UBA Backhaul Performance Report

Consolidated Report

September 2014

Introduction

Unbundled Bitstream Access (UBA) 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 UBA Backhaul Standard Term Determinations.

Executive Summary

There were no Service Level Defaults this Month.

Points to note

There are no points to note.

Further Information

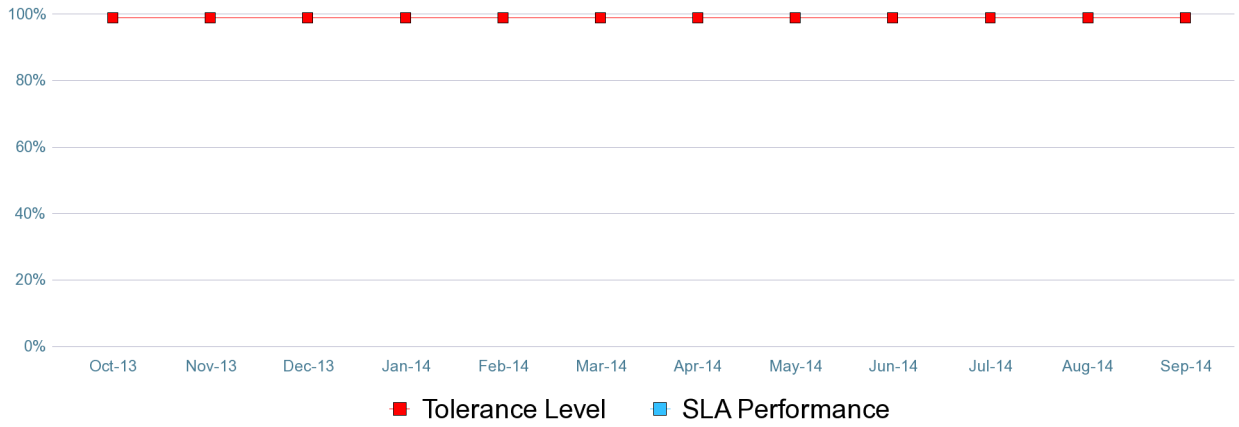
If you have queries, please email your Chorus Account Manager.

Provisioning Backhaul services

September 2014

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

SL 1 – Orders acknowledged within 4 Business Hours of order receipt – All Orders



Commentary

No orders were received this month

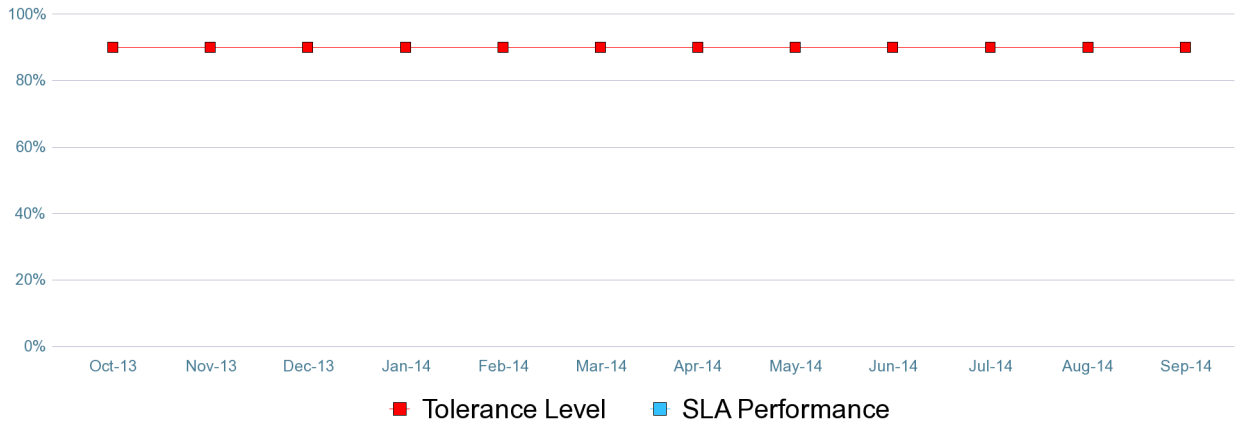
	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%

