UBA Performance Report

Consolidated Report

June 2015

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 17 (System Availability of OOT) and SL 18 (System Availability of OFM) .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

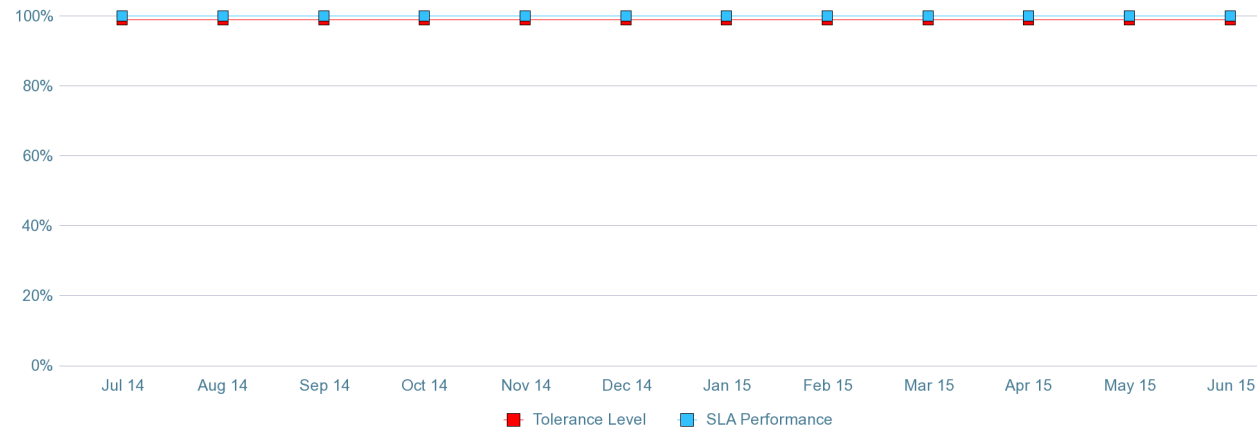If you have queries, please email your Chorus Account Manager.

Provisioning UBA services

June 2015

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

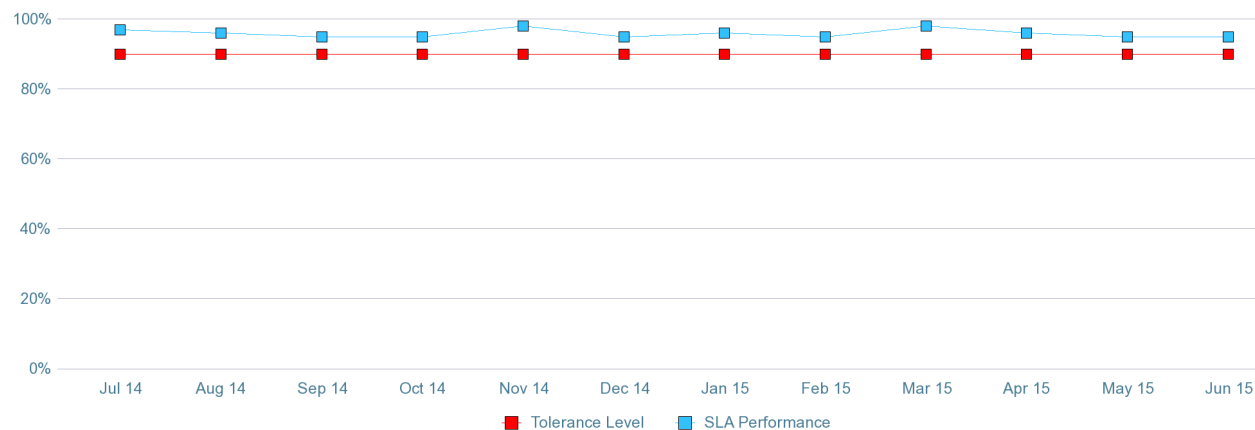|	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15
SLA Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tolerance Level	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%

