Unbundled Bitstream Backhaul Performance Report

Consolidated – March 2010

Introduction

UBA Backhaul Performance Reports are prepared each month to provide a comprehensive view of our provisioning, fault management and operational support system performance. The report measures our performance against service levels defined in the UBA Backhaul Standard Term Determination.

Executive Summary

This Service Level Performance Report has been prepared for the month of March 2010.

There were two Service Level default this month: SL 7 (Handover Link Orders completed by notified expected RFS date (Level A) and SL 16 (Online Fault Management). Service Level Default Reports for these Service Levels can be found in the appendix of this report.

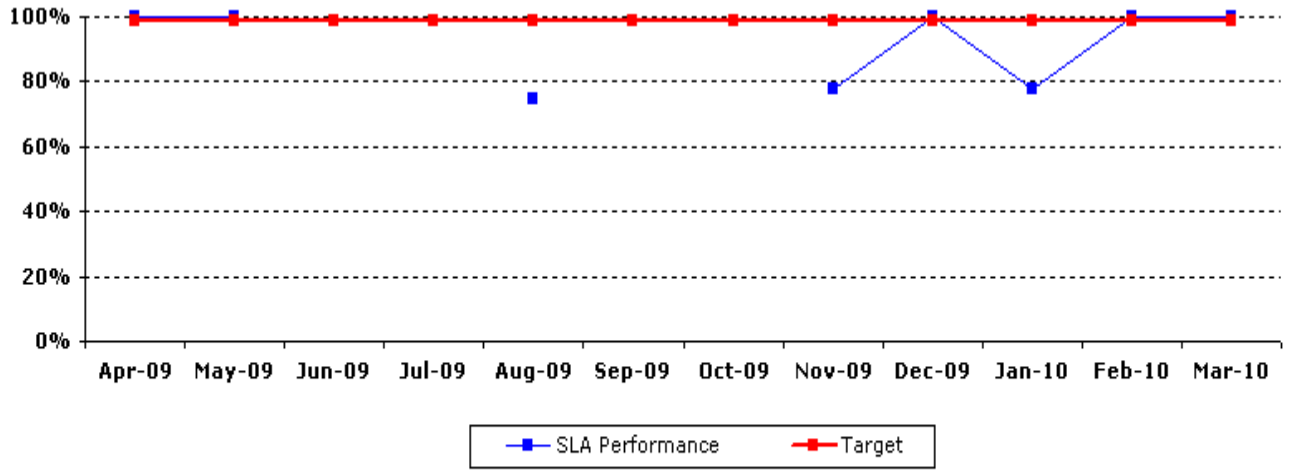
Further Information

If you have any queries on the information within this report please contact Telecom through your usual channel.

Provisioning UBA Backhaul Services

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

SL 1 – Orders acknowledged within four business hours of order receipt time



	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
SLA Performance	100%	100%			75%			78%	100%	78%	100%	100%
Target	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%

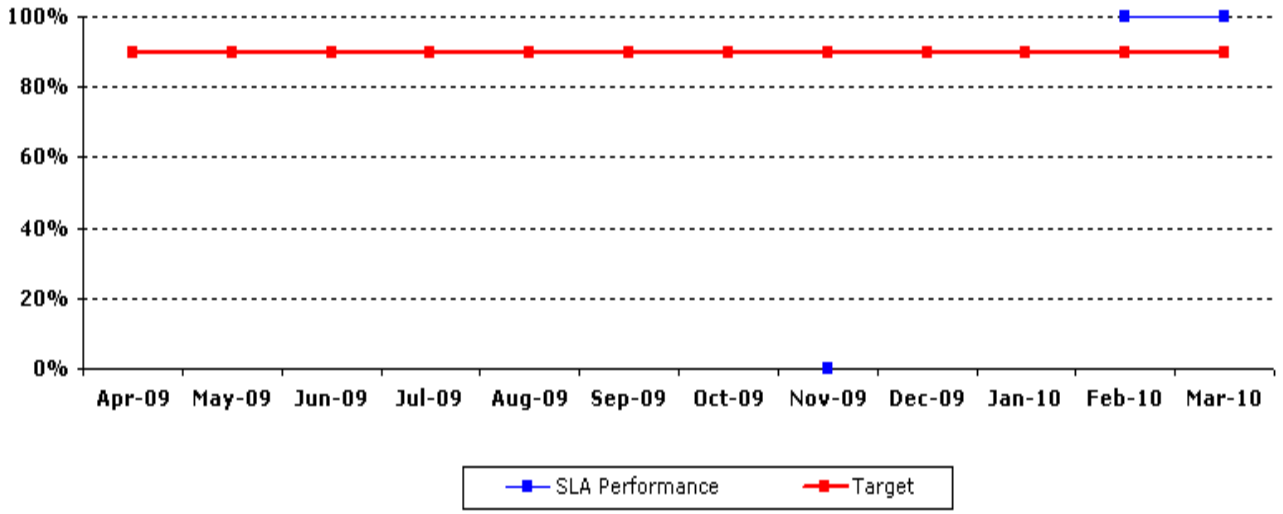
Commentary

Performance has met the target tolerance level.

Provisioning UBA Backhaul Services

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

SL 2 - Invalid order rejection notifications sent within eight business hours of receipt time



	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
SLA Performance								0%			100%	100%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

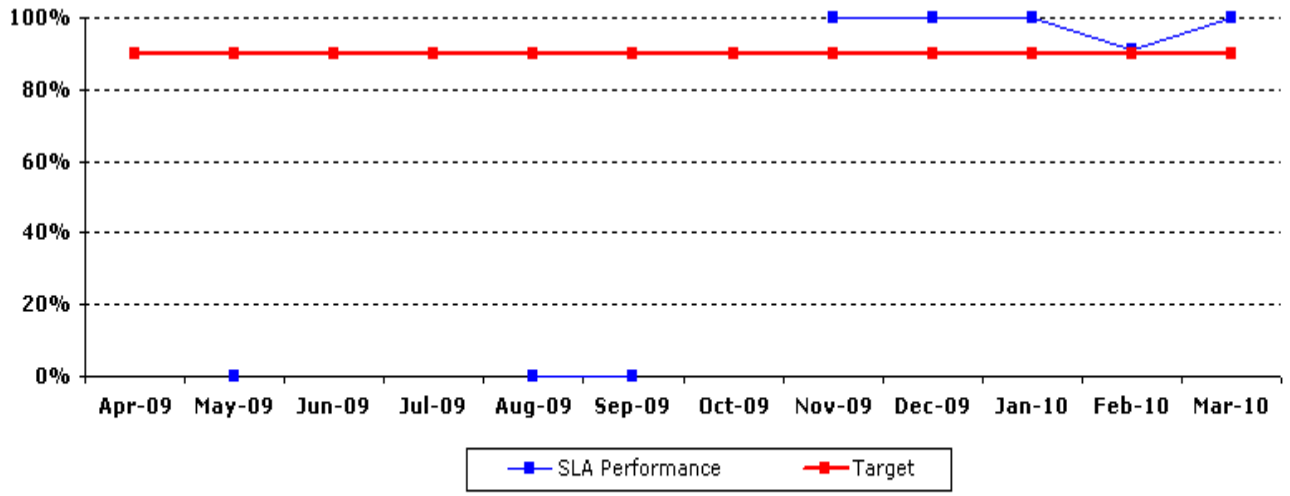
Commentary

Performance has met the target tolerance level.