Provisioning Backhaul services

September 2014

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

SL 2 - Invalid order rejection notifications sent within 8 Business Hours of receipt – All Orders



Commentary

No invalid orders received this month

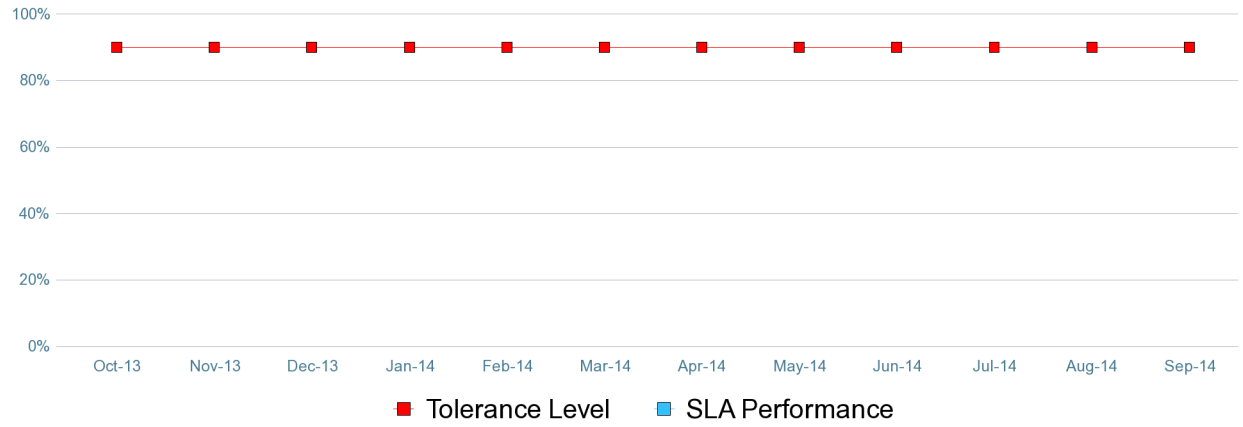
	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Provisioning Backhaul services

September 2014

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

SL 3 – Notification of expected RFS dates sent within 7 working days of deemed acceptance time – except Speed Change orders not a requiring Truck Roll



Commentary

No orders were received this month

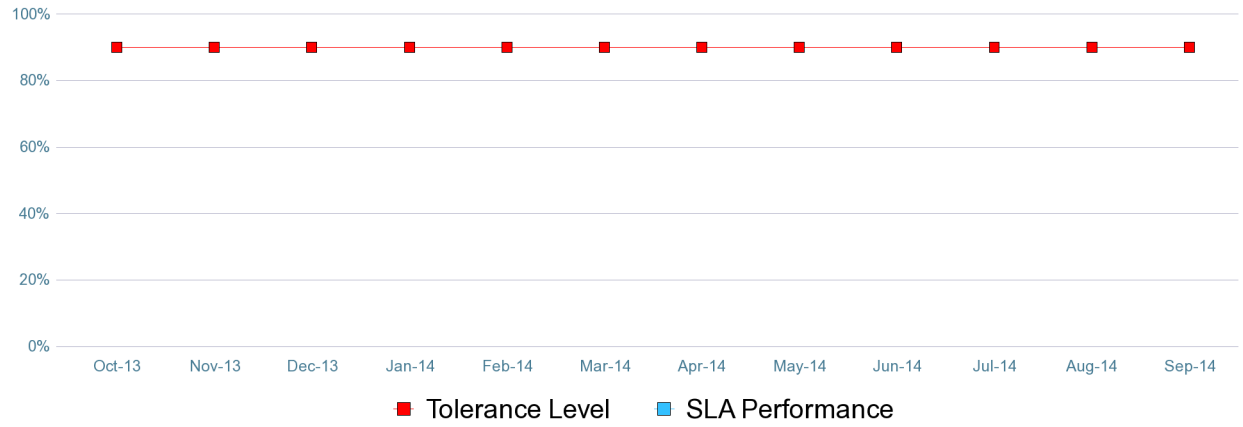
	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Provisioning Backhaul services

