

UBA Performance Report

Consolidated Report

May 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 6 (Meet notified expected RFS date), SL 18 (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 contact Chorus.

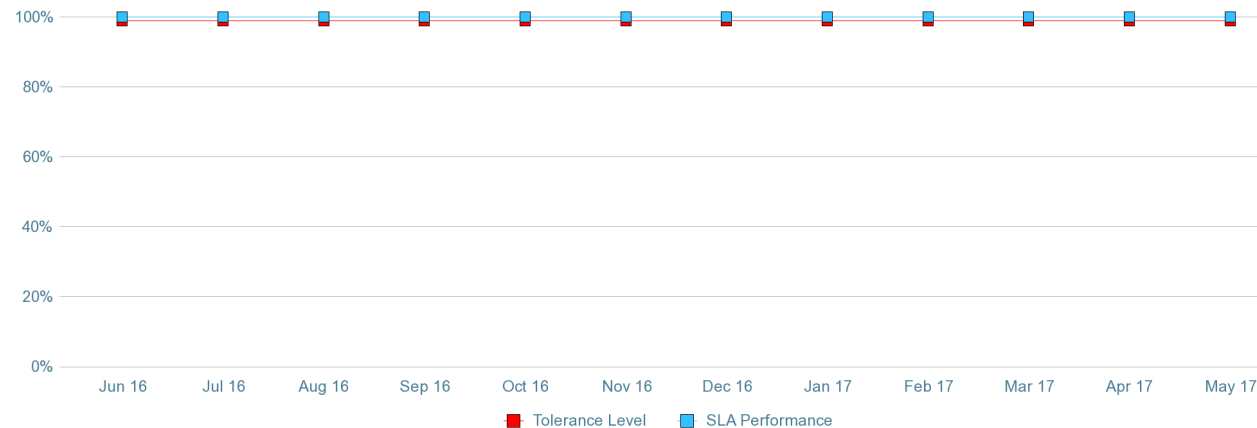


Provisioning UBA services

May 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

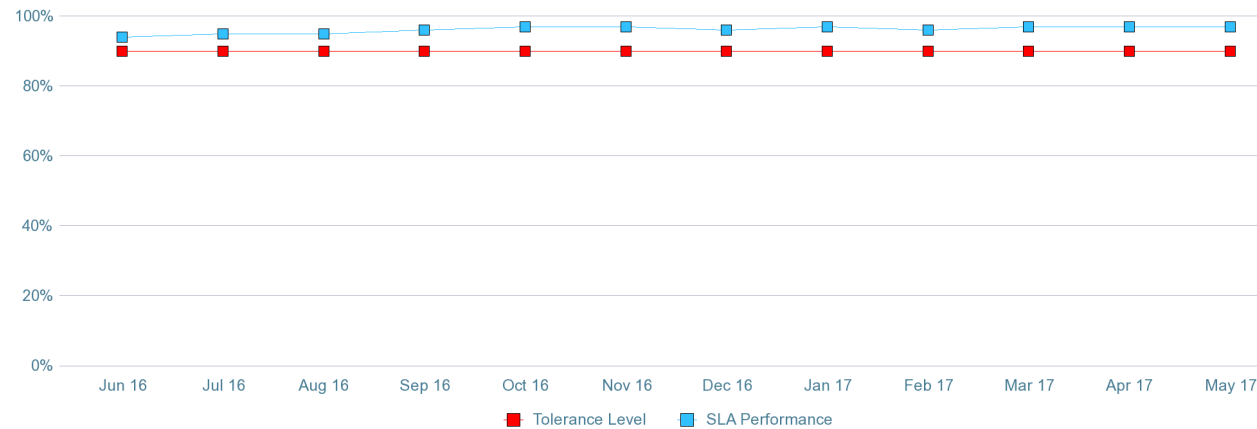
	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17
SLA Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tolerance Level	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%

Provisioning UBA services

May 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

	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17
SLA Performance	94%	95%	95%	96%	97%	97%	96%	97%	96%	97%	97%	97%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

