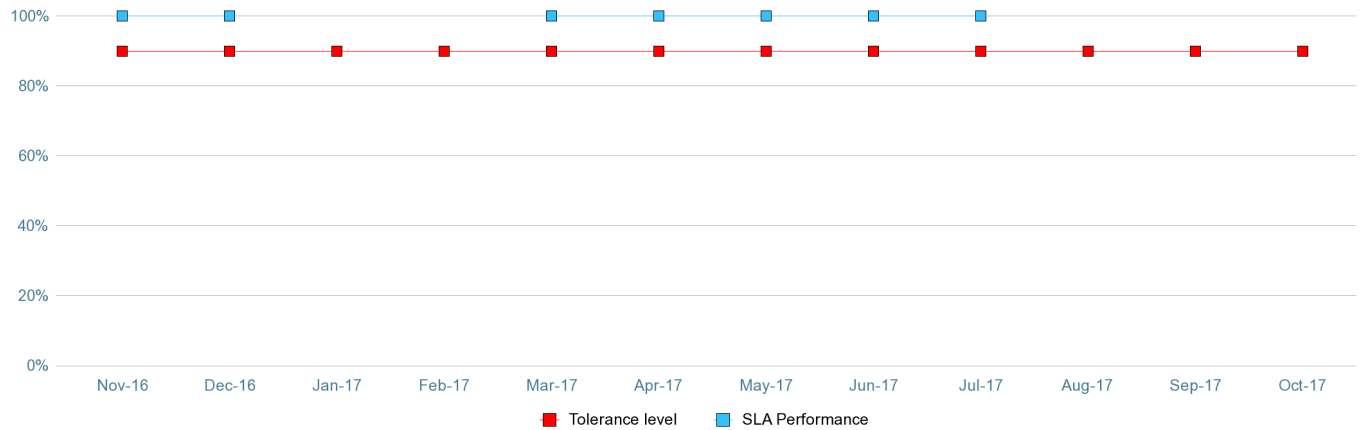
	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17
SLA Performance	100.0%	100.0%	n/a	n/a	100.0%	100.0%	100.0%	100.0%	100.0%	n/a	n/a	n/a
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Provisioning SLU UCLL services

October 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

No orders were completed 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
Automatic Prequal	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Manual Prequal	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

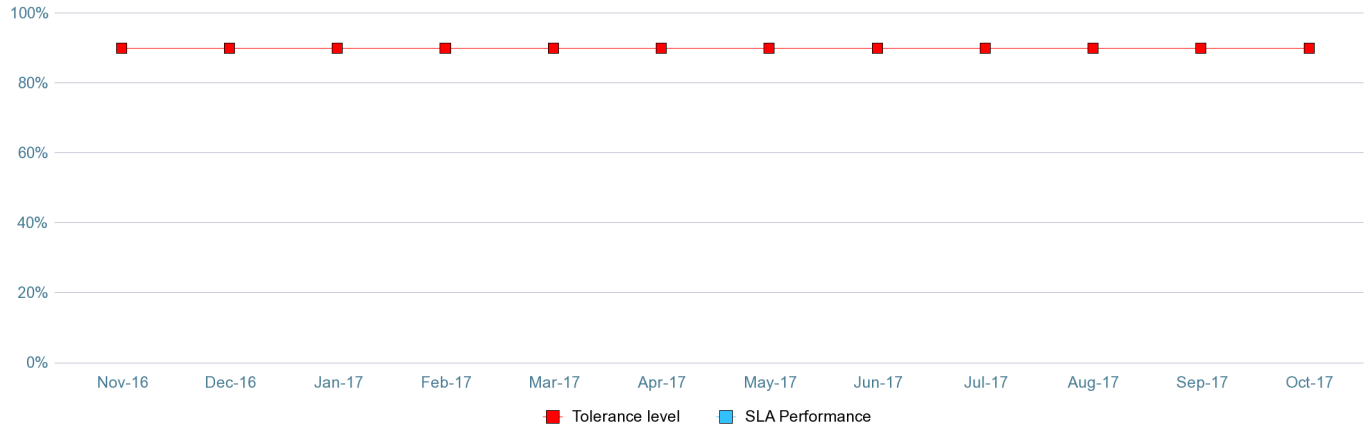
	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17
SLA Performance	100.0%	100.0%	n/a	n/a	100.0%	100.0%	100.0%	100.0%	100.0%	n/a	n/a	n/a
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Provisioning SLU UCLL services