September 2014

This section covers UBA 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

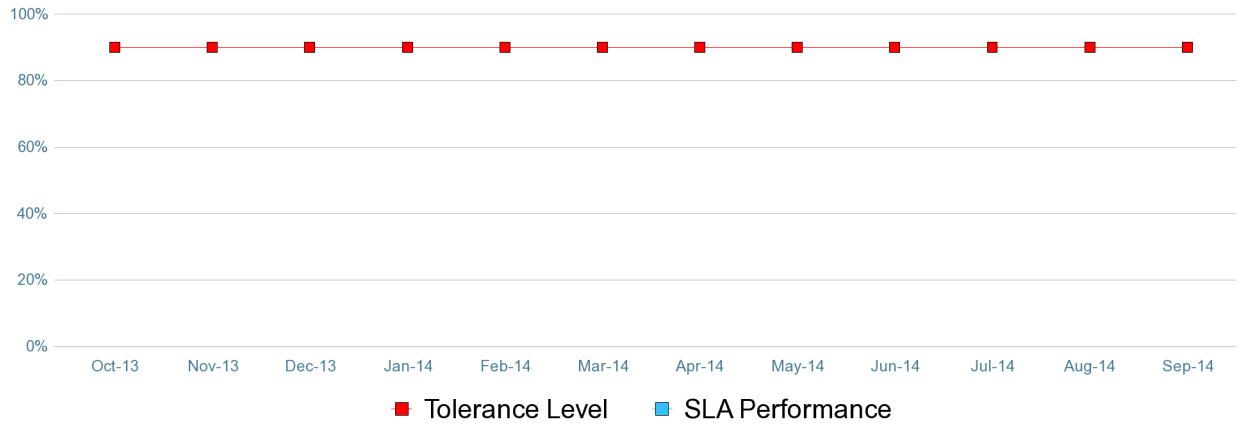
	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Provisioning Backhaul services

September 2014

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

SL 5 – Notification Of Expected RFS date changes provided within three working days of change receipt - All Orders



Commentary

No change requests were received this mont

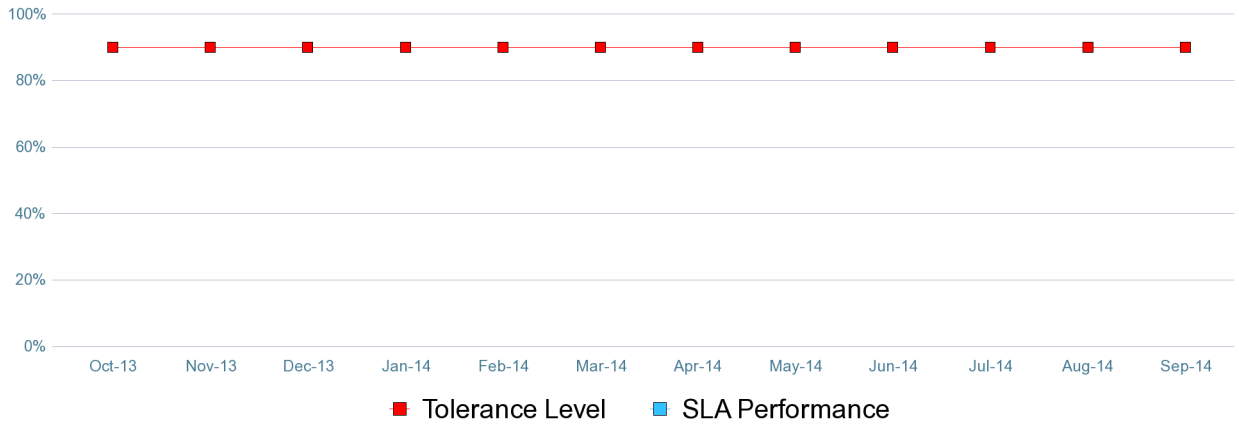
	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Provisioning Backhaul services