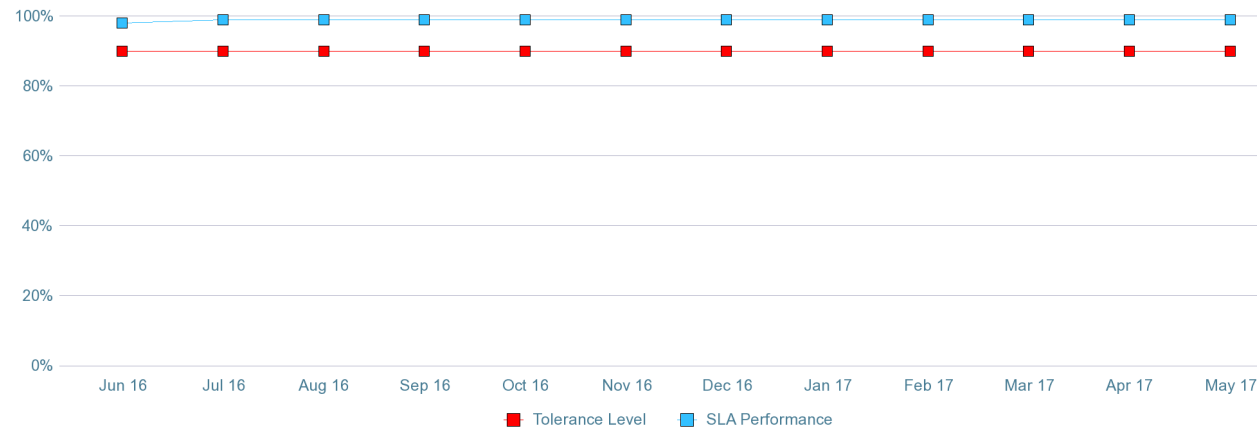


Provisioning UBA services

May 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

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

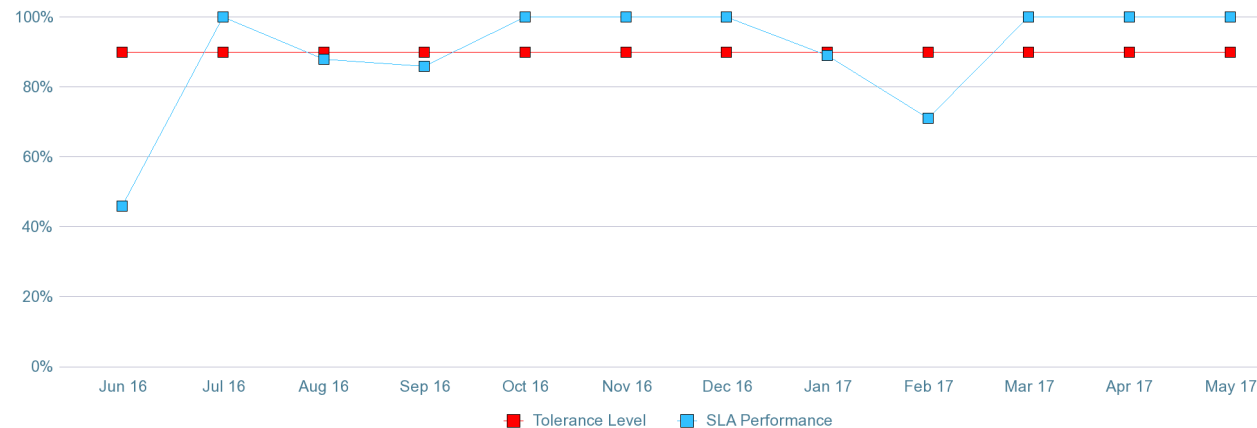


Provisioning UBA services

May 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 exceeded the required tolerance level

	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17
SLA Performance	46%	100%	88%	86%	100%	100%	100%	89%	71%	100%	100%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

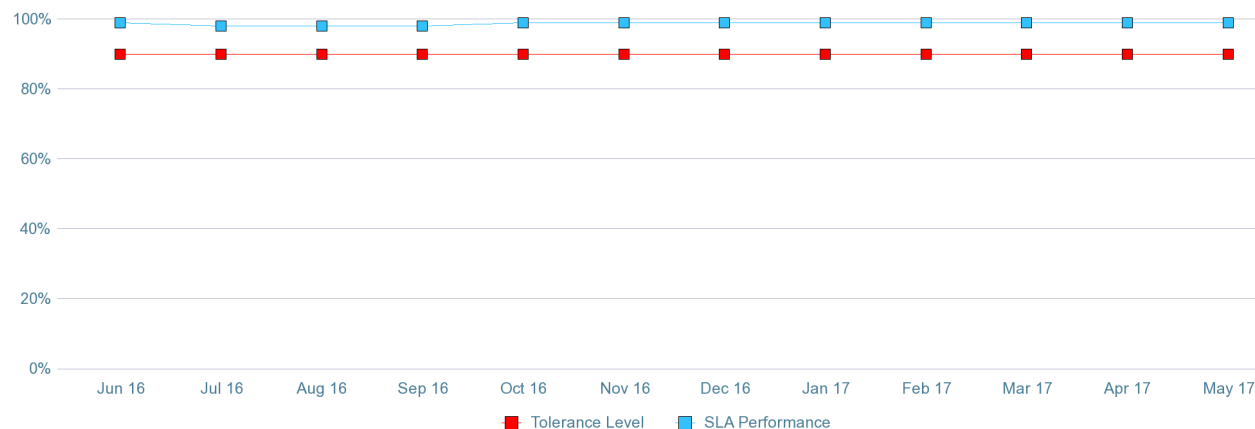


Provisioning UBA services

May 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 exceed the required tolerance level

