

# Unbundled Bitstream Access Performance Report



Consolidated - April 2010

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## 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 April 2010.

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

## Further Information

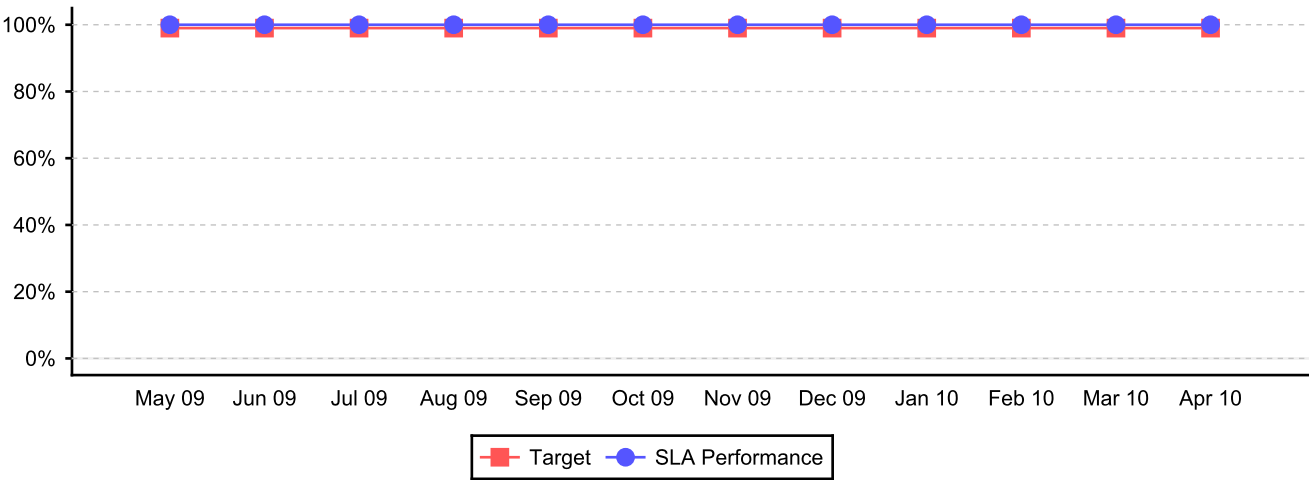
If you have any queries on the information within this report please contact Telecom through your usual channel.

# 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.

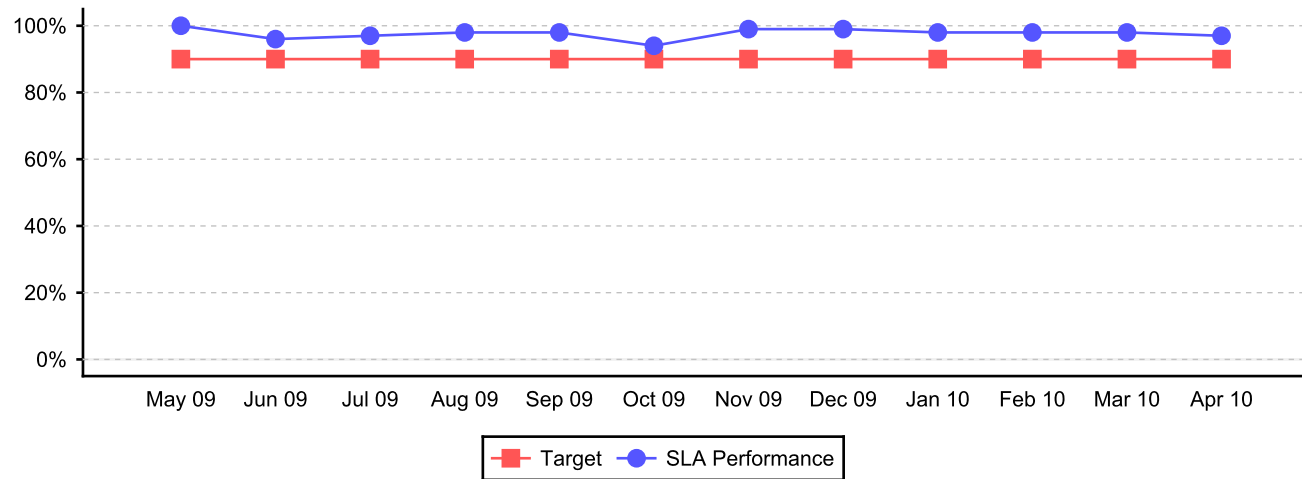
	2009							2010				
	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10
SLA Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Target	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%