Chorus

Provisioning UBA services

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

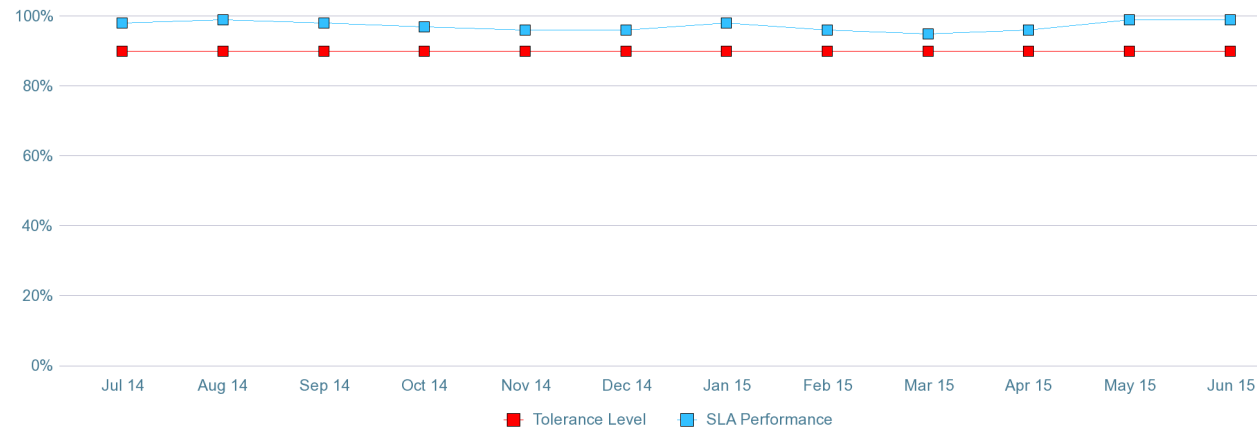|	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15
SLA Performance	97%	96%	95%	95%	98%	95%	96%	95%	98%	96%	95%	95%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UBA services

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

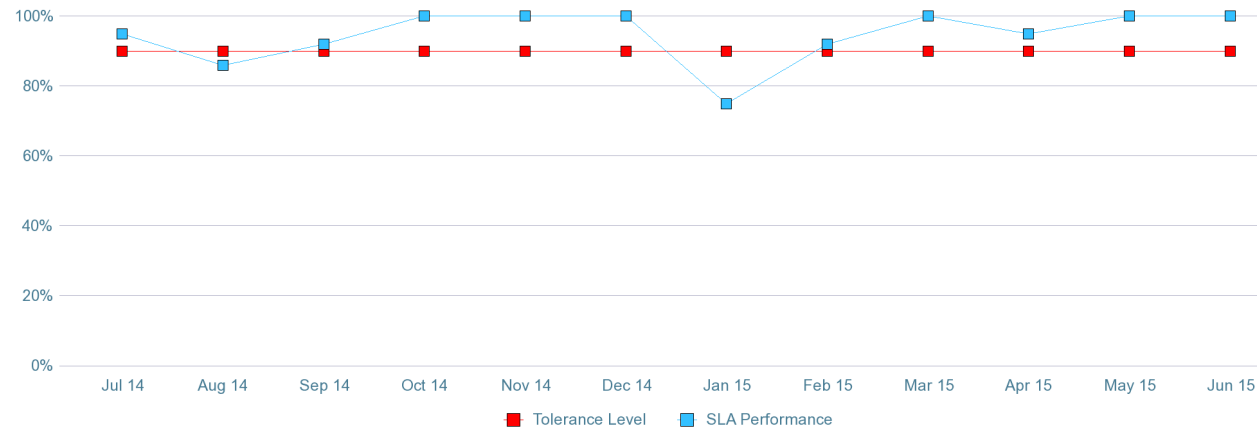|	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15
SLA Performance	98%	99%	98%	97%	96%	96%	98%	96%	95%	96%	99%	99%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Chorus

Provisioning UBA services

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 exceed the required tolerance level

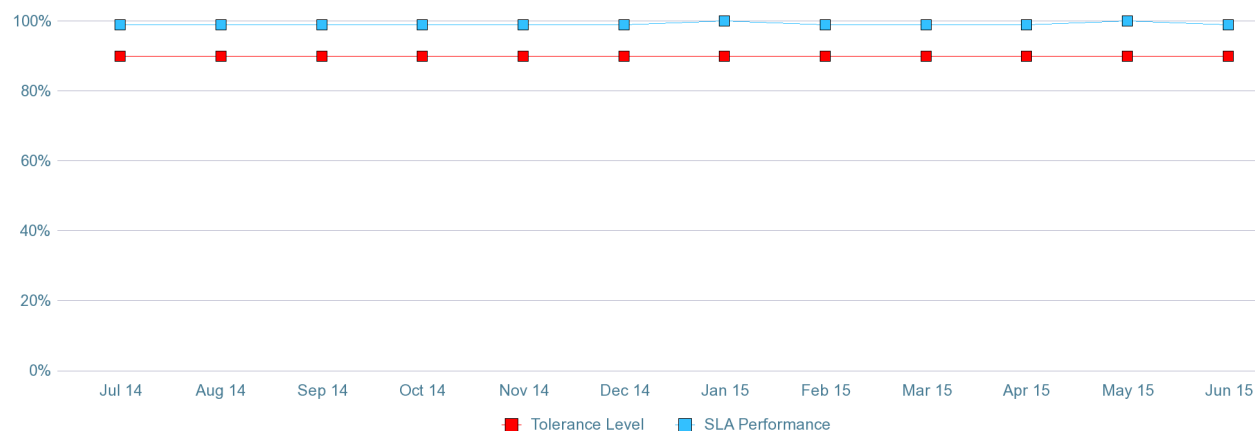|	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15
SLA Performance	95%	86%	92%	100%	100%	100%	75%	92%	100%	95%	100%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Consolidated UBA Performance Report

