

Unbundled Bitstream Access Performance Report



Consolidated - May 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 May 2010.

There were three Service Level Defaults this month. Service Level Default reports relating to these Service Levels are available in the appendix of this report.

Further Information

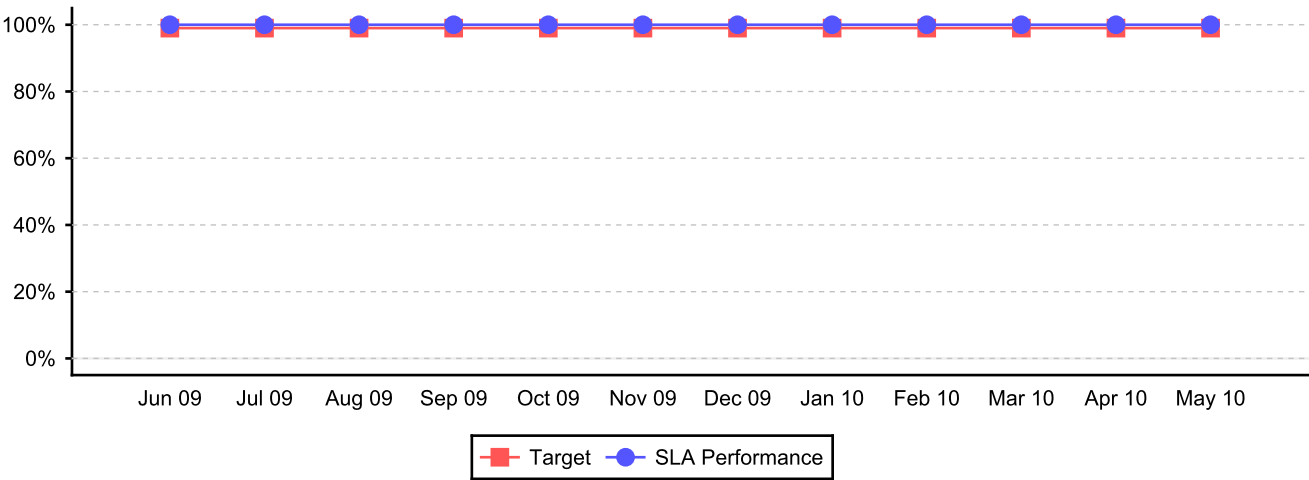
If you have any queries on the information within this report please contact Telecom through your usual channel.

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.

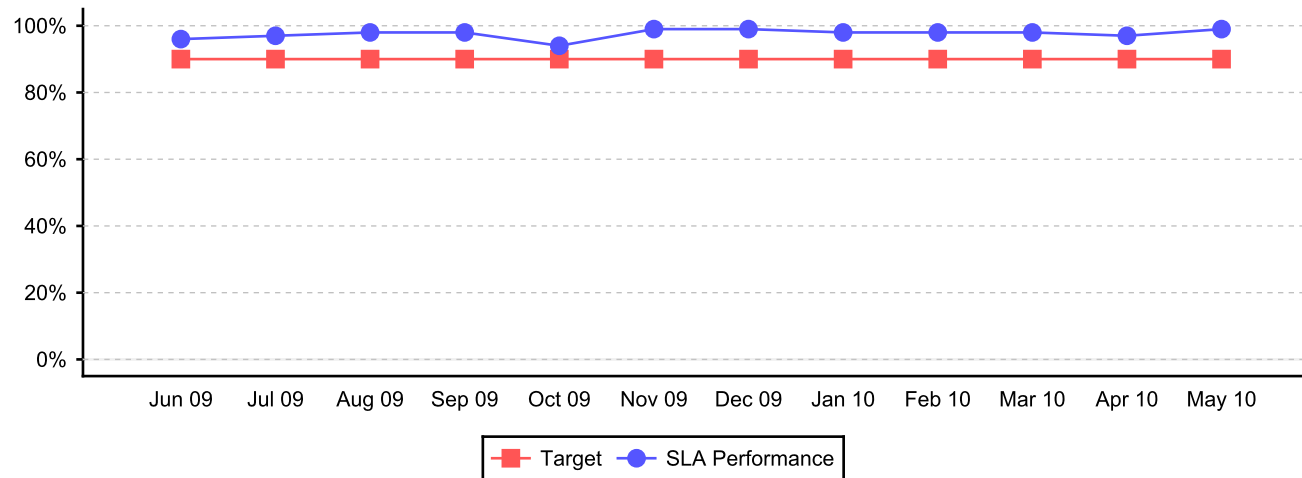
	2009						2010					
	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10
SLA Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Target	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%

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 met the target tolerance level.

