

Unbundled Bitstream Access Performance Report



Consolidated - October 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 October 2010.

Further Information

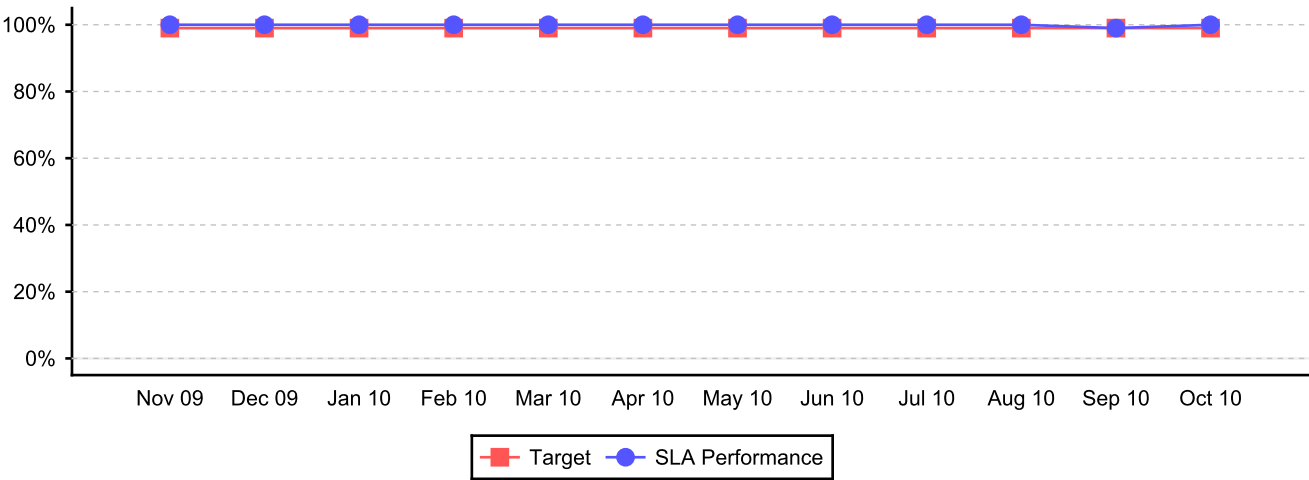
If you have any queries on the information within this report please contact Telecom through your usual channel.

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



Commentary

Performance has met the target tolerance level.

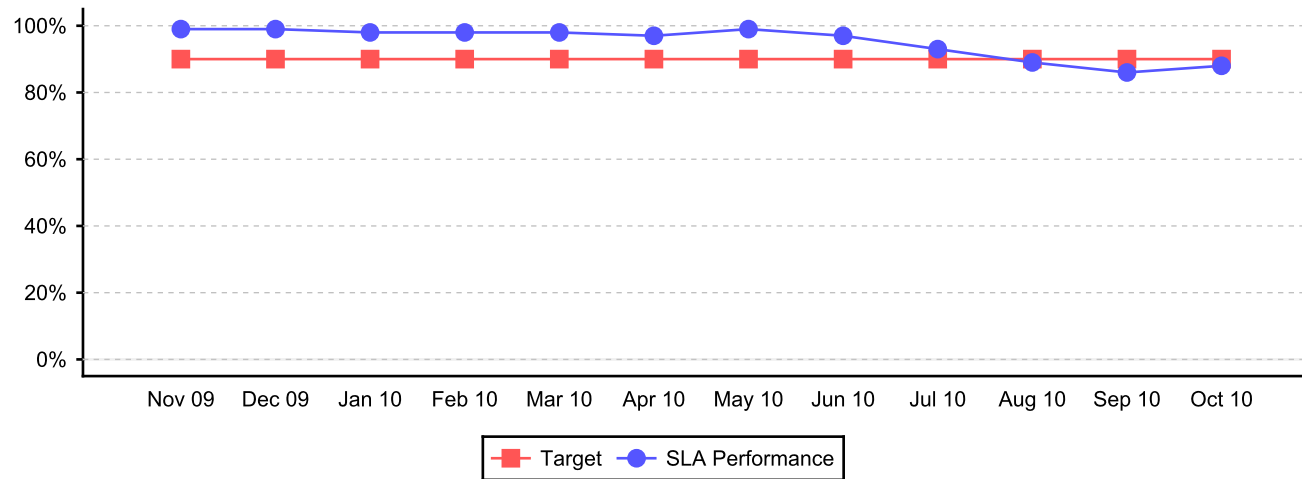
	2009		2010									
	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10
SLA Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%
Target	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%

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



Commentary

Performance has not met the target tolerance level.

