Unbundled Bitstream Access Performance Report

Consolidated - November 2010

Introduction

UBA 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 Standard Term Determination.

Executive Summary

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

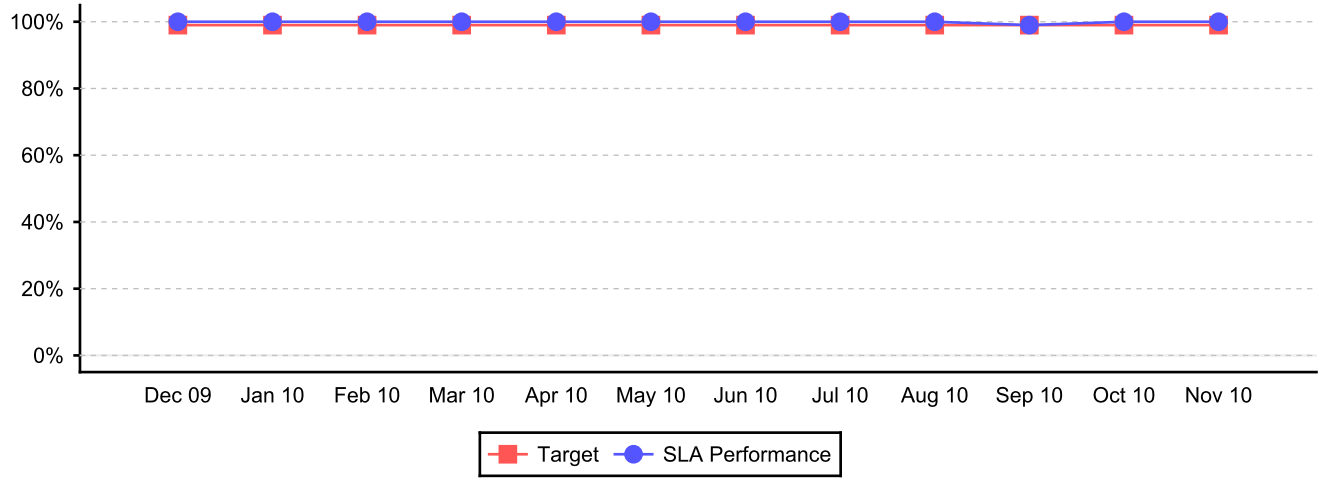
Further Information

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

Provisioning UBA Services

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

SLA 1. Orders acknowledged within four consecutive business hours of receipt



	2009	2010										
	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10	Nov 10
SLA Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%
Target	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%

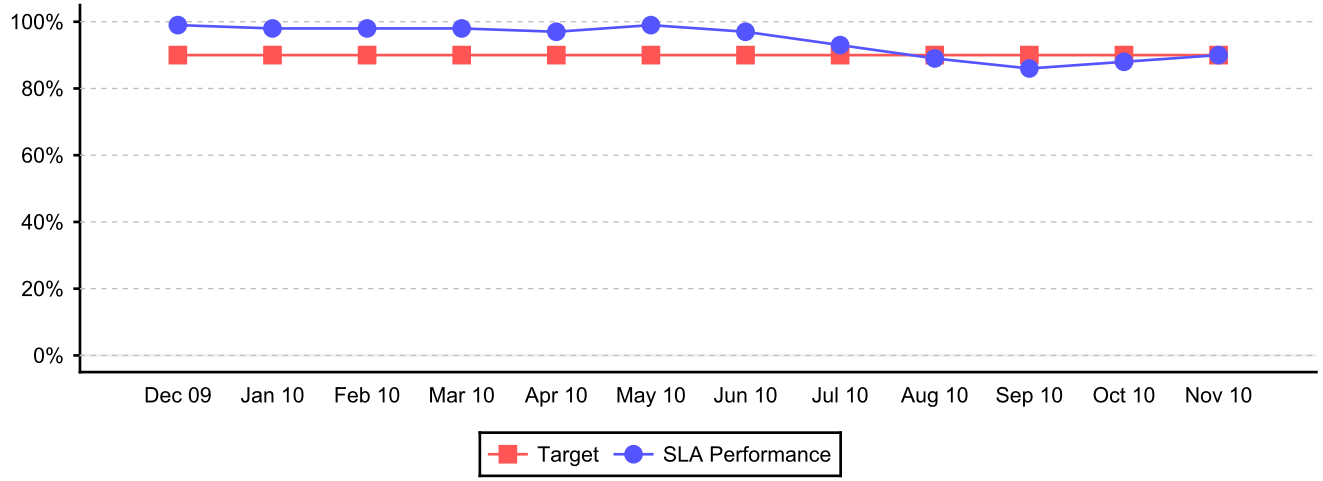
Commentary

Performance has met the target tolerance level.

Provisioning UBA Services

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

SLA 2. Invalid order rejection notifications sent within four consecutive business hours of receipt



	2009	2010										
	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10	Nov 10
SLA Performance	99%	98%	98%	98%	97%	99%	97%	93%	89%	86%	88%	90%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