# 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.

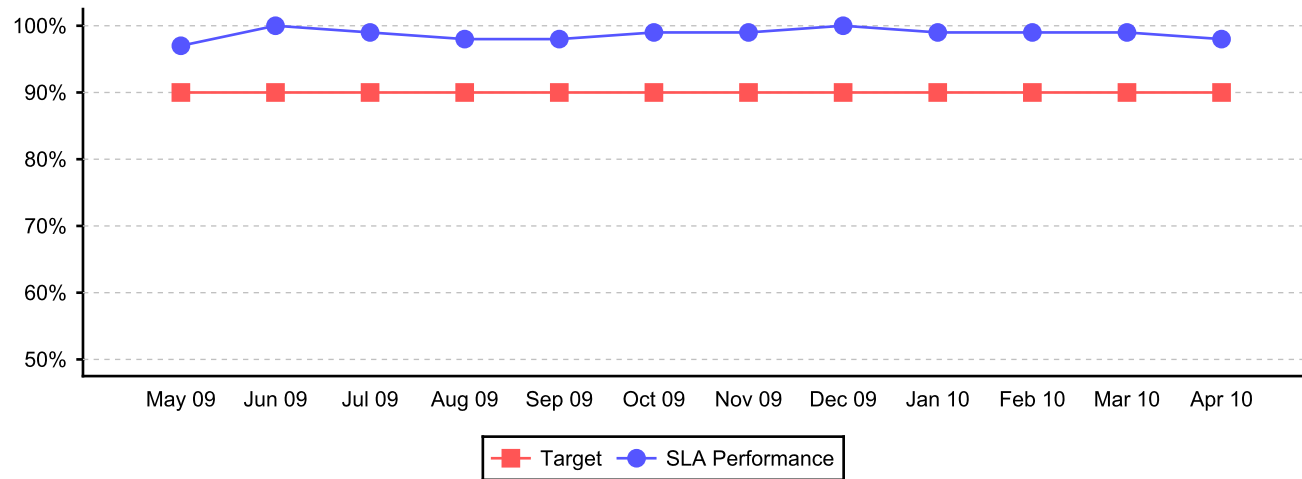
	2009						2010					
	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10
SLA Performance	100%	96%	97%	98%	98%	94%	99%	99%	98%	98%	98%	97%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# 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.

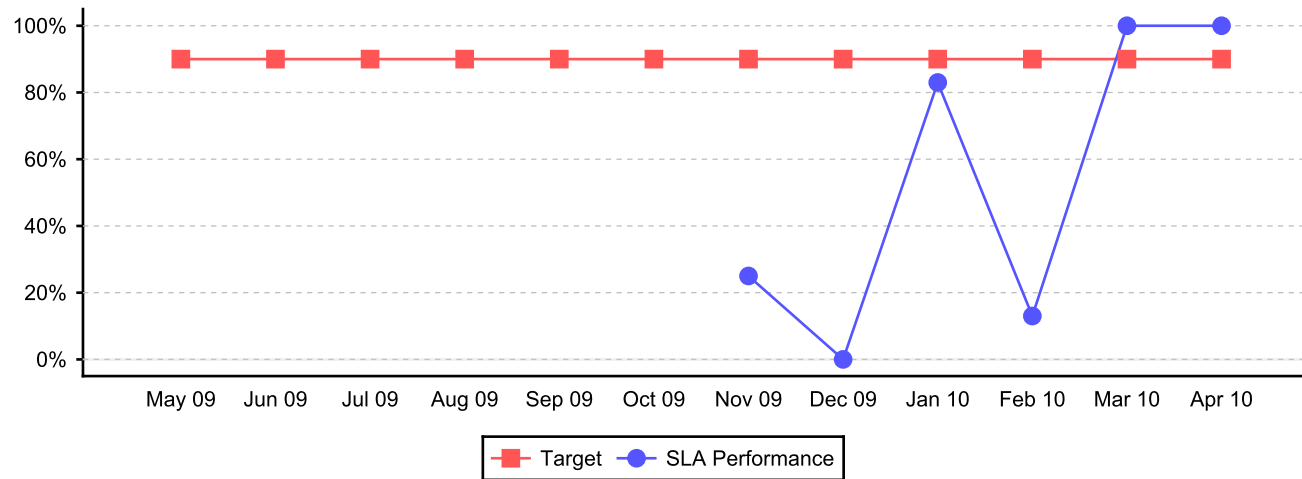
	2009							2010				
	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10
SLA Performance	97%	100%	99%	98%	98%	99%	99%	100%	99%	99%	99%	98%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Provisioning UBA Services

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



## SLA 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.

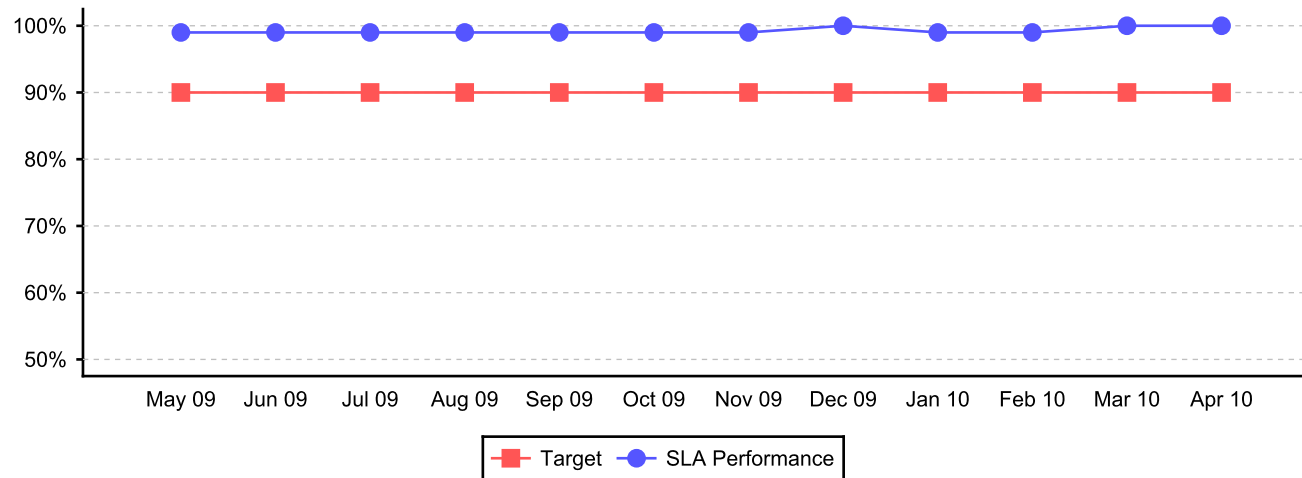
	2009							2010				
	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10
SLA Performance							25%	0%	83%	13%	100%	100%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# 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.