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

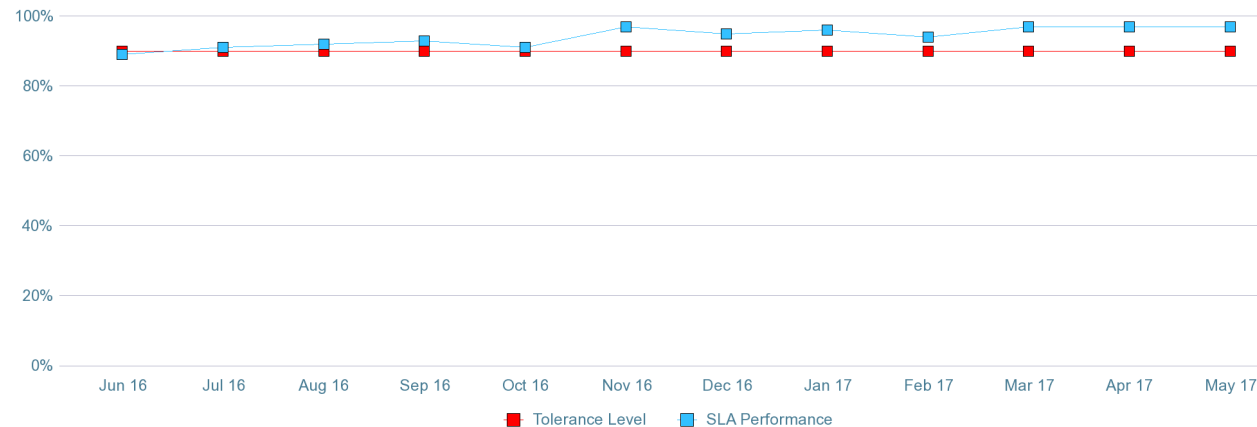


Provisioning UBA services

May 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 not met the required tolerance level. See default report

	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17
Move Address	95%	98%	98%	98%	100%	100%	98%	99%	99%	99%	99%	99%
New Connection	96%	98%	98%	99%	99%	99%	99%	99%	99%	99%	99%	99%
Transfer	76%	78%	85%	89%	85%	95%	86%	93%	86%	96%	91%	89%
Change Plan	73%	76%	72%	79%	63%	92%	87%	88%	82%	92%	92%	95%

SLA Performance	89%	91%	92%	93%	91%	97%	95%	96%	94%	97%	97%	97%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

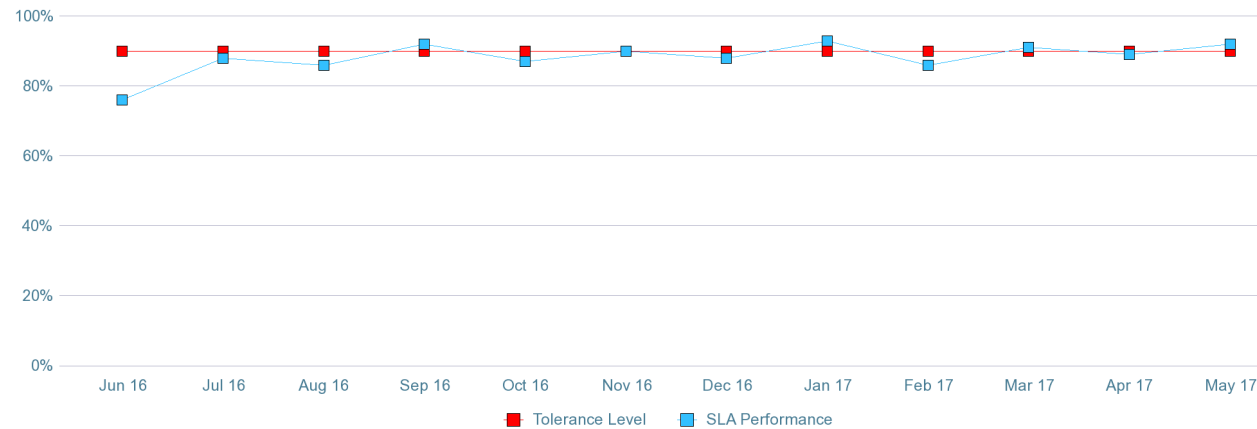


Provisioning UBA services

May 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 exceed the required tolerance level