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

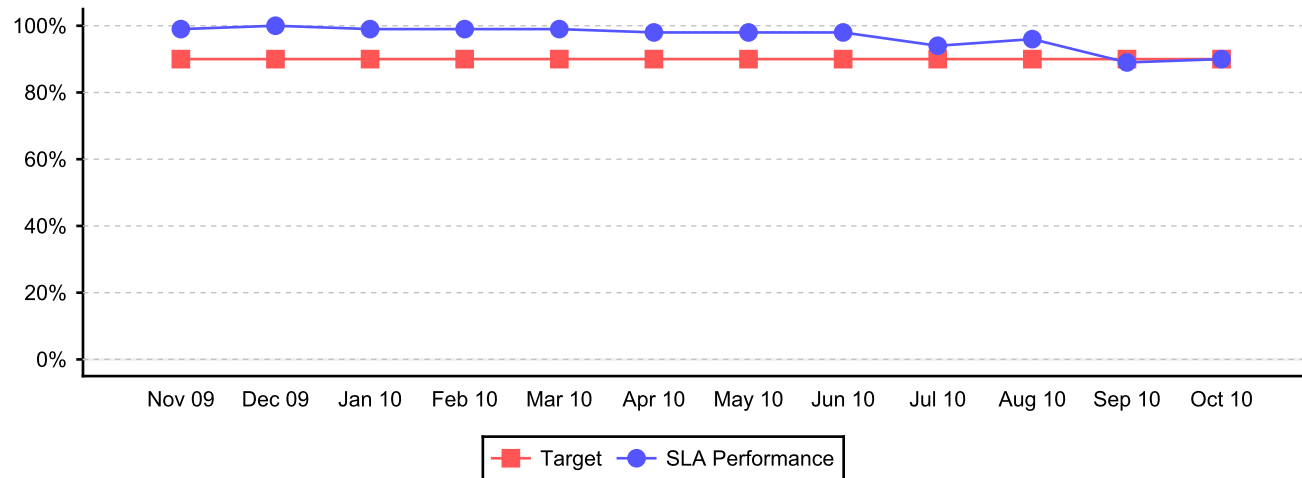
	2009		2010									
	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10
SLA Performance	99%	99%	98%	98%	98%	97%	99%	97%	93%	89%	86%	88%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UBA Services

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



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



Commentary

Performance has met the target tolerance level.

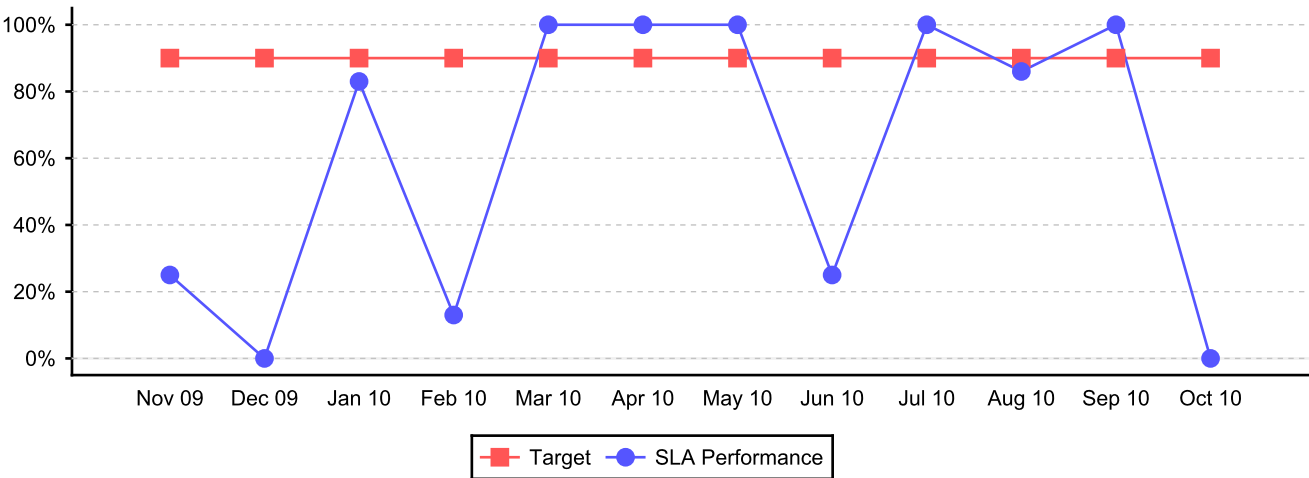
	2009		2010									
	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10
SLA Performance	99%	100%	99%	99%	99%	98%	98%	98%	94%	96%	89%	90%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UBA Services

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



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



Commentary

Performance has not met the target tolerance level.

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

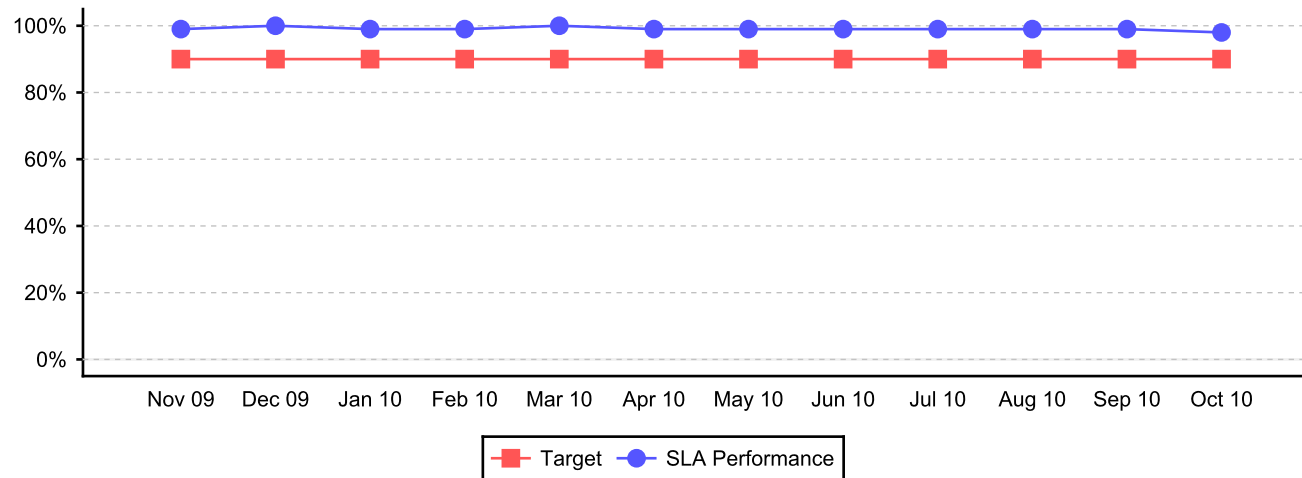
	2009		2010									
	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10
SLA Performance	25%	0%	83%	13%	100%	100%	100%	25%	100%	86%	100%	0%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UBA Services

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



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



Commentary

Performance has met the target tolerance level.