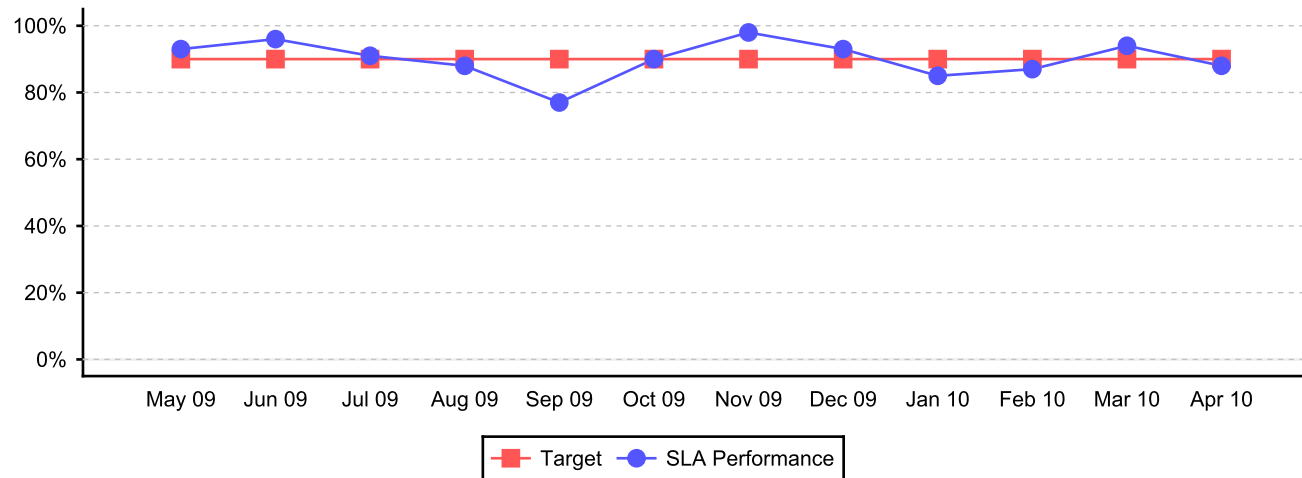
	2009								2010			
	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10
Change Plan	98%	97%	100%	90%	95%	95%	99%	99%	100%	100%	100%	100%
Move Address	100%	100%	100%	100%	98%	99%	100%	100%	98%	99%	100%	100%
New Connection	98%	98%	99%	99%	99%	99%	99%	100%	99%	99%	100%	100%
Relinquishment	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Transfer	98%	100%	98%	98%	99%	98%	99%	99%	99%	99%	100%	100%
SLA Performance	99%	99%	99%	99%	99%	99%	99%	100%	99%	99%	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 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.

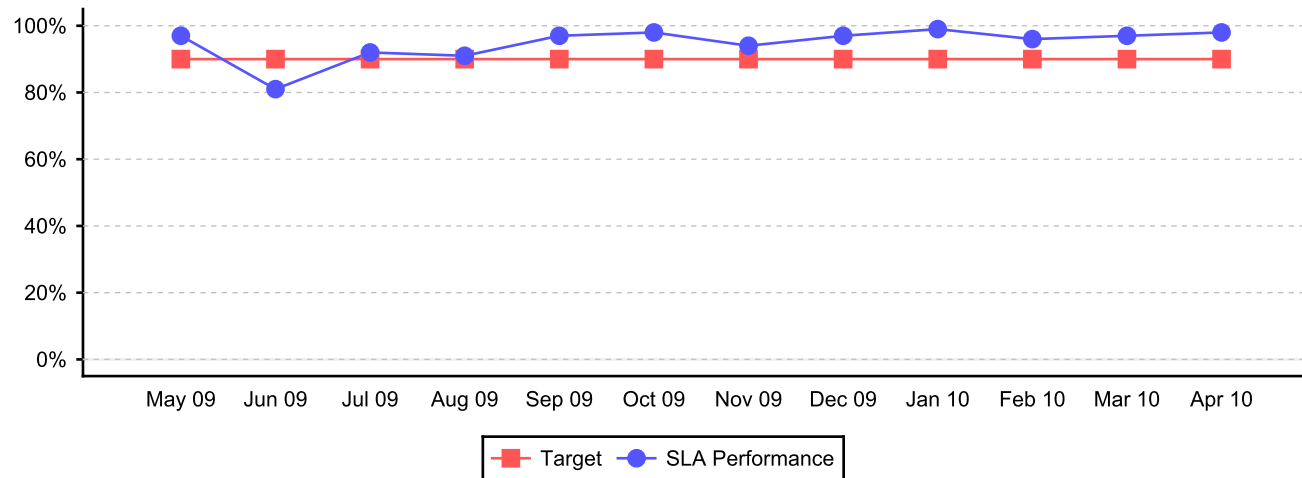
	2009							2010				
	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10
Change Plan	77%	97%	87%	97%	75%	98%	98%	95%	93%	83%	98%	88%
Move Address	87%	97%	93%	88%	88%	83%	96%	93%	86%	90%	91%	66%
New Connection	95%	96%	90%	86%	74%	91%	97%	95%	82%	88%	92%	89%
Transfer	94%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



### Commentary

Performance has met the target tolerance level.