	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17
SLA Performance	76%	88%	86%	92%	87%	90%	88%	93%	86%	91%	89%	92%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

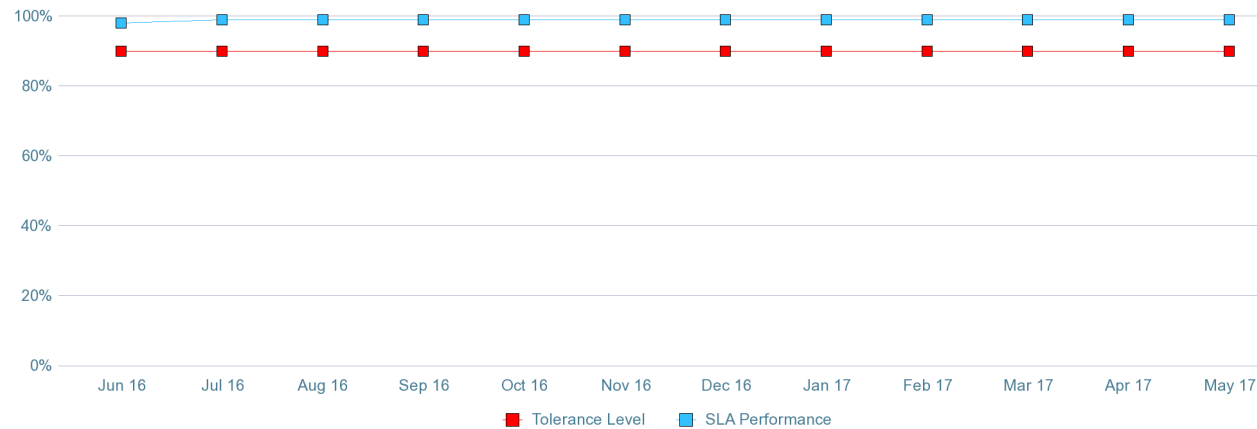


Provisioning UBA services

May 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 exceeded the required tolerance level

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

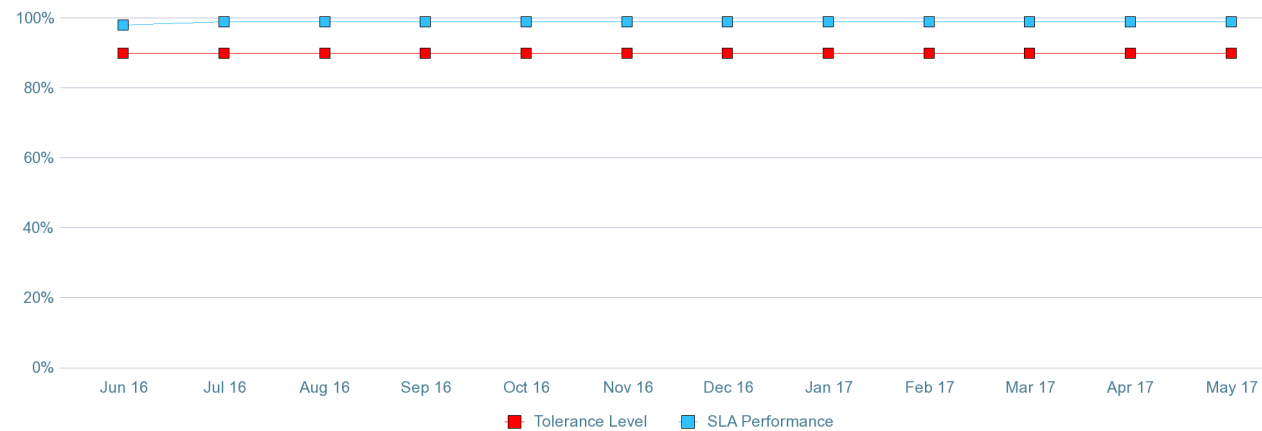


Provisioning UBA services

May 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 exceeded the required tolerance level

