

Consolidated Report

December 2019

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 are as follows :

SL05 - Right First Time

SL06 - Meet expected RFS Date

Service Level Default Report can be found in the appendix of this report.

Points to note

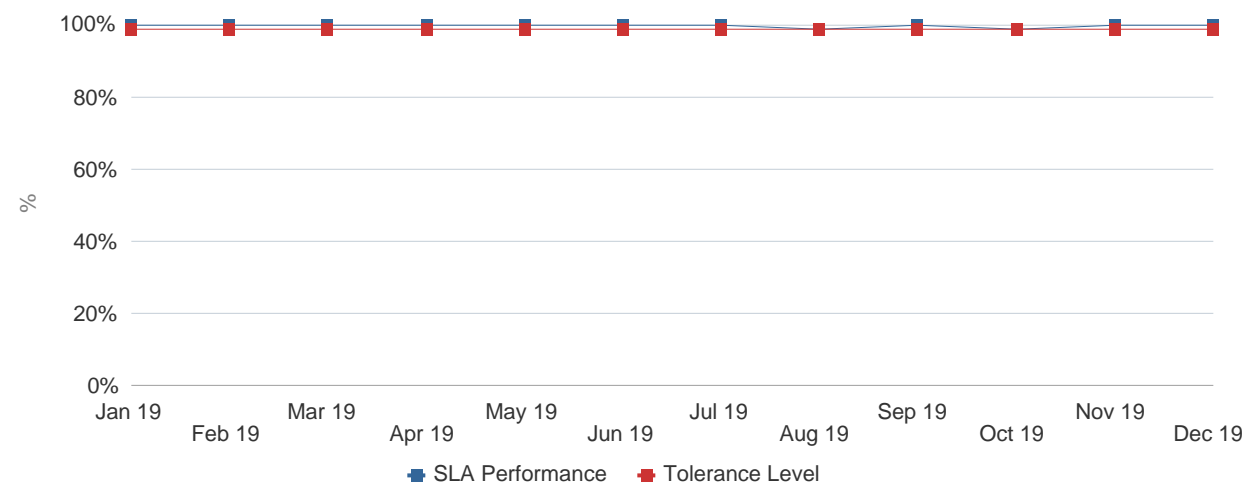
Orders may have been excluded from Service Level calculations where the default was the direct result of an action that is the Access Seeker's responsibility under the UBA Standard Terms Determinations.

Further Information

If you have queries, please contact Chorus.

Provisioning UBA Services - December 2019

SL01 - Order acknowledgement



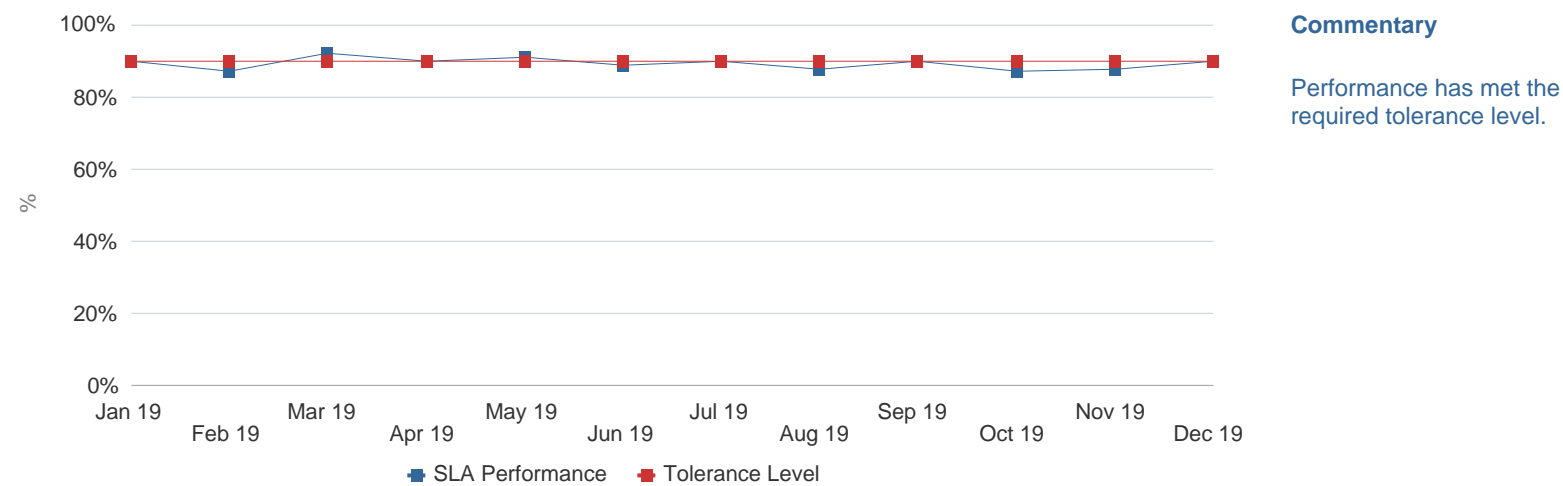
Commentary

Performance has exceeded the required tolerance level.