Provisioning UBA Backhaul Services

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

SL 3 – Notification of expected RFS date sent within seven working days of deemed acceptance time



	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
SLA Performance		0%			0%	0%		100%	100%	100%	91%	100%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

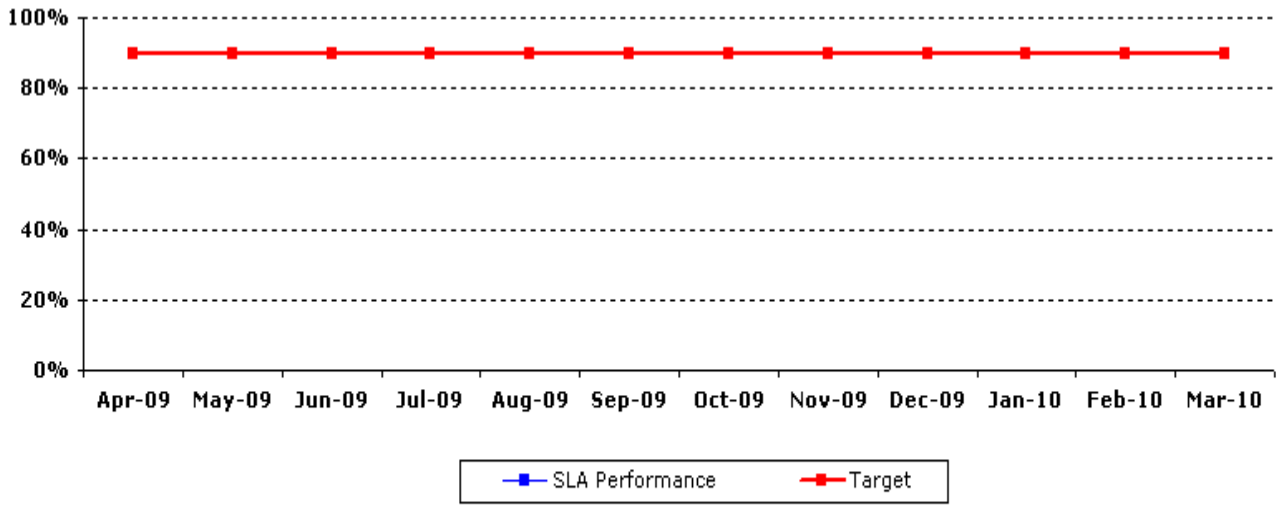
Commentary

Performance has met the target tolerance level.

Provisioning UBA Backhaul Services

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

SL4 - Notification of expected RFS date for a speed change order to be provided within three working days of deemed acceptance time



	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
SLA Performance												
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

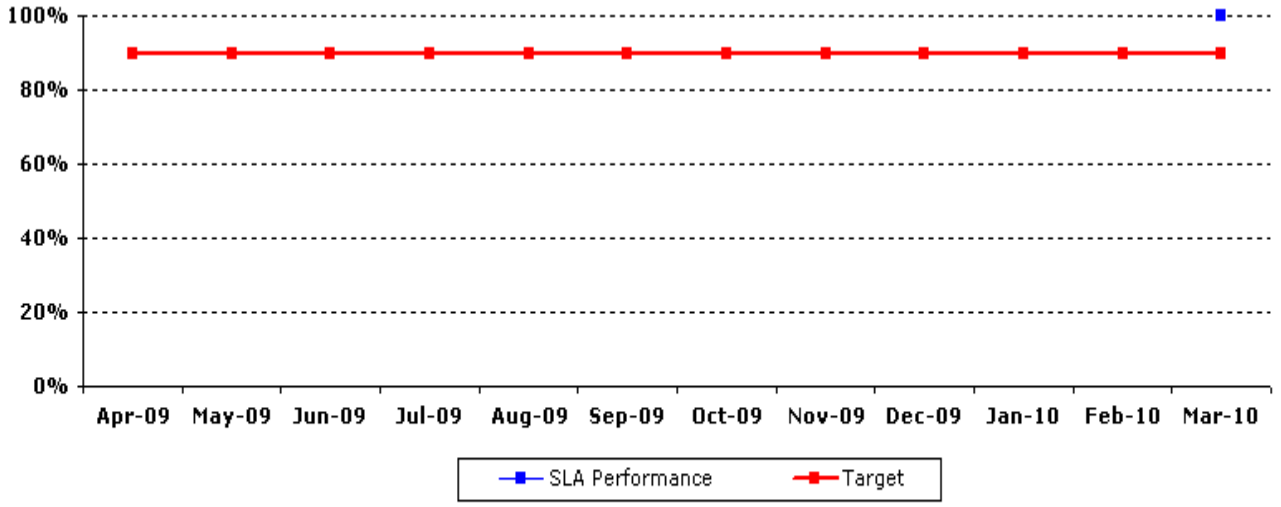
Commentary

No activity.

Provisioning UBA Backhaul Services

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

SL 5 - Notification of a change to RFS date to be provided within three working days of receipt of the request to change an existing order



	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
SLA Performance												100%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

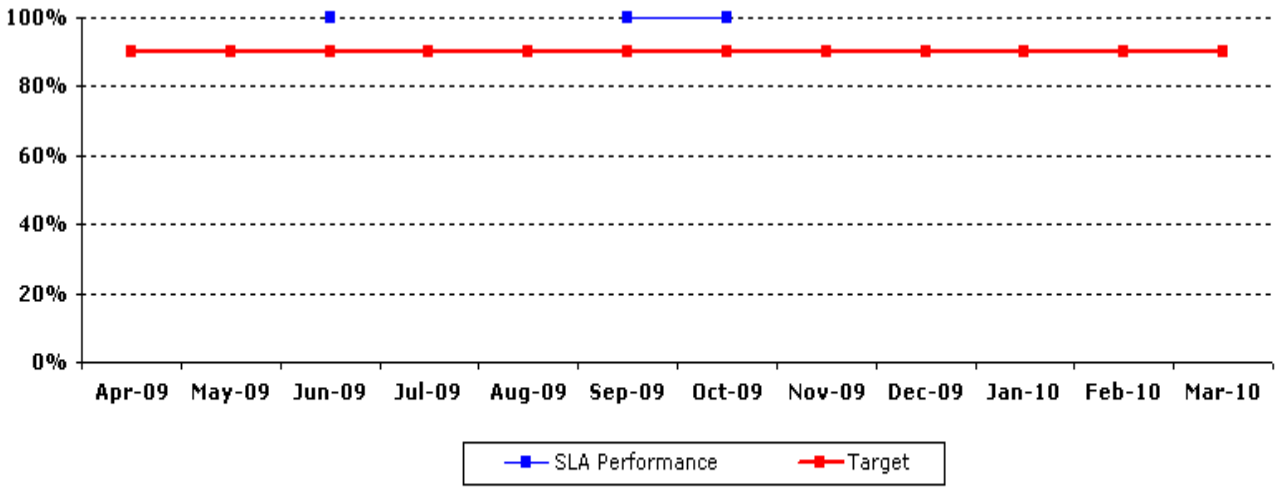
Commentary

Performance has met the target tolerance level.