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

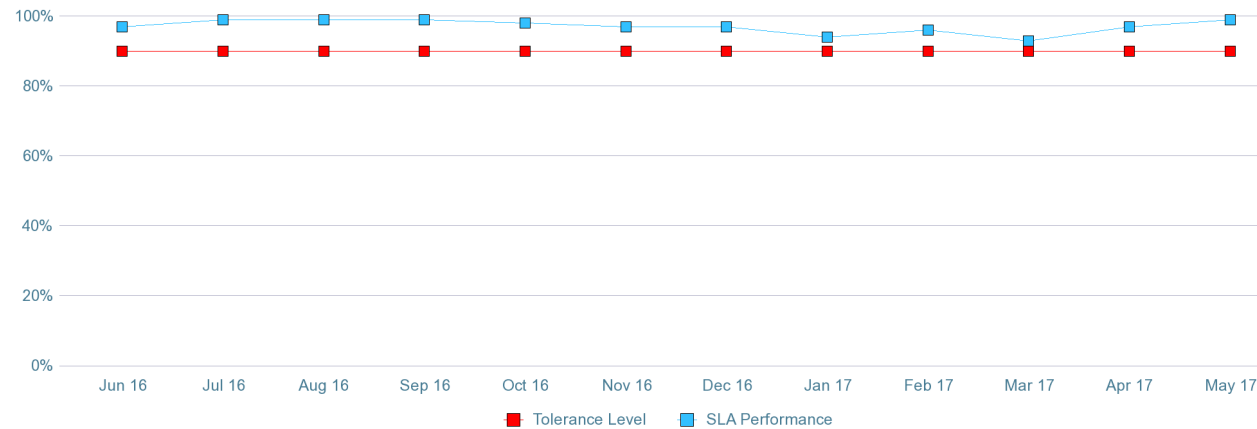


Provisioning UBA services

May 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

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

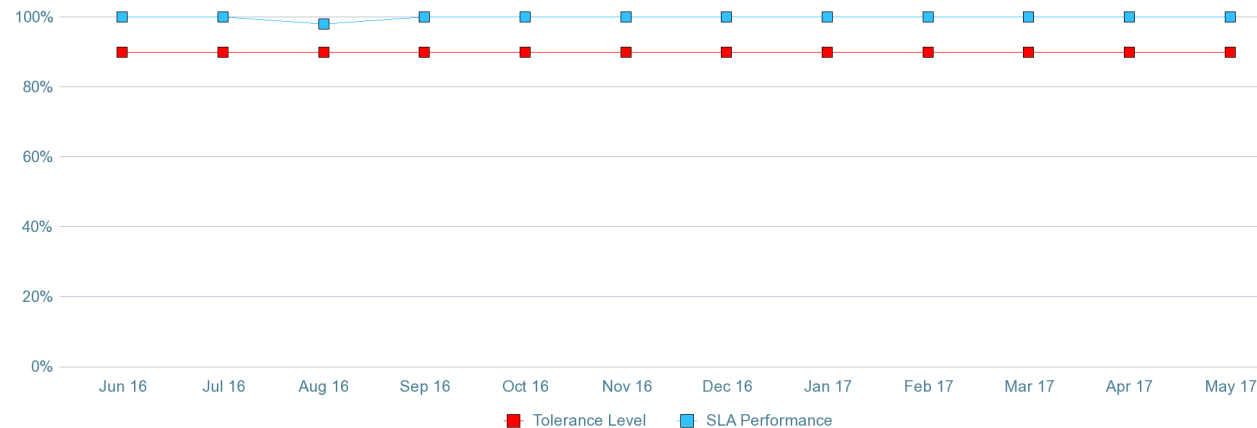


Provisioning UBA services

May 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 exceeded the required tolerance level