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Provisioning UBA services

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

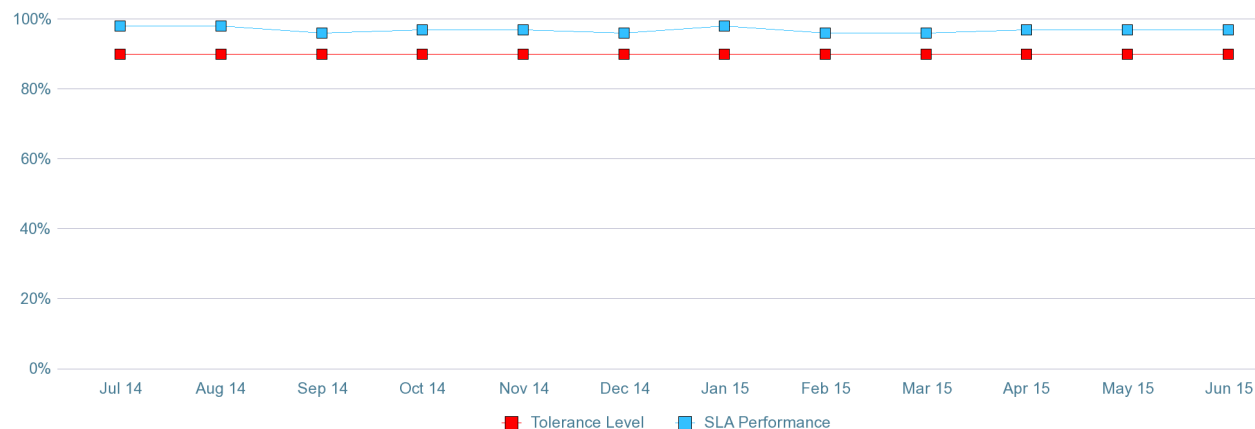|	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15
New Connection	97%	97%	98%	98%	98%	98%	99%	98%	98%	98%	98%	97%
Transfer	97%	96%	96%	98%	97%	97%	99%	97%	97%	98%	97%	96%
Change Plan	93%	97%	91%	97%	94%	99%	96%	100%	97%	93%	98%	98%
Move Address	98%	98%	97%	98%	97%	97%	100%	97%	98%	97%	100%	95%
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%	99%	99%	99%	100%	99%	99%	99%	100%	99%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Chorus

Provisioning UBA services

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

SL 6 - Orders completed by notified expected RFS date (Level A)

Legend: Tolerance Level · SLA Performance

Commentary

Performance has exceeded the required tolerance level

	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15
Move Address	97%	99%	97%	98%	95%	95%	99%	96%	98%	98%	98%	96%
New Connection	98%	98%	96%	97%	97%	96%	98%	95%	96%	96%	96%	97%
Transfer	97%	99%	98%	97%	98%	99%	97%	97%	96%	97%	100%	98%
Change Plan	100%	99%	100%	94%	97%	100%	97%	99%	100%	100%	100%	100%
SLA Performance	98%	98%	96%	97%	97%	96%	98%	96%	96%	97%	97%	97%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Chorus

Provisioning UBA services

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

SL 7 - Relinquishment and Handover Connection Orders completed by notified expected RFS date
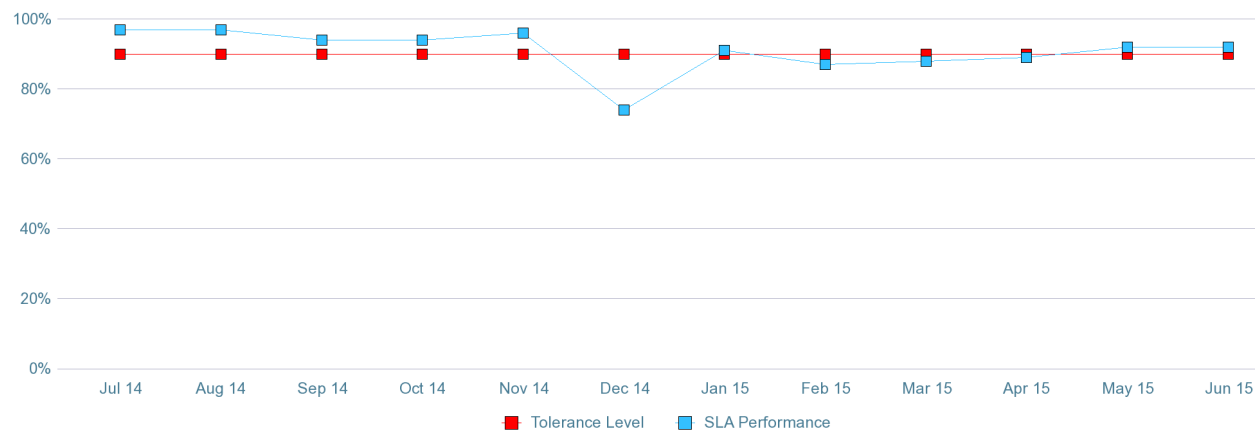
Tolerance Level ■ **SLA Performance** ■