Provisioning UBA Backhaul Services

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

SL 6 - New connection orders experiencing no fault within 5 working days of confirmation of order completion by Telecom (Level A)



	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
SLA Performance			100%			100%	100%					
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

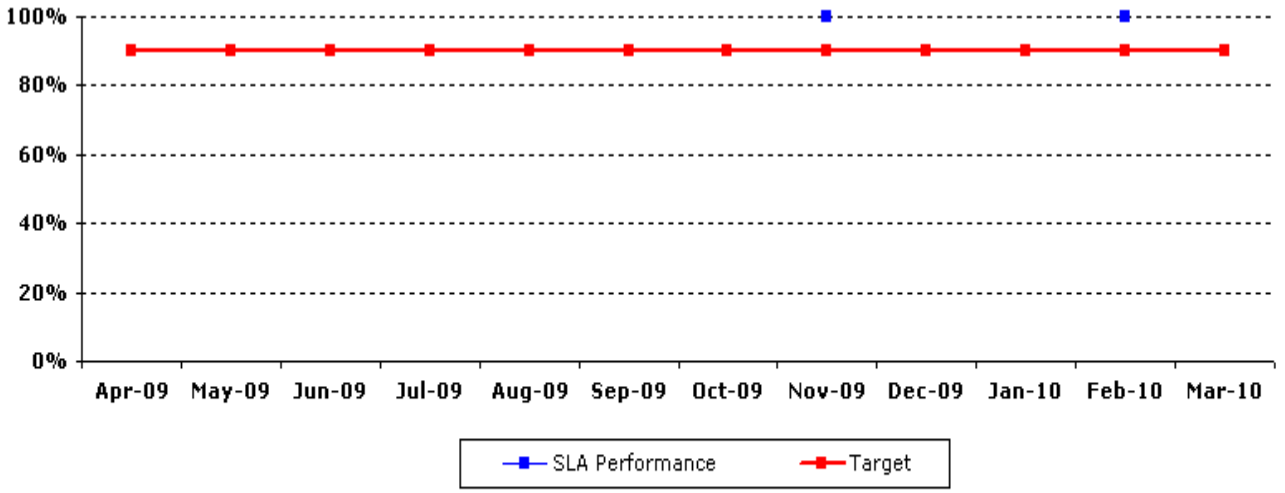
Commentary

No activity.

Provisioning UBA Backhaul Services

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

SL 6 - Relinquishment orders experiencing no fault within 5 working days of confirmation of order completion by Telecom (Level A)



	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
SLA Performance								100%			100%	
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

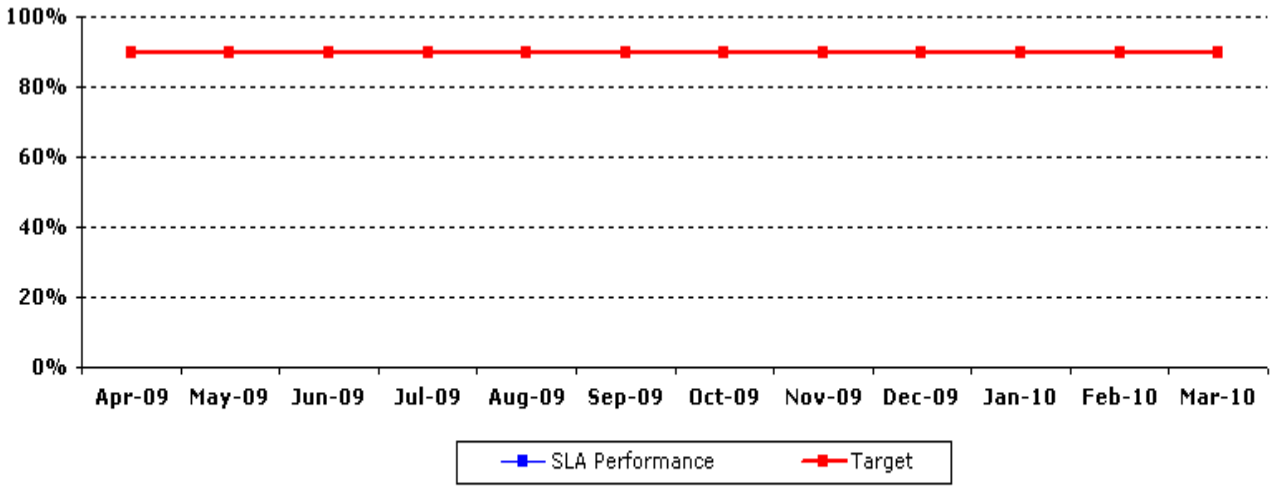
Commentary

No activity.

Provisioning UBA Backhaul Services

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

SL 6 - Speed Change orders experiencing no fault within 5 working days of confirmation of order completion by Telecom (Level A)



	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
SLA Performance												
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

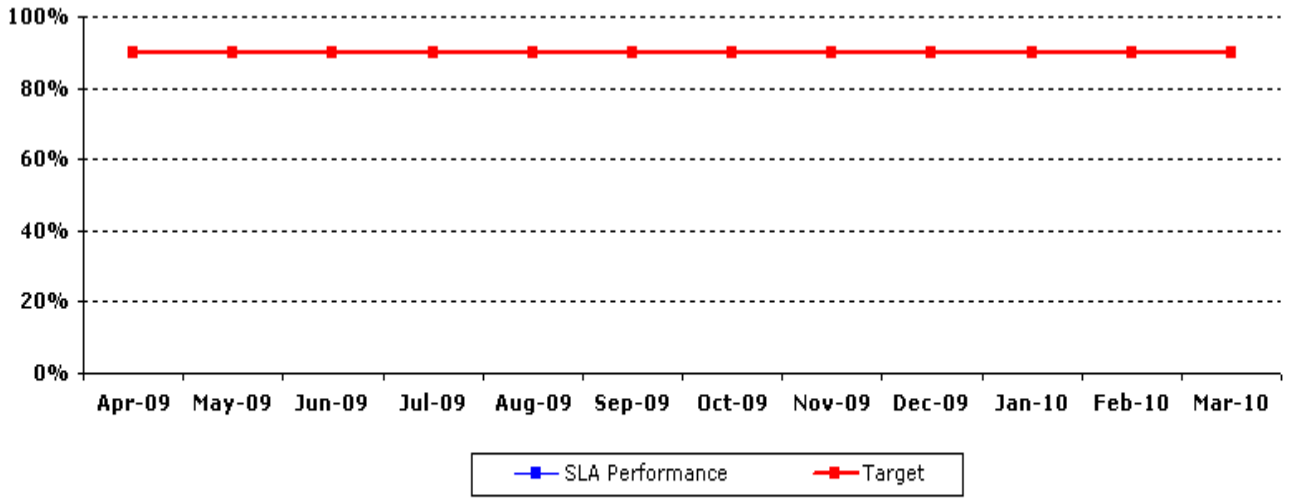
Commentary

No activity.