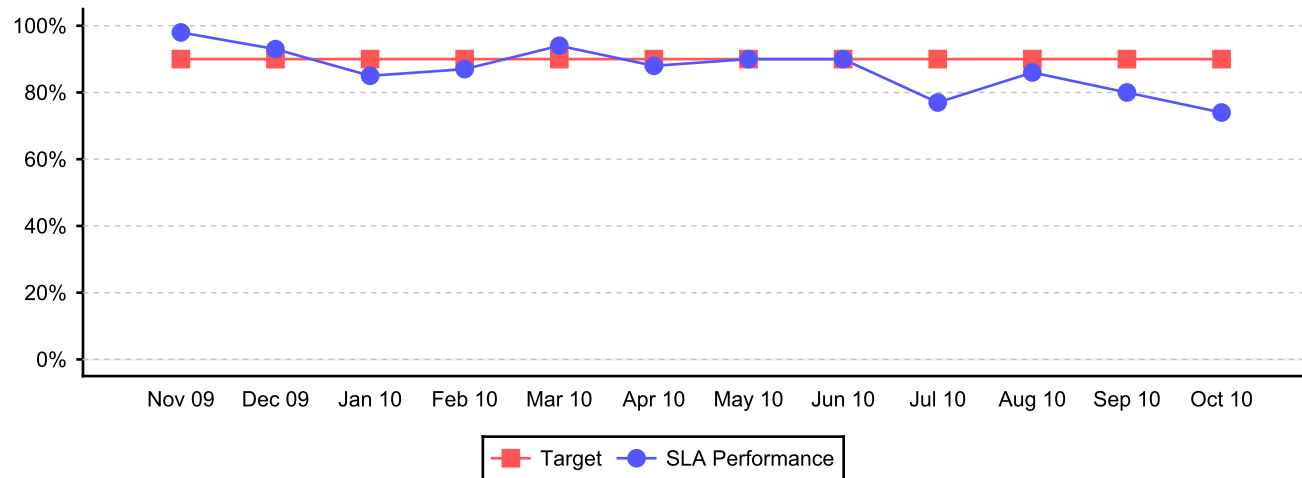
	2009		2010									
	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10
Change Plan	99%	99%	100%	100%	100%	99%	100%	99%	99%	99%	98%	97%
Move Address	100%	100%	98%	99%	100%	99%	99%	99%	99%	98%	98%	97%
New Connection	99%	100%	99%	99%	100%	99%	99%	99%	99%	99%	99%	98%
Relinquishment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



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



Commentary

Performance has not met the target tolerance level.

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

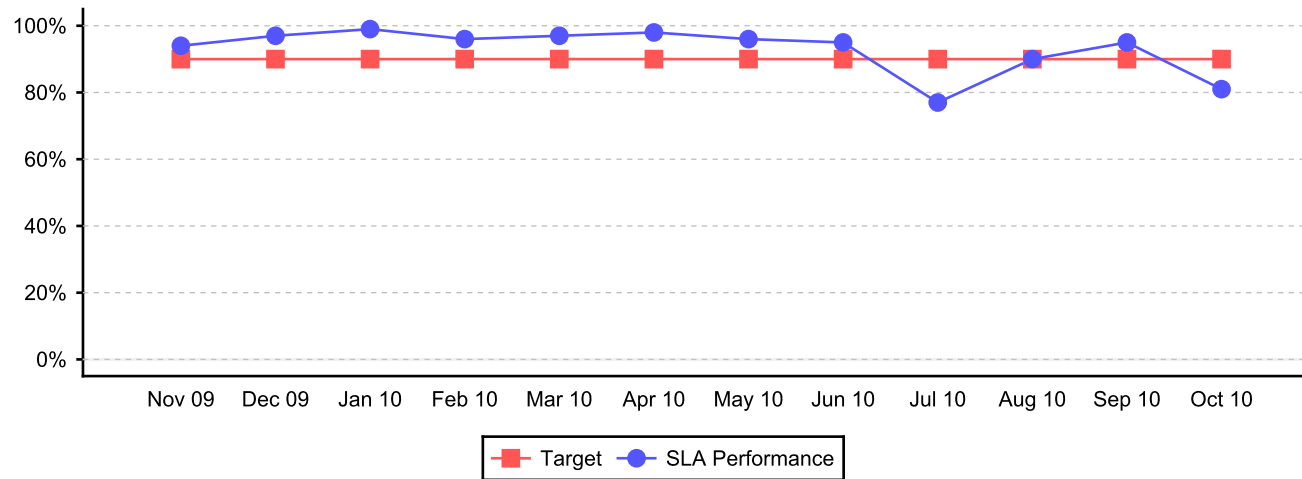
	2009		2010									
	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10
Change Plan	98%	95%	93%	83%	98%	92%	96%	91%	76%	79%	81%	81%
Move Address	96%	93%	86%	90%	91%	66%	45%	92%	81%	91%	78%	82%
New Connection	97%	95%	82%	88%	92%	89%	91%	89%	78%	92%	80%	74%
Transfer	99%	91%	90%	83%	98%	83%	92%	88%	74%	80%	79%	69%
SLA Performance	98%	93%	85%	87%	94%	88%	90%	90%	77%	86%	80%	74%
Target	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



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



Commentary

Performance has not met the target tolerance level.