Commentary

Performance has exceed the required tolerance level

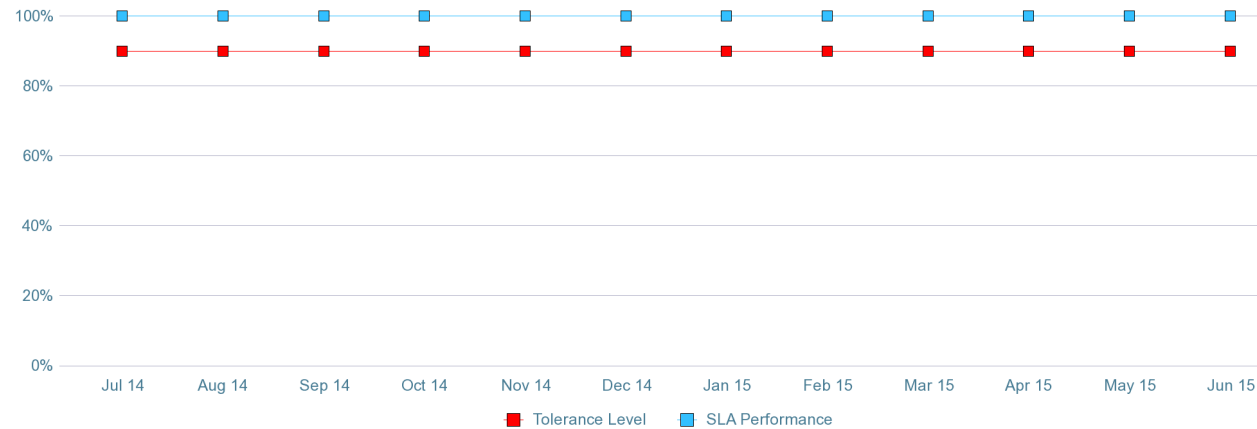|	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15
SLA Performance	97%	97%	94%	94%	96%	74%	91%	87%	88%	89%	92%	92%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Chorus

Provisioning UBA services

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

	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15
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%

Consolidated UBA Performance Report

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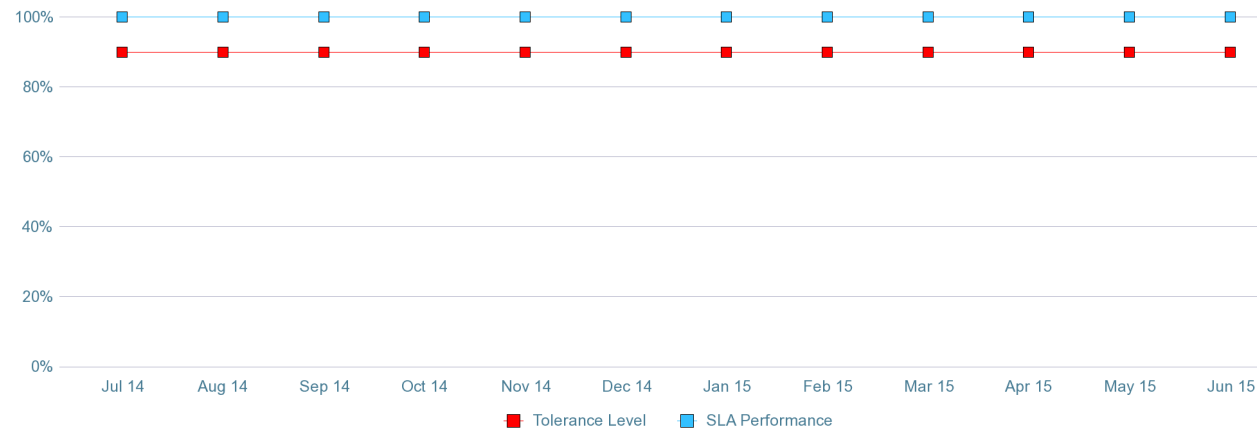
Provisioning UBA services