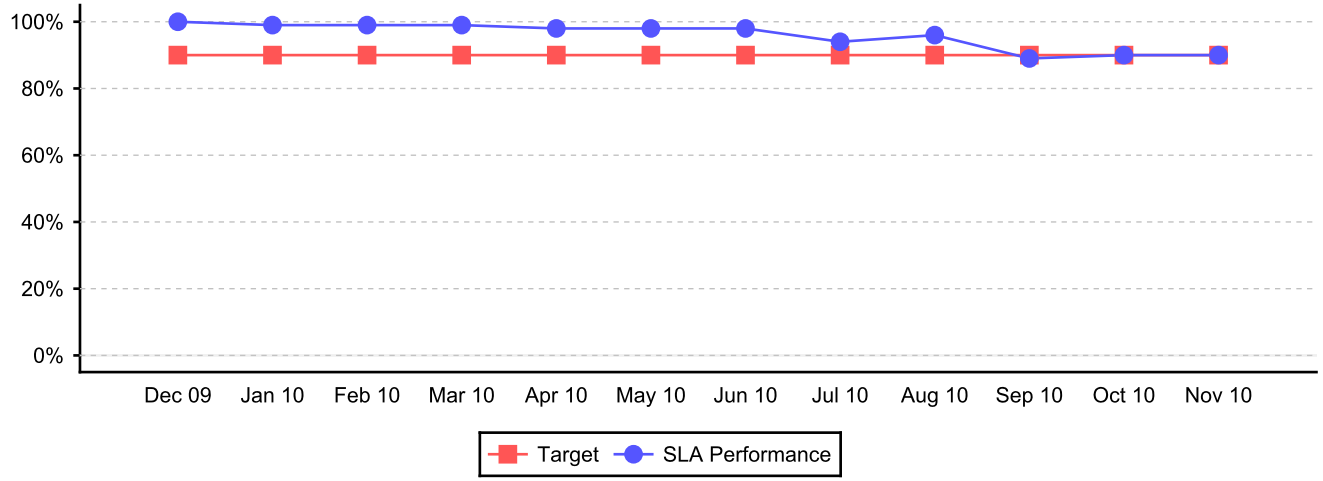
Commentary

Performance has met the target tolerance level.

Provisioning UBA Services

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

SLA 3. Notification of expected RFS dates sent within four consecutive business hours of deemed acceptance time



	2009	2010										
	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10	Nov 10
SLA Performance	100%	99%	99%	99%	98%	98%	98%	94%	96%	89%	90%	90%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

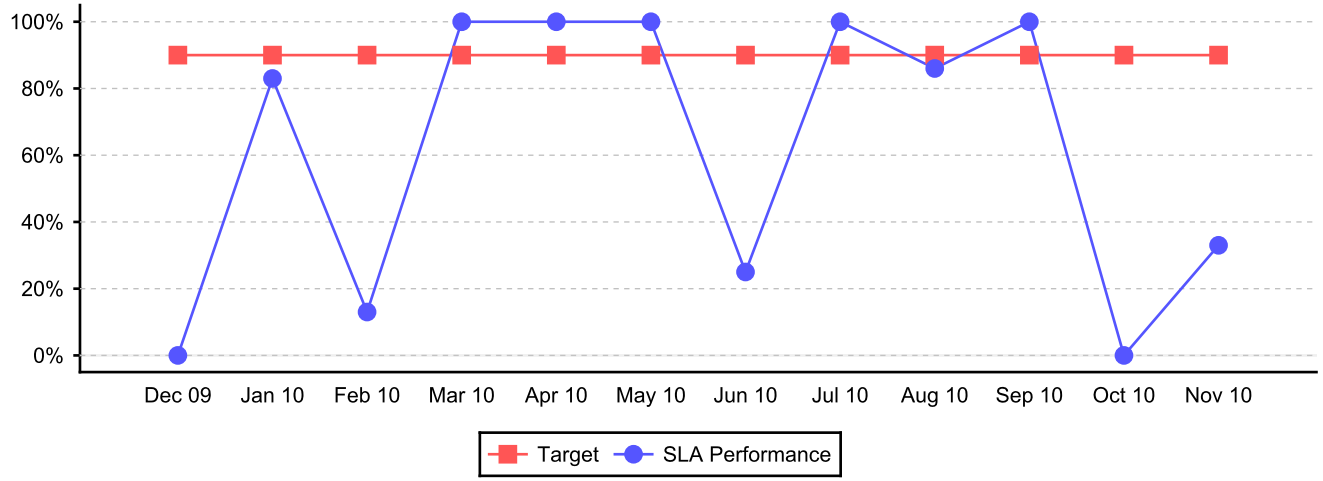
Commentary

Performance has met the target tolerance level.

Provisioning UBA Services

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

SLA 4. Notification of expected RFS dates for Handover Connection sent within four consecutive business hours of deemed acceptance time



	2009	2010										
	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10	Nov 10
SLA Performance	0%	83%	13%	100%	100%	100%	25%	100%	86%	100%	0%	33%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Commentary

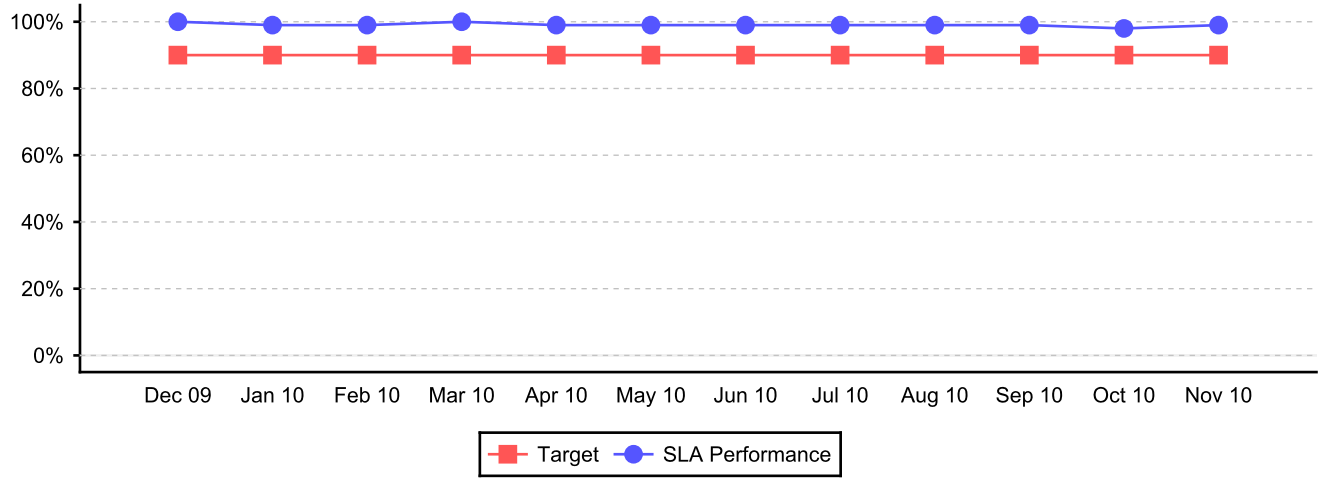
Performance has not met the target tolerance level.