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

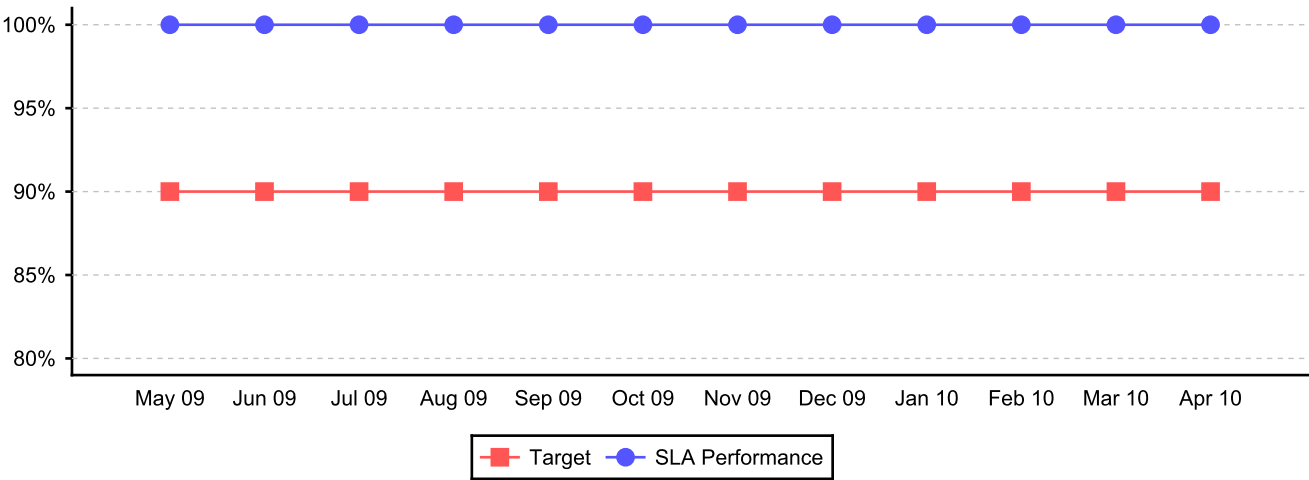


# Provisioning UBA Services

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



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



### Commentary

Performance has met the target tolerance level.

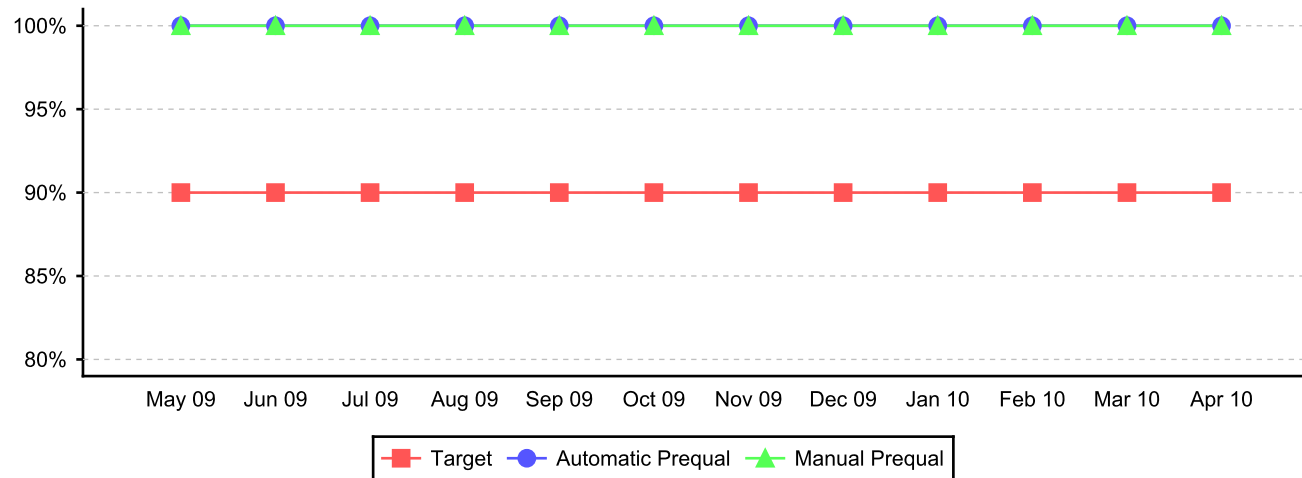
	2009							2010				
	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10
SLA Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# 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.