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

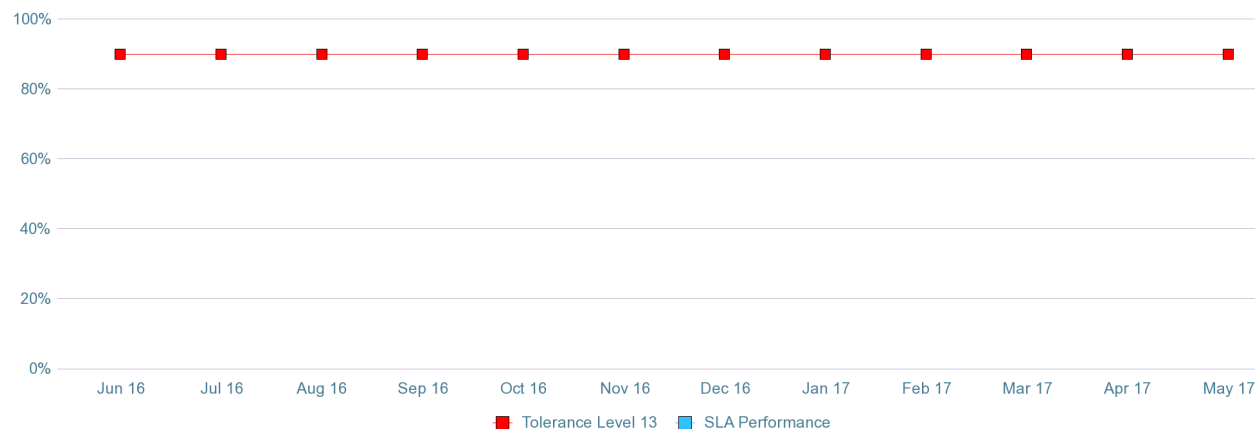


Fault Management

May 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

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

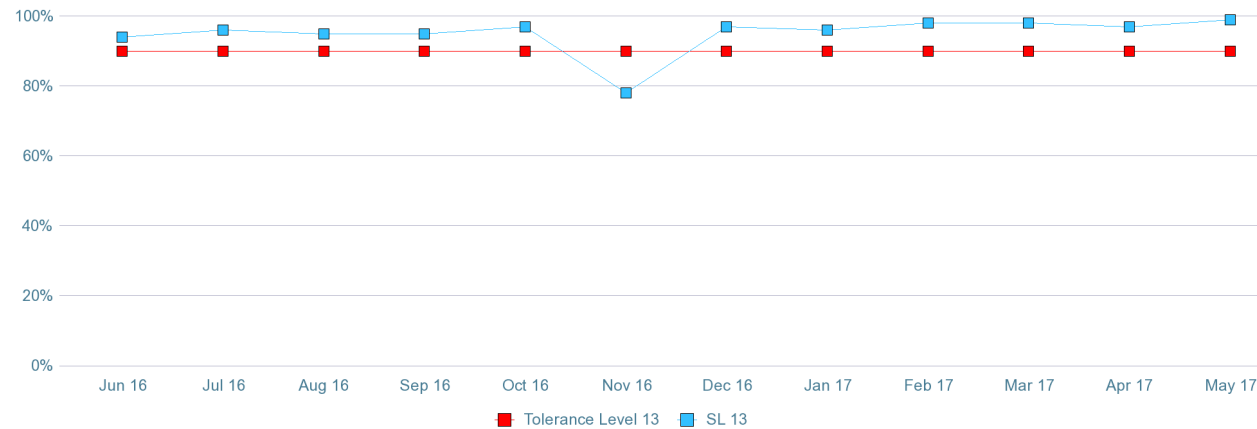


Fault Management

May 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 exceeded the required tolerance level

	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17
SLA Performance	94%	96%	95%	95%	97%	78%	97%	96%	98%	98%	97%	99%
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%

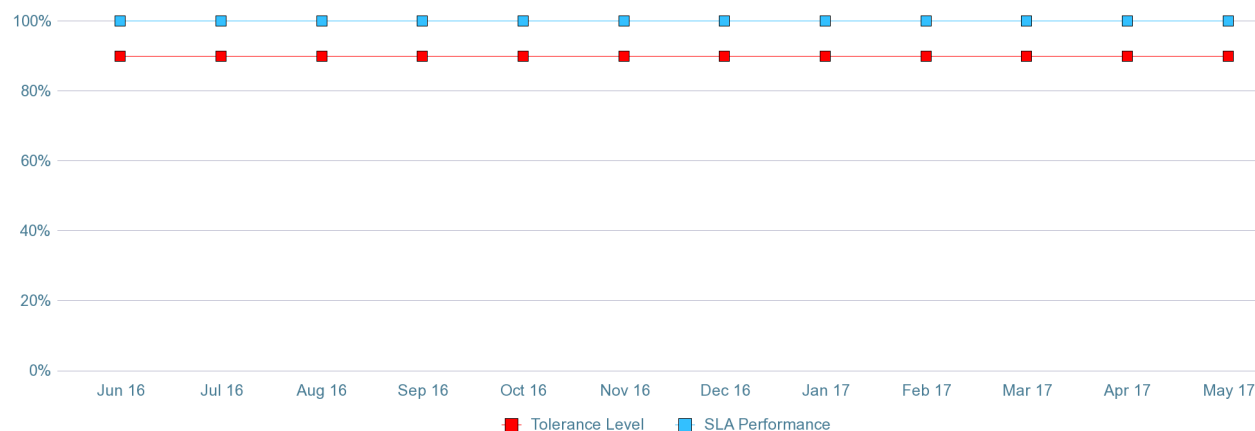


Fault Management

May 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 exceeded the required tolerance level