	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19
SLA Performance	100%	100%	100%	100%	100%	100%	100%	99%	100%	99%	100%	100%
Tolerance Level	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%

Provisioning UBA Services - December 2019

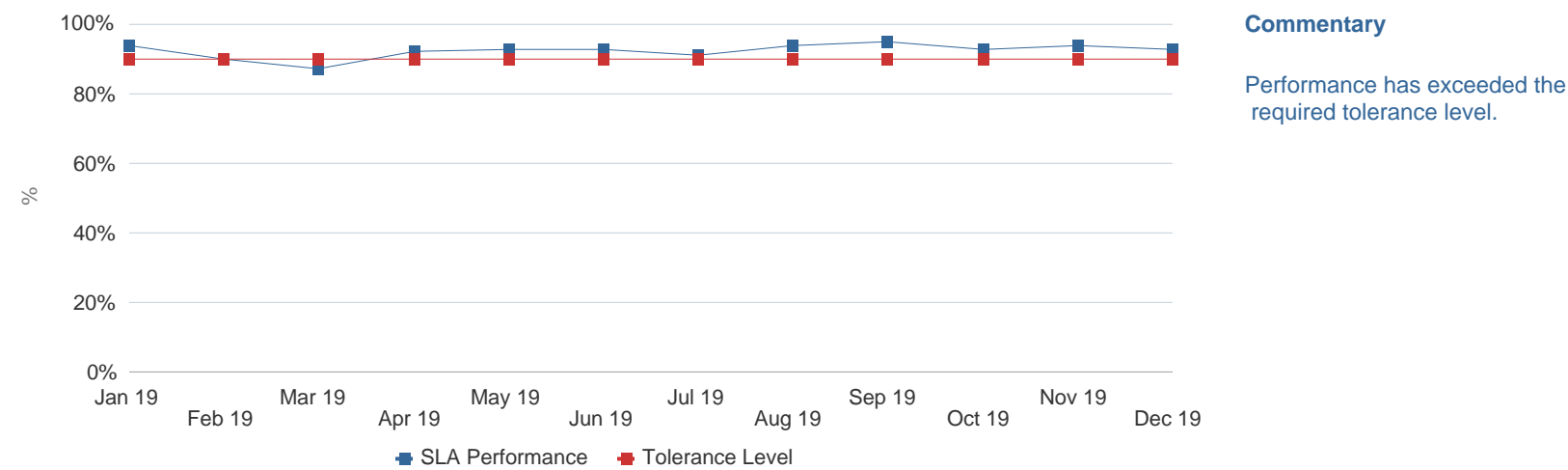
SL02 - Notification of Rejection



	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19
SLA Performance	90%	87%	92%	90%	91%	89%	90%	88%	90%	87%	88%	90%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UBA Services - December 2019

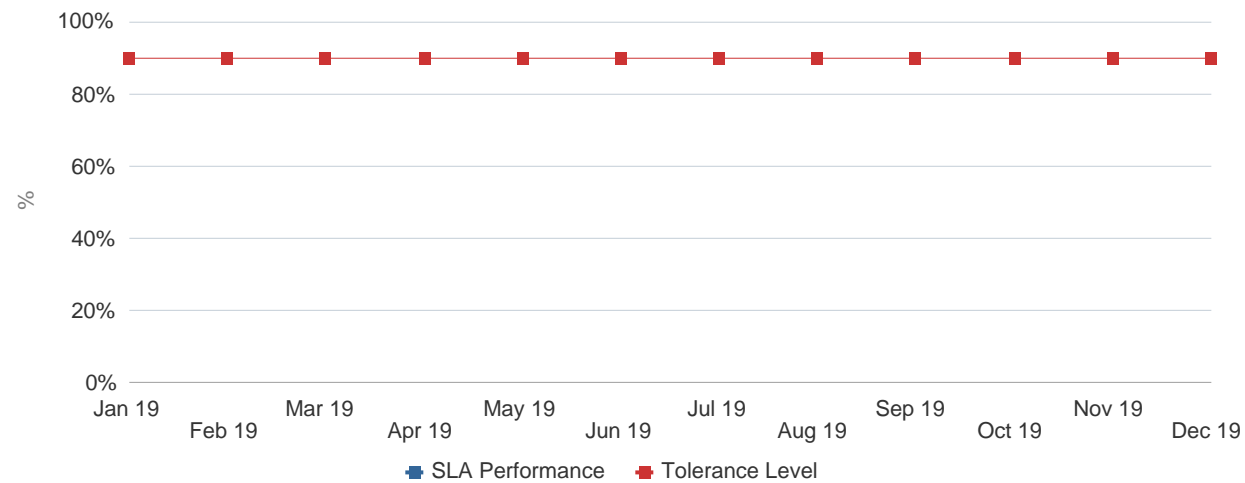
SL03 - Notification of Expected RFS Date



	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19
SLA Performance	94%	90%	87%	92%	93%	93%	91%	94%	95%	93%	94%	93%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UBA Services - December 2019

SL04 - Notification of Expected RFS Date for Handover Connection



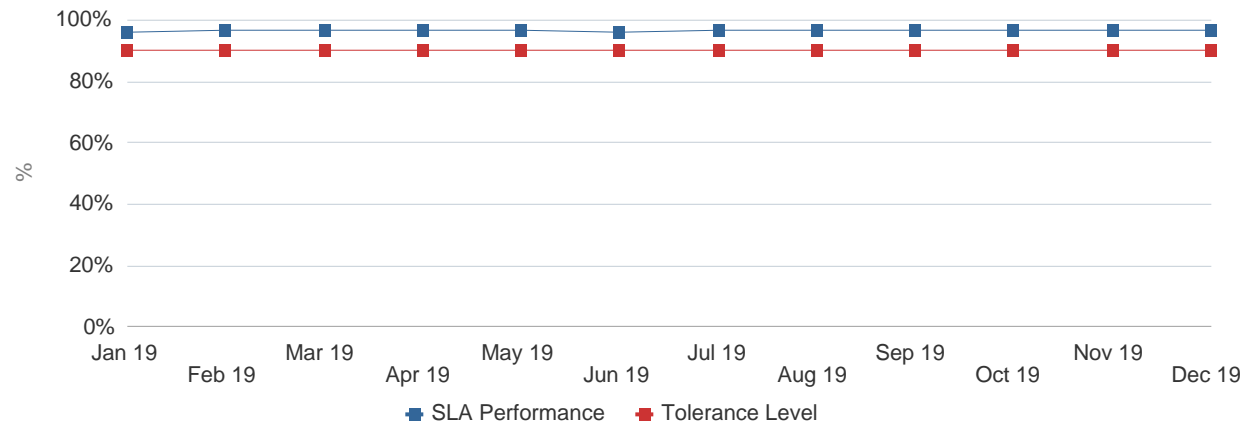
Commentary

No orders were received this month.