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

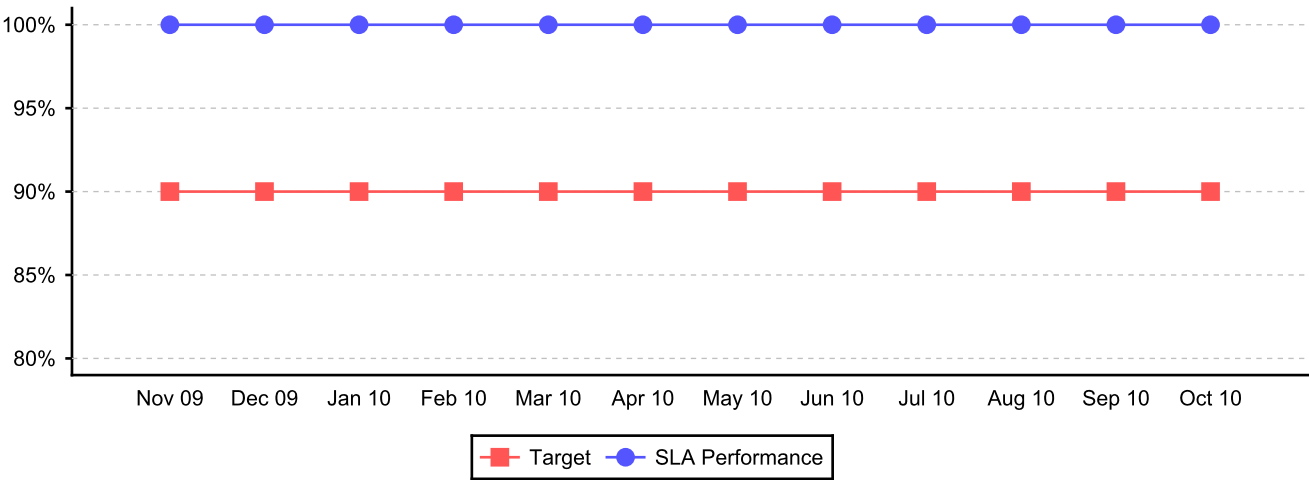
	2009			2010								
	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10
SLA Performance	94%	97%	99%	96%	97%	98%	96%	95%	77%	90%	95%	81%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UBA Services



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

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



Commentary

Performance has met the target tolerance level.

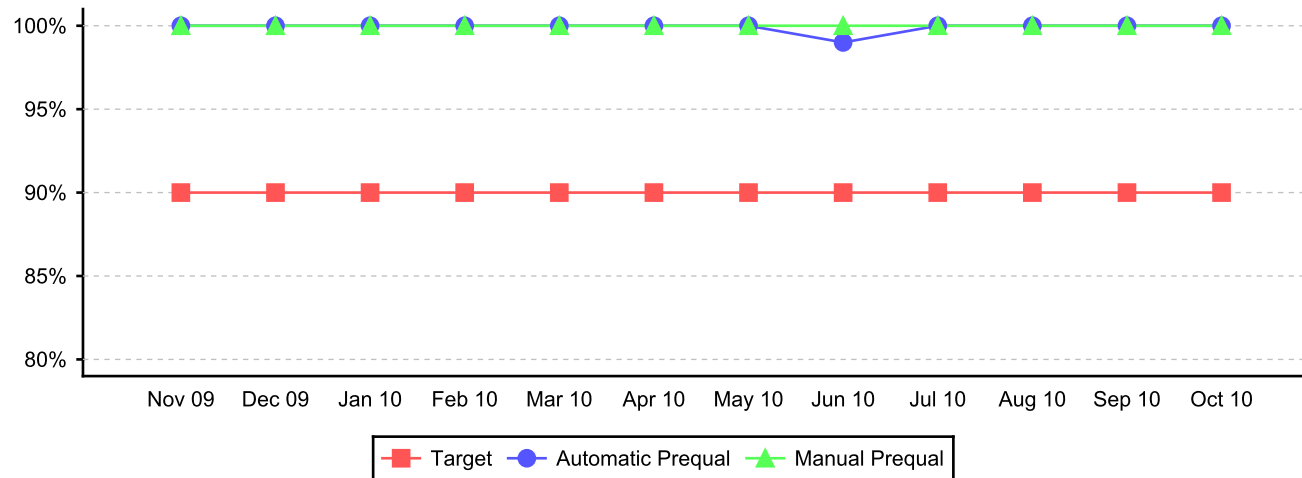
	2009		2010									
	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10
SLA Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

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



Commentary

Performance has met the target tolerance level.