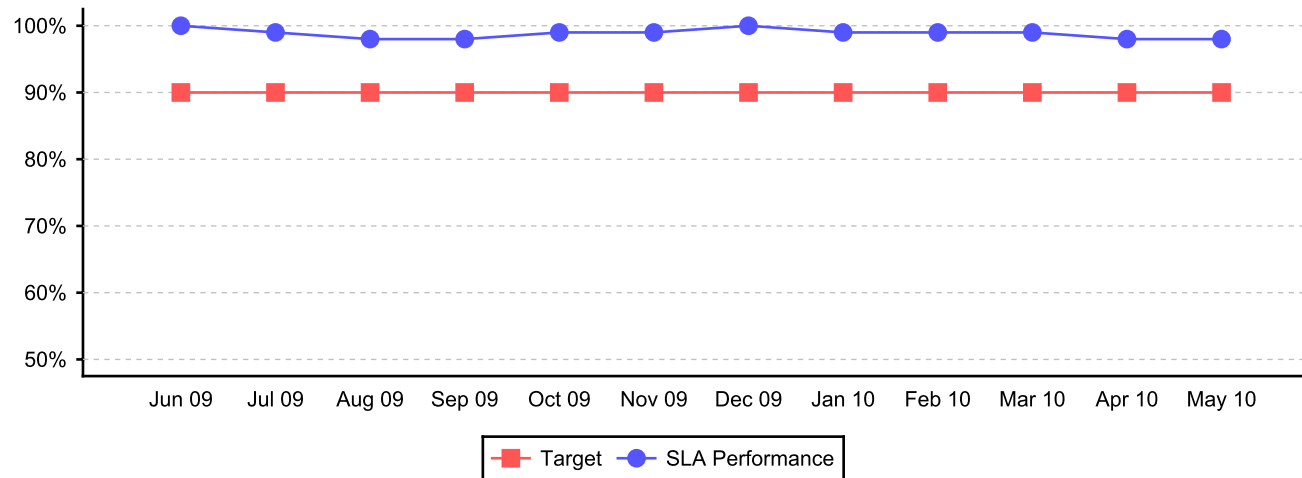
	2009						2010					
	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10
SLA Performance	96%	97%	98%	98%	94%	99%	99%	98%	98%	98%	97%	99%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

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.

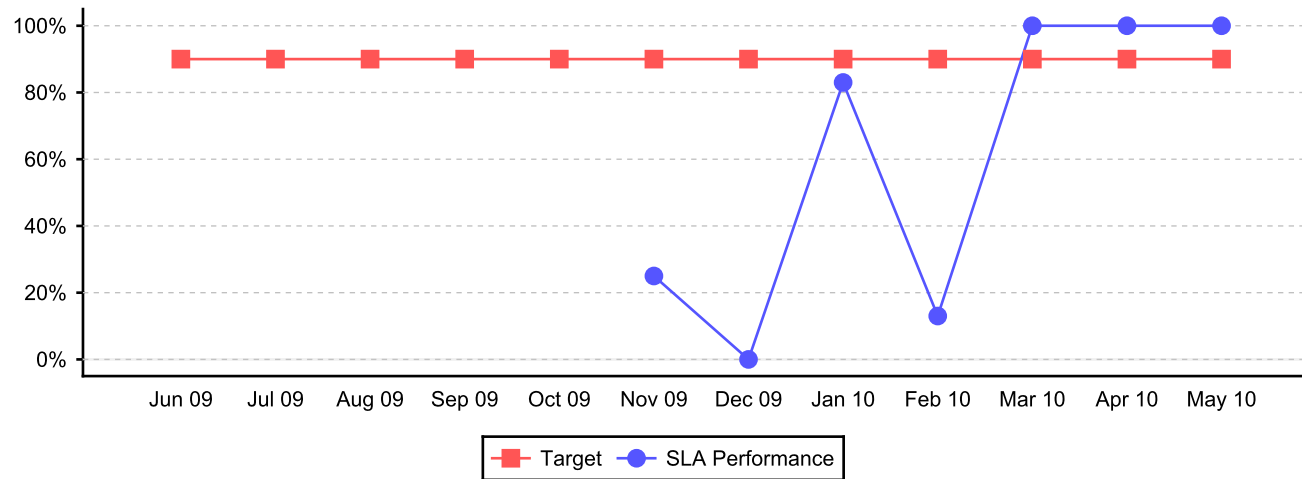
	2009						2010					
	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10
SLA Performance	100%	99%	98%	98%	99%	99%	100%	99%	99%	99%	98%	98%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UBA Services

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



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



Commentary

Performance has met the target tolerance level.

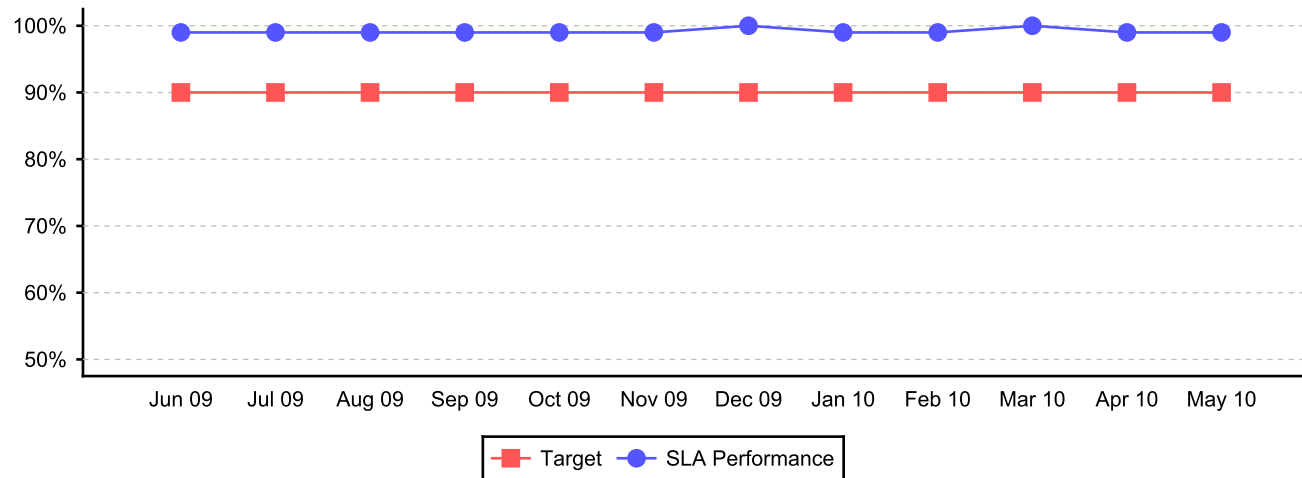
	2009						2010					
	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10
SLA Performance						25%	0%	83%	13%	100%	100%	100%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UBA Services

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



SLA 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.

