# SLU Backhaul  Performance Report

## Consolidated Report

**October 2014**

### Introduction

Sub-Loop Unbundled (SLU) Backhaul 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 SLU Backhaul Standard Term Determinations.

### Executive Summary

There were no Service Level Defaults this Month.

### Points to note

No exclusions were made.

### Further Information

If you have queries, please email your Chorus Account Manager.

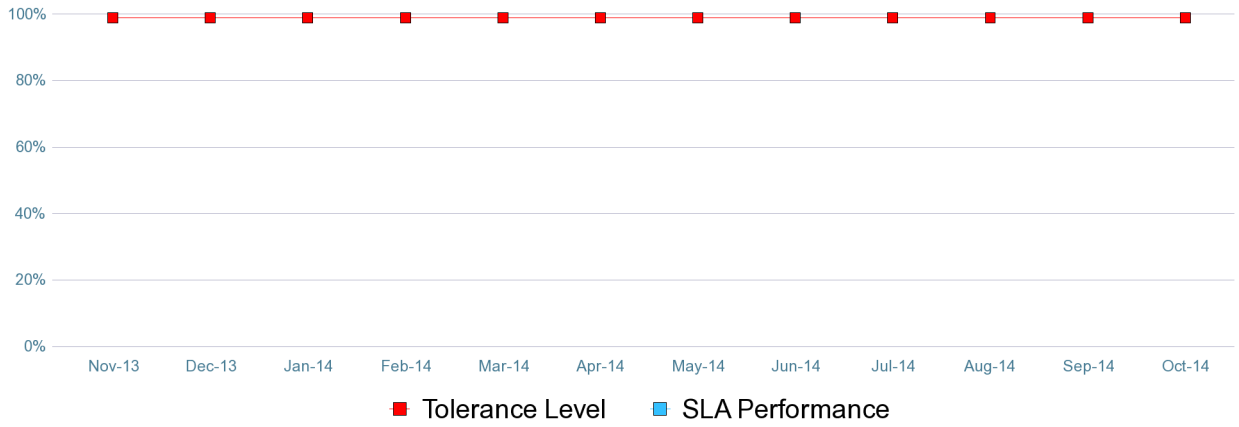


# Provisioning SLU Backhaul services

October 2014

This section covers SLU Backhaul provisioning service, including ordering, notifications, and outages.

## SL 1 – Orders acknowledged within 4 Business Hours of order receipt – All Orders




### Commentary

No orders were received this month

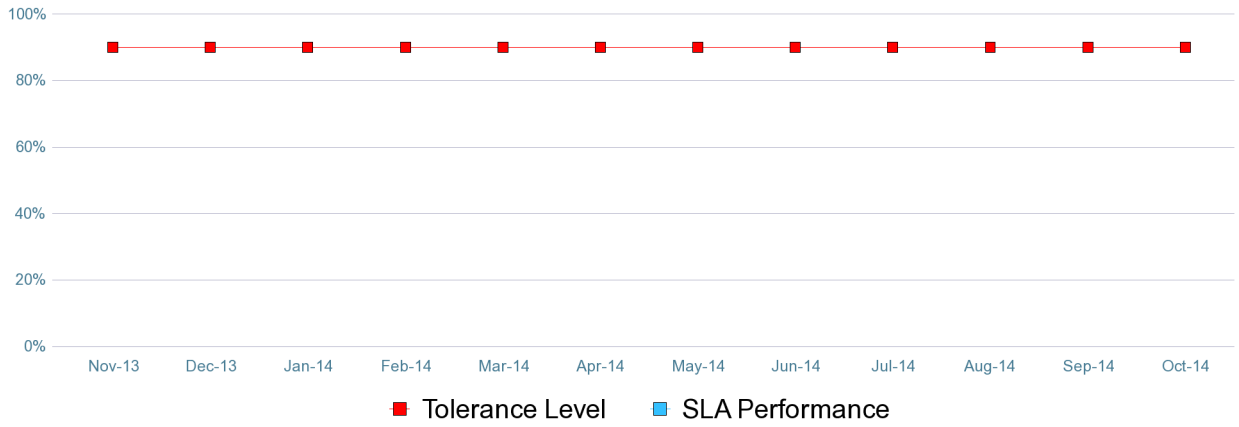
| | Nov-13 | Dec-13 | Jan-14 | Feb-14 | Mar-14 | Apr-14 | May-14 | Jun-14 | Jul-14 | Aug-14 | Sep-14 | Oct-14 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Tolerance Level | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% |

# Provisioning SLU Backhaul services

October 2014

This section covers SLU Backhaul provisioning service, including ordering, notifications, and outages.