October 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

No change requests were received this month

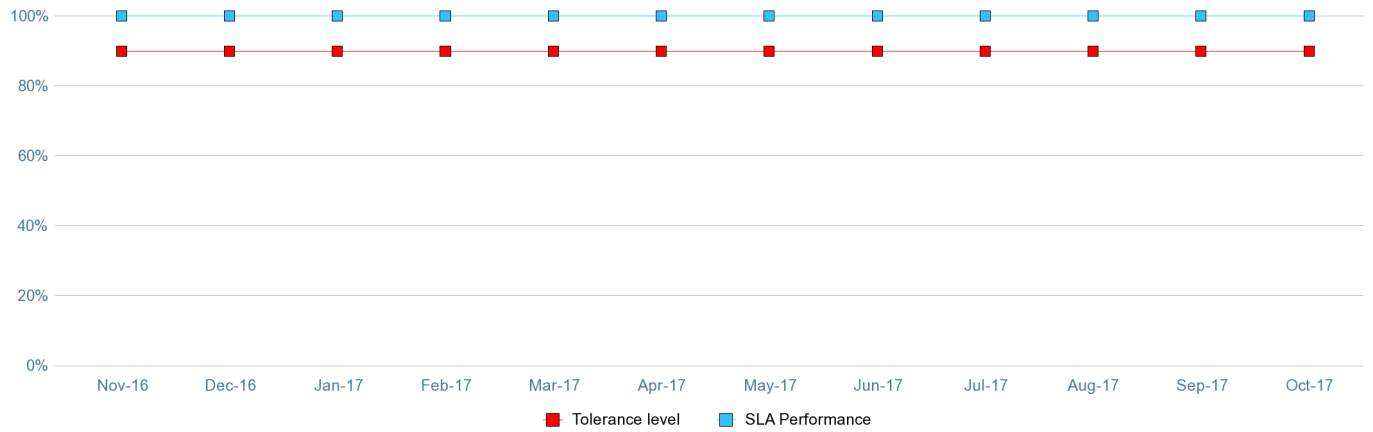
	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%

Provisioning SLU UCLL services

October 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

	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	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
New Connection	100.0%	100.0%	n/a	100.0%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Other Service to Transfer	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Transfer	n/a	n/a	n/a	n/a	100.0%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
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%