	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19
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%

Provisioning UBA Services - December 2019

SL05 - Right First Time



Commentary

Performance has not met the required tolerance level.

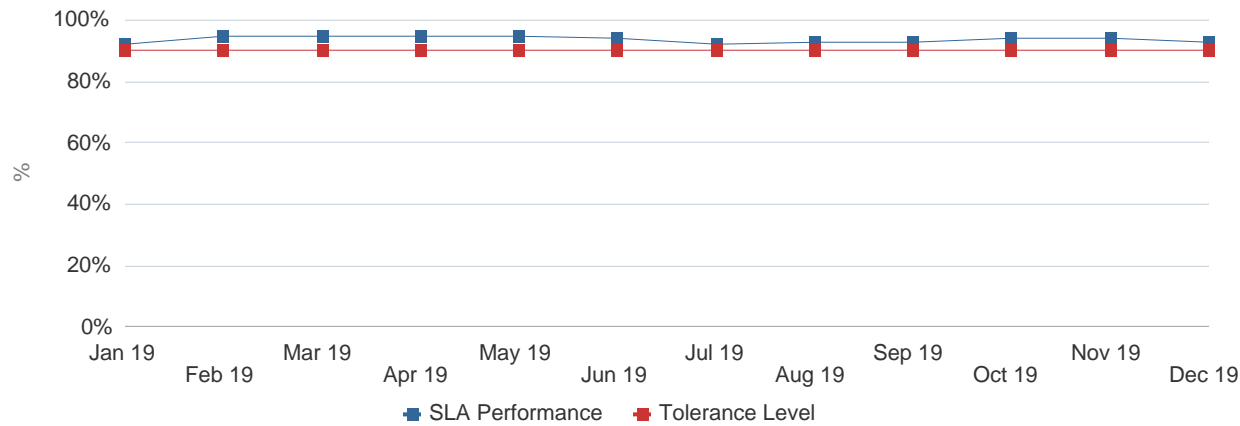
Move Address

	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19
Change Plan	95%	94%	94%	97%	95%	96%	94%	95%	95%	95%	93%	96%
Disconnection	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Move Address	88%	89%	89%	88%	86%	90%	89%	90%	91%	91%	91%	88%
New Connection	90%	91%	92%	93%	91%	90%	91%	92%	91%	91%	91%	91%
Transition	97%	97%	97%	96%	96%	96%	96%	96%	96%	96%	96%	96%

	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19
SLA Performance	96%	97%	97%	97%	97%	96%	97%	97%	97%	97%	97%	97%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UBA Services - December 2019

SL06 - Meet expected RFS Date



Commentary

Performance has not met the required tolerance level.

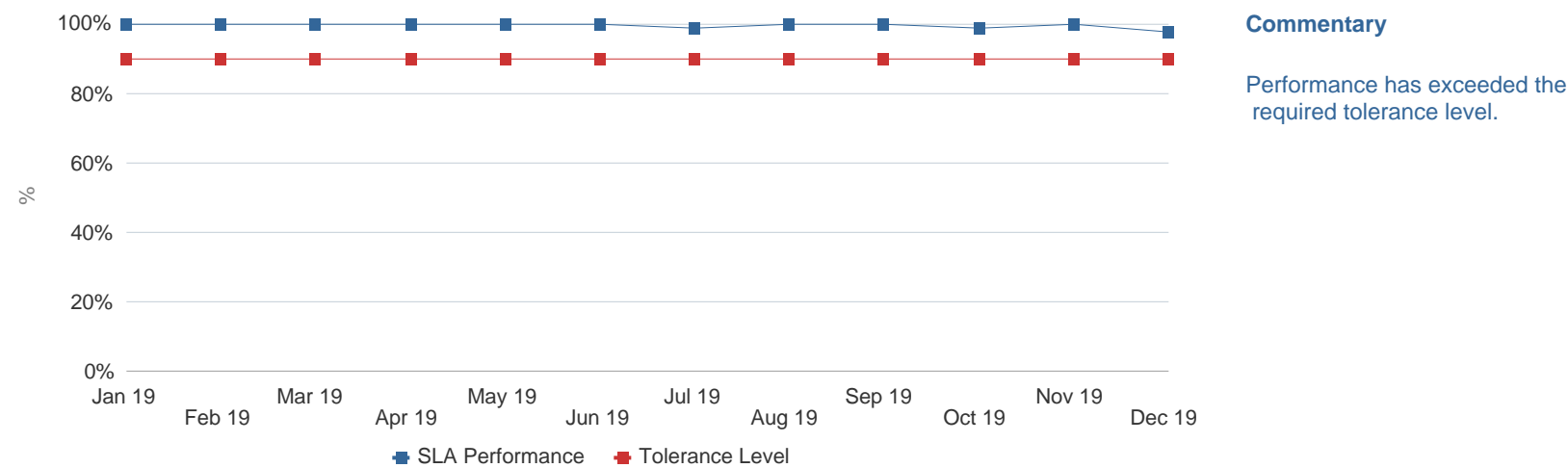
Change Plan Transition

	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19
Change Plan	64%	69%	70%	76%	68%	81%	65%	64%	62%	63%	65%	60%
Move Address	94%	96%	96%	97%	96%	95%	96%	97%	97%	97%	96%	96%
New Connection	95%	97%	97%	97%	97%	96%	96%	97%	97%	97%	97%	96%
Transition	84%	87%	88%	87%	88%	86%	81%	84%	87%	87%	89%	86%