September 2014

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

SL 6 - Order is completed right first time (Level A) - for each service type



Commentary

No orders were completed this month

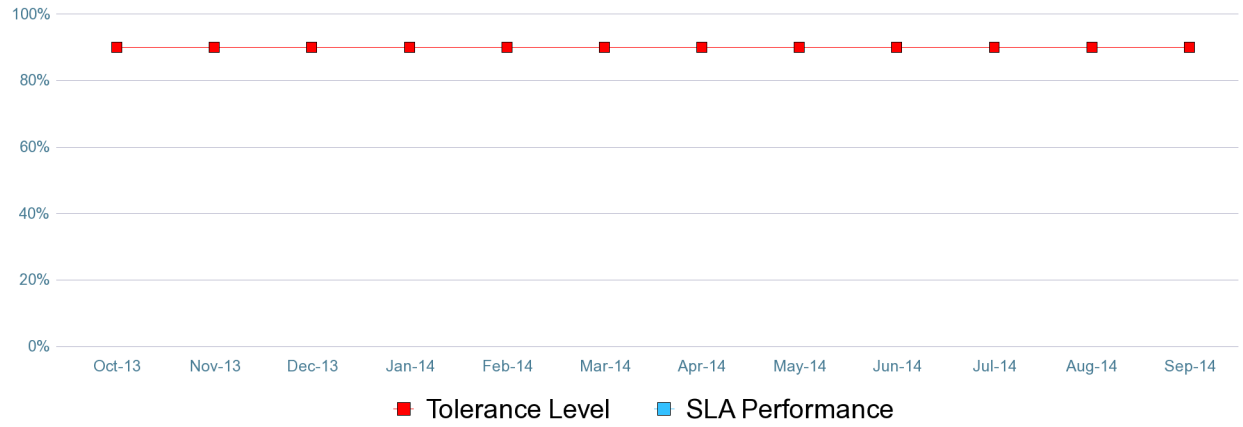
	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Provisioning Backhaul services

September 2014

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

SL 7 – 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

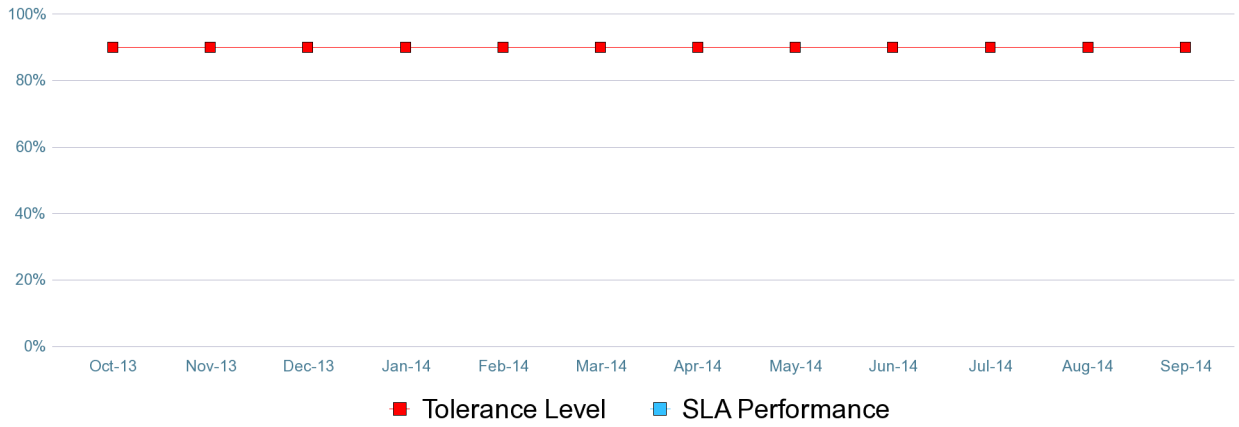
	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Provisioning Backhaul services

September 2014

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

SL 8 - Order is completed by the notified expected RFS date – Relinquishment orders