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

Provisioning UBA Services

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

SLA 5. UBA orders experiencing no fault following Telecom confirmation of order completion within 5 working days (Level A)



	2009	2010										
	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10	Nov 10
Change Plan	99%	100%	100%	100%	99%	100%	99%	99%	99%	98%	97%	98%
Move Address	100%	98%	99%	100%	99%	99%	99%	99%	98%	98%	97%	99%
New Connection	100%	99%	99%	100%	99%	99%	99%	99%	99%	99%	98%	99%
Relinquishment	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Transfer	99%	99%	99%	100%	99%	100%	99%	99%	99%	99%	99%	99%
SLA Performance	100%	99%	99%	100%	99%	99%	99%	99%	99%	99%	98%	99%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

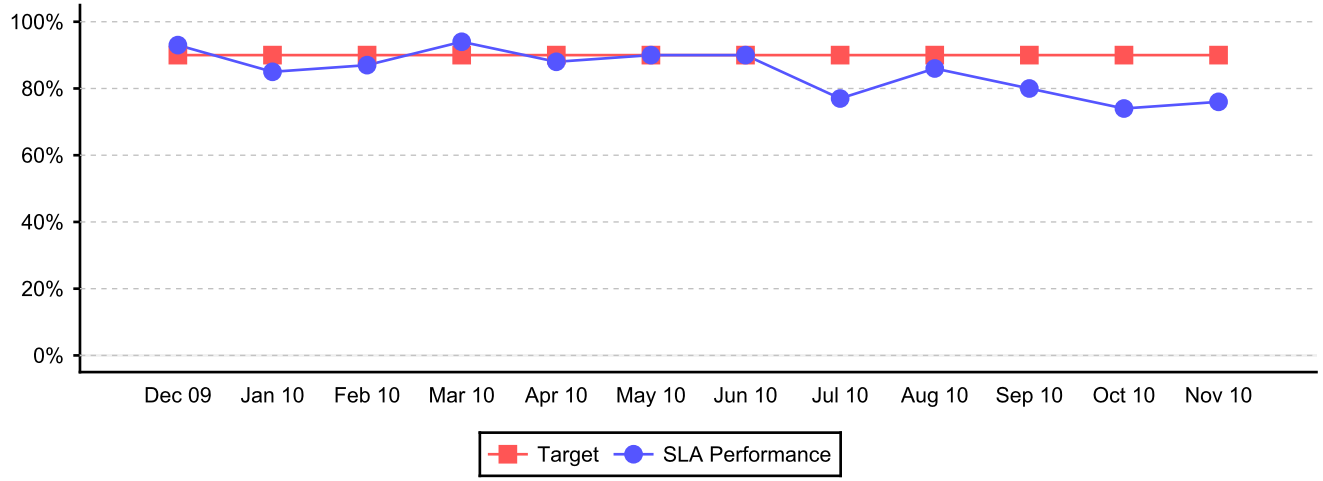
Commentary

Performance has met the target tolerance level.

Provisioning UBA Services

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

SLA 6. Orders completed by notified expected RFS date (Level A)



	2009	2010										
	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10	Nov 10
Change Plan	95%	93%	83%	98%	92%	96%	91%	76%	79%	81%	81%	87%
Move Address	93%	86%	90%	91%	66%	45%	92%	81%	91%	78%	82%	82%
New Connection	95%	82%	88%	92%	89%	91%	89%	78%	92%	80%	74%	73%
Transfer	91%	90%	83%	98%	83%	92%	88%	74%	80%	79%	69%	73%
SLA Performance	93%	85%	87%	94%	88%	90%	90%	77%	86%	80%	74%	76%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Commentary

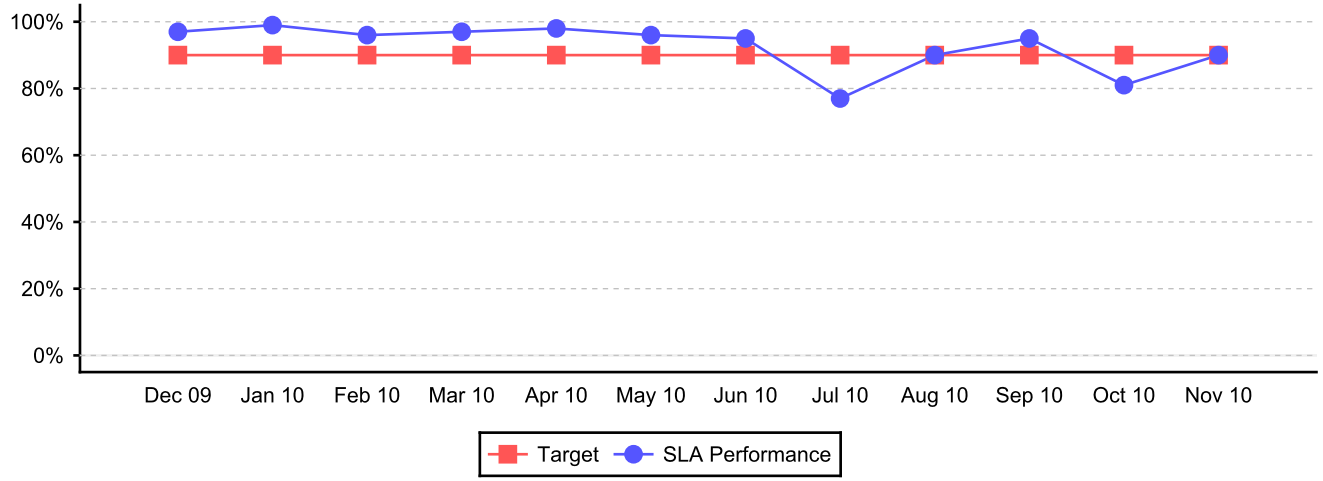
Performance has not met the target tolerance level.