## SL 2 - Invalid order rejection notifications sent within 8 Business Hours of receipt – All Orders




### Commentary

No invalid orders were received this month

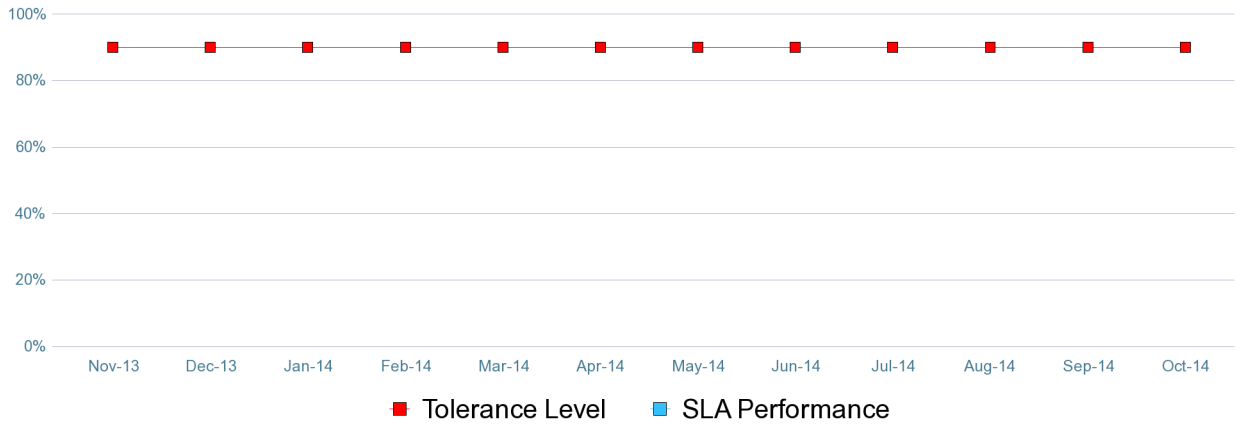
| | Nov-13 | Dec-13 | Jan-14 | Feb-14 | Mar-14 | Apr-14 | May-14 | Jun-14 | Jul-14 | Aug-14 | Sep-14 | Oct-14 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Tolerance Level | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% |

# Provisioning SLU Backhaul services

October 2014

This section covers SLU Backhaul provisioning service, including ordering, notifications, and outages.

## SL 3 – Notification of expected RFS dates sent within 7 Business Hours of deemed acceptance time – All Orders




### Commentary

No orders were received this month

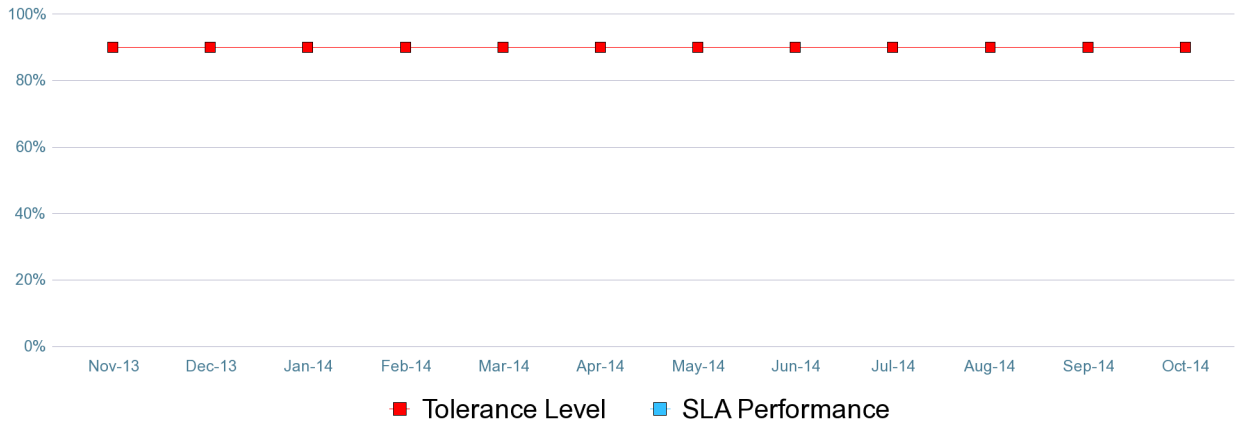
| | Nov-13 | Dec-13 | Jan-14 | Feb-14 | Mar-14 | Apr-14 | May-14 | Jun-14 | Jul-14 | Aug-14 | Sep-14 | Oct-14 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Tolerance Level | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% |

# Provisioning SLU Backhaul services

October 2014

This section covers SLU Backhaul provisioning service, including ordering, notifications, and outages.