	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19
SLA Performance	92%	95%	95%	95%	95%	94%	92%	93%	93%	94%	94%	93%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UBA Services - December 2019

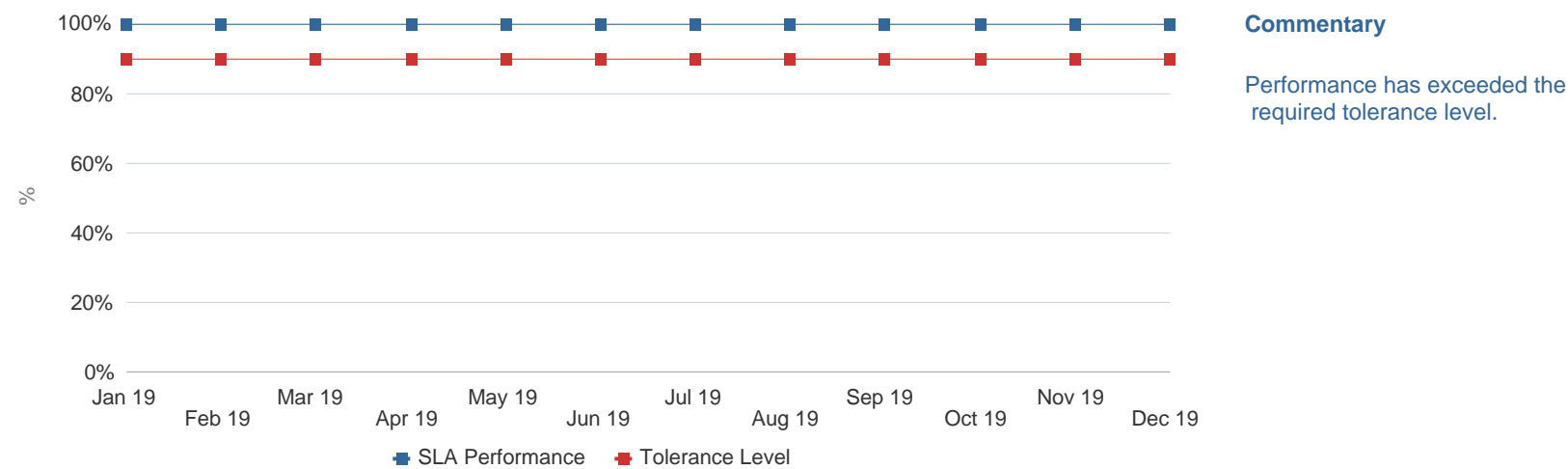
SL07 - Meet expected RFS Date for RQs



	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19
SLA Performance	100%	100%	100%	100%	100%	100%	99%	100%	100%	99%	100%	98%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UBA Services - December 2019

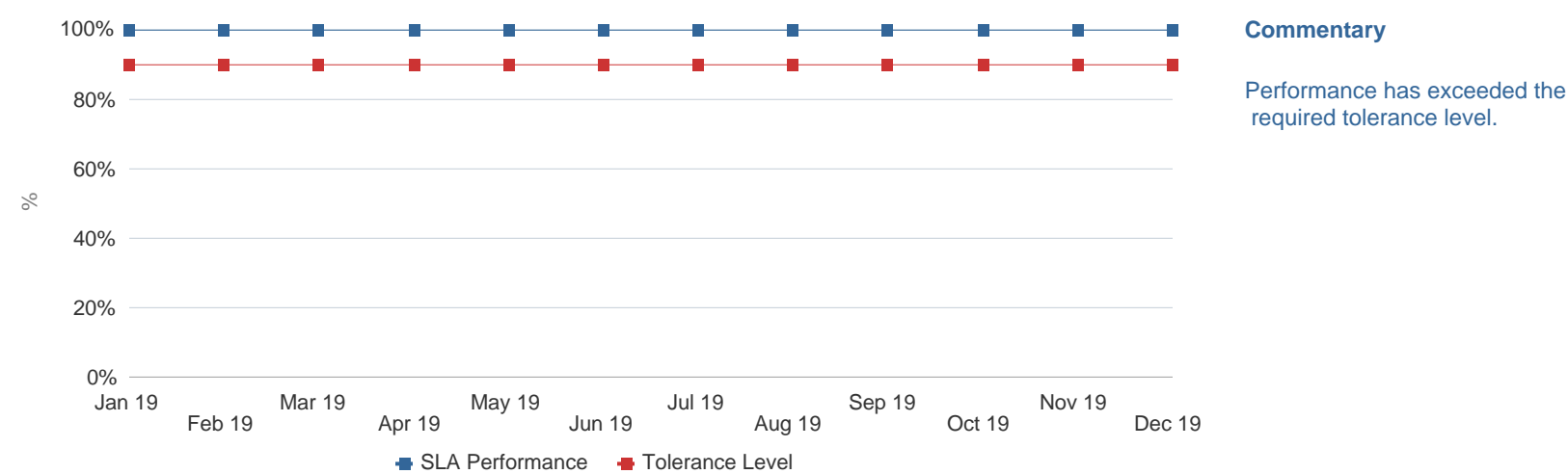
SL08 - Pre-qualification Acknowledgement