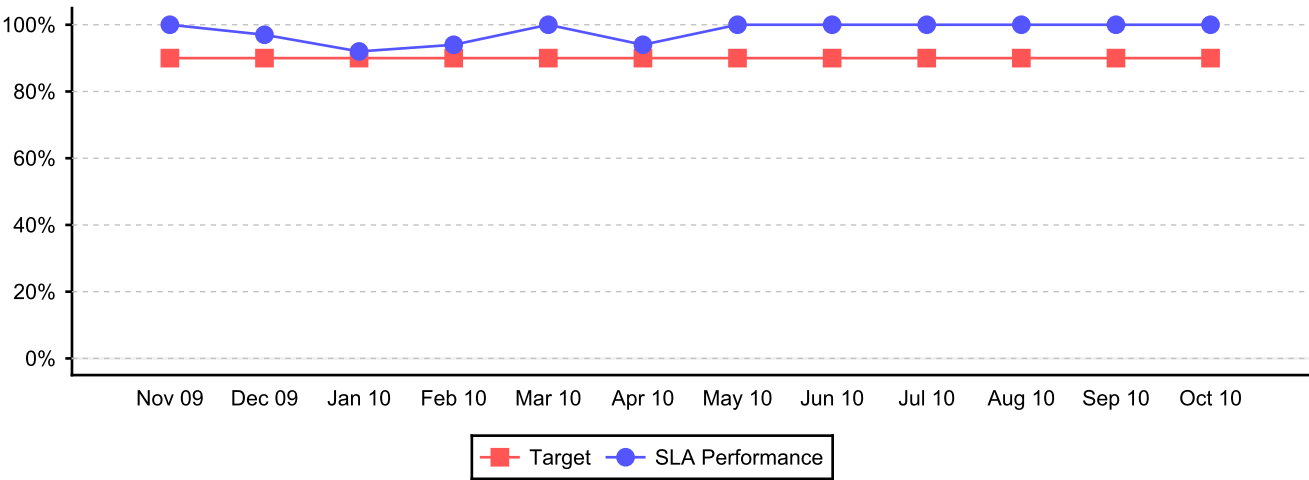
	2009		2010									
	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10
Automatic Prequal	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%
Manual Prequal	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%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

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



Commentary

Performance has met the target tolerance level.

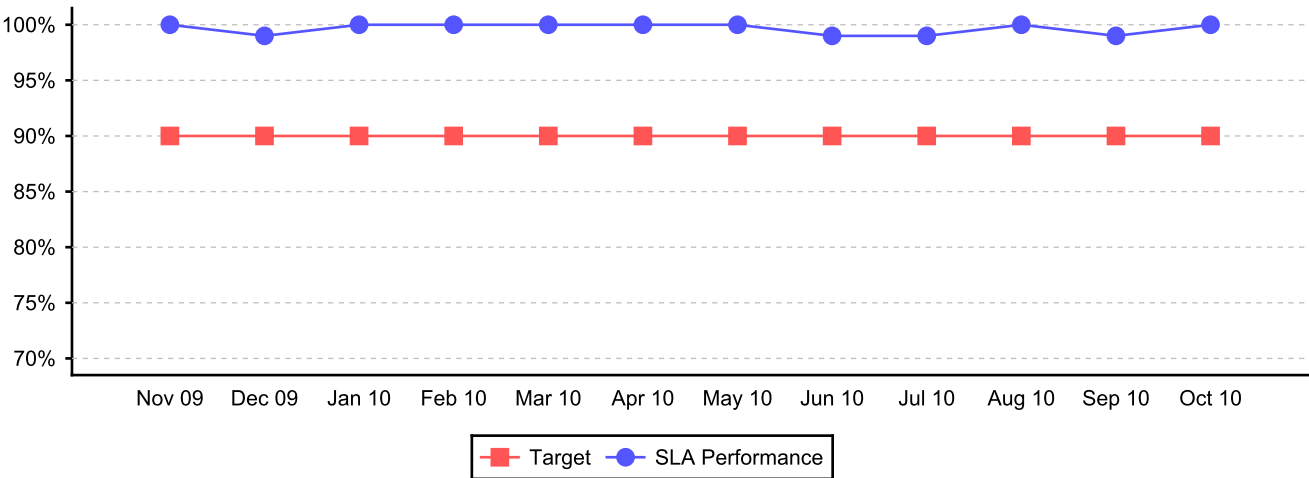
	2009		2010									
	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10
SLA Performance	100%	97%	92%	94%	100%	94%	100%	100%	100%	100%	100%	100%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UBA Services

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



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



Commentary

Performance has met the target tolerance level.

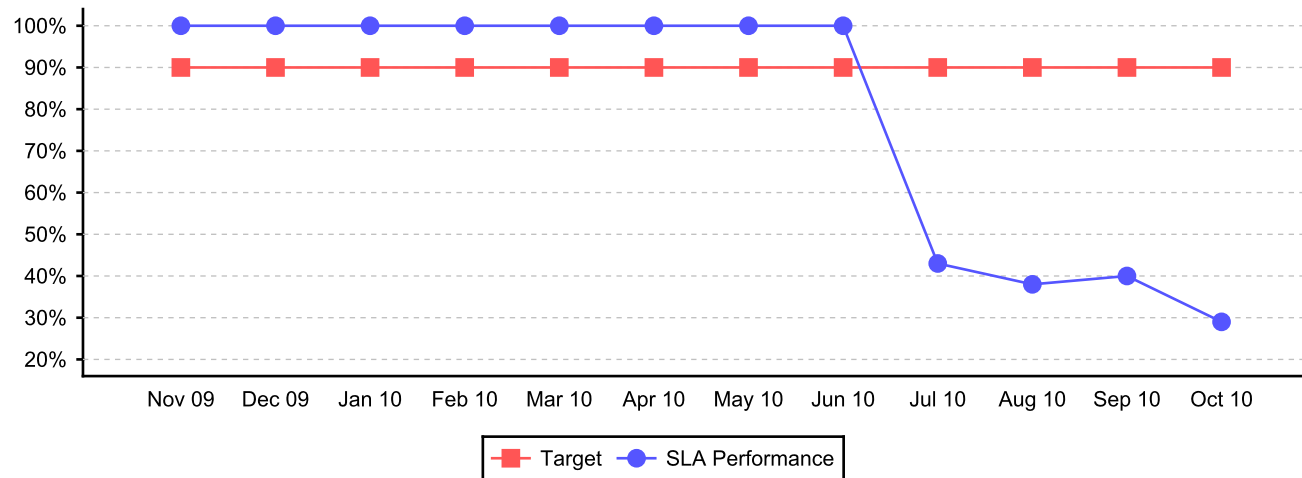
	2009		2010									
	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10
SLA Performance	100%	99%	100%	100%	100%	100%	100%	99%	99%	100%	99%	100%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

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



Commentary

Performance has not met the target tolerance level.