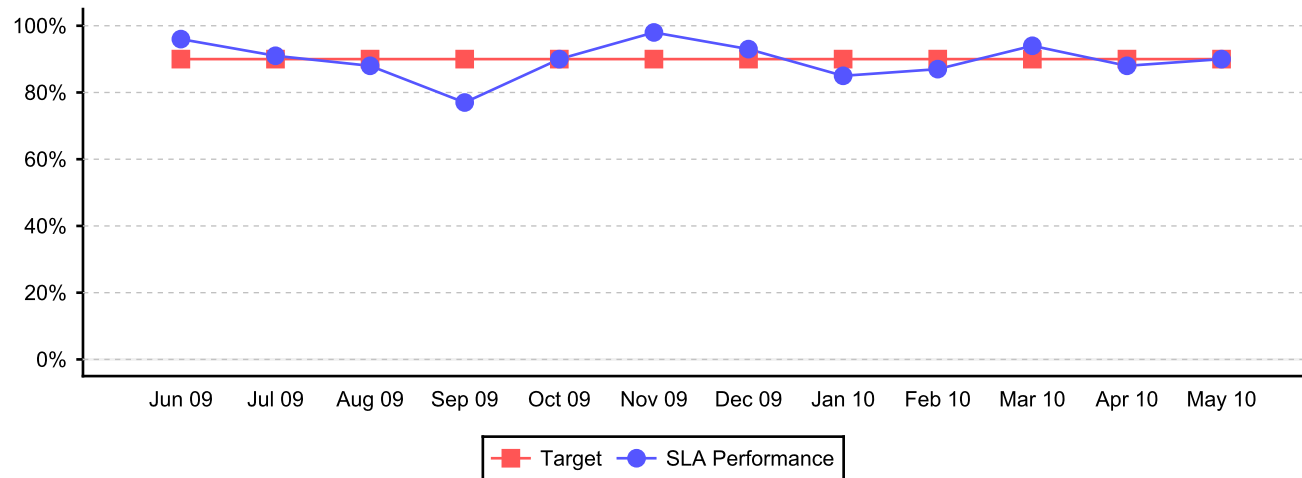
	2009							2010				
	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10
Change Plan	97%	100%	90%	95%	95%	99%	99%	100%	100%	100%	99%	100%
Move Address	100%	100%	100%	98%	99%	100%	100%	98%	99%	100%	99%	99%
New Connection	98%	99%	99%	99%	99%	99%	100%	99%	99%	100%	99%	99%
Relinquishment	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Transfer	100%	98%	98%	99%	98%	99%	99%	99%	99%	100%	99%	100%
SLA Performance	99%	99%	99%	99%	99%	99%	100%	99%	99%	100%	99%	99%
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 met the target tolerance level. However within the overall performance Move Address orders did not achieve 90%.

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

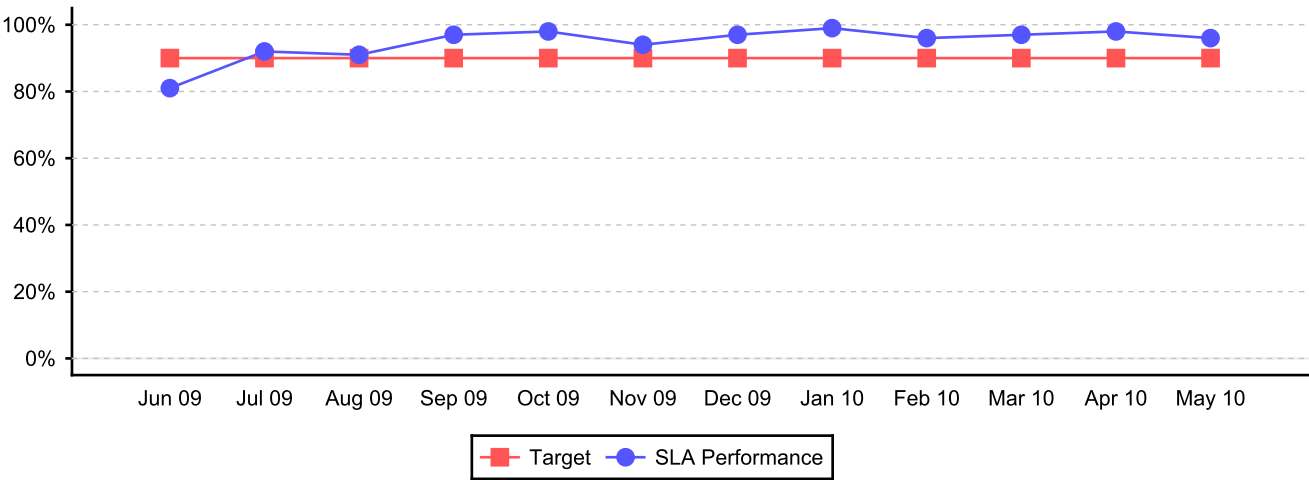
	2009						2010					
	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10
Change Plan	97%	87%	97%	75%	98%	98%	95%	93%	83%	98%	92%	96%
Move Address	97%	93%	88%	88%	83%	96%	93%	86%	90%	91%	66%	45%
New Connection	96%	90%	86%	74%	91%	97%	95%	82%	88%	92%	89%	91%
Transfer	98%	96%	92%	84%	84%	99%	91%	90%	83%	98%	83%	92%
SLA Performance	96%	91%	88%	77%	90%	98%	93%	85%	87%	94%	88%	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 7. Relinquishment and Handover Connection Orders completed by notified expected RFS date



Commentary

Performance has met the target tolerance level.