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

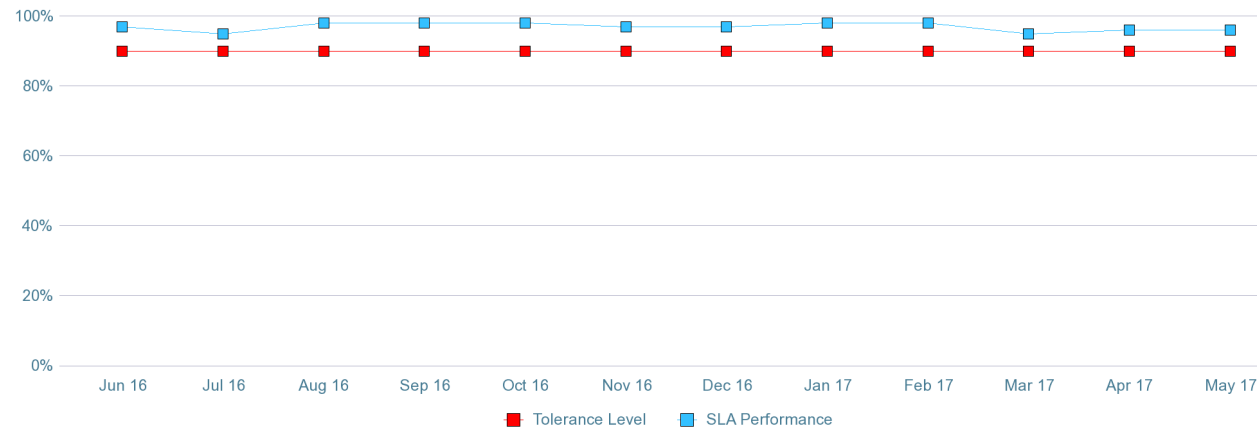


Fault Management

May 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 exceeded the required tolerance level

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

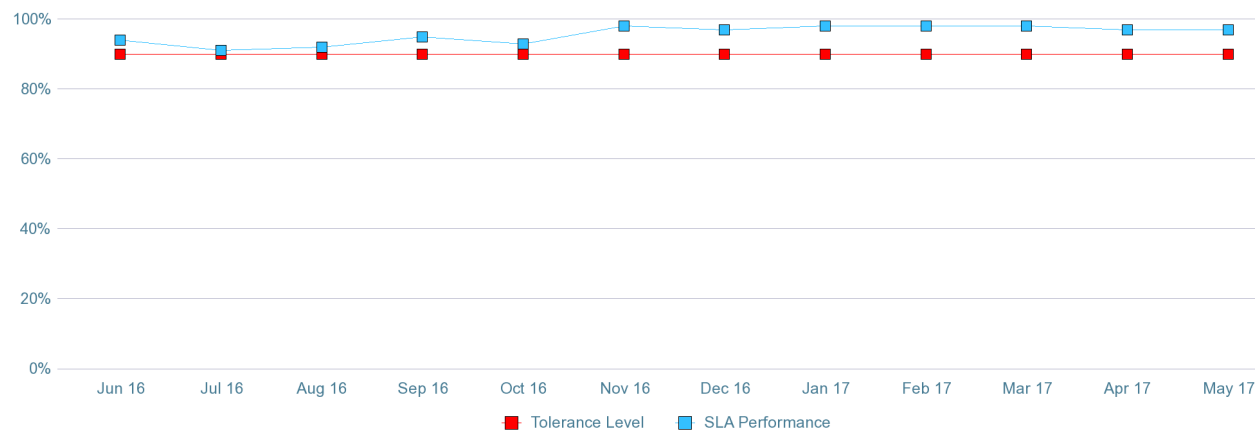


Fault Management

May 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

	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17
SLA Performance	94%	91%	92%	95%	93%	98%	97%	98%	98%	98%	97%	97%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