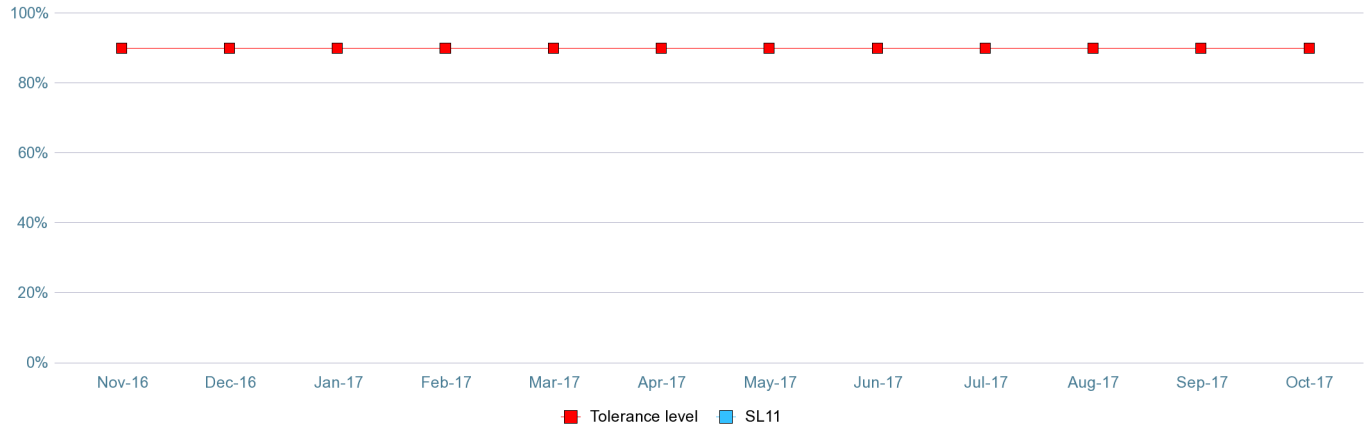
	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17
SLA Performance	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Tolerance Level	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%

Provisioning UCLL services

October 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

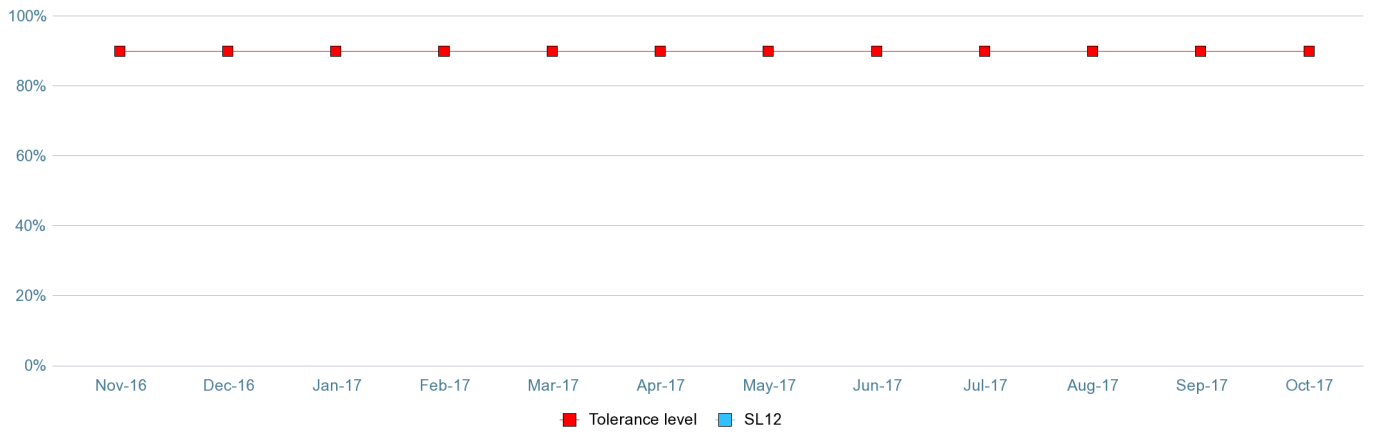
	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Provisioning UCLL services