Provisioning UBA Backhaul Services

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

SL 6 – Network Change orders experiencing no fault within 5 working days of confirmation of order completion by Telecom (Level A)



	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
SLA Performance												
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

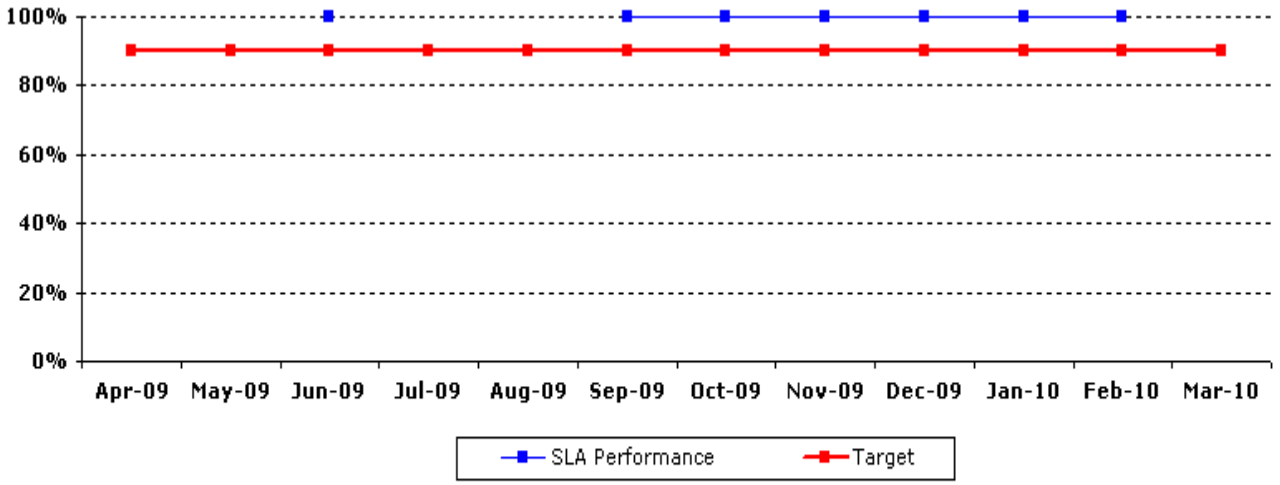
Commentary

No activity.

Provisioning UBA Backhaul Services

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

SL 6 - Handover link orders experiencing no fault within 5 working days of confirmation of order completion by Telecom (Level A)



	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
SLA Performance			100%			100%	100%	100%	100%	100%	100%	
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

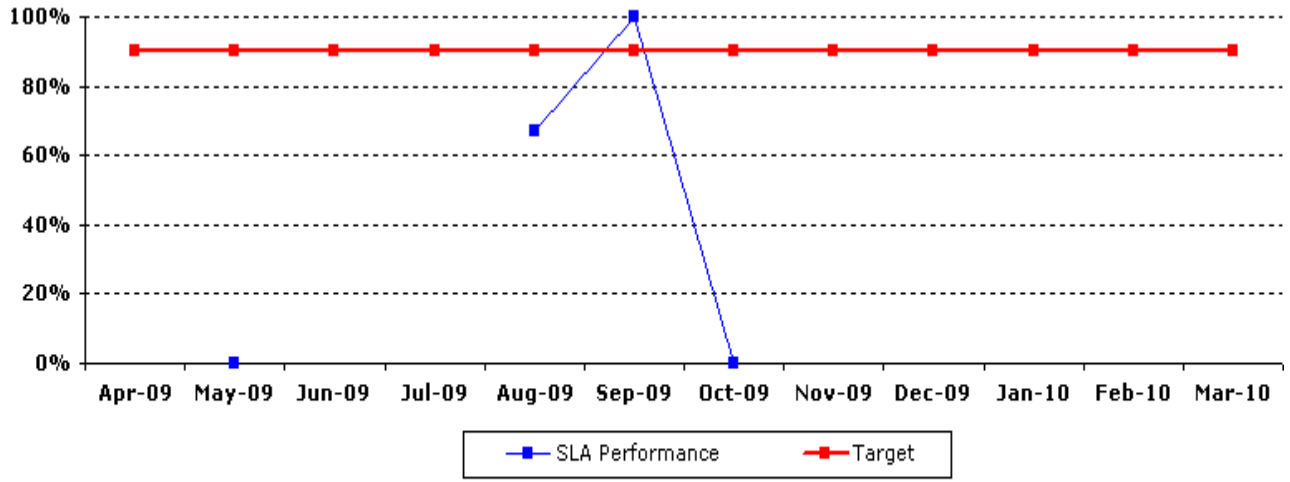
Commentary

No activity.

Provisioning UBA Backhaul Services

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

SL7 - New Connection Orders completed by notified expected RFS date (Level A)



	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
SLA Performance		0%			67%	100%	0%					
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

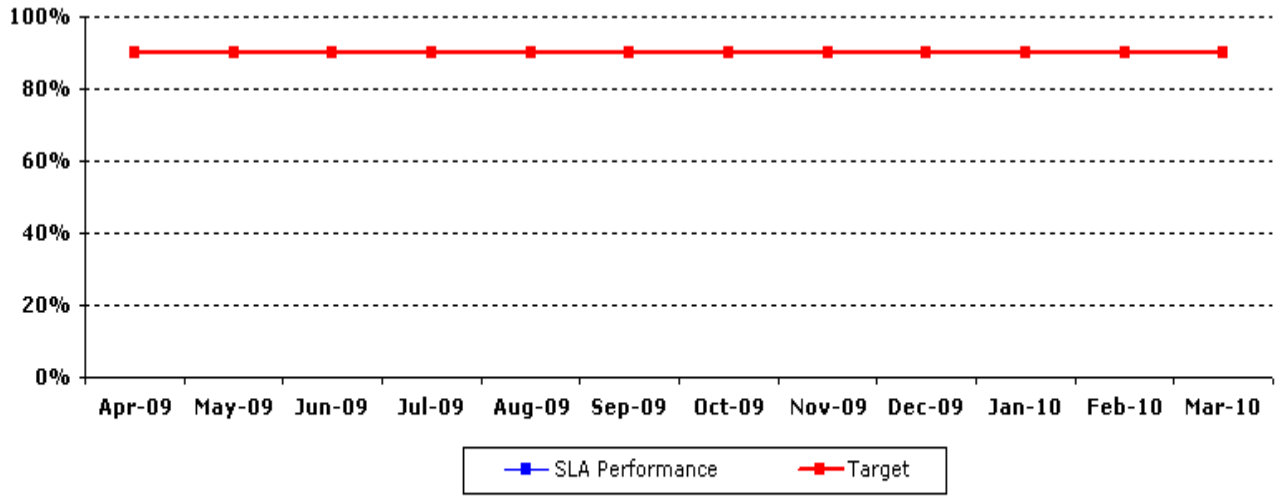
Commentary

No activity.