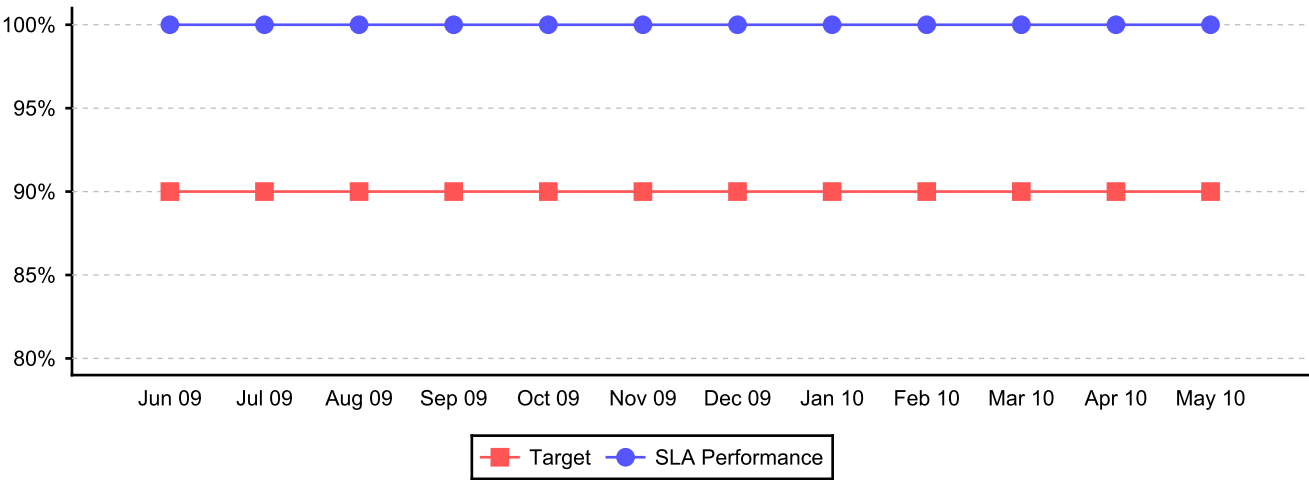
	2009						2010					
	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10
SLA Performance	81%	92%	91%	97%	98%	94%	97%	99%	96%	97%	98%	96%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

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.

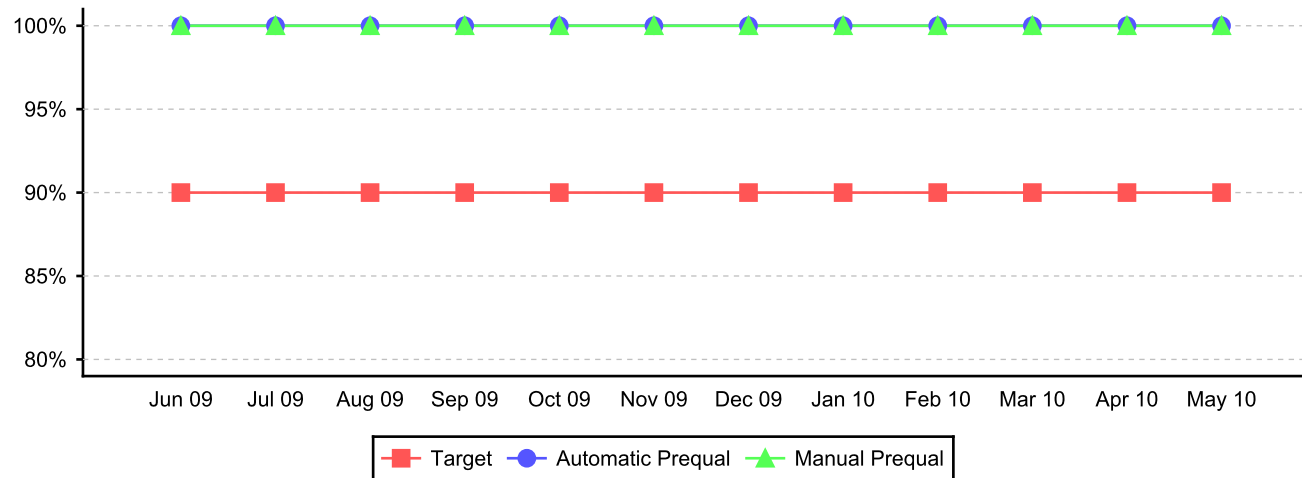
	2009						2010					
	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10
SLA Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

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.