Commentary

No relinquishment orders were completed this month

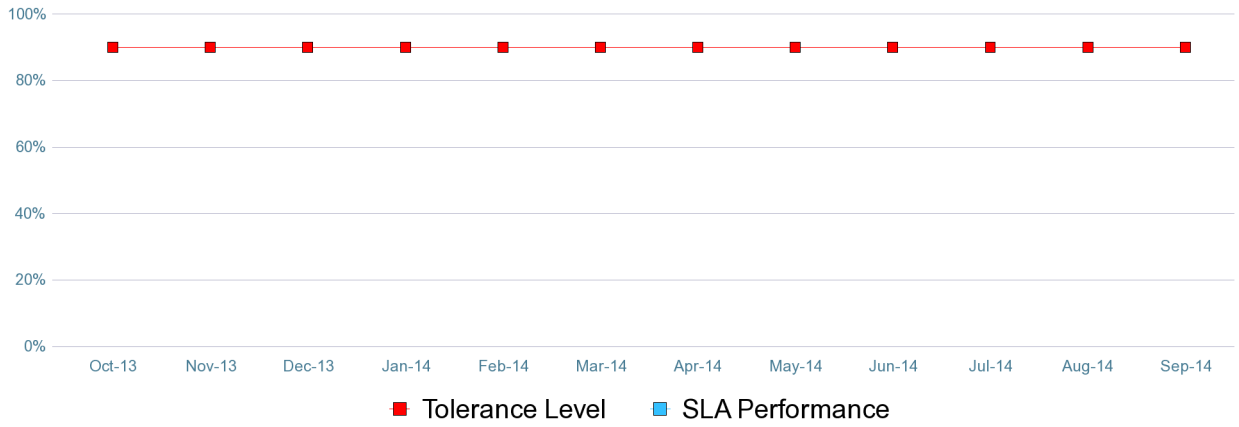
	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Provisioning Backhaul services

September 2014

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

SL 9 - Completion of Order confirmation sent within four business hours after Order completion – All Orders



Commentary

No orders were completed/ confirmed this month

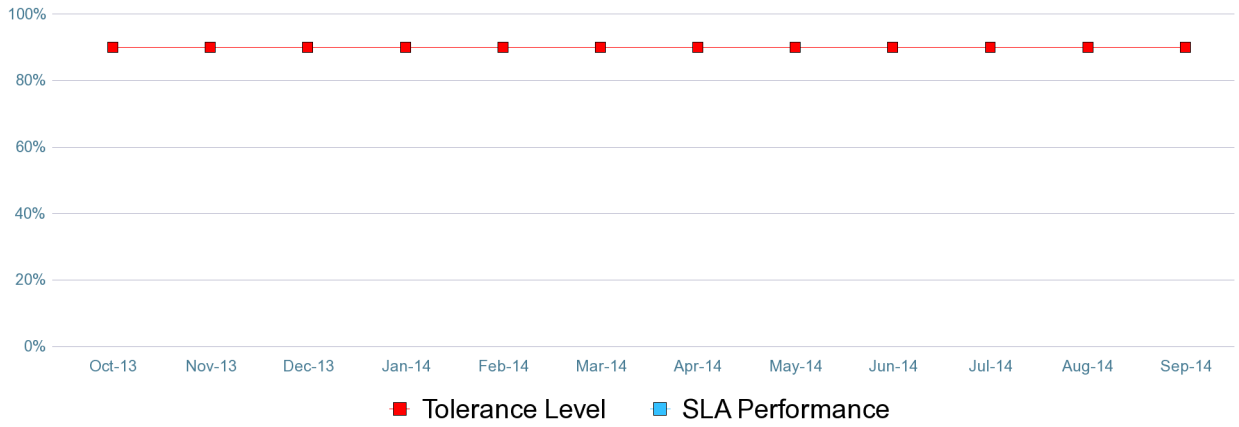
	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Provisioning Backhaul services