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

Provisioning UBA Services

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

SLA 7. Relinquishment and Handover Connection Orders completed by notified expected RFS date



	2009	2010										
	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10	Nov 10
SLA Performance	97%	99%	96%	97%	98%	96%	95%	77%	90%	95%	81%	90%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

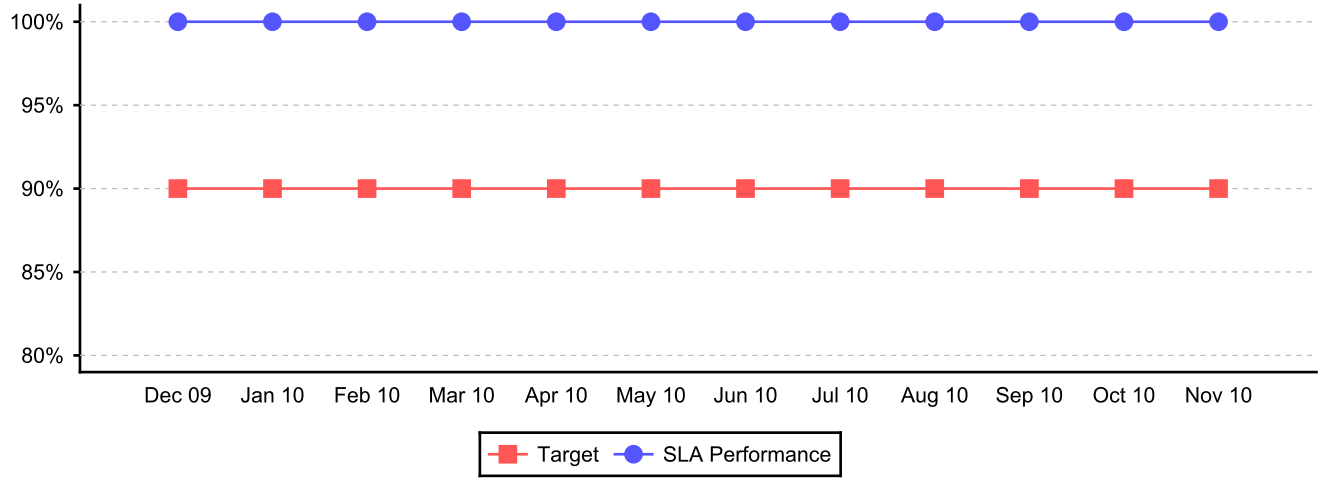
Commentary

Performance has met the target tolerance level.

Provisioning UBA Services

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

SLA 8. Pre-qualification orders acknowledged within four consecutive business hours of order receipt



	2009	2010										
	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10	Nov 10
SLA Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

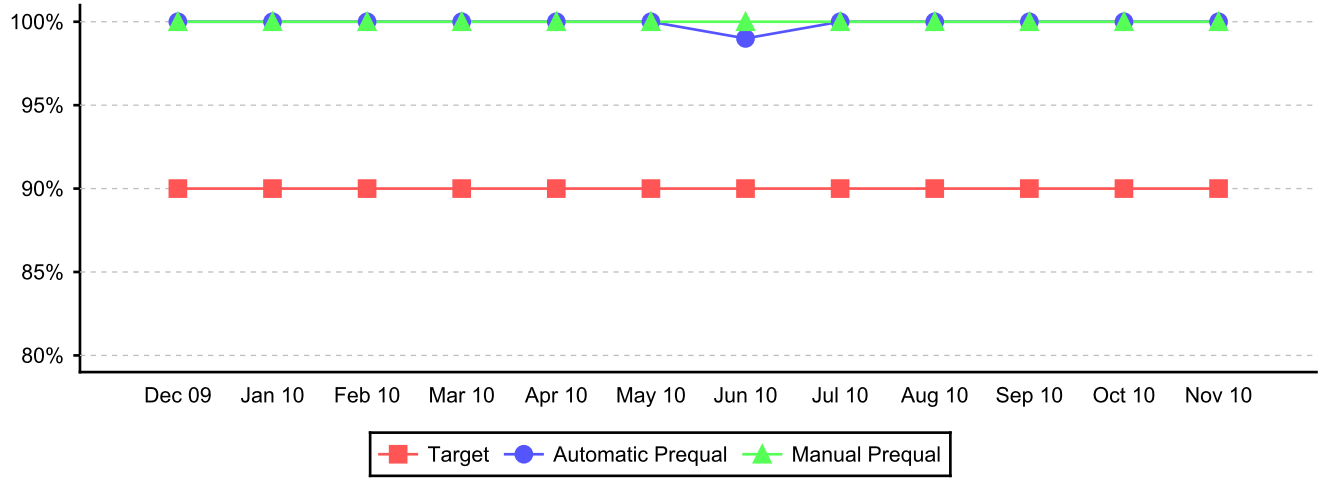
Commentary

Performance has met the target tolerance level.

Provisioning UBA Services

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

SLA 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



	2009	2010										
	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10	Nov 10
Automatic Prequal	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%
Manual Prequal	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

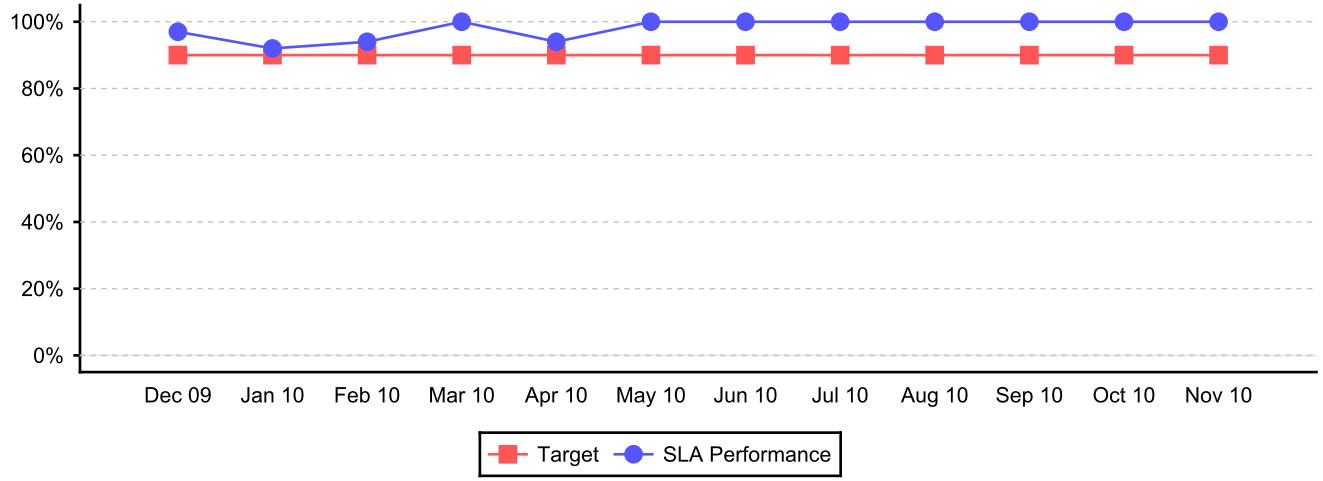
Commentary

Performance has met the target tolerance level.