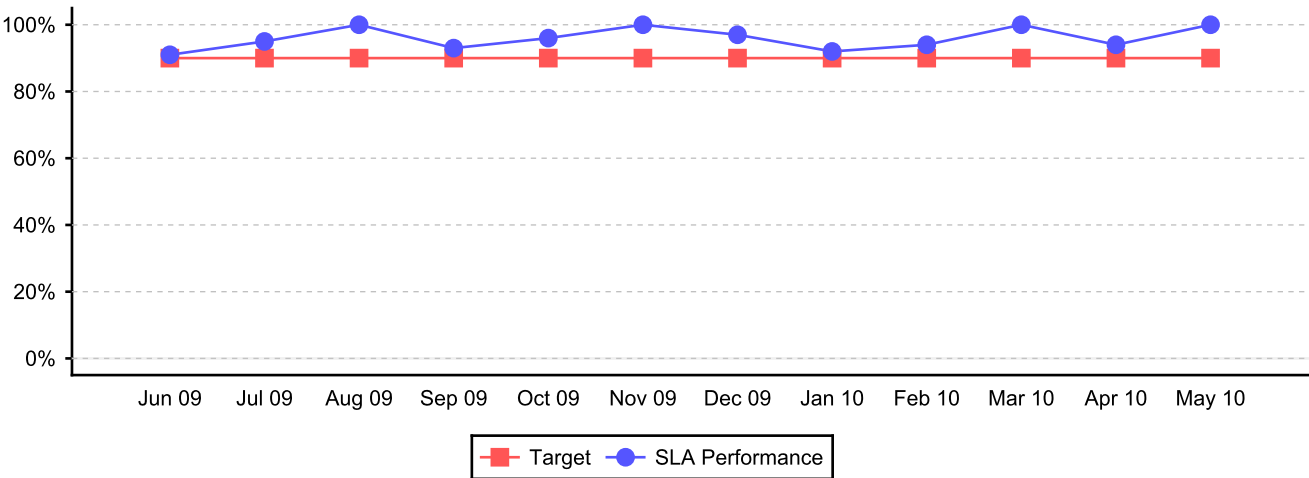
	2009						2010					
	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10
Automatic Prequal	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Manual Prequal	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%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

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.

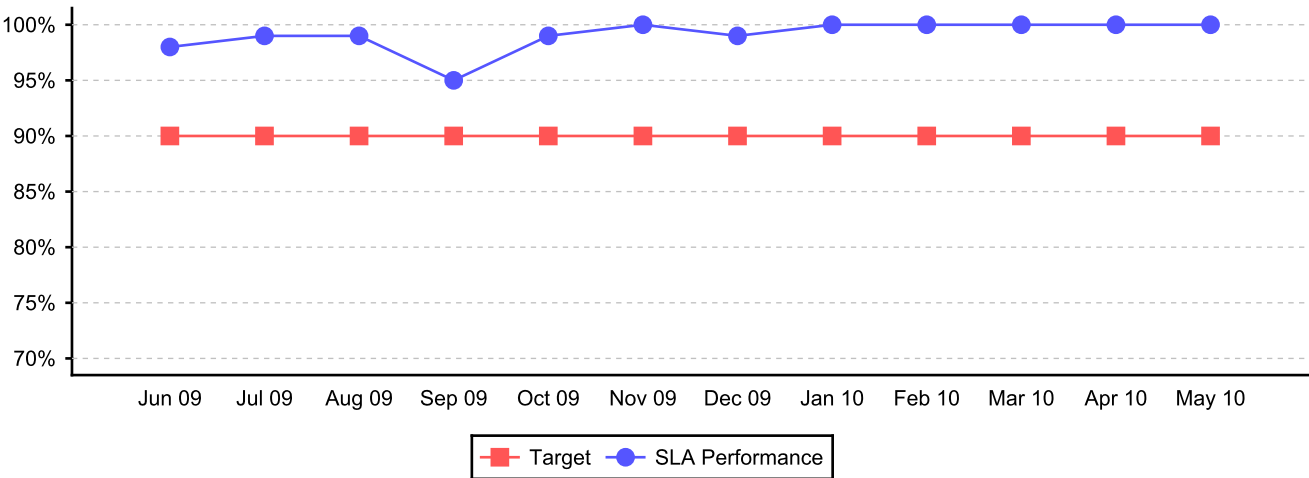
	2009						2010					
	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10
SLA Performance	91%	95%	100%	93%	96%	100%	97%	92%	94%	100%	94%	100%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

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.

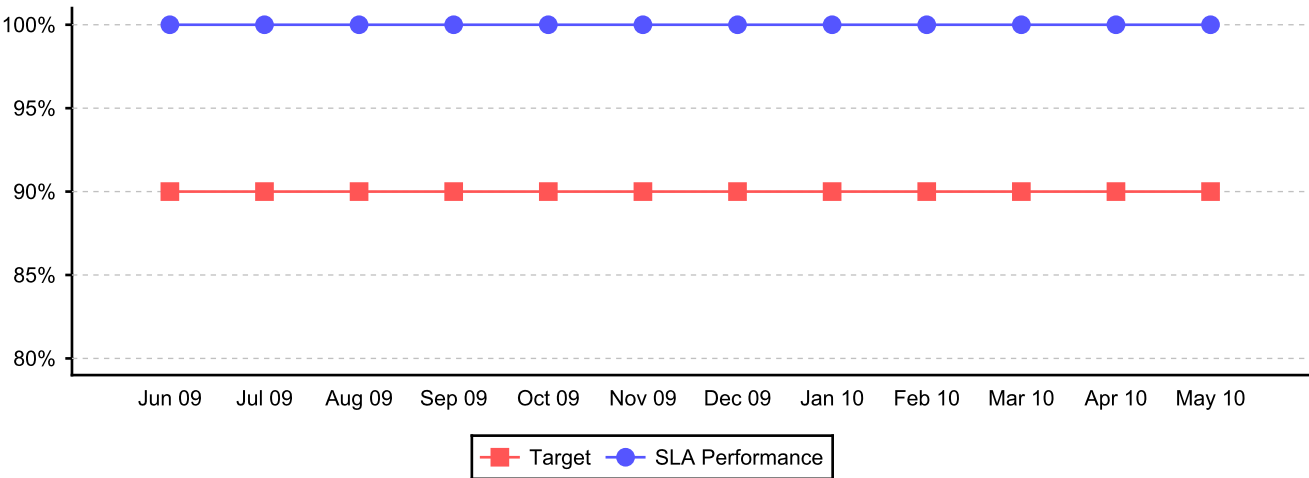
	2009					2010						
	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10
SLA Performance	98%	99%	99%	95%	99%	100%	99%	100%	100%	100%	100%	100%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UBA Services



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

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



Commentary

Performance has met the target tolerance level.