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

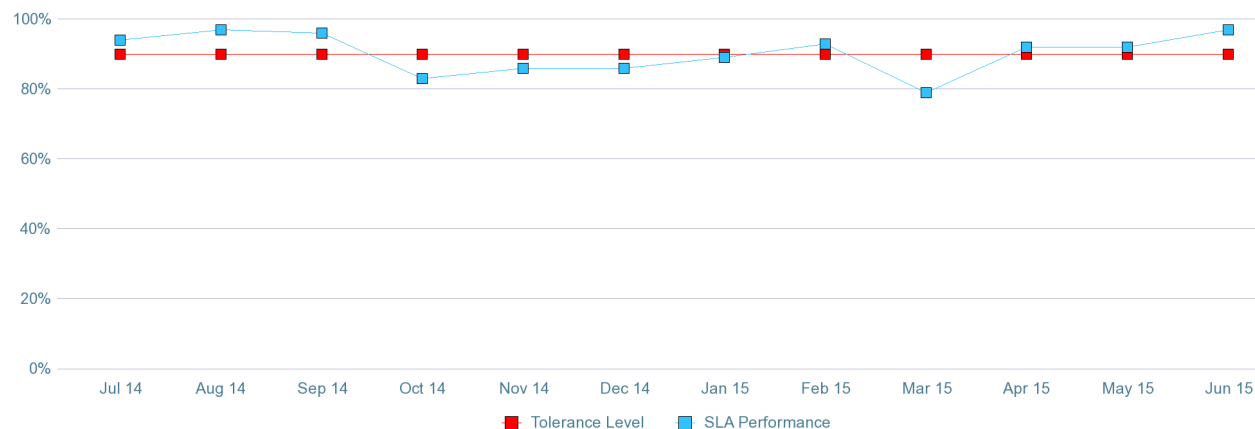|	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15
SLA Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Consolidated UBA Performance Report

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Provisioning UBA services

June 2015

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

	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15
SLA Performance	94%	97%	96%	83%	86%	86%	89%	93%	79%	92%	92%	97%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

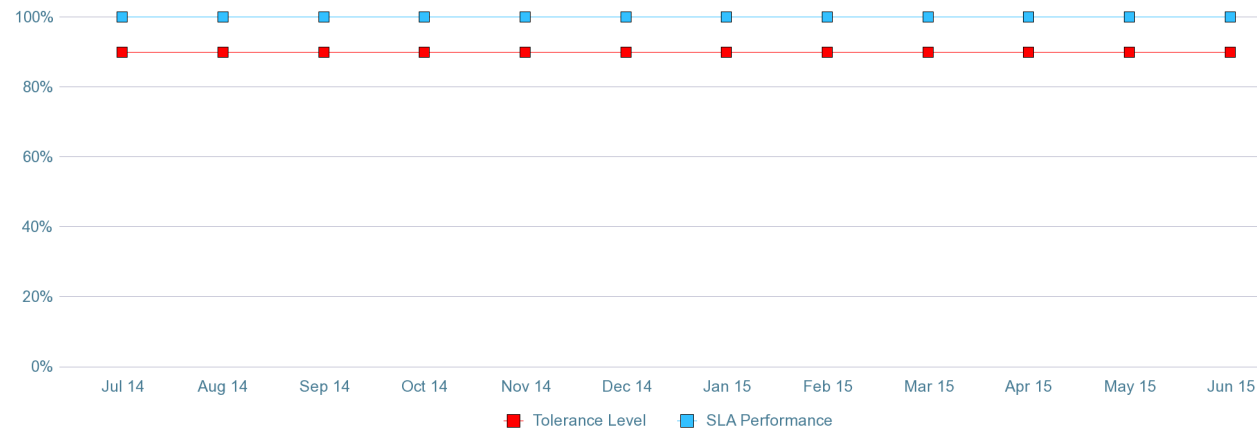# Provisioning UBA services

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

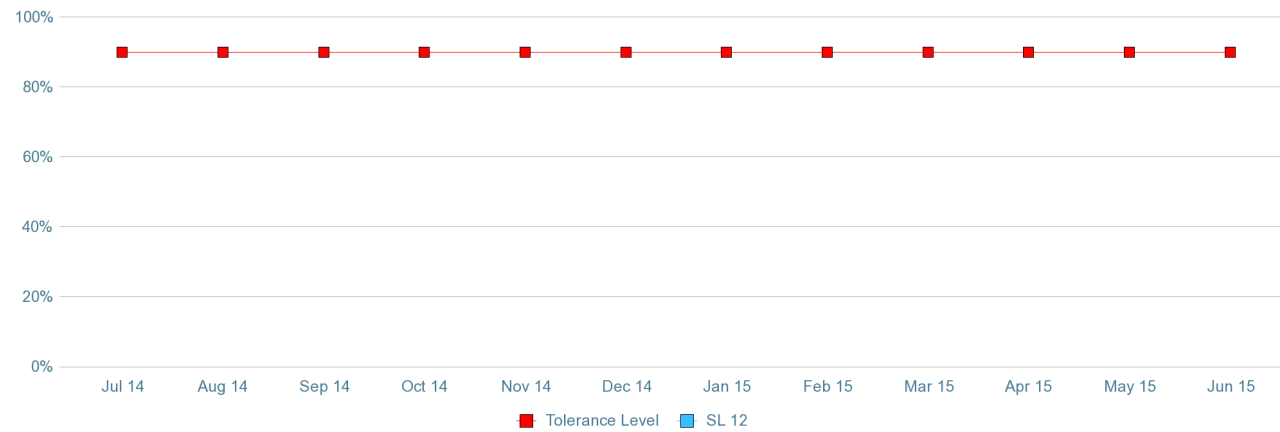|	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15
SLA Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Fault Management