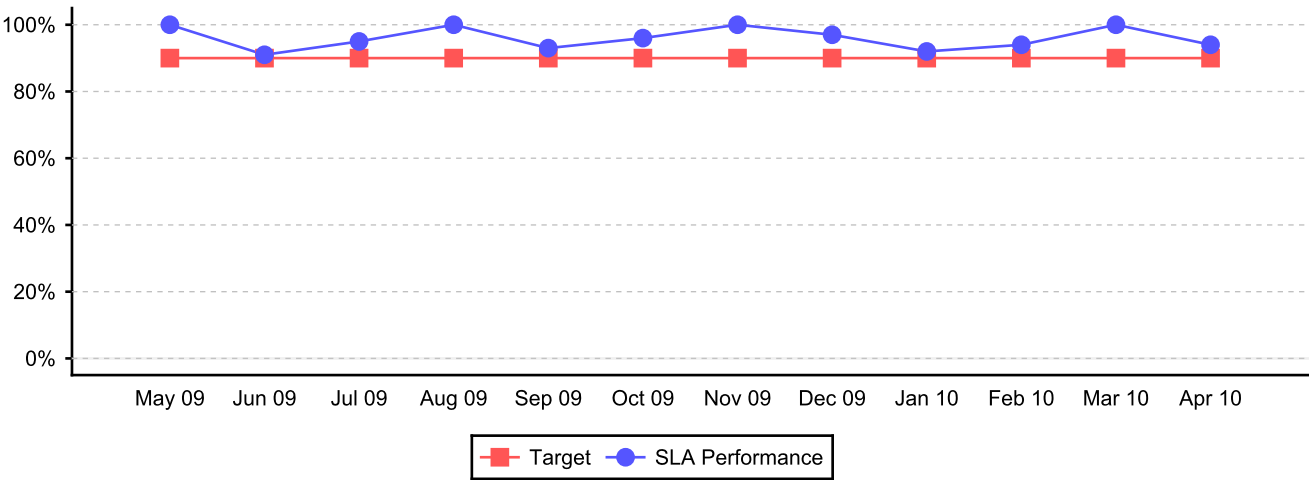
	2009								2010			
	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10
Automatic Prequal	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Manual Prequal	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%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

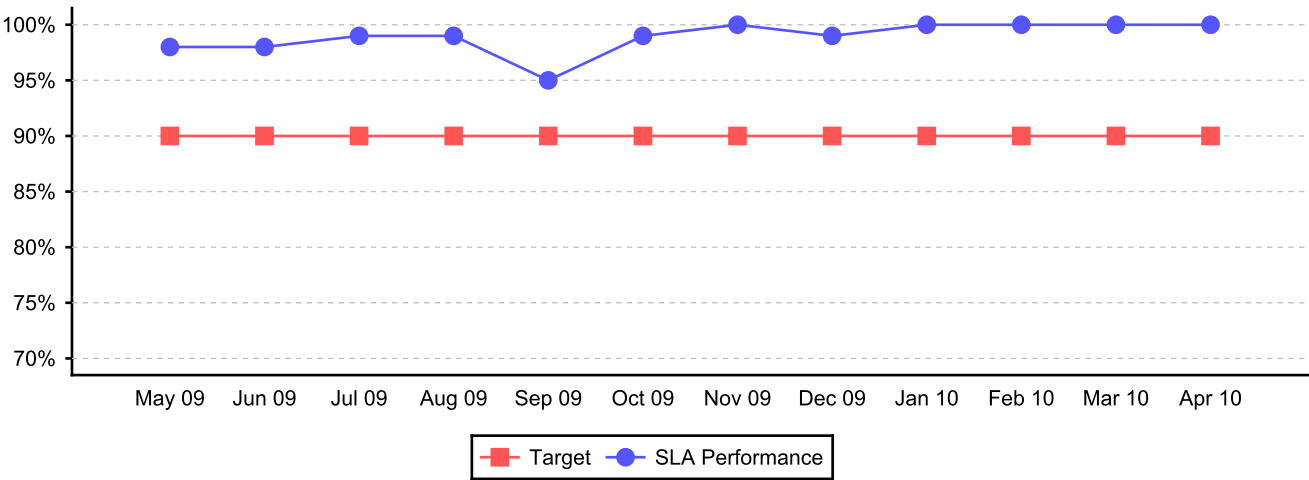
	2009							2010				
	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10
SLA Performance	100%	91%	95%	100%	93%	96%	100%	97%	92%	94%	100%	94%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# 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.

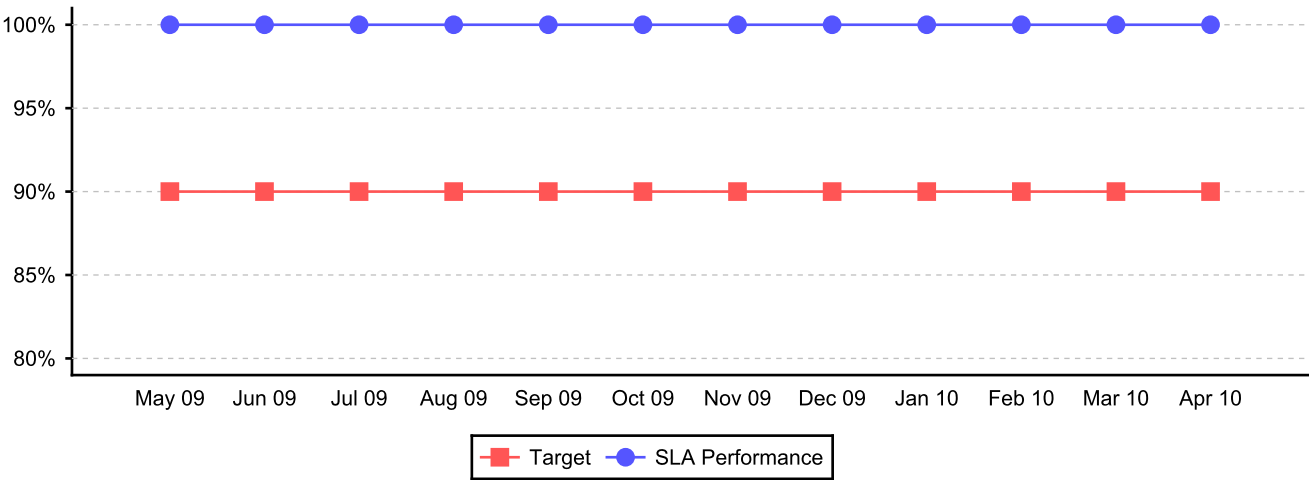
	2009					2010							
	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	
SLA Performance	98%	98%	99%	99%	95%	99%	100%	99%	100%	100%	100%	100%	
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	