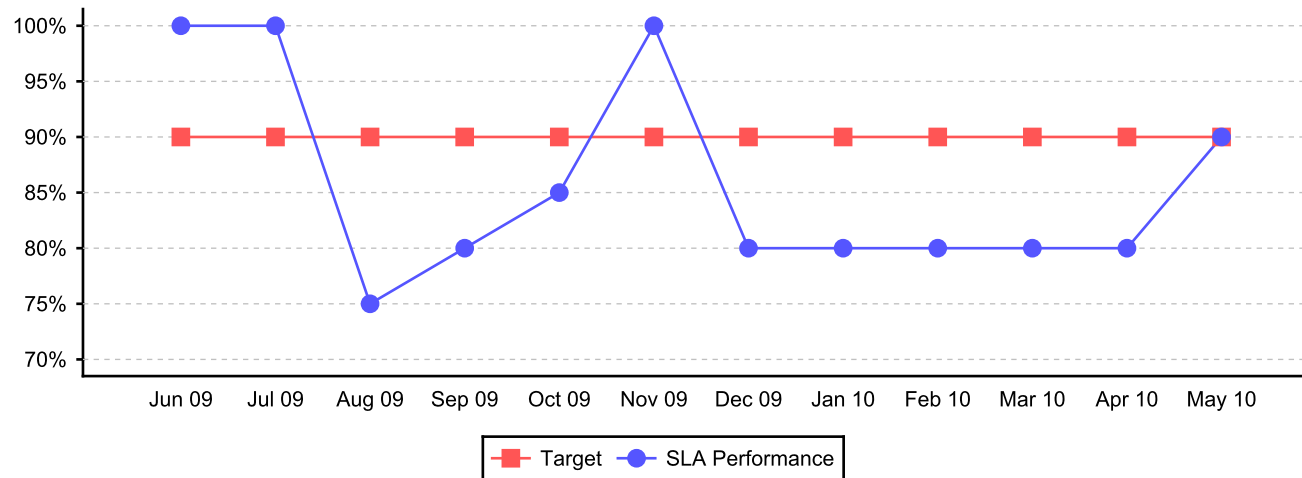
	2009						2010					
	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10
SLA Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Fault Management

This section covers fault receipt acknowledgement, notification and restoration



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



Commentary

Performance has met the target tolerance level.

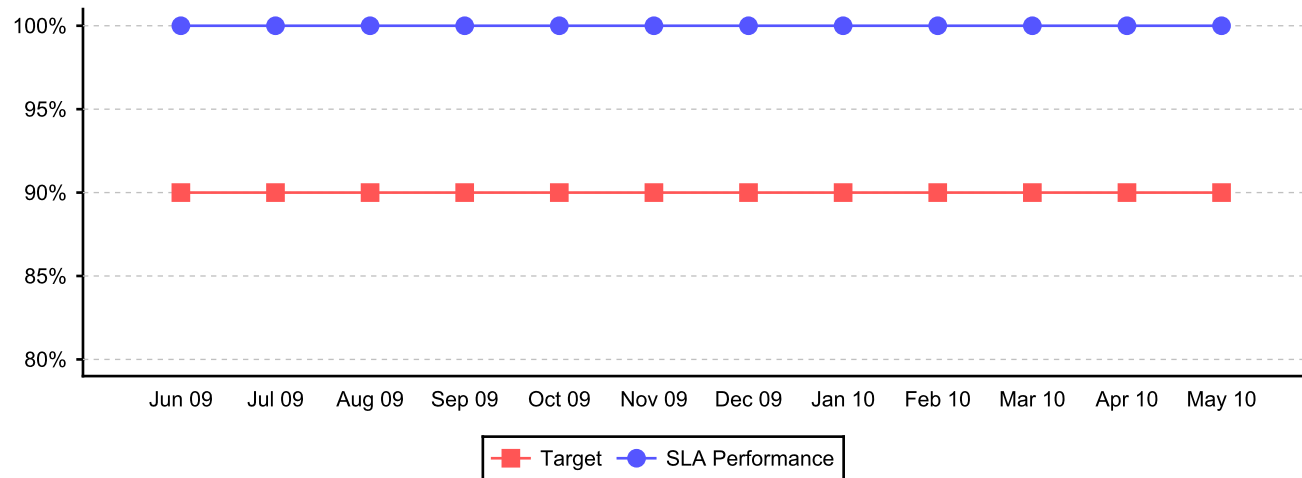
	2009					2010						
	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10
SLA Performance	100%	100%	75%	80%	85%	100%	80%	80%	80%	80%	80%	90%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

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.