## SL 4 – Order is completed right first time (level A) – for each service type




### Commentary

No faults were reported this month

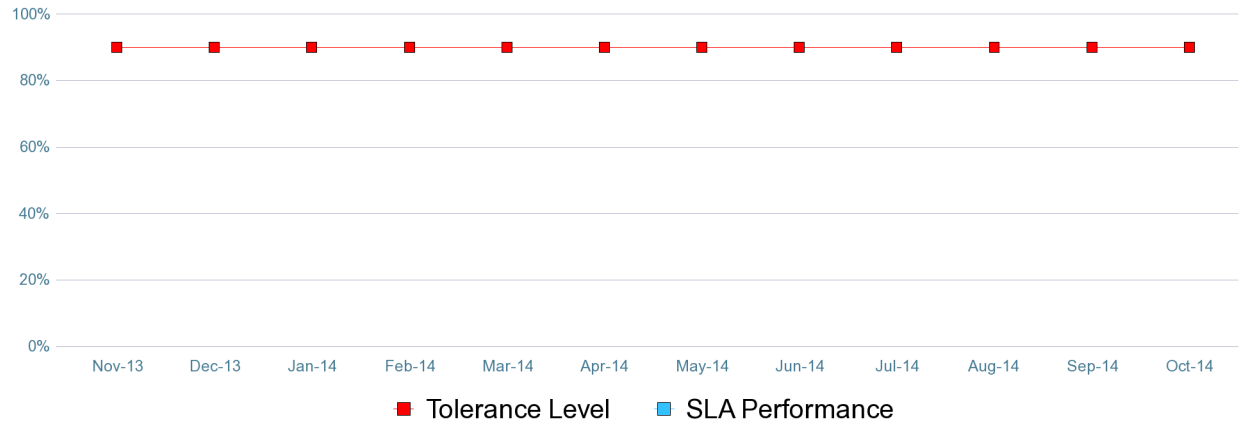
| | Nov-13 | Dec-13 | Jan-14 | Feb-14 | Mar-14 | Apr-14 | May-14 | Jun-14 | Jul-14 | Aug-14 | Sep-14 | Oct-14 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Tolerance Level | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% |

# Provisioning SLU Backhaul services

October 2014

This section covers SLU Backhaul provisioning service, including ordering, notifications, and outages.

## SL 5 – Order is completed by the notified expected RFS date (level A) - for each service type, excluding Relinquishment orders




### Commentary

No orders were completed this month

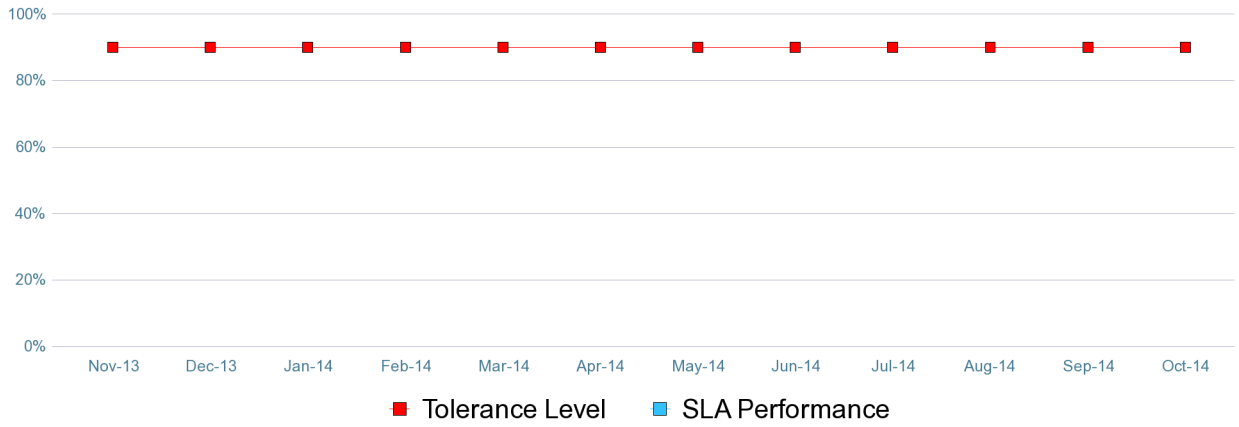
| | Nov-13 | Dec-13 | Jan-14 | Feb-14 | Mar-14 | Apr-14 | May-14 | Jun-14 | Jul-14 | Aug-14 | Sep-14 | Oct-14 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Tolerance Level | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% |

# Provisioning SLU Backhaul services

October 2014

This section covers SLU Backhaul provisioning service, including ordering, notifications, and outages.