Provisioning UBA Services

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

SLA 10. Notification of RFS date changes provided within four consecutive business hours of change request receipt



	2009	2010										
	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10	Nov 10
SLA Performance	97%	92%	94%	100%	94%	100%	100%	100%	100%	100%	100%	100%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

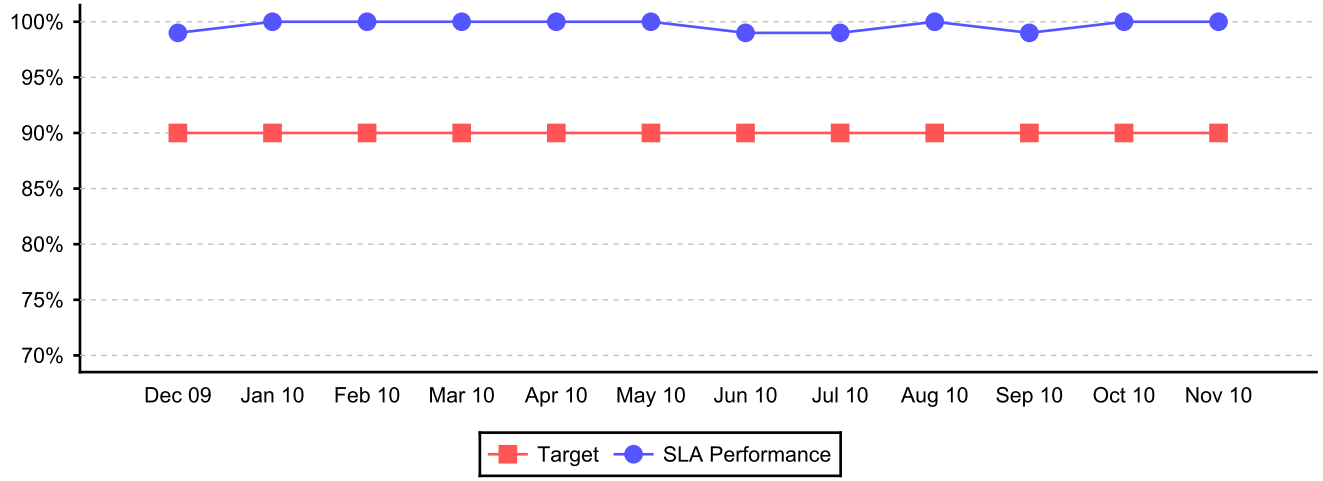
Commentary

Performance has met the target tolerance level.

Provisioning UBA Services

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

SLA 11. Completion confirmation sent within four consecutive business hours after order completion



	2009	2010										
	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10	Nov 10
SLA Performance	99%	100%	100%	100%	100%	100%	99%	99%	100%	99%	100%	100%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

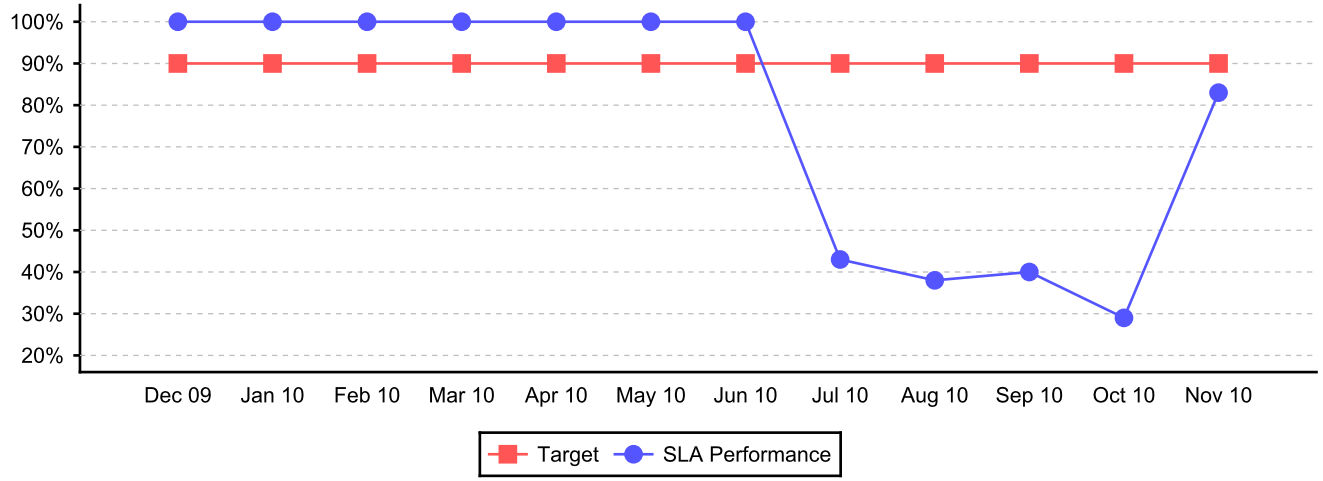
Commentary

Performance has met the target tolerance level.

Fault Management

This section covers fault receipt acknowledgement, notification and restoration

SLA 12. Planned outage notifications advised at least five working days before outage occurring



	2009	2010										
	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10	Nov 10
SLA Performance	100%	100%	100%	100%	100%	100%	100%	43%	38%	40%	29%	83%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Commentary