September 2014

This section covers UBA 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

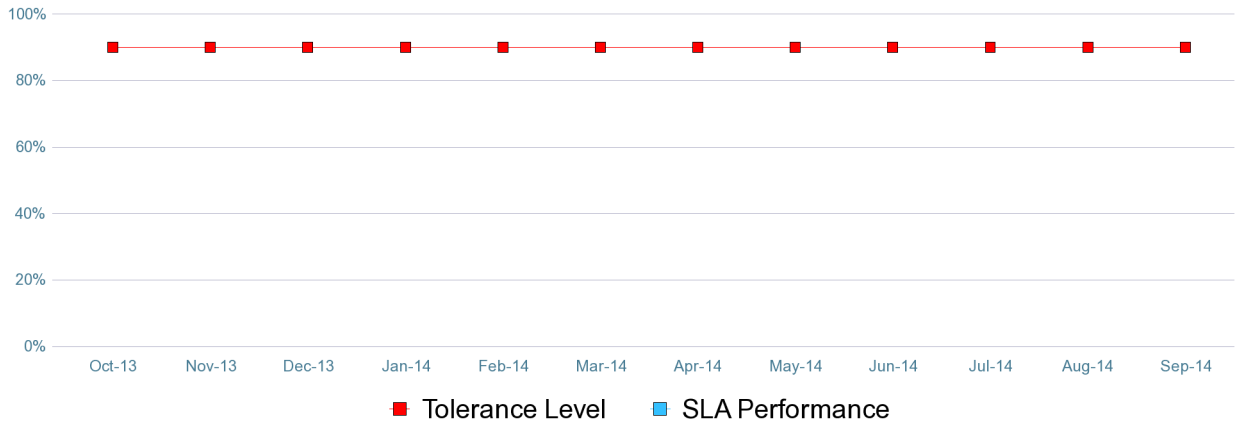
	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Provisioning Backhaul services

September 2014

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

SL 11 – Unplanned outage notifications advised within 2 hours of Chorus discovering or receiving outage notice (24x7 basis)



Commentary

No Unplanned Outages this month

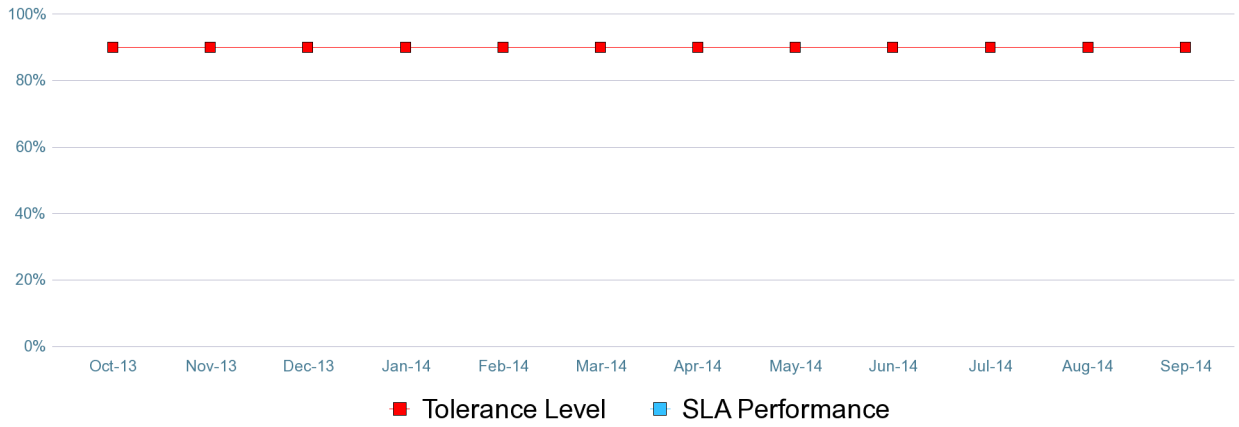
	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Fault Management

September 2014

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

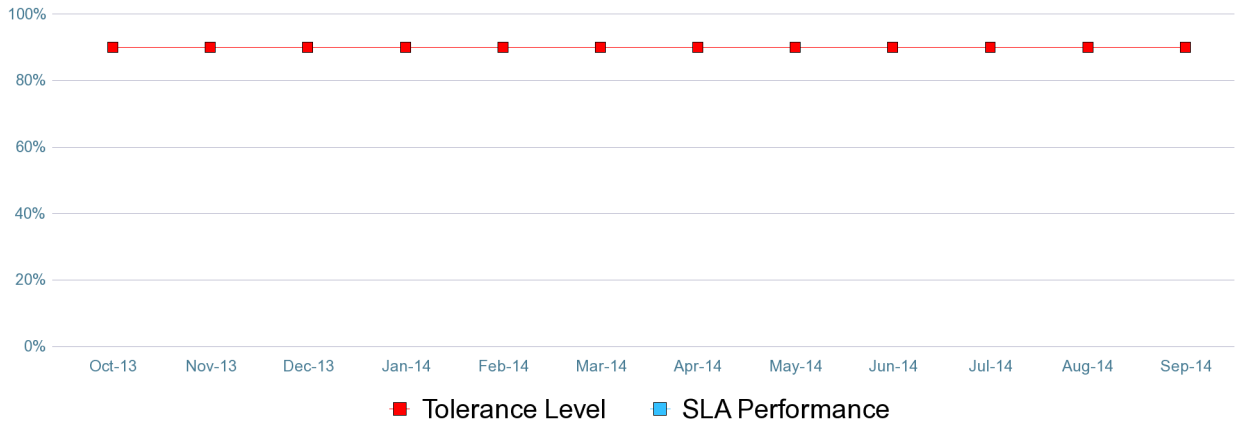
	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Fault Management