# 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.

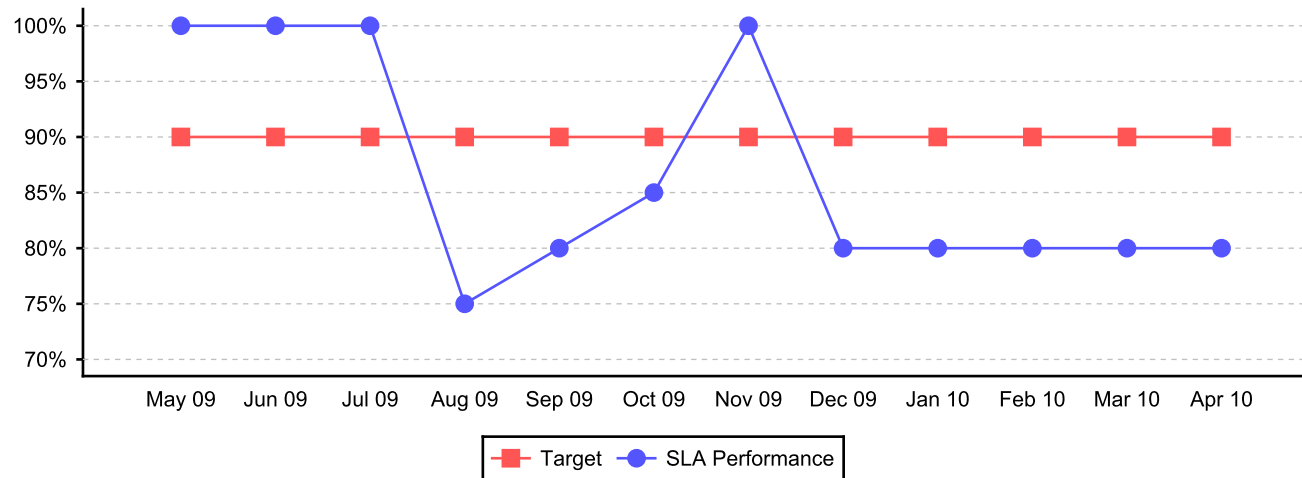
	2009							2010				
	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10
SLA Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# 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 not met the target tolerance level.

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

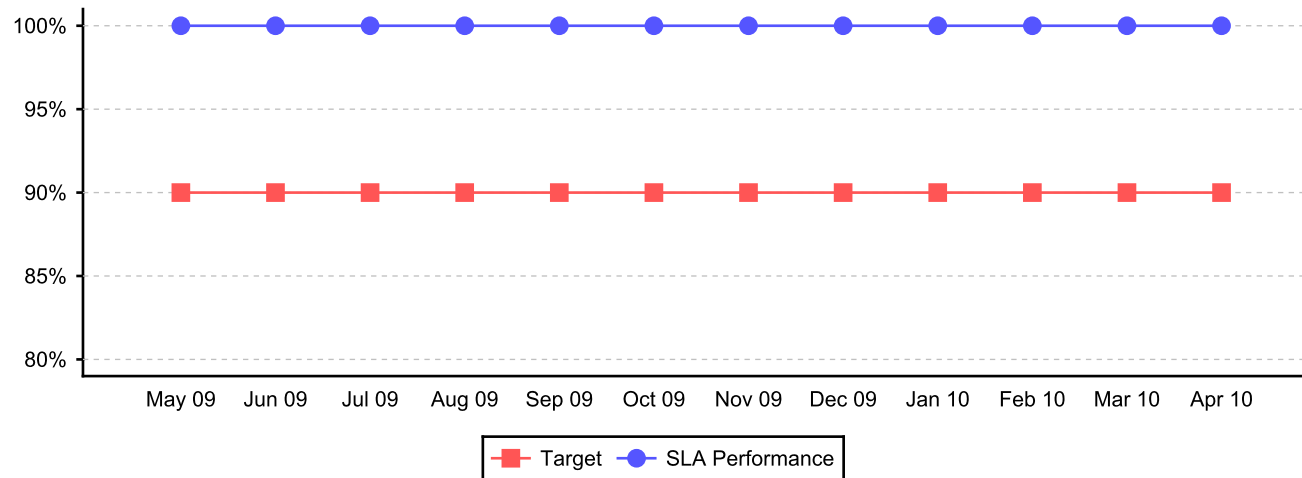
	2009						2010					
	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10
SLA Performance	100%	100%	100%	75%	80%	85%	100%	80%	80%	80%	80%	80%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# 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.