	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19
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 - December 2019

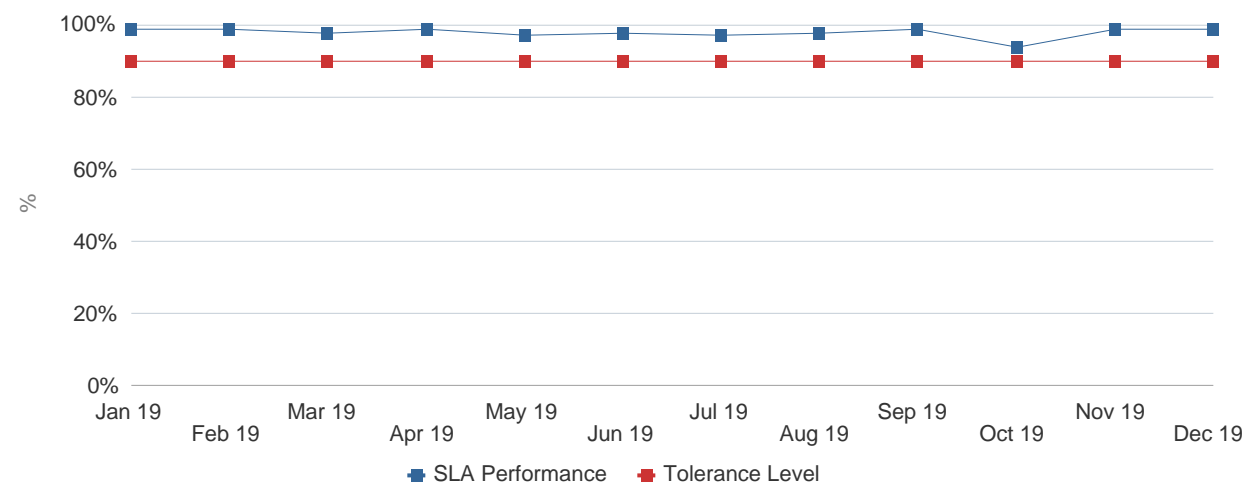
SL09 - Pre-qualification Order Completion



	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19
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 - December 2019

SL10 - Change in RFS Date



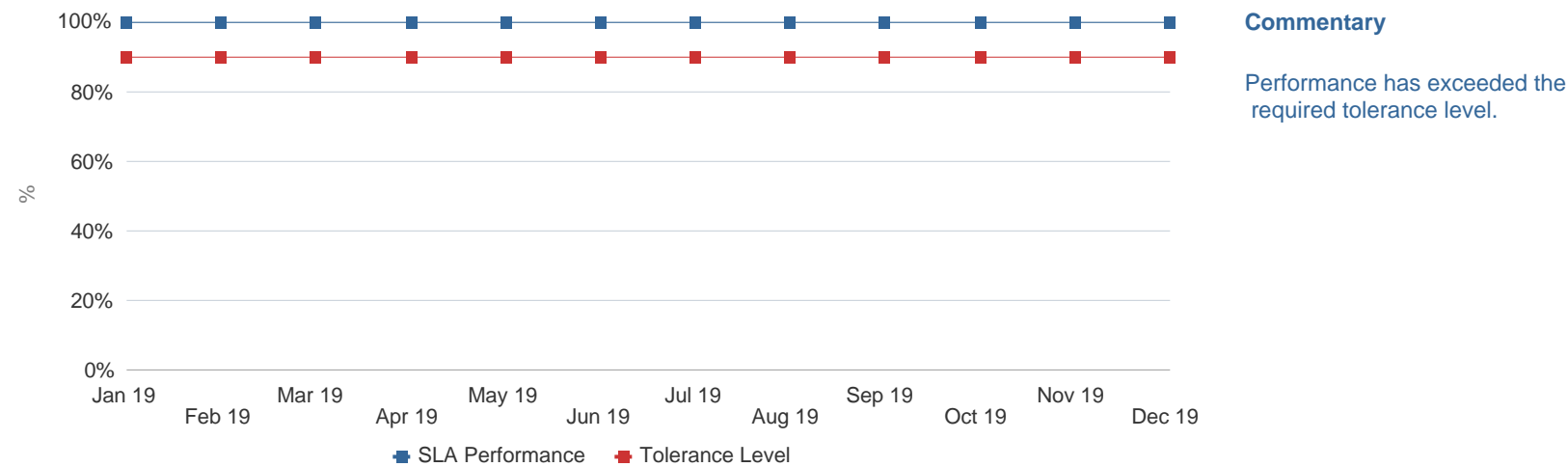
Commentary

Performance has exceeded the required tolerance level.

	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19
SLA Performance	99%	99%	98%	99%	97%	98%	97%	98%	99%	94%	99%	99%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UBA Services - December 2019