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

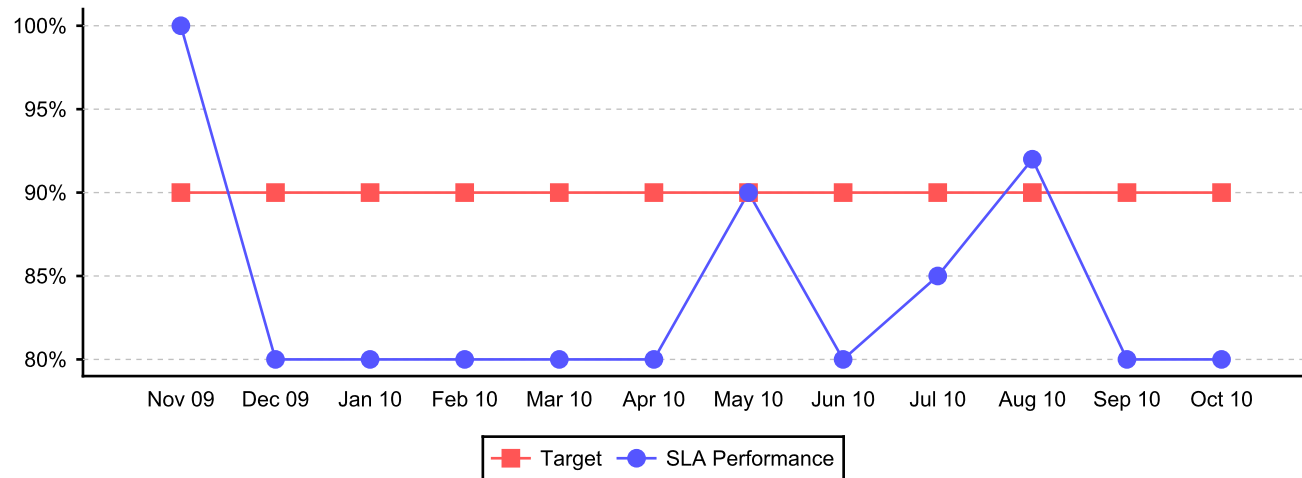
	2009		2010									
	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10
SLA Performance	100%	100%	100%	100%	100%	100%	100%	100%	43%	38%	40%	29%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

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)



Commentary

Performance has not met the target tolerance level.

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

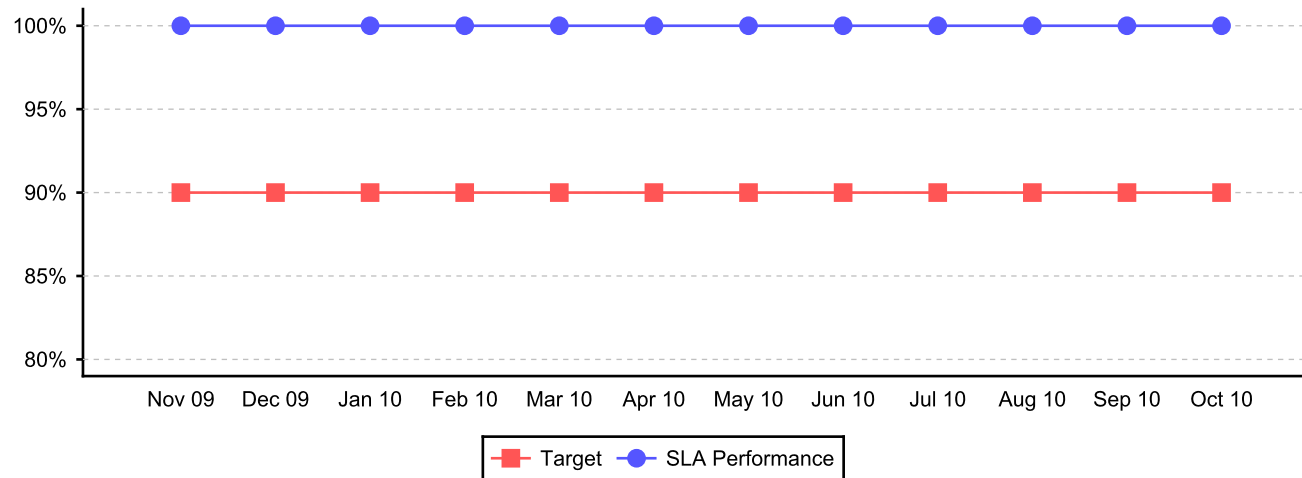
	2009					2010						
	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10
SLA Performance	100%	80%	80%	80%	80%	80%	90%	80%	85%	92%	80%	80%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

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



Commentary

Performance has met the target tolerance level.