September 2014

This section covers fault receipt acknowledgement, notification, restoration

SL 13 – Expected fault restoration time notifications sent within 4 Fault Restoration Hours of fault report or 8 Fault Restoration Hours where the fault relates to the technical service specifications



Commentary

No faults were reported this month

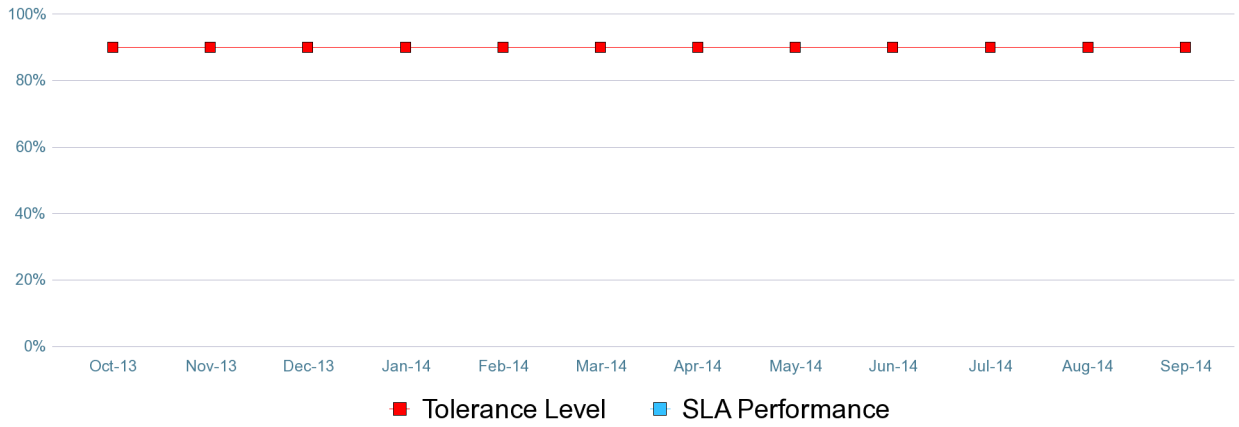
	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Fault Management

September 2014

This section covers fault receipt acknowledgement, notification, restoration

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



Commentary

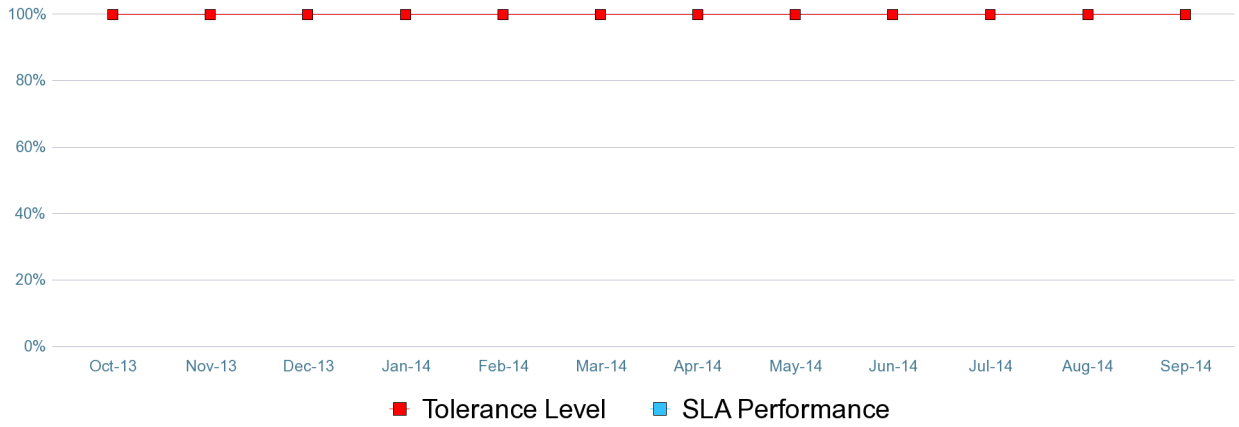
No faults were reported/ restored this month