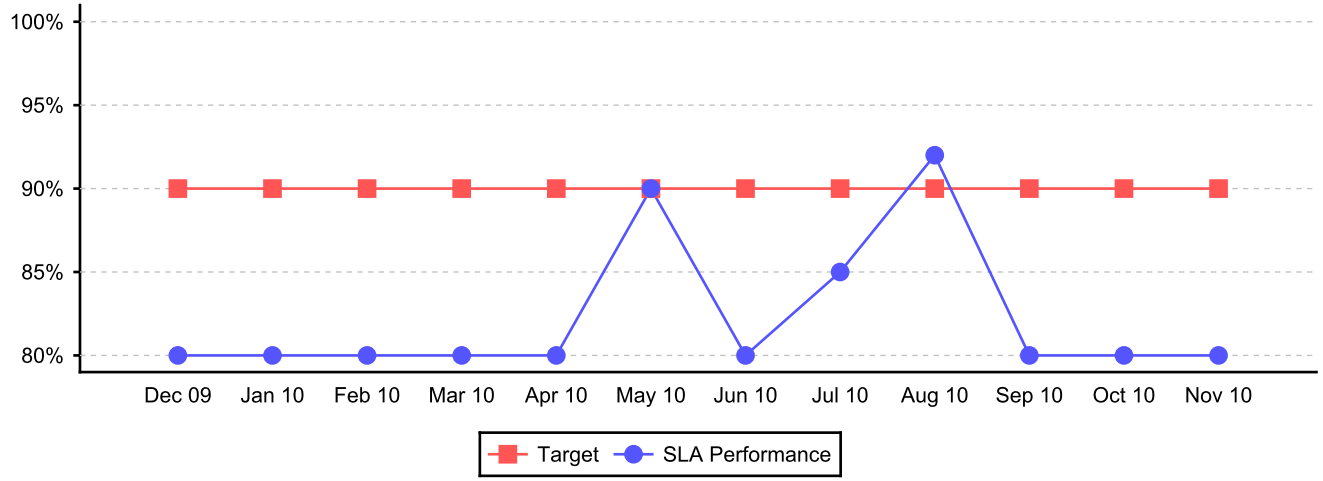
Performance has not met the target tolerance level.

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

Fault Management

This section covers fault receipt acknowledgement, notification and restoration

SLA 13. Unplanned outage notifications advised within two hours of Telecom discovering or receiving outage notice (24x7 basis)



	2009	2010										
	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10	Nov 10
SLA Performance	80%	80%	80%	80%	80%	90%	80%	85%	92%	80%	80%	80%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Commentary

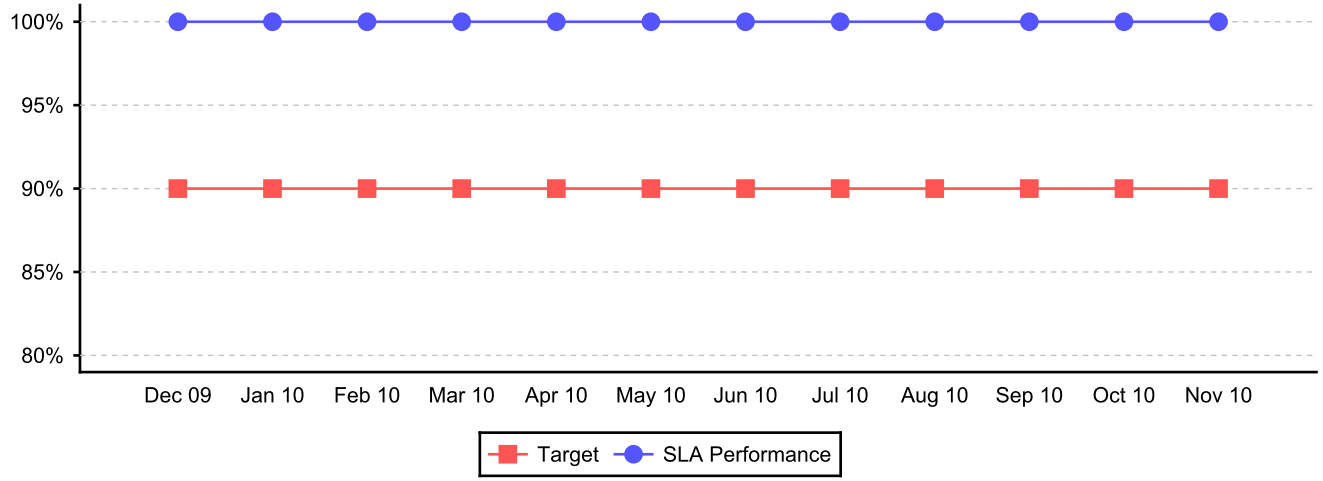
Performance has not met the target tolerance level.

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

Fault Management

This section covers fault receipt acknowledgement, notification and restoration

SLA 14. Fault report receipt acknowledgements provided within half a fault restoration hour of fault report



	2009	2010										
	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10	Nov 10
SLA Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

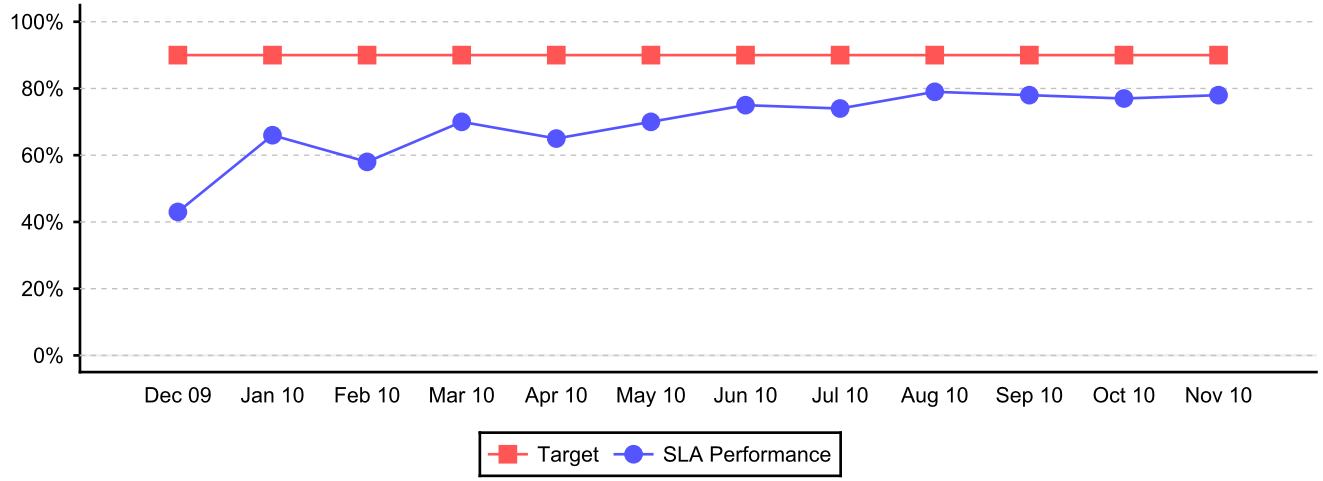
Commentary

Performance has met the target tolerance level.