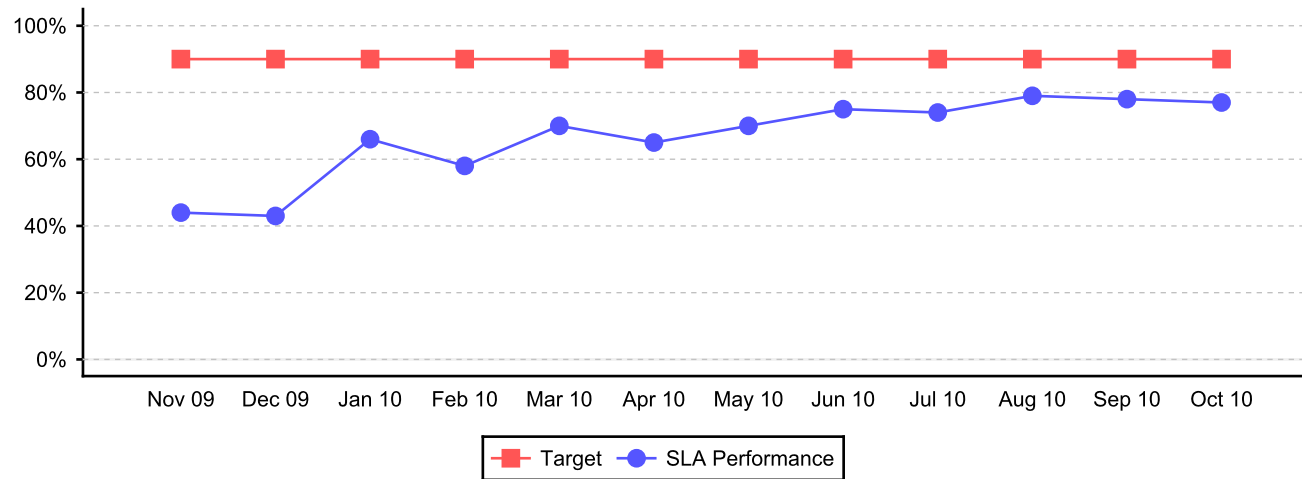
	2009		2010									
	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10
SLA Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

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



Commentary

Performance has not met the target tolerance level.

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

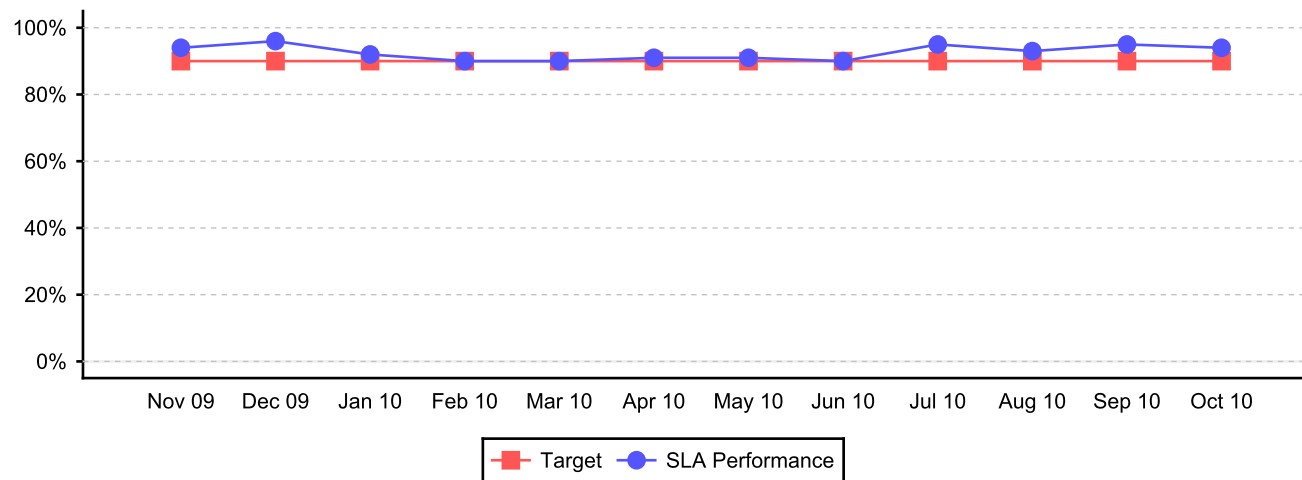
	2009		2010									
	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10
SLA Performance	44%	43%	66%	58%	70%	65%	70%	75%	74%	79%	78%	77%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Fault Management

This section covers fault receipt acknowledgement, notification and restoration



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



Commentary

Performance has met the target tolerance level.

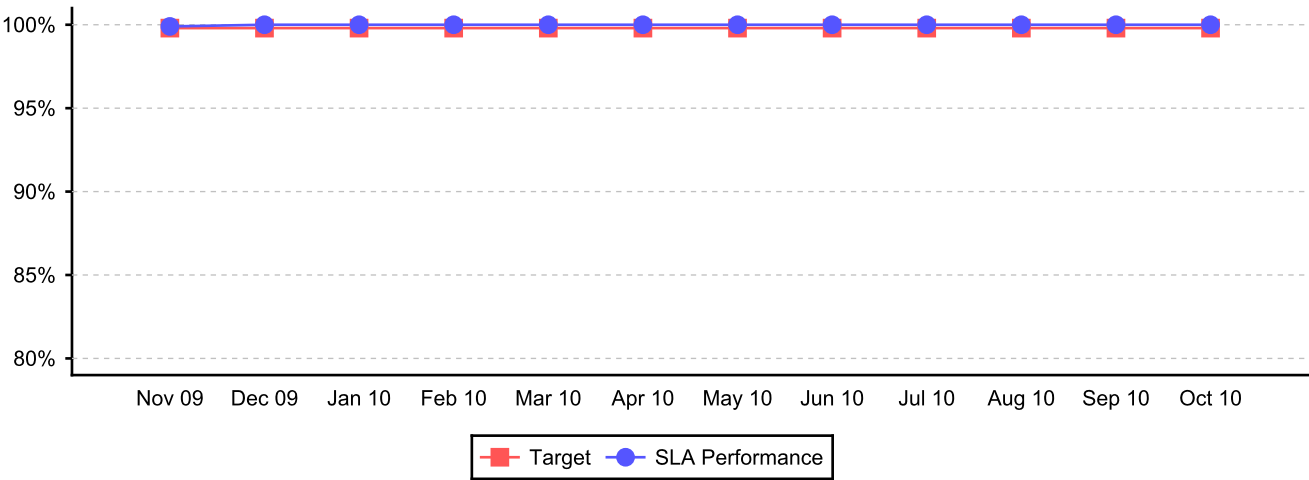
	2009		2010									
	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10
SLA Performance	94%	96%	92%	90%	90%	91%	91%	90%	95%	93%	95%	94%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Operational Support Systems

This section covers operational support systems for Access Seekers



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



Commentary

Performance has met the target tolerance level.