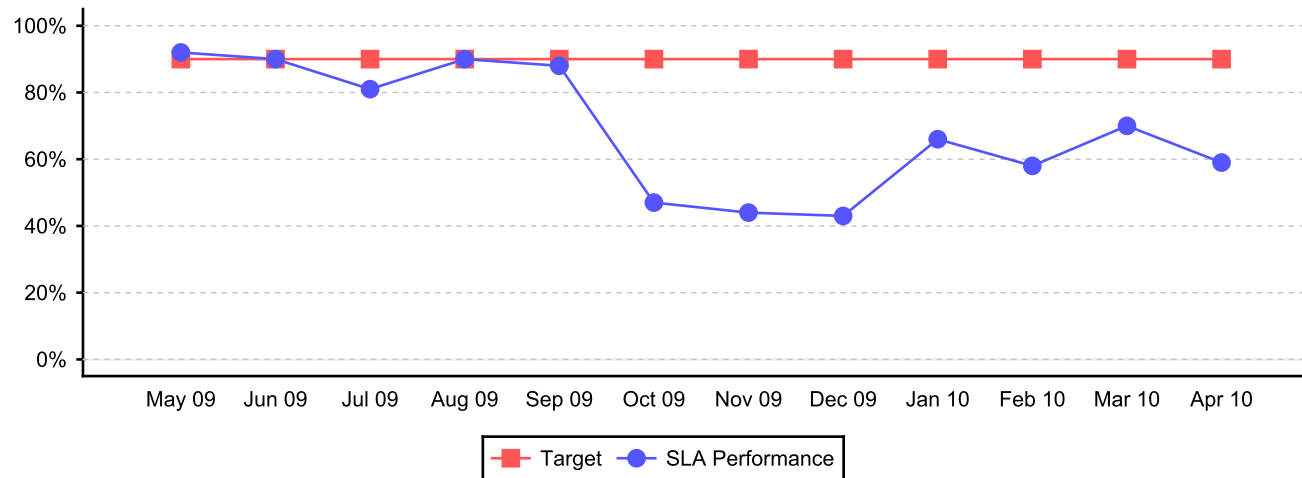
	2009							2010				
	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10
SLA Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# 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						
	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10
SLA Performance	92%	90%	81%	90%	88%	47%	44%	43%	66%	58%	70%	59%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

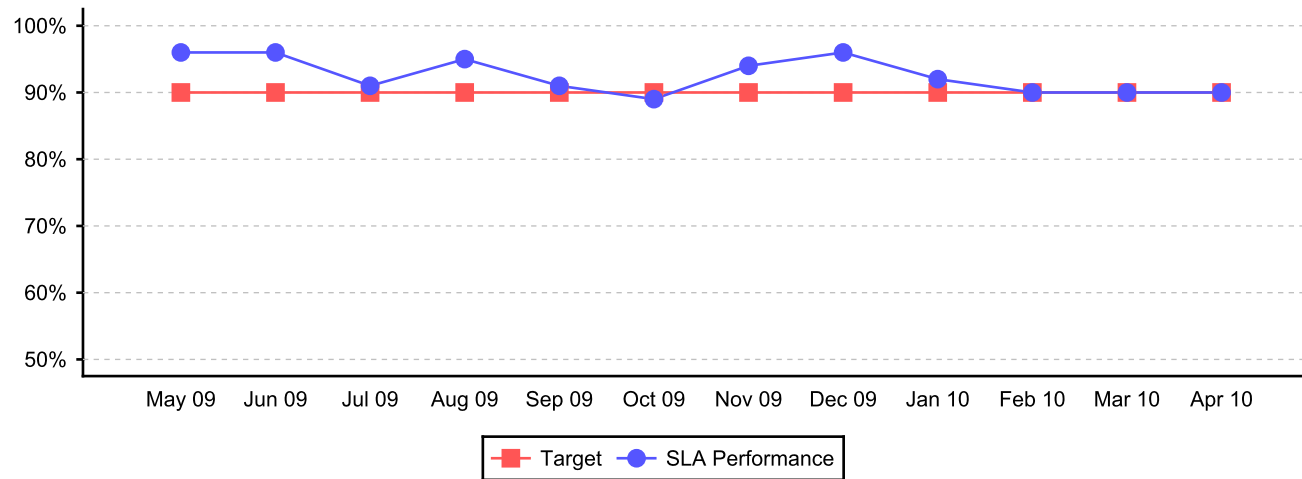


# Fault Management

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.

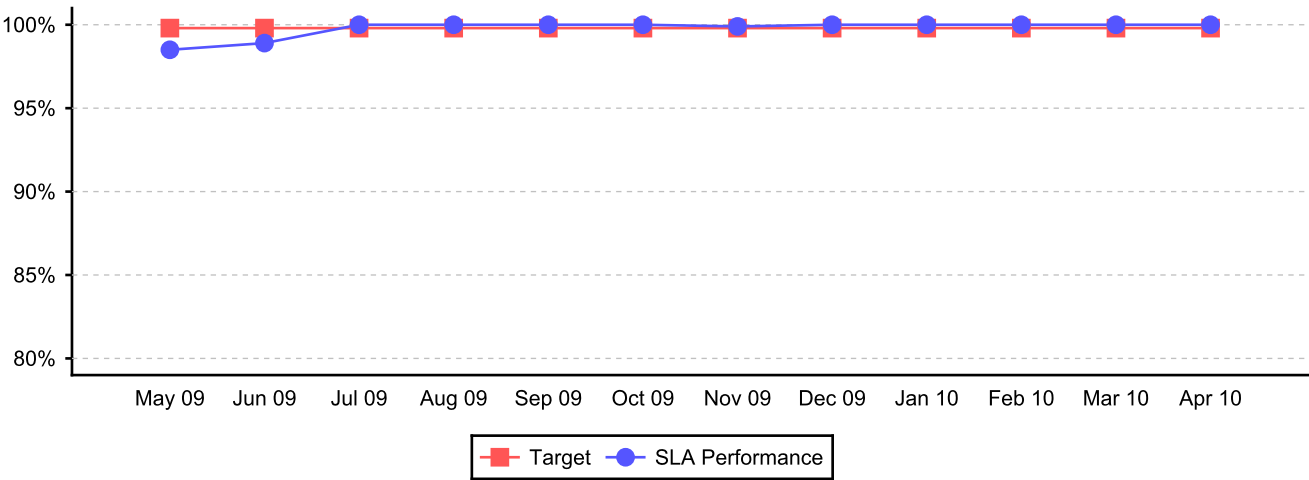
	2009					2010							
	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	
SLA Performance	96%	96%	91%	95%	91%	89%	94%	96%	92%	90%	90%	90%	
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	