This section covers fault receipt acknowledgement, notification and restoration.

SL 12 - Planned outage notifications advised at least five working days before outage occurring
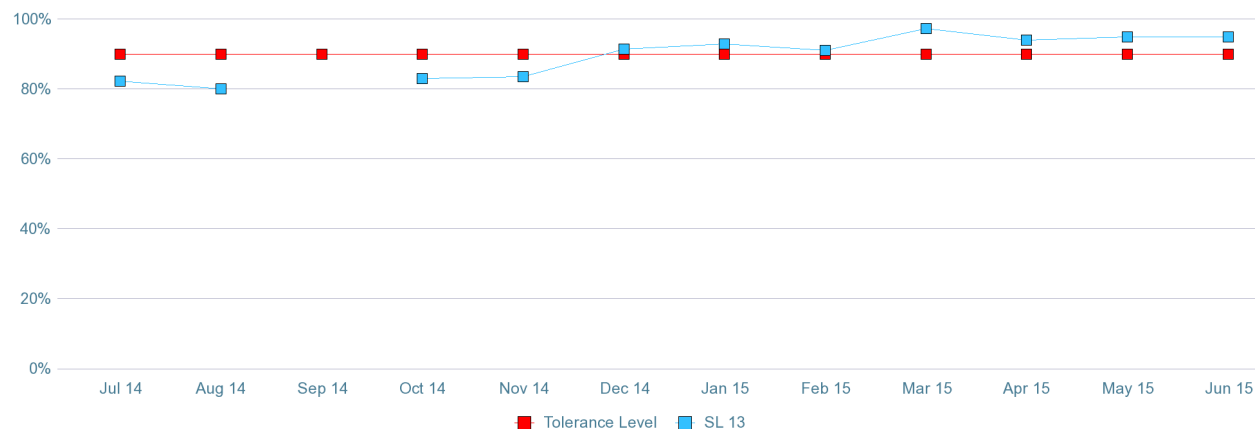

Commentary

No Planned Outages this month

	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15
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%

Chorus

Fault Management

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

No Unplanned Outages this month

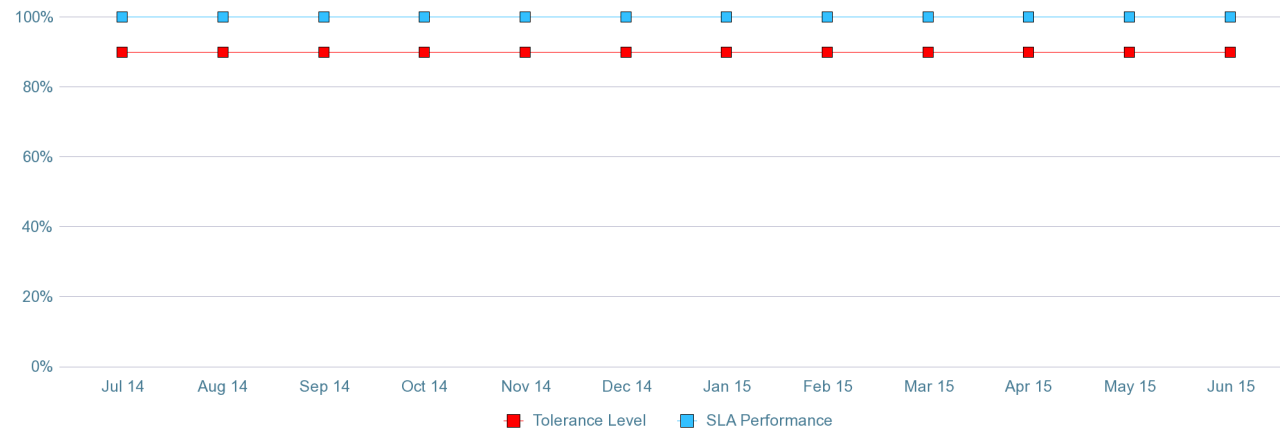|	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15
SLA Performance	82%	80%		83%	84%	91%	93%	91%	97%	94%	95%	95%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Chorus