Fault Management

This section covers fault receipt acknowledgement, notification and restoration

SLA 15. Expected fault restoration time notifications sent within four fault restoration hours of fault report



	2009	2010										
	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10	Nov 10
SLA Performance	43%	66%	58%	70%	65%	70%	75%	74%	79%	78%	77%	78%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Commentary

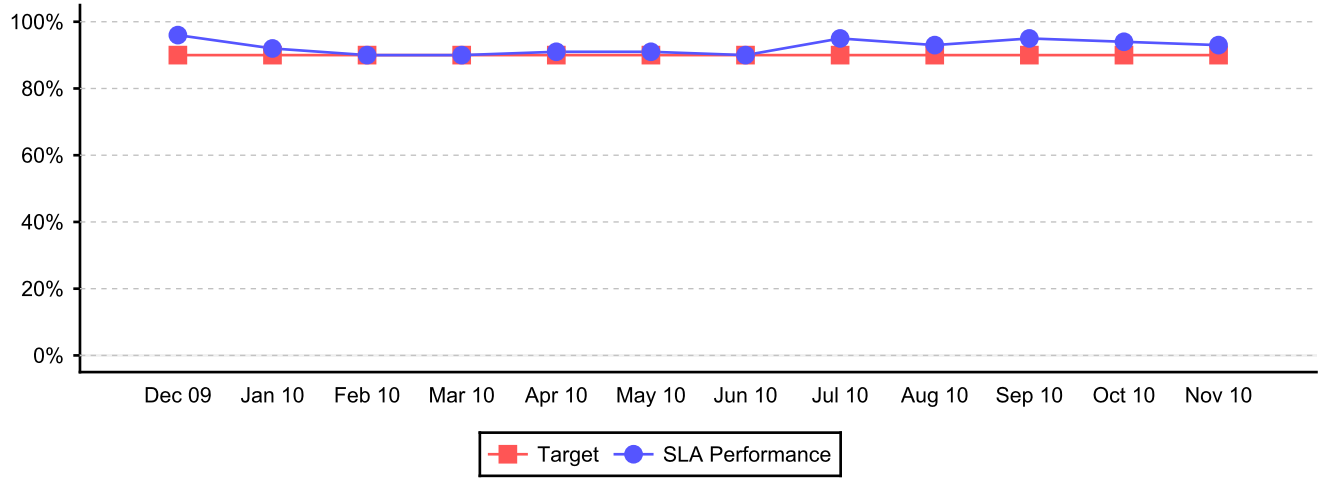
Performance has not met the target tolerance level.

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

Fault Management

This section covers fault receipt acknowledgement, notification and restoration

SLA 16. Faults restored within notified expected restoration time (Level A)



	2009	2010										
	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10	Nov 10
SLA Performance	96%	92%	90%	90%	91%	91%	90%	95%	93%	95%	94%	93%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

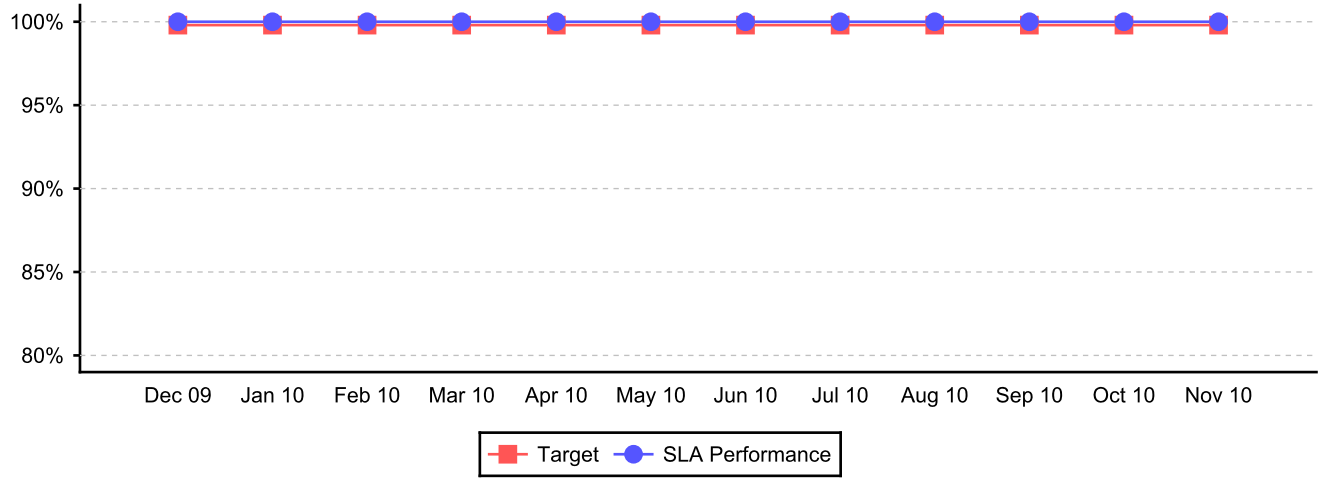
Commentary

Performance has met the target tolerance level.

Operational Support Systems

This section covers operational support systems for Access Seekers

SLA 17. Online Ordering & Tracking availability (24/7)



	2009	2010										
	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10	Nov 10
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%
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%