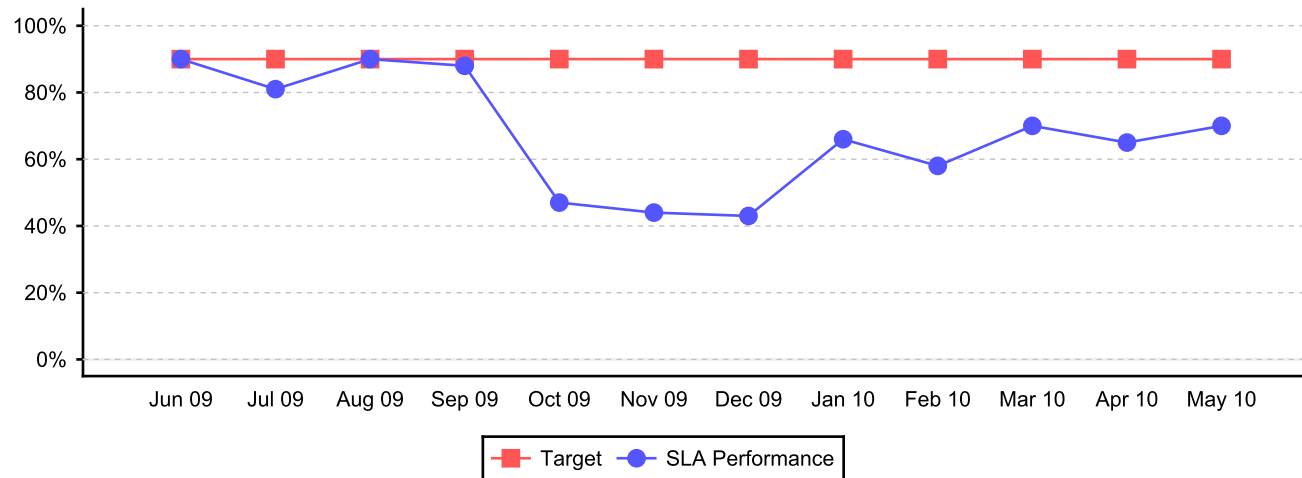
	2009						2010					
	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10
SLA Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

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.

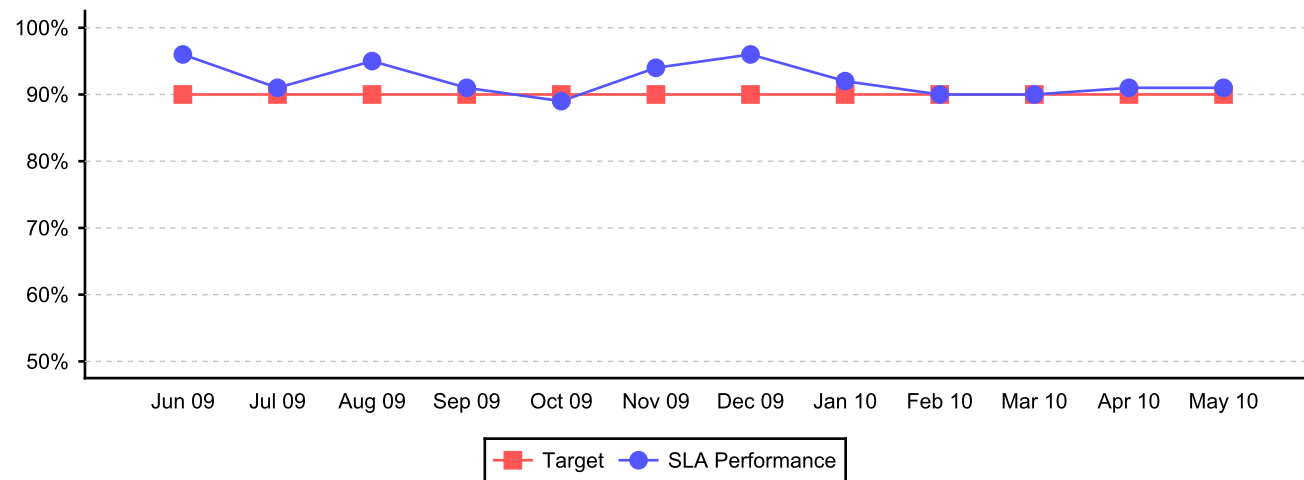
	2009							2010				
	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10
SLA Performance	90%	81%	90%	88%	47%	44%	43%	66%	58%	70%	65%	70%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

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.

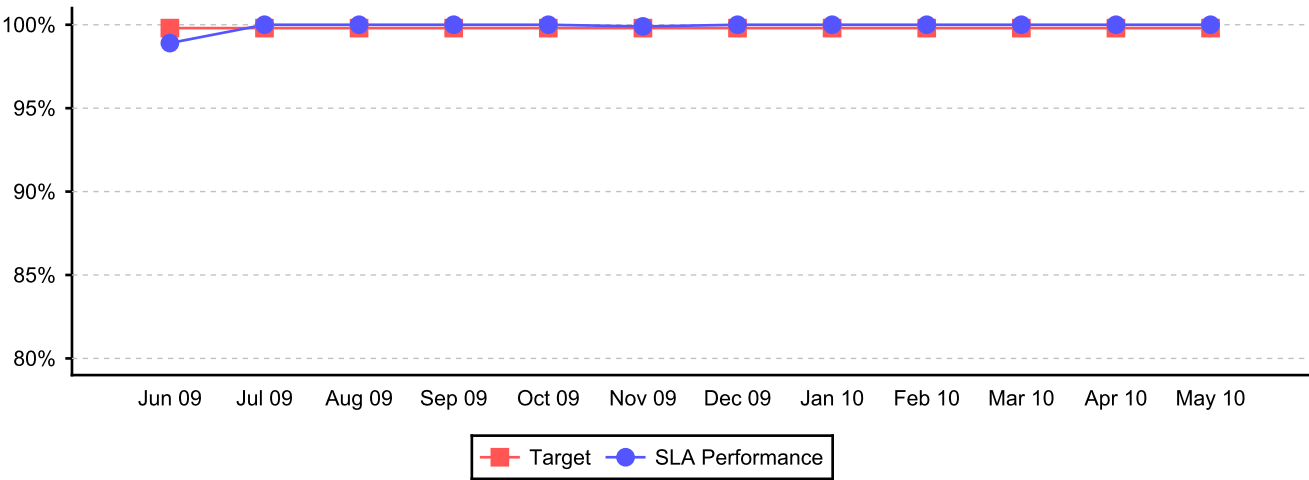
	2009						2010					
	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10
SLA Performance	96%	91%	95%	91%	89%	94%	96%	92%	90%	90%	91%	91%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