Provisioning UBA Backhaul Services

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

SL7 - Speed Change Orders completed by notified expected RFS date (Level A)



	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
SLA Performance												
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

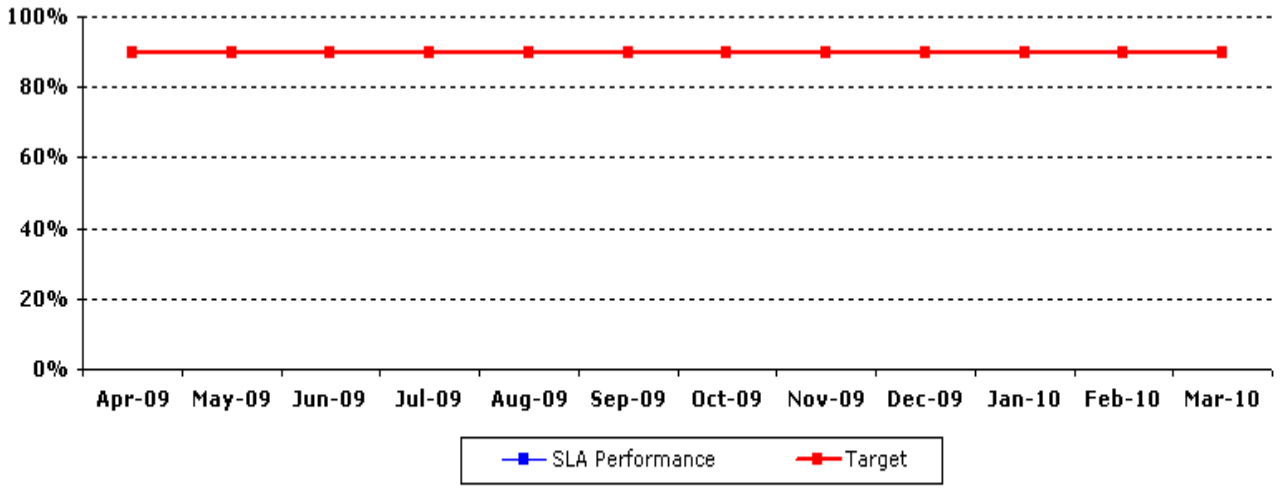
Commentary

No activity.

Provisioning UBA Backhaul Services

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

SL7 - Network Change Orders completed by notified expected RFS date (Level A)



	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
SLA Performance												
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

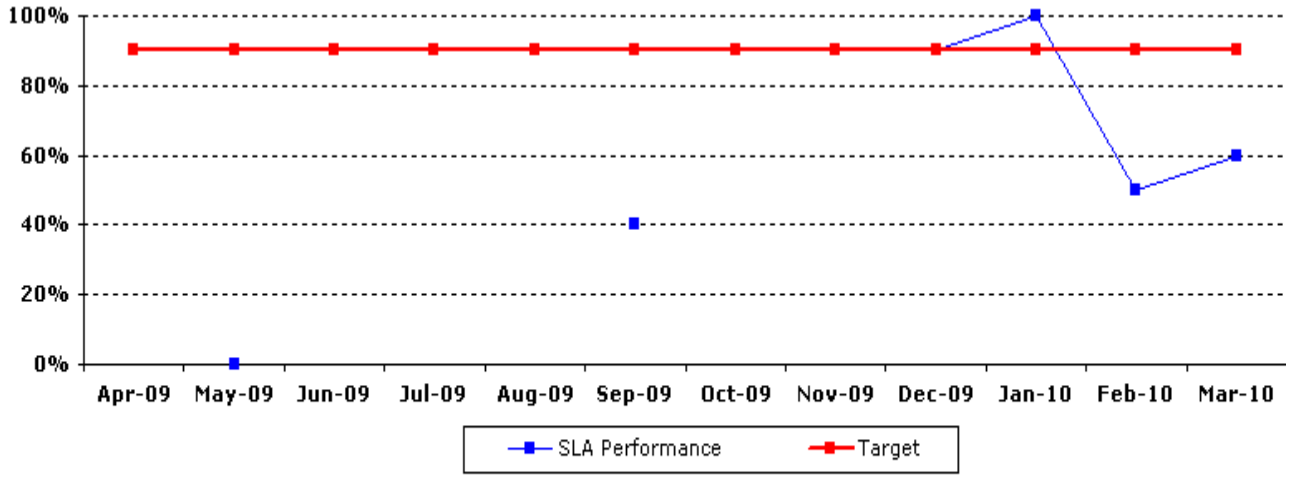
Commentary

No activity.

Provisioning UBA Backhaul Services

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

SL7 - Handover Link Orders completed by notified expected RFS date (Level A)



	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
SLA Performance		0%				40%		90%	90%	100%	50%	60%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Commentary

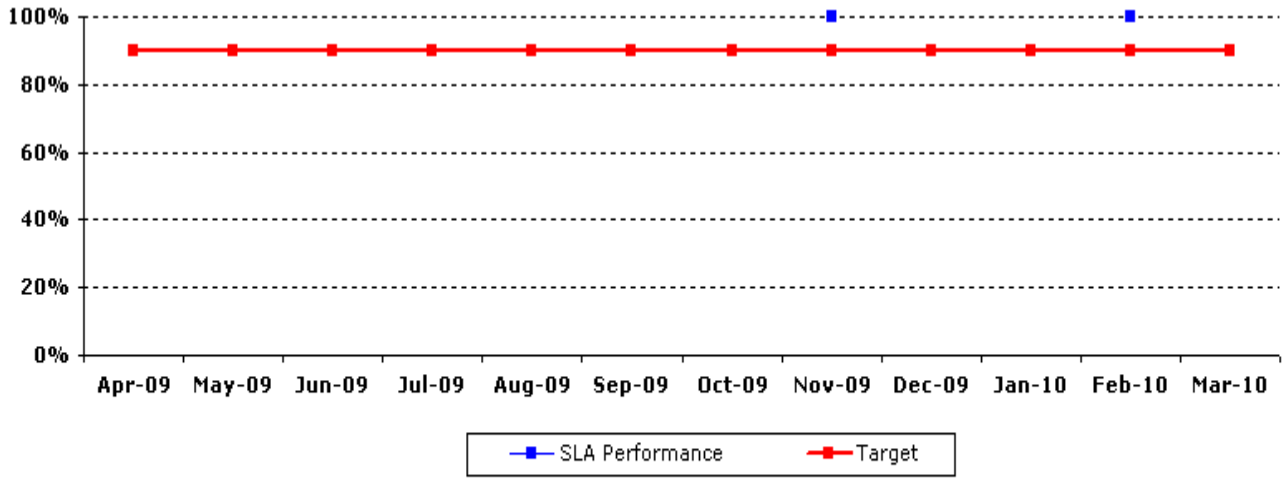
Performance has not met the target tolerance level.

Please see the default report in the appendix for further details.