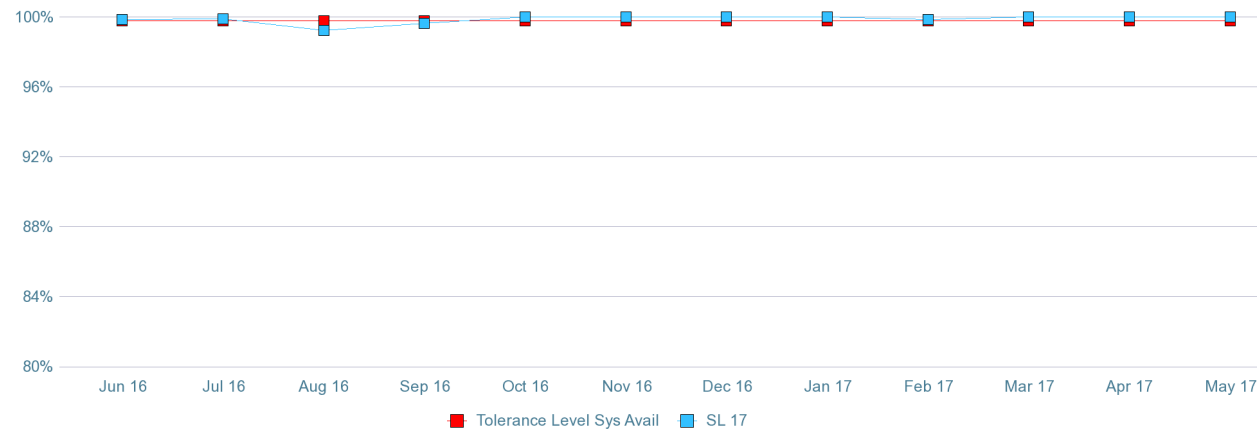


Operational support systems

This section covers operational support systems for access seekers

May 2017

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



Commentary

Performance has exceed the required tolerance level

	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17
SLA Performance	99.9%	99.9%	99.2%	99.7%	100.0%	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%
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%

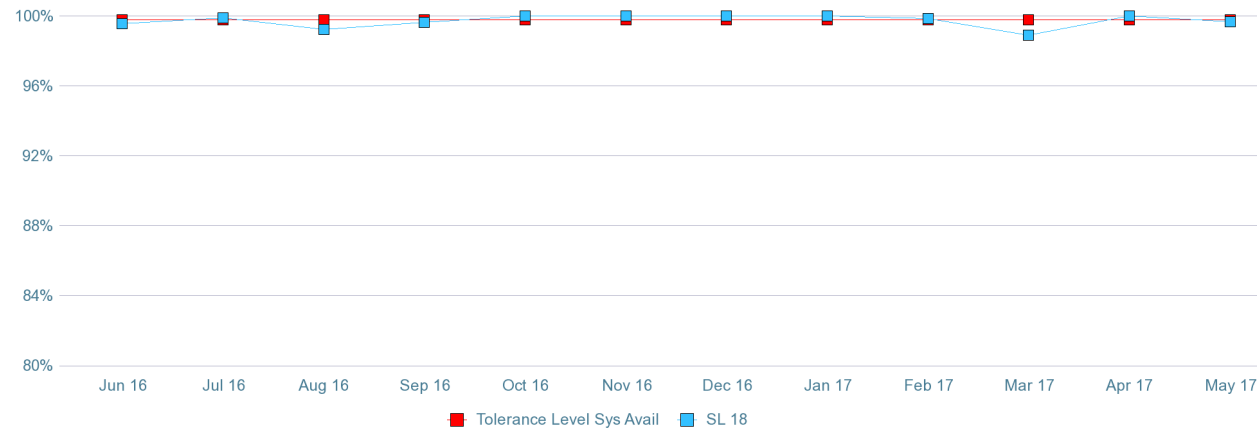


Operational support systems

This section covers operational support systems for access seekers

May 2017

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

	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17
SLA Performance	99.6%	99.9%	99.2%	99.7%	100.0%	100.0%	100.0%	100.0%	99.9%	98.9%	100.0%	99.7%
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

May 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.

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

May 2017

Item No.	6	Tolerance Level	90%
Service Attribute	Meet notified expected RFS date		
Cause of default	Automation causes some orders not being completed until after 6pm, therefore not meeting the RFS time of 6pm		
Procedure for correcting default	Automation issues were actively managed.		
Steps taken to remedy default	Orders were completed.		
Effectiveness of steps taken	Unknown		
Date of previous default	October 2016, February 2017		

UBA Service Level Default

May 2017

Item No.	SL 18	Tolerance Level	99.8%
----------	-------	-----------------	-------

Service Attribute	SL 18 (Availability of OFM)
-------------------	-----------------------------

Cause of default	There was one outage in May 2017 due to server issues
Procedure for correcting default	Service was restored
Steps taken to remedy default	Server had to be hard booted and technical teams completed the restart of the restoring full service.
Effectiveness of steps taken	Unknown
Date of previous default	August 2016, September 2016