October 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

No unplanned outages this month

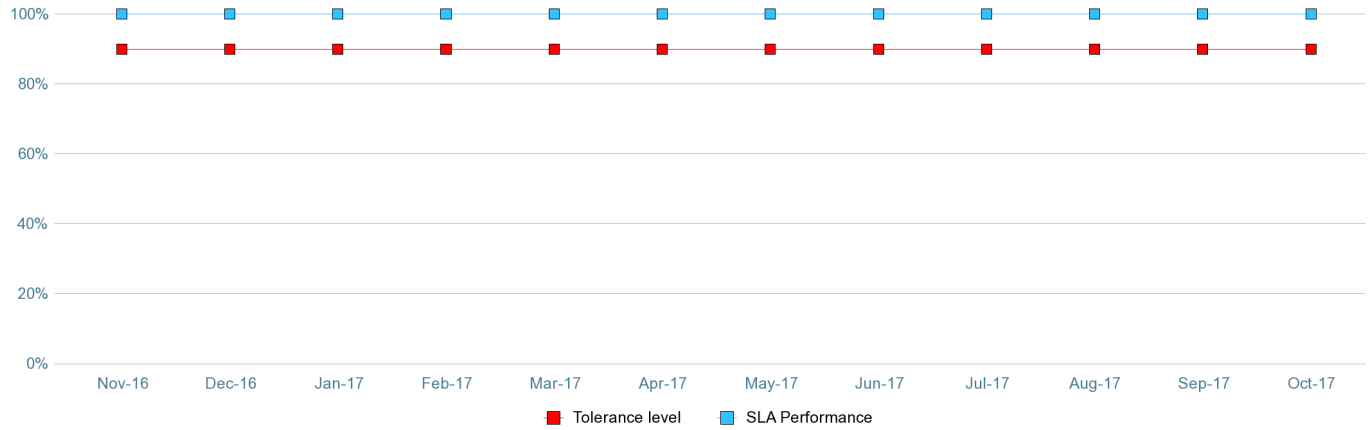
	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Fault Management

October 2017

This section covers fault receipt acknowledgement, notification, 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

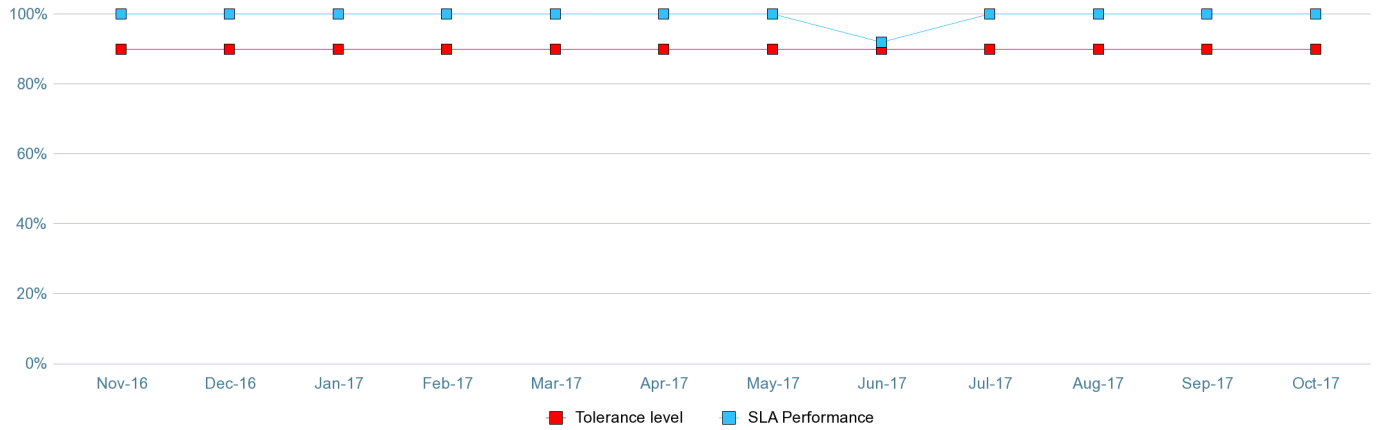
	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17
SLA Performance	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Fault Management