Provisioning UBA Backhaul Services

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

SL 8 – Relinquishment Orders completed by notified expected RFS date



	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
SLA Performance								100%			100%	
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

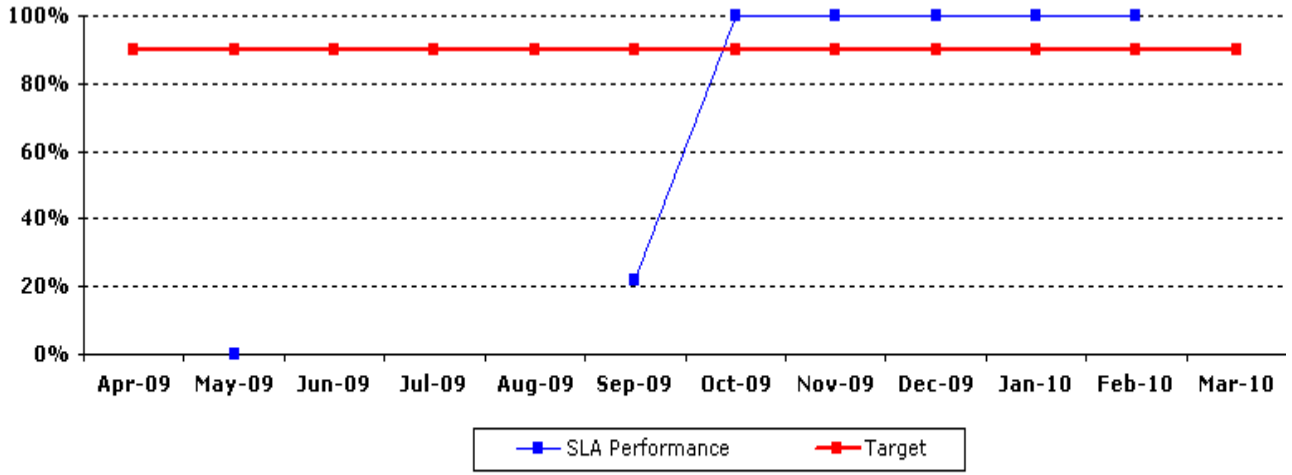
Commentary

No activity.

Provisioning UBA Backhaul Services

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

SL 9 – Notification of order completion within four business hours of completing the order



	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
SLA Performance		0%				22%	100%	100%	100%	100%	100%	
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

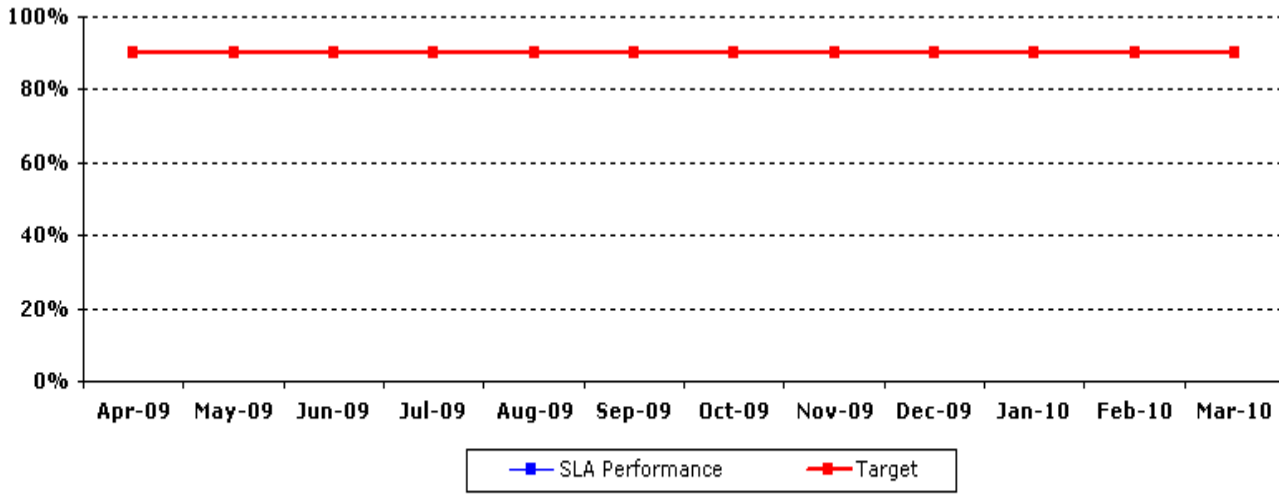
Commentary

No activity.

Provisioning UBA Backhaul Services

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

SL 10 - Notification of planned outages advised at least five working days before the planned outage occurs



	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
SLA Performance												
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

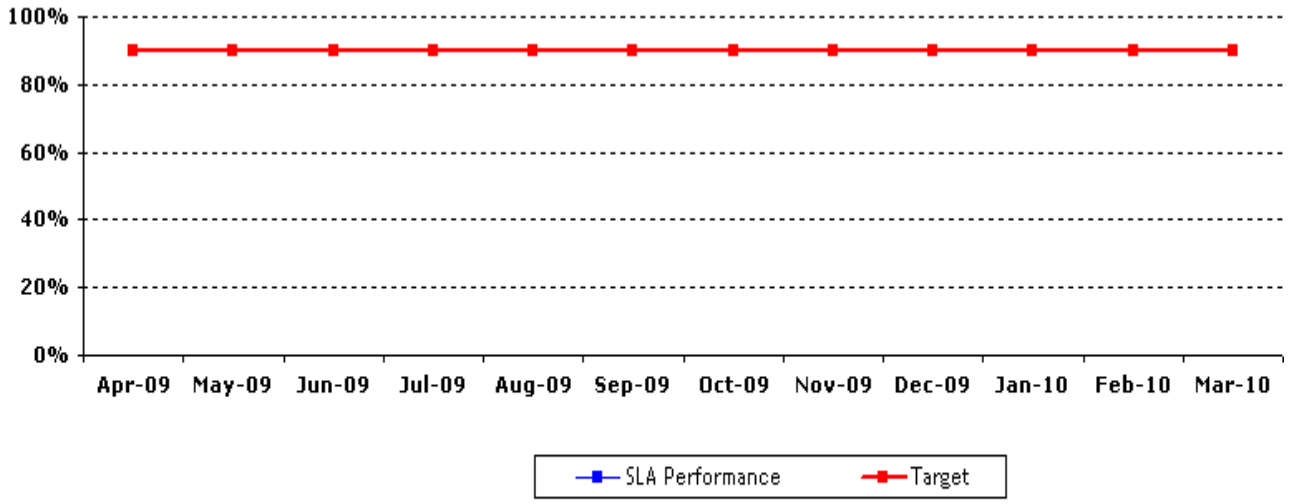
Commentary

No activity.

Provisioning UBA Backhaul Services

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

SL 11 – Unplanned outage notifications advised within two hours of Telecom discovering or receiving unplanned outage notice (24x7)



	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
SLA Performance												
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