Fault Management

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

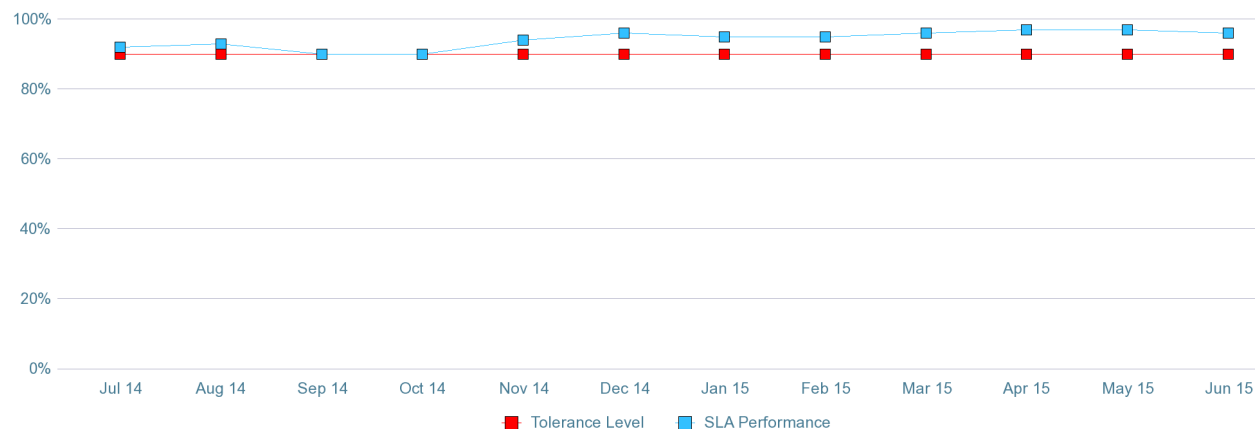|	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15
SLA Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Chorus

Fault Management

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

	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15
SLA Performance	92%	93%	90%	90%	94%	96%	95%	95%	96%	97%	97%	96%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

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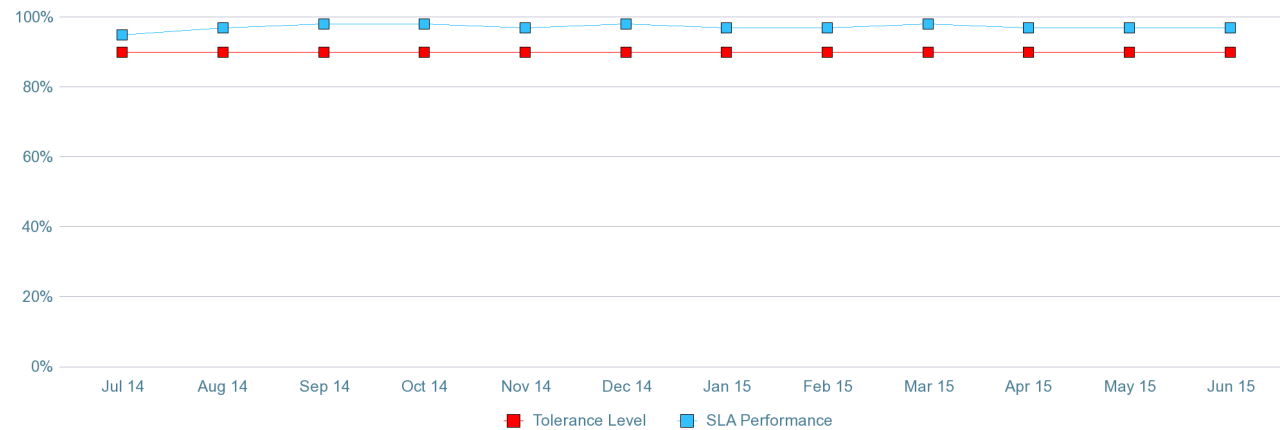
Fault Management

This section covers fault receipt acknowledgement, notification and restoration.

SL 16 - Faults restored within notified expected restoration time (Level A)