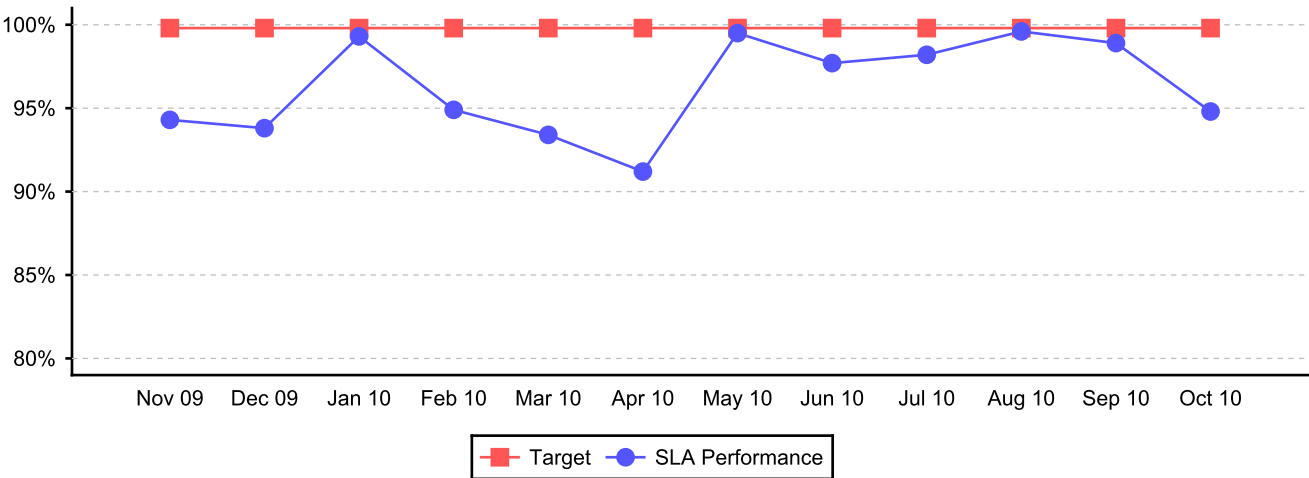
	2009		2010									
	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10
SLA Performance	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Target	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%

Operational Support Systems

This section covers operational support systems for Access Seekers



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



Commentary

Performance has not met the target tolerance level.

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

	2009		2010									
	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10
SLA Performance	94.3%	93.8%	99.3%	94.9%	93.4%	91.2%	99.5%	97.7%	98.2%	99.6%	98.9%	94.8%
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%

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.	2	SLA Target	90.0%
Service Attribute	Invalid order rejection notifications sent within four consecutive business hours of receipt		
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.		
Procedure for correcting Default	Orders were processed manually and rejection notifications provided ASAP.		
Steps taken to remedy Default	Due to the high level of recent system outage there is a very high level of visibility across future planned outages, including improved customer notifications, and general system stability to reduce the level of customer impact.		
Effectiveness of steps taken	Yet to be determined.		
Dates of previous Default	Aug 2010, Sep 2010		

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	Four 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		

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.		
Steps taken to remedy Default	Due to the high level of recent system outage there is a very high level of visibility across future planned outages, including improved customer notifications, and general system stability to reduce the level of customer impact.		
Effectiveness of steps taken	Yet to be determined.		
Dates of previous Default	Oct 2009, Jan 2010, Feb 2010, Apr 2010, May 2010, Jun 2010, Jul 2010, Aug 2010, Sep 2010		

Appendix



Item No.	7	SLA Target	90.0%
Service Attribute	Relinquishment and Handover Connection Orders completed by notified expected RFS date		
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.		
Steps taken to remedy Default	Due to the high level of recent system outage there is a very high level of visibility across future planned outages, including improved customer notifications, and general system stability to reduce the level of customer impact.		
Effectiveness of steps taken	Yet to be determined.		
Dates of previous Default	Jul 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 mitigated customer impact		
Procedure for correcting Default	Planned outage notifications were sent ASAP.		
Steps taken to remedy Default	The planned outage process has been reviewed and changed implemented throughout October.		
Effectiveness of steps taken	Improved performance is expected from November onwards.		
Dates of previous Default	Jul 2010, Aug 2010, Sep 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	18 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 and outage notification teams continue to work closely together to maintain and improve performance.		
Effectiveness of steps taken	Improved performance is expected in November.		
Dates of previous Default	Oct 2009, Dec 2009, Jan 2010, Feb 2010, Mar 2010, Apr 2010, Jun 2010, Jul 2010, Sep 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	Oct 2009, Nov 2009, Dec 2009, Jan 2010, Feb 2010, Mar 2010, Apr 2010, May 2010, Jun 2010, Jul 2010, Aug 2010, Sep 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	Availability has remained steady this month.		
Dates of previous Default	Oct 2009, Nov 2009, Dec 2009, Jan 2010, Feb 2010, Mar 2010, Apr 2010, May 2010, Jun 2010, Jul 2010, Aug 2010, Sep 2010		