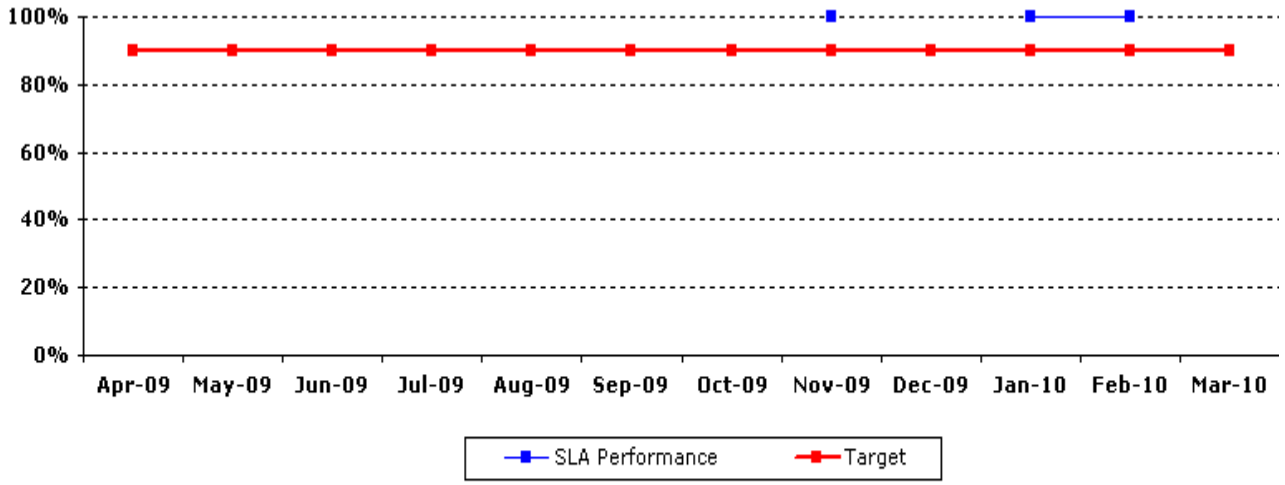
Commentary

No activity.

Fault Management

This section covers fault receipt acknowledgement, notification and restoration.

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



	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
SLA Performance								100%		100%	100%	
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

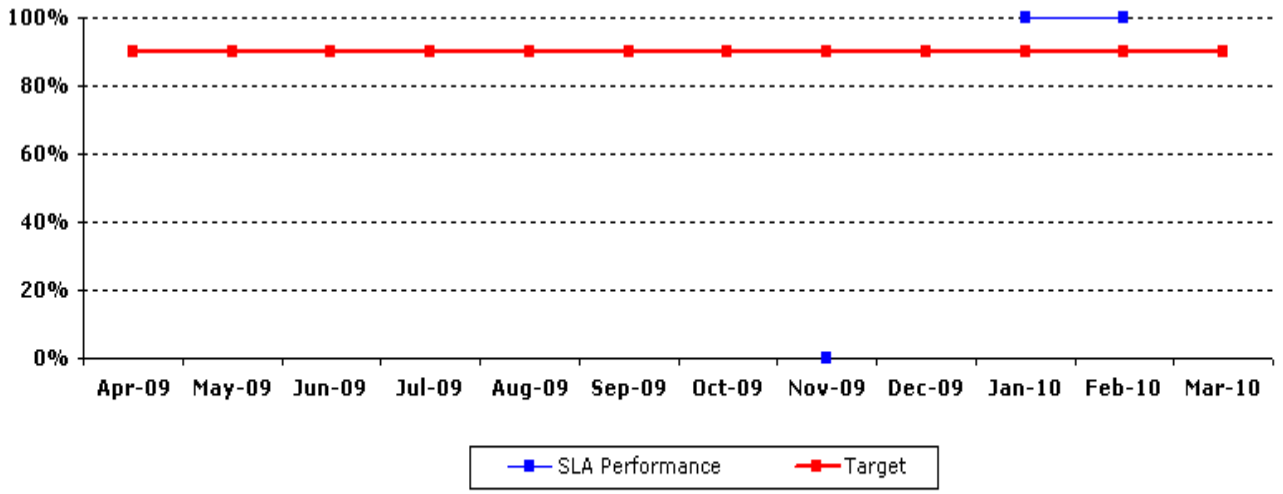
Commentary

No activity.

Fault Management

This section covers fault receipt acknowledgement, notification and restoration.

SL 13 – Expected fault restoration time notifications sent within four fault restoration hours of fault report or where the fault relates to the technical service specifications, within eight fault restoration hours of fault report (unless otherwise agreed)



	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
SLA Performance								0%		100%	100%	
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

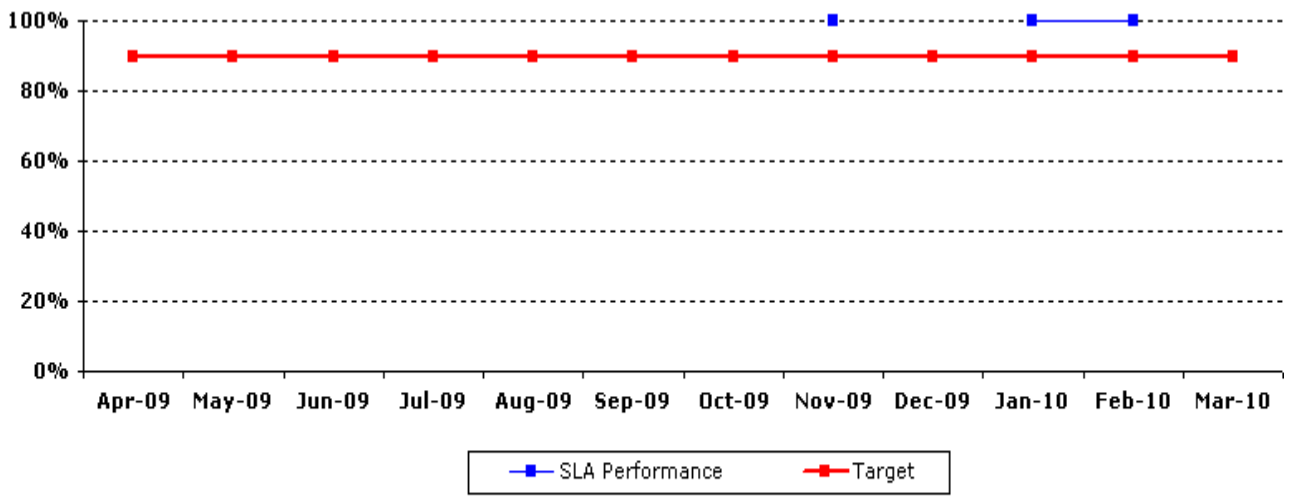
Commentary

No activity.

Fault Management

This section covers fault receipt acknowledgement, notification and restoration.

SL 14 - Faults restored within notified expected restoration time (Level A)



	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
SLA Performance								100%		100%	100%	
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

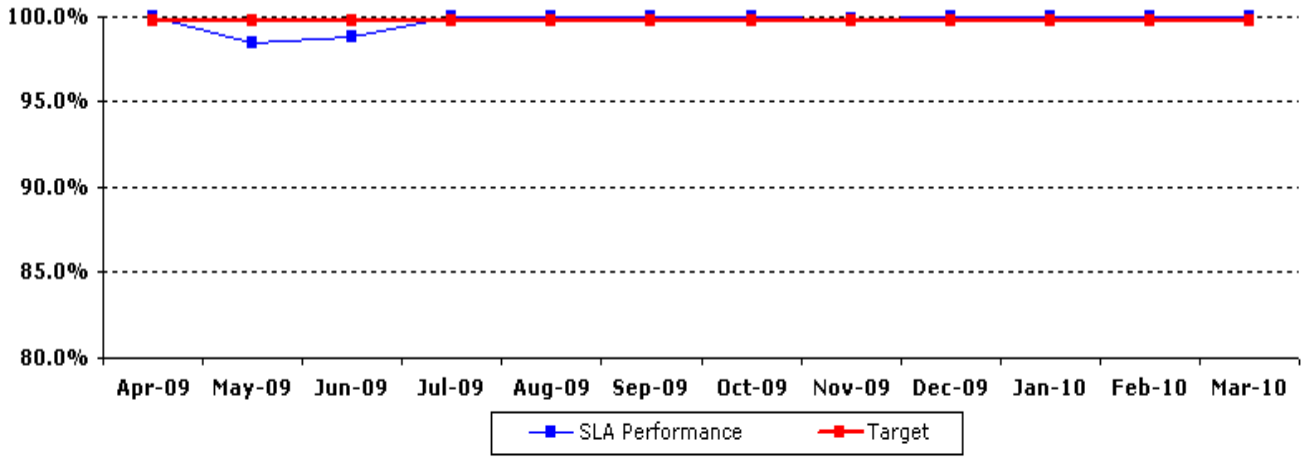
Commentary

No activity.