Commentary

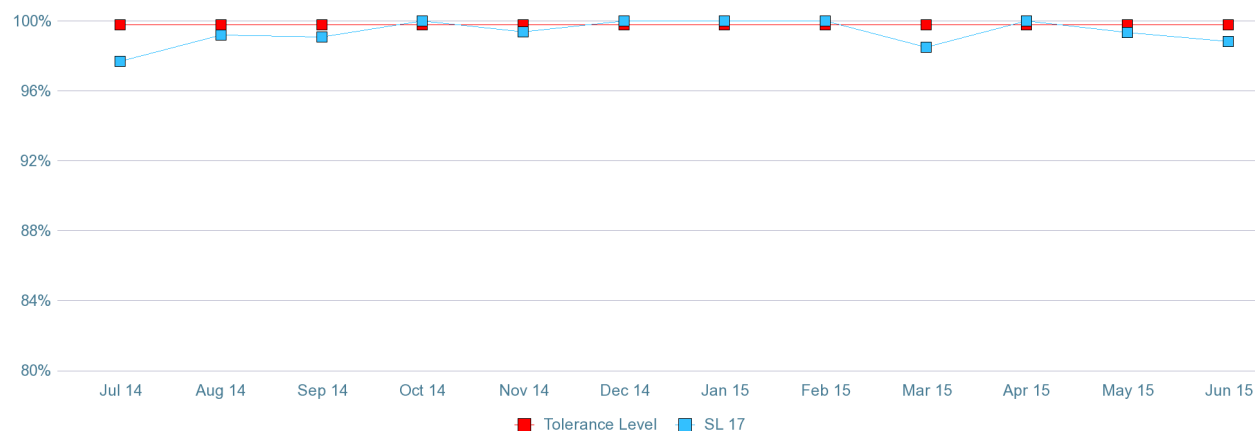Performance has exceed the required tolerance level

	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15
SLA Performance	95%	97%	98%	98%	97%	98%	97%	97%	98%	97%	97%	97%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Chorus

Operational support systems

This section covers operational support systems for access seekers

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

Commentary

Performance has not met the required tolerance level.See the SL 17 Service Default Report for more information

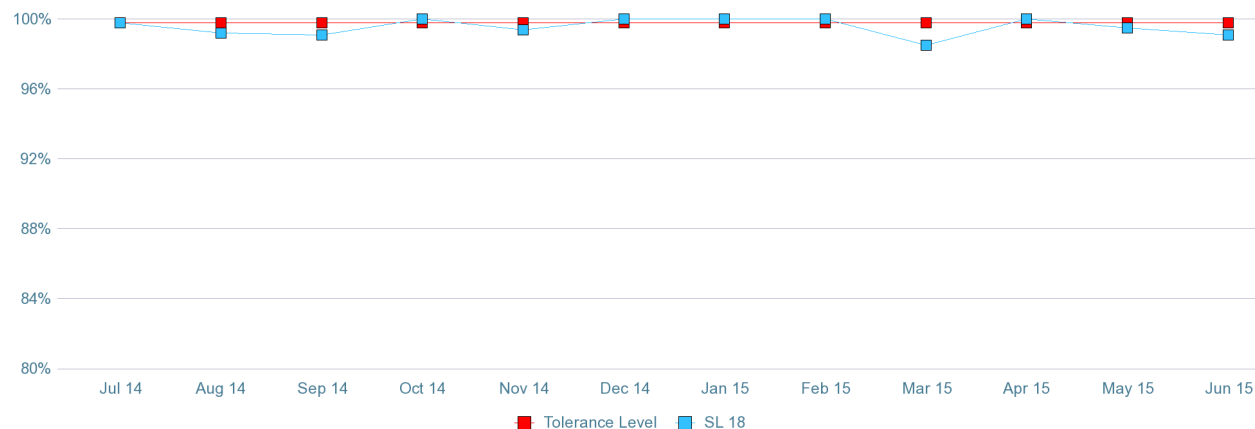|	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15
SLA Performance	97.7%	99.2%	99.1%	100.0%	99.4%	100.0%	100.0%	100.0%	98.5%	100.0%	99.4%	98.8%
Tolerance Level	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%

Chorus

Operational support systems

This section covers operational support systems for access seekers

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

Commentary

Performance has not met the required tolerance level.See the SL 18 Service Default Report for more information

	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15
SLA Performance	99.8%	99.2%	99.1%	100.0%	99.4%	100.0%	100.0%	100.0%	98.5%	100.0%	99.5%	99.1%
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 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.

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

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UBA Service Level Default

Item No.	17		Tolerance Level	99.8%

Service Attribute	System Availibility of OOT

Cause of default	There were four incidents which resulted in delays in processing orders as there were server issues.
Procedure for correcting default	Full System Availability and functionality was restored following each outage.
Steps taken to remedy default	Technical team had to restart Chorus Domain and deadlock process to restore service.
Effectiveness of steps taken	Effective
Date of previous default	November 2014, March 2015, May 2015

Chorus

UBA Service Level Default

Item No.	18		Tolerance Level	99.8%

Service Attribute	System Availibility of OFM

Cause of default	There were three incidents which resulted in delays in processing orders as there were server issues.
Procedure for correcting default	Full System Availability and functionality was restored following each outage.
Steps taken to remedy default	Technical team had to restart Chorus Domain and deadlock process to restore service.
Effectiveness of steps taken	Effective
Date of previous default	November 2014, March 2015, May 2015

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