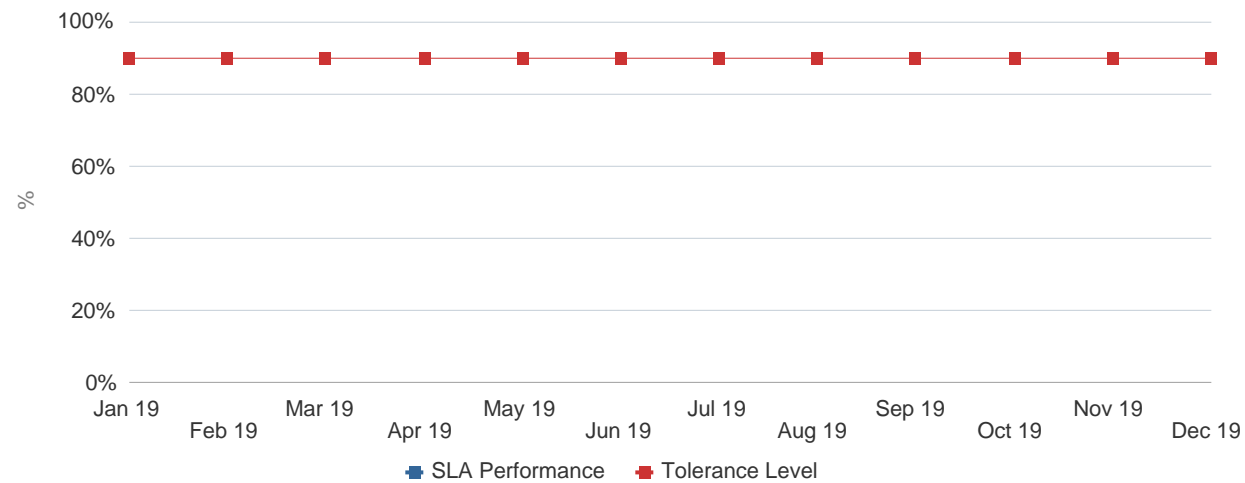
SL11 - Confirmation of Completion



	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19
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 - December 2019

SL12 - Planned Outage



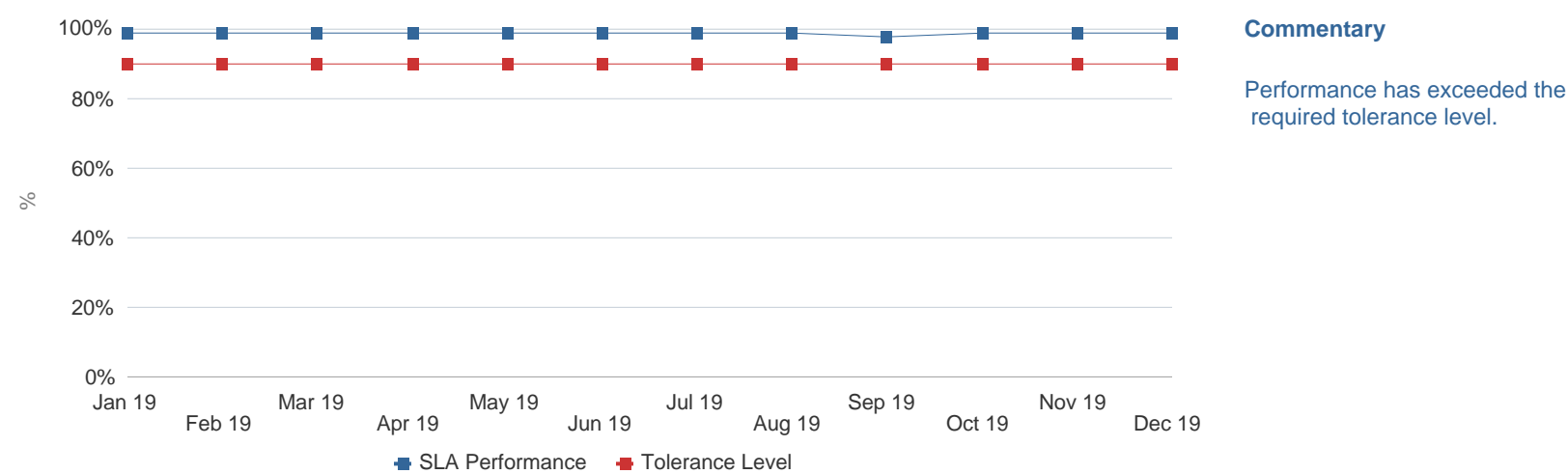
Commentary

No Planned Outages this month.

	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19
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 - December 2019

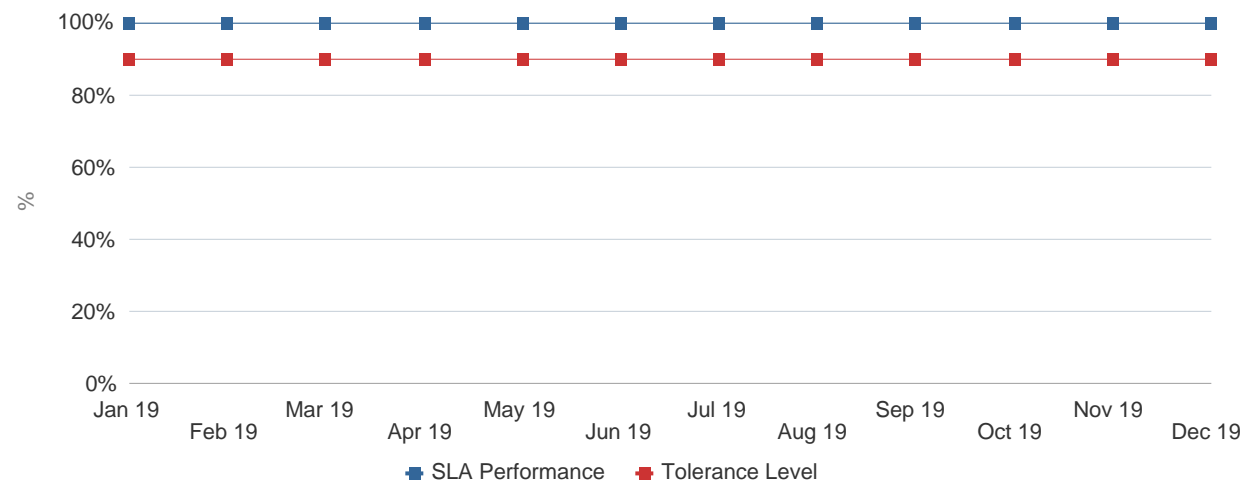
SL13 - Unplanned Outage



	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19
SLA Performance	99%	99%	99%	99%	99%	99%	99%	99%	98%	99%	99%	99%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Fault Management - December 2019