Operational Support Systems

This section covers operational support systems for access seekers.

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

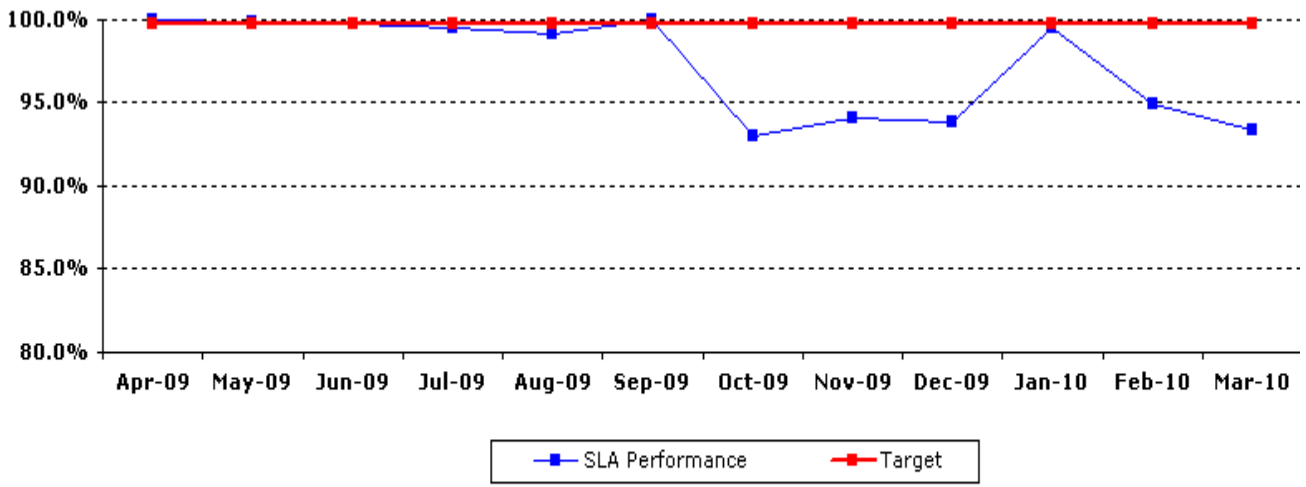


	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
SLA Performance	100.0%	98.5%	98.8%	100.0%	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%
Target	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%

Commentary

Performance has met the target tolerance level.

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



	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
SLA Performance	100.0%	99.9%	99.7%	99.5%	99.1%	100.0%	93.0%	94.1%	93.8%	99.5%	94.9%	93.4%
Target	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%

Commentary

Performance has not met the target tolerance level.

Please see the default report in the appendix for further details.

Explanation of terms used in this report

Note: Telecom has summarised the relevant Service Levels for the purpose of this report. For the full description of each relevant Service Level Telecom refers to Standard Terms Determination for Telecom's Unbundled Bitstream Backhaul Service (Schedule 3) which is available on the Commerce Commission's website at www.comcom.govt.nz.

- SL 1 Provide acknowledgment of receipt of each Order to the Access Seeker within 4 Business Hours following the Receipt Time
- SL 2 Provide notification of the rejection to the Access Seeker within 8 Business Hours following the Receipt Time
- SL 3 Provide notification of the expected RFS Date to the Access Seeker within 7 working days of the Deemed Acceptance Time
- SL 4 Provide notification of the expected RFS date to the Access Seeker within 3 Working Days of the Deemed Acceptance Time
- SL 5 Provide notification of the change of RFS Date to the Access Seeker within 3 Working Days 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 6 No faults in work carried out to provision the Order to occur within 5 Working Days of confirmation of completion of the Order by Telecom (for New Connection, Relinquishment, Speed Change, Network Change, and Handover Link)
- SL 7 Complete the Order by the notified expected RFS date (for New Connection, Speed Change, Network Change, and Handover Link)
- SL 8 Complete the Order by the notified expected RFS date for Relinquishment
- SL 9 Telecom will provide confirmation of completion of Order to the Access Seeker within 4 Business Hours of completing the Order
- SL 10 Advise at least 5 Working Days before Planned Outage occurs
- SL 11 Advise within 2 hours, 24 hours a day, seven days a week, of Telecom discovering or receiving notification of the Unplanned Outage
- SL 12 Provide fault report receipt acknowledgement within half a Fault Restoration Hour of the fault being reported
- SL 13 Provide notification of the expected restoration time:
  - Within 4 Fault Restoration Hours; or
  - Where the fault relates to the technical service specifications, within 8 Fault Restoration Hours (unless otherwise agreed between Telecom and the Access Seeker) of the fault being reported.
- SL 14 Restore fault within notified expected restoration time
- SL 15 OO&T is available to the Access Seeker 24 hours a day, seven days a week
- SL 16 OFM is available to the Access Seeker 24 hours a day, seven days a week

Appendix

This report details Service Levels that were not met for this month.

Item No.	SL7	Actual Performance	60%	SLA Target	90%

Service Attribute	Handover Link Orders completed by notified expected RFS date (Level A)

Cause of Default	Two handover link orders failed this Service Level. In both instances service was physically provided on the notified expected RFS date however the ordering system was not updated until the following business day.
Procedure for correcting Default	This is a known issue with the ordering system where manual intervention is required to update order statuses. This issue will be monitored closely moving forward and if the issue continues to cause problems system changes will be investigated.
Steps taken to remedy Default	As above.
Effectiveness of steps taken	Yet to be determined.

Date of previous Default	May-09, Sept-09, Feb-10

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Appendix

This report details Service Levels that were not met for this month.

Item No.	SL16	Actual Performance	93.4%	SLA Target	99.9%

Service Attribute	Online Fault Management availability (24/7)

Cause of Default	The new platform (known as FMO Assure) continues to experience problems that have impacted its availability.
Procedure for correcting Default	These problems are being actively managed and have a high degree of visibility and very significant effort is being made to resolve all the root causes. The major degradation this month was corrected by enhancements to the fault management database.
Steps taken to remedy Default	Continuing management of issues on the Assure FMO Stack until all root causes are indentified and resolved.
Effectiveness of steps taken	The number of unplanned outages on the Assure FMO Stack remained steady this month.

Date of previous Default	Feb-09, Jun-09, Jul-09, Aug-09, Oct-09, Nov-09, Dec-09, Jan-10, Feb-10