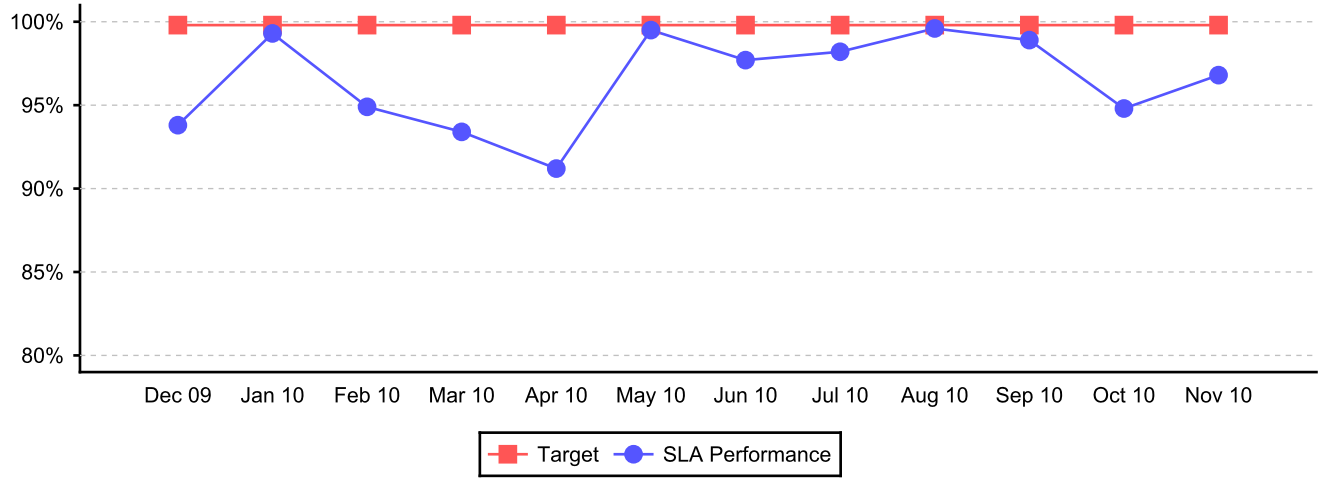
Commentary

Performance has met the target tolerance level.

Operational Support Systems

This section covers operational support systems for Access Seekers

SLA 18. Online Fault Management availability (24/7)



	2009	2010										
	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10	Nov 10
SLA Performance	93.8%	99.3%	94.9%	93.4%	91.2%	99.5%	97.7%	98.2%	99.6%	98.9%	94.8%	96.8%
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 Industry report 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 Access 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 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 Telecom 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 Telecom 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
- 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 Telecom 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
- SL 17 OO&T is available to the Access Seeker 24 hours a day, 7 days a week
- SL 18 OFM is available to the Access Seeker 24 hours a day, 7 days a week

Appendix

Item No.	4	SLA Target	90.0%

Service Attribute	Notification of expected RFS dates for Handover Connection sent within four consecutive business hours of deemed
Cause of Default	Two orders did not meet the four hour target. Due to the complexity of such orders the provision of RFS dates generally requires more than the allowable four hours.
Procedure for correcting Default	The RFS date was provided ASAP.
Steps taken to remedy Default	We continue to make all reasonable efforts to meet the prescribed provisioning timeframe in lieu of alignment with UBA Backhaul.
Effectiveness of steps taken	N/A
Dates of previous Default	Nov 2009, Dec 2009, Jan 2010, Feb 2010, Jun 2010, Aug 2010, Oct 2010

Appendix

Item No.	6	SLA Target	90.0%

Service Attribute	Orders completed by notified expected RFS date (Level A)
Cause of Default	The fulfil systems automation capability degraded as a result of outages. These outages resulted in increased volumes of orders being manually processed and delays in the system updating the status of orders to complete.
Procedure for correcting Default	The systems automation issues were actively managed and staffing levels increased to handle manual order queues.
Steps taken to remedy Default	Due to the high level of recent system outage there is a very high level of visibility across general system stability to improve the overall provisioning process.
Effectiveness of steps taken	Yet to be determined.
Dates of previous Default	Jan 2010, Feb 2010, Apr 2010, May 2010, Jun 2010, Jul 2010, Aug 2010, Sep 2010, Oct 2010

Appendix



Item No.	12	SLA Target	90.0%

Service Attribute	Planned outage notifications advised at least five working days before outage occurring
Cause of Default	The default was caused by outages being notified on the fifth working day in advance of the outage, thus mitigating customer impact.
Procedure for correcting Default	Planned outage notifications were sent ASAP.
Steps taken to remedy Default	The planned outage process was changed throughout October.
Effectiveness of steps taken	Performance has increased significantly this month. Further improvements are expected moving forward.
Dates of previous Default	Jul 2010, Aug 2010, Sep 2010, Oct 2010

Appendix



Item No.	13	SLA Target	90.0%
Service Attribute	Unplanned outage notifications advised within two hours of Telecom discovering or receiving outage notice (24x7		
Cause of Default	20 unplanned outages were not notified within the two hour target. In the main these resulted from delays in diagnosing the exact nature of the fault.		
Procedure for correcting Default	Outage notifications were sent ASAP.		
Steps taken to remedy Default	The network maintenance team have instigated a process review.		
Effectiveness of steps taken	Yet to be determined.		
Dates of previous Default	Dec 2009, Jan 2010, Feb 2010, Mar 2010, Apr 2010, Jun 2010, Jul 2010, Sep 2010, Oct 2010		

Appendix



Item No.	15	SLA Target	90.0%

Service Attribute	Expected fault restoration time notifications sent within four fault restoration hours of fault report
Cause of Default	The report does not exclude time when faults are on hold whilst more information is being requested from customers. In such instances restoration times cannot be provided until the additional information is received, therefore causing SLA defaults. Excluding time faults spend on hold results in performance greater than the 90% target.
Procedure for correcting Default	Restoration times were provided as soon as the requested information was provided by the customer.
Steps taken to remedy Default	Telecom Wholesale is currently investigating an STD change which allows time spent on hold to be excluded from the four consecutive fault restoration hour target.
Effectiveness of steps taken	N/A
Dates of previous Default	Nov 2009, Dec 2009, Jan 2010, Feb 2010, Mar 2010, Apr 2010, May 2010, Jun 2010, Jul 2010, Aug 2010, Sep 2010, Oct 2010

Appendix



Item No.	18	SLA Target	99.8%
Service Attribute	Online Fault Management availability (24/7)		
Cause of Default	The FMO Assure platform continues to experience problems impacting availability.		
Procedure for correcting Default	The problems are being actively managed.		
Steps taken to remedy Default	The review and monitoring of the FMO Assure platform continues.		
Effectiveness of steps taken	Yet to be determined.		
Dates of previous Default	Nov 2009, Dec 2009, Jan 2010, Feb 2010, Mar 2010, Apr 2010, May 2010, Jun 2010, Jul 2010, Aug 2010, Sep 2010, Oct 2010		