SL14 - Fault Report Acknowledgement



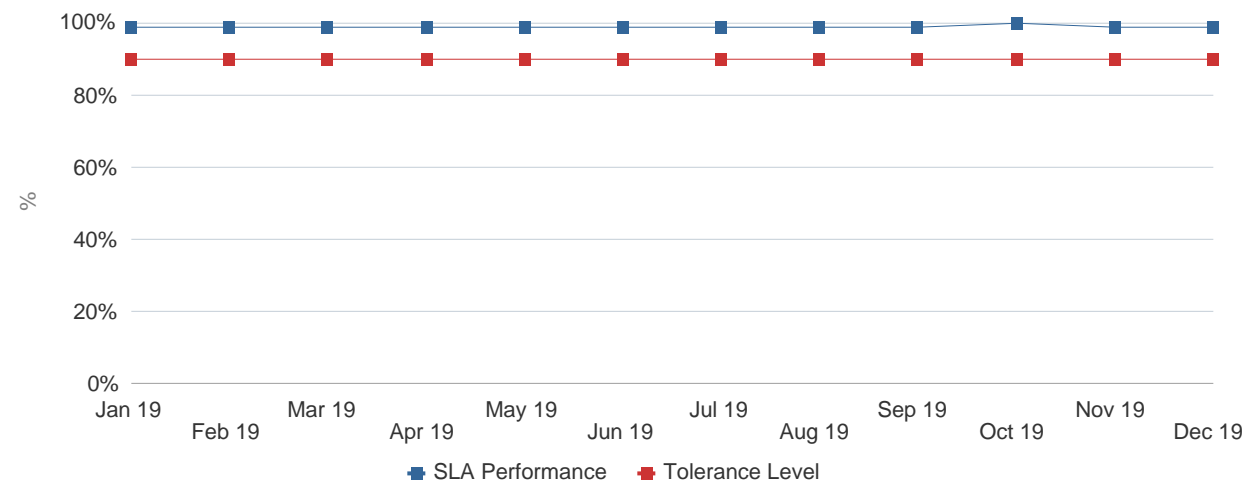
Commentary

Performance has exceeded the required tolerance level.

	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19
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 - December 2019

SL15 - Notification of Expected Restoration Time



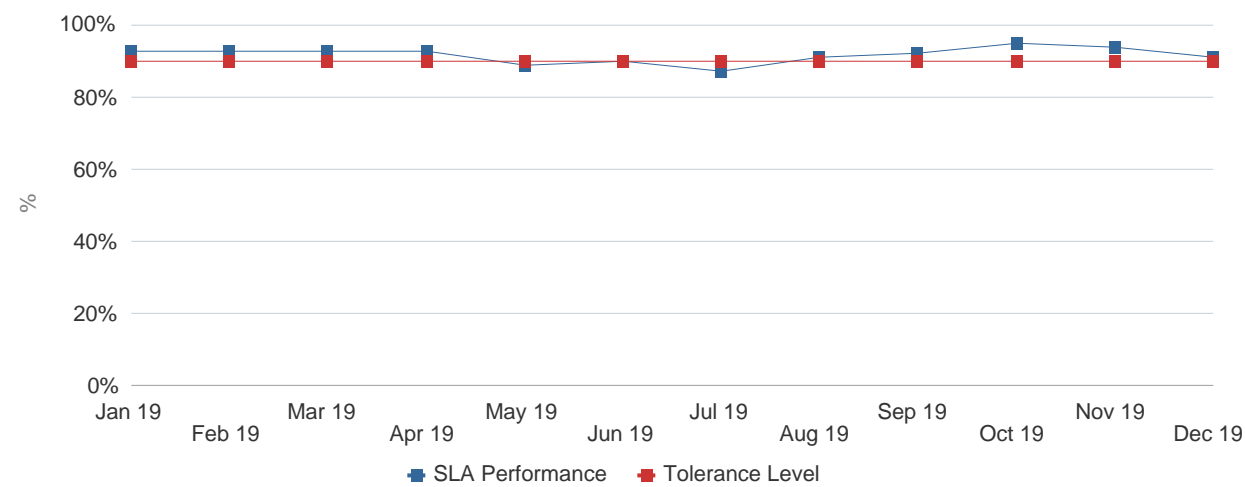
Commentary

Performance has exceeded the required tolerance level.

	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19
SLA Performance	99%	99%	99%	99%	99%	99%	99%	99%	99%	100%	99%	99%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Fault Management - December 2019