	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
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

This section covers operational support systems for access seekers

SL 15 - Online Ordering & Tracking availability (24/7)



Commentary

Results are unknown currently

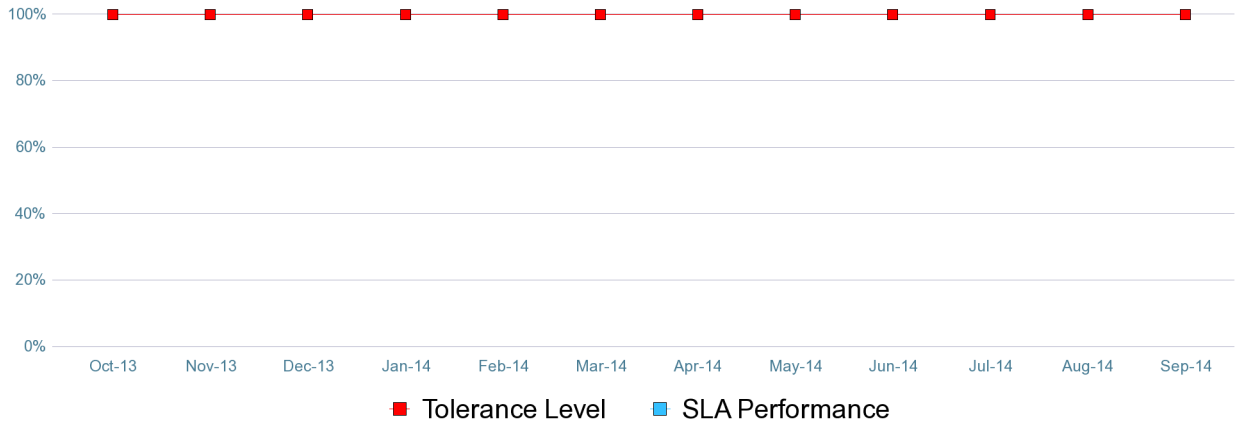
	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%

Operational support systems

September 2014

This section covers operational support systems for access seekers

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



Commentary

Results are unknown currently

	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
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	99.8%	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

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 the UBA Backhaul Service Level Terms which is available on the Commerce Commission's website at www.comcom.govt.nz

SL1	Percentage of Backhaul orders acknowledged within 4 business hours following receipt of the order
SL2	Percentage of rejection notifications for invalid Backhaul orders sent to the Access Seeker within 8 business hours following receipt time
SL3	Percentage of notification of expected RFS dates sent to the Access Seeker within 7 working days of the Deemed Acceptance Time
SL4	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)
SL5	Percentage of notification of RFS date changes received within 3 working days following receipt of the requests to change an existing order
SL6	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)
SL7	Percentage of Backhaul orders completed by the notified expected RFS date
SL8	Percentage of Backhaul Relinquishment orders completed by the notified expected RFS date
SL9	Percentage of confirmation of completions sent to the as within 4 business hours after the Backhaul order has been completed
SL10	Percentage of Planned Outage notifications advised to the Access Seeker at least 5 working days prior to the Planned Outage taking place
SL11	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
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 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
SL14	Percentage Of Faults restored within the notified expected restoration time
SL15	Percentage of OO&T availability to the Access Seeker
SL16	Percentage of OFM availability to the Access Seeker

UBA Backhaul Default Report

Item No.		**Item No.**	
Service Attribute			

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