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.

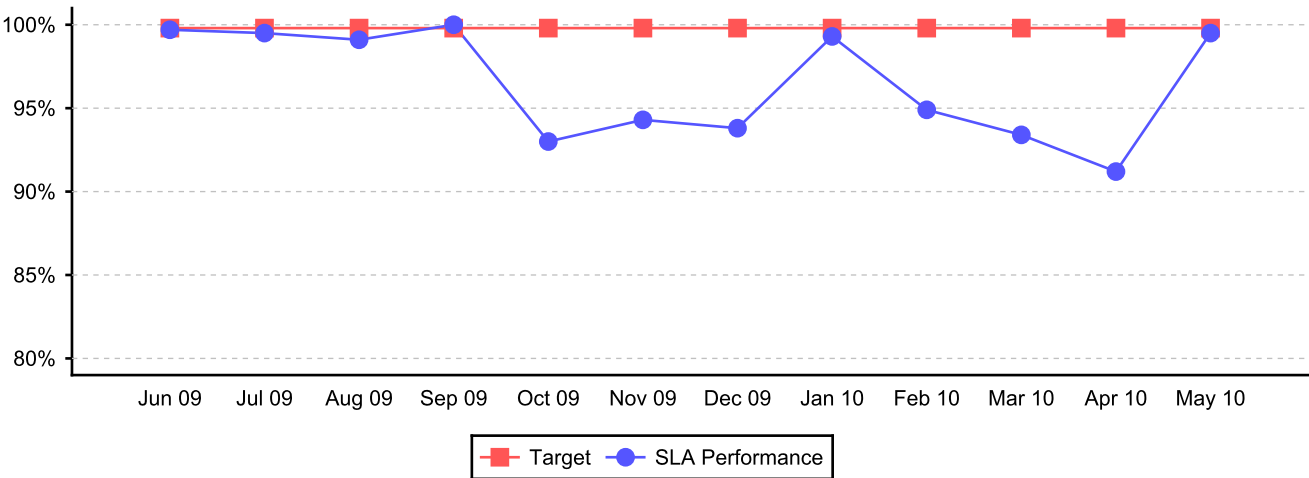
	2009						2010					
	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10
SLA Performance	98.9%	100.0%	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Target	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%

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				
	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10
SLA Performance	99.7%	99.5%	99.1%	100.0%	93.0%	94.3%	93.8%	99.3%	94.9%	93.4%	91.2%	99.5%
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.	6	SLA Target	90.0%
Service Attribute	Orders completed by notified expected RFS date (Level A)		
Cause of Default	Two factors caused Move Address orders to not meet the 90% target threshold; (1) Orders completed on the notified RFS date not being signed off by the Service Company until the following day; (2) Provisioning application issues caused intermittent delays to order completion and provision of order status updates.		
Procedure for correcting Default	(1) Orders being signed off by the Service Company the day after RFS date will be monitored. In these instances the customer is receiving service on the RFS date therefore customer impacted is low. (2) To correct the application issues a fault was logged with Service Support. Please note there has been no Service Level default under clause 6.1.6 of the UBA Operations Manual.		
Steps taken to remedy Default	A review of current Fulfil system performance is being initiated.		
Effectiveness of steps taken	Yet to be determined.		
Dates of previous Default	May 2009, Jul 2009, Aug 2009, Sep 2009, Oct 2009, Jan 2010, Feb 2010, Apr 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 default was caused by two factors; (1) the report does not exclude time when more relevant information is being requested from customers. In such instances restoration times cannot be provided until the additional information is recieved, therefore causing the SLA to miss; (2) Faults not being picked out of the queue in a timely fashion.		
Procedure for correcting Default	Several initiatives designed to improve the timeliness of expected restoration time provision continue.		
Steps taken to remedy Default	As above.		
Effectiveness of steps taken	Steps taken so far have improved the SLA result to 70% this month.		
Dates of previous Default	Jul 2009, Sep 2009, Oct 2009, Nov 2009, Dec 2009, Jan 2010, Feb 2010, Mar 2010, Apr 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 and have a high degree of visibility.		
Steps taken to remedy Default	A design review has been initiated to determine the steps necessary to increase FMO Assure availability.		
Effectiveness of steps taken	System availability has increased by 8.3% to 99.5% this month.		
Dates of previous Default	Jun 2009, Jul 2009, Aug 2009, Oct 2009, Nov 2009, Dec 2009, Jan 2010, Feb 2010, Mar 2010, Apr 2010		