SL16 - Meet Expected Restoration Time



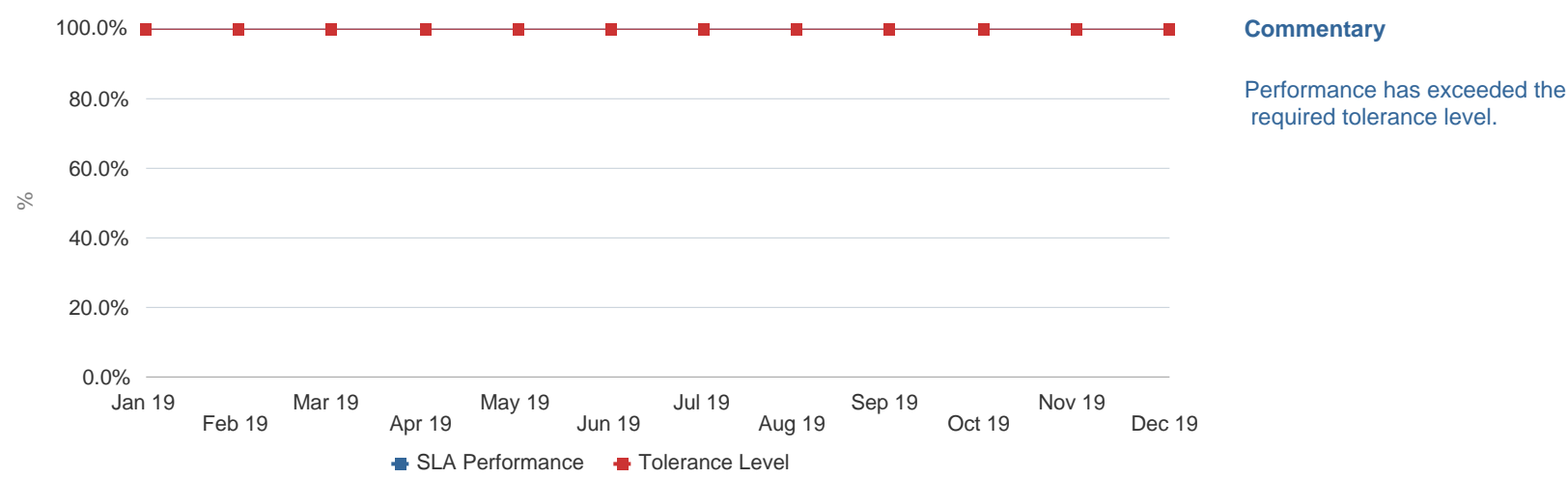
Commentary

Performance has exceeded the required tolerance level.

	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19
SLA Performance	93%	93%	93%	93%	89%	90%	87%	91%	92%	95%	94%	91%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Operational Support Systems - December 2019

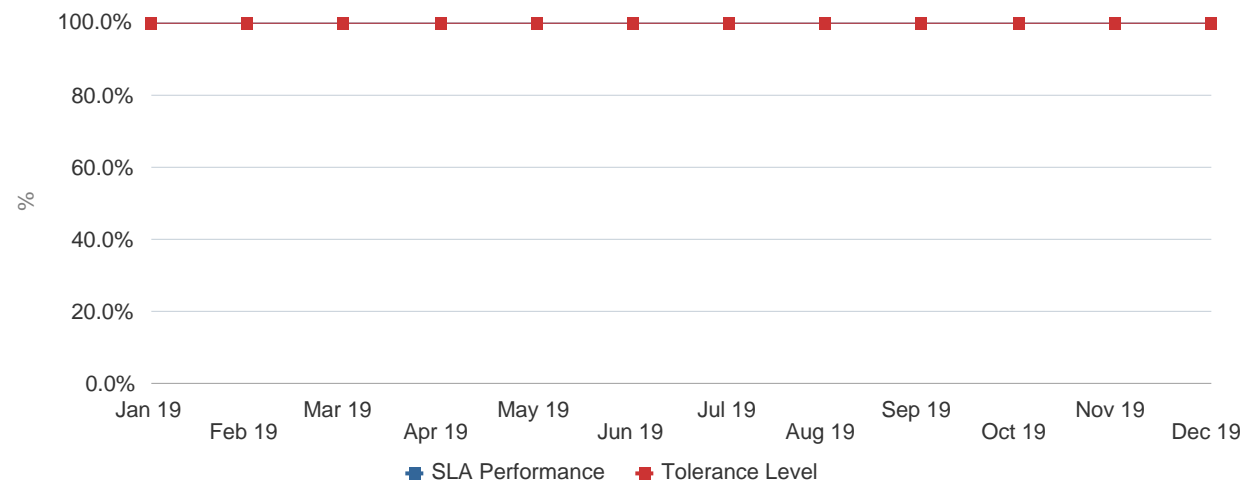
SL17 - System Availability OOT



	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19
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	99.8%	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 - December 2019

SL18 - System Availability OFM



Commentary

Performance has exceeded the required tolerance level.

	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19
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	99.8%	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 - December 2019

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

Item No.	5	Tolerance Level	90%
Service Attribute	Right First Time		
Cause of default	Failures to meet Service Levels were due to the following reasons: <ul style="list-style-type: none">•Service failures due to incorrect connection of Modems and issues with internal wiring and jack points;•Service failures in the Chorus network, where port resets or jumpering had to be carried out.•Technicians not being dispatched to complete initial connections where the connection has been requested remotely i.e. no Truck Roll was initially requested but required.		
Procedure for correcting default	Dispatch of technician to identify cause of service failure and rectifying accordingly.		
Steps taken to remedy default	The issue was rectified.		
Effectiveness of steps taken	The volume of failed installs has reduced since the Jumper Plus initiative was implemented.		
Date of previous default	April 2019, May 2019, July 2019		

UBA Service Level Default

Item No.	6	Tolerance Level	90%
Service Attribute	Meet notified expected RFS date - Change Plan and Transition		
Cause of default	Change Plans (no truck roll required) orders were completed on the initial RFS date provided, however missed the 2 Working Day lead time. This is due to internal systems assigning RFS dates for all change plan orders based on the assumption they require a truck roll.		
Procedure for correcting default	Order was service given on the RFS Date		
Steps taken to remedy default	Chorus will investigate the possibility of changing internal processes to reschedule orders requested for ASAP where a truck roll is not required in order to meet the 2 Working Day lead time.		
Effectiveness of steps taken	In Progress		
Date of previous default	August 2019, September 2019, October 2019, November 2019		