October 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

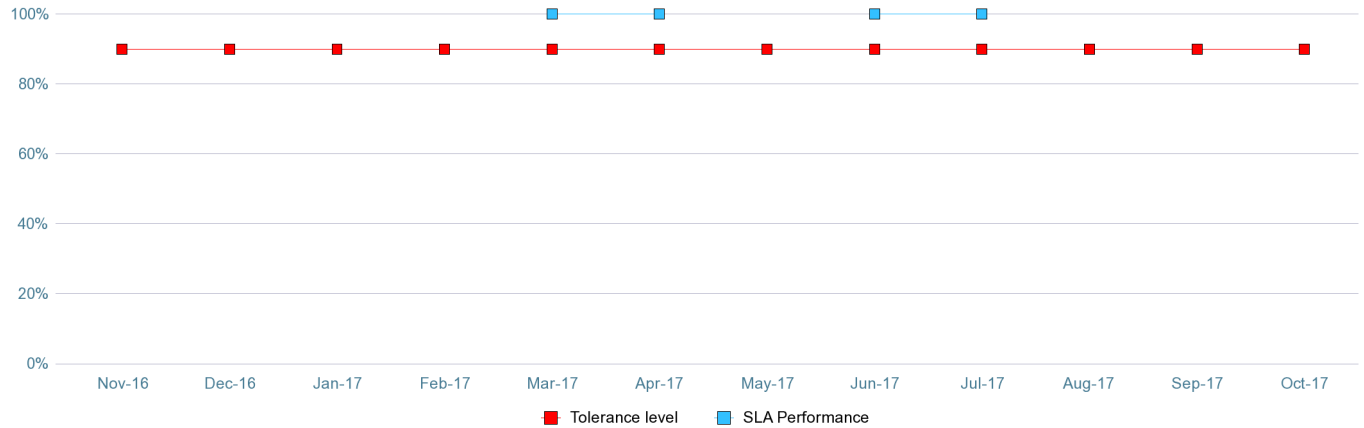
	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17
SLA Performance	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	92.0%	100.0%	100.0%	100.0%	100.0%
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Fault Management

October 2017

This section covers fault receipt acknowledgement, notification, restoration

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



Commentary

No faults reported this month

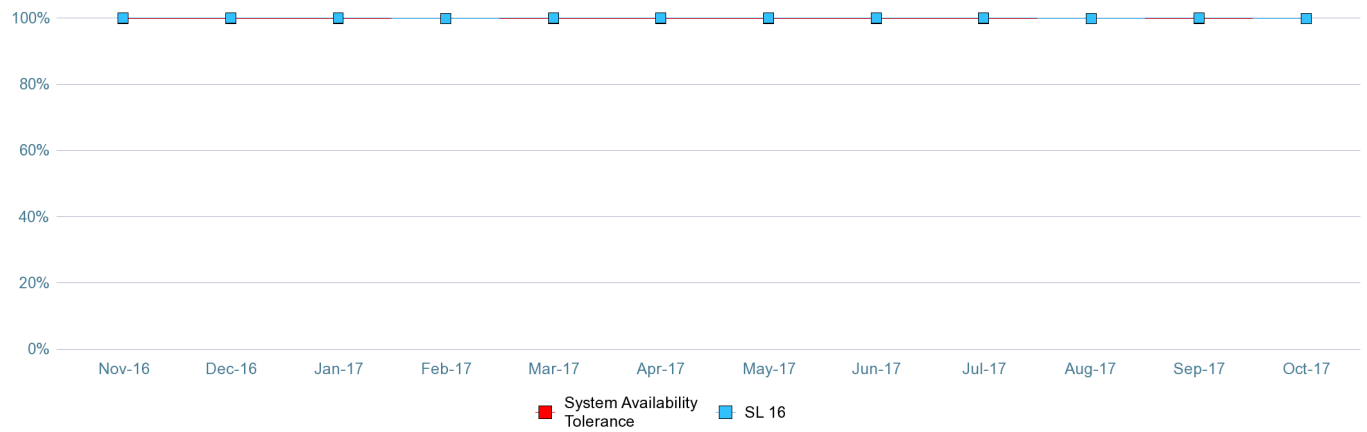
	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17
SLA Performance	n/a	n/a	n/a	n/a	100.0%	100.0%	n/a	100.0%	100.0%	n/a	n/a	n/a
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Operational support systems