# 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.

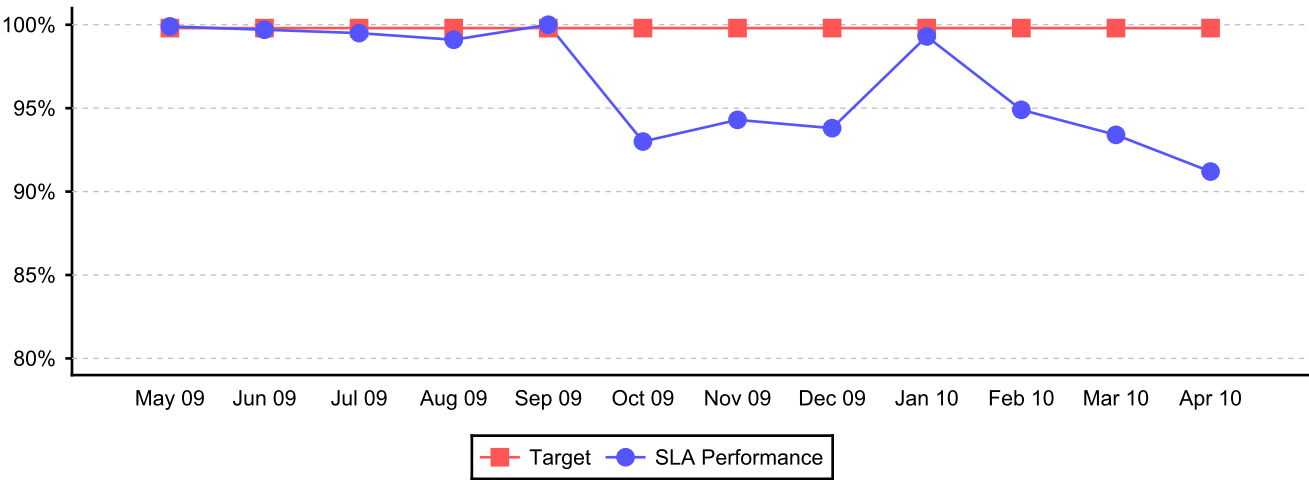
	2009							2010				
	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10
SLA Performance	98.5%	98.9%	100.0%	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%
Target	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%

# 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 report for further details.

	2009					2010						
	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10
SLA Performance	99.9%	99.7%	99.5%	99.1%	100.0%	93.0%	94.3%	93.8%	99.3%	94.9%	93.4%	91.2%
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](http://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	Network and application incidents caused UBA automated order processing functions to fail on two occasions in April. This caused delays to order completion and provision of order status updates.		
Procedure for correcting Default	The system automation affecting incidents are being actively managed.  Please note there has been no Service Level default in respect under clause 6.1.6 of the UBA Operations Manual. Clause 6.1.6 states that: Where the Access Seeker fails to submit any of the required BAU Forecasts, Telecom will use all reasonable endeavours to process any relevant Order but there will be no requirement for Telecom to meet the Service Levels in respect of the services or transactions to which the missing Forecast should have related.		
Steps taken to remedy Default	A review of current Fulfil system performance is being initiated.		
Effectiveness of steps taken	Incidents affecting provisioning automation increased in April when compared to the previous month.		
Dates of previous Default	Apr 2009, May 2009, Jul 2009, Aug 2009, Sep 2009, Oct 2009, Jan 2010, Feb 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	The default was caused by two factors; (1) Delays in diagnosing the exact nature of outages; (2) Staff training issues.		
Procedure for correcting Default	(1) The Network Maintenance and Outage Notification teams continue to work closely together to maintain and improve performance. (2) Retraining has been held with staff members.		
Steps taken to remedy Default	As above.		
Effectiveness of steps taken	Yet to be determined.		
Dates of previous Default	Aug 2009, Sep 2009, Oct 2009, Dec 2009, Jan 2010, Feb 2010, Mar 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 any time where we are waiting for more information from the customer (ex. if the correct ASID has not been reported); (2) Faults not being picked out of the queue in a timely fashion.		
Procedure for correcting Default	There are a number of initiatives going on to improve the timeliness of expected restoration time provision. An internal reorganisation and the implementation of daily reporting are the most major of these.		
Steps taken to remedy Default	As above.		
Effectiveness of steps taken	Yet to be determined.		
Dates of previous Default	Apr 2009, Jul 2009, Sep 2009, Oct 2009, Nov 2009, Dec 2009, Jan 2010, Feb 2010, Mar 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	The number of incidents is the same as the previous month, however system availability has reduced.		
Dates of previous Default	Jun 2009, Jul 2009, Aug 2009, Oct 2009, Nov 2009, Dec 2009, Jan 2010, Feb 2010, Mar 2010		