October 2017

This section covers operational support systems for access seekers

SL 16 - Online Ordering & Tracking availability (24/7)



Commentary

Performance has met the required tolerance level

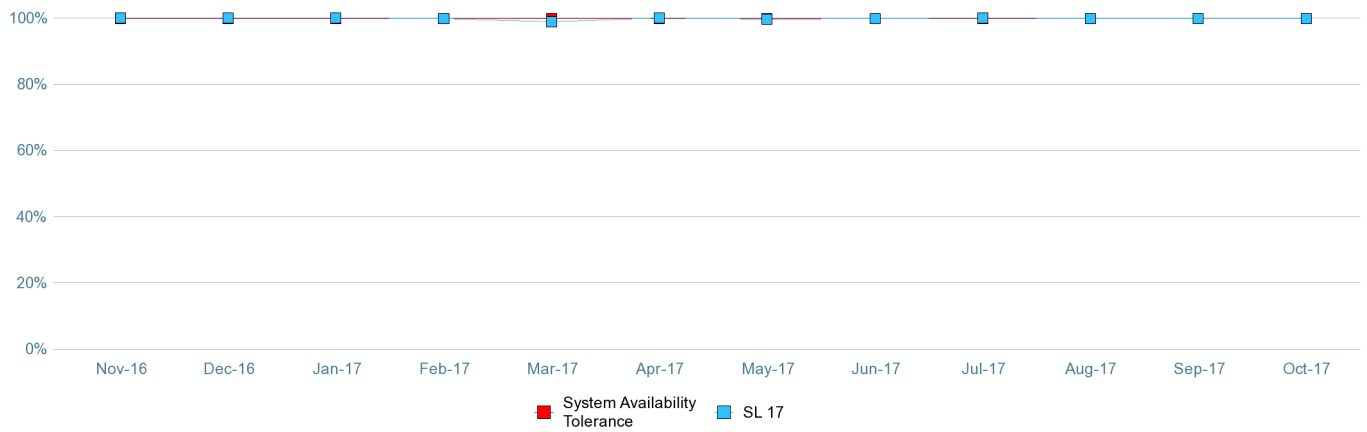
	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17
SLA Performance	100.0%	100.0%	100.0%	99.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.8%
Tolerance Level	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%

Operational support systems

October 2017

This section covers operational support systems for access seekers

SL 17 - 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%	99.8%	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 refer to Appendices 1 and 2 of the SLU Service Level Terms (SLU Standard Terms Determination Schedule 3) which is available on the Commerce Commission's website at www.comcom.govt.nz.

SL1	Percentage of SLU orders acknowledged within 4 Business Hours following receipt of the order
SL2	Percentage of rejection notifications for invalid SLU orders sent to the Access Seeker within 4 Business Hours following receipt time
SL3	Percentage of notification of expected RFS dates sent to the Access Seeker within 6 Business Hours of the Deemed Acceptance Time
SL4	Percentage of SLU orders that experienced no Faults in work carried out to provision an order within 5 Working Days following confirmation by Telecom of completion of the order (Level A)
SL5	Percentage of SLU orders completed by the notified expected RFS date (excluding Relinquishments & Move Address Orders) (Level A)
SL6	Percentage of SLU Relinquishment & Move Address orders completed by the notified expected RFS date
SL7	Percentage of pre-qualification orders acknowledged within 4 Business Hours following receipt of order
SL8	Percentage of pre-qualification order completion acknowledgements made within 4 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 Business Hours following receipt of the requests to change an existing
SL10	Percentage of confirmation of completions of order provided to the Access Seeker within 4 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 Telecom 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 fault 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 OO&T availability to the Access Seeker
SL17	Percentage of OFM availability to the Access Seeker

SLU Default Report

October 2017

Item No.		**Item No.**	
Service Attribute	No defaults this month		

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