## SL 6 - Order is completed by the notified expected RFS date – Relinquishment orders




### Commentary

No orders were completed this month

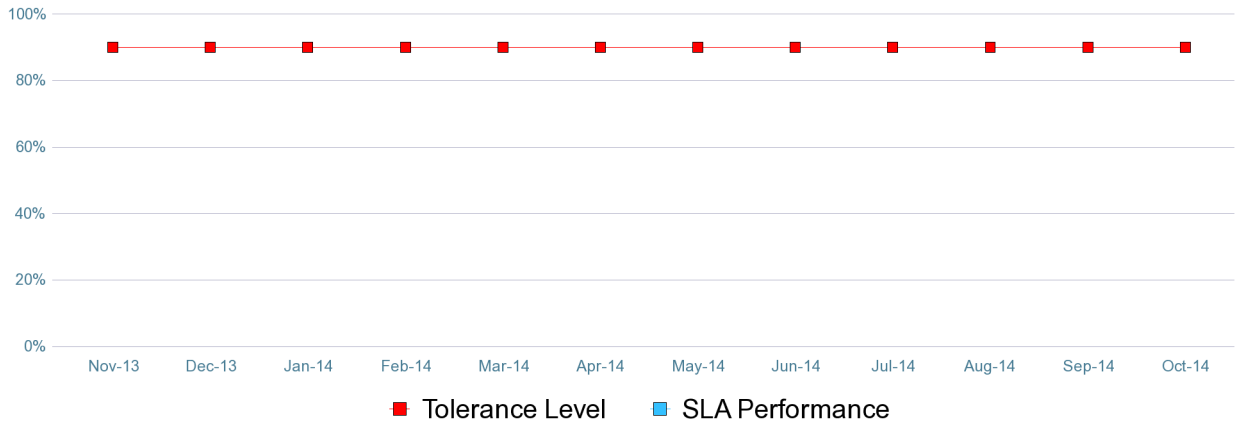
| | Nov-13 | Dec-13 | Jan-14 | Feb-14 | Mar-14 | Apr-14 | May-14 | Jun-14 | Jul-14 | Aug-14 | Sep-14 | Oct-14 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Tolerance Level | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% |

# Provisioning SLU Backhaul services

October 2014

This section covers SLU Backhaul provisioning service, including ordering, notifications, and outages.

## SL 7 – Notification of RFS date changes provided within three Business Hours of change request receipt – All Orders




### Commentary

No RFS Date Change requests received this month

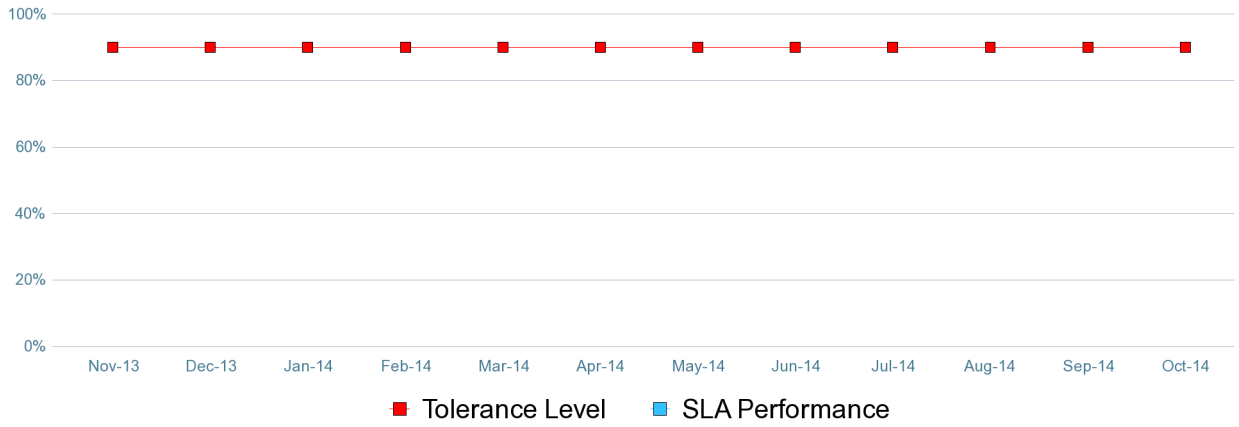
| | Nov-13 | Dec-13 | Jan-14 | Feb-14 | Mar-14 | Apr-14 | May-14 | Jun-14 | Jul-14 | Aug-14 | Sep-14 | Oct-14 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Tolerance Level | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% |

# Provisioning SLU Backhaul services

October 2014

This section covers SLU Backhaul provisioning service, including ordering, notifications, and outages.

## SL 8 - Completion of Order confirmation sent within 1 Working Day after Order completion – All Orders




### Commentary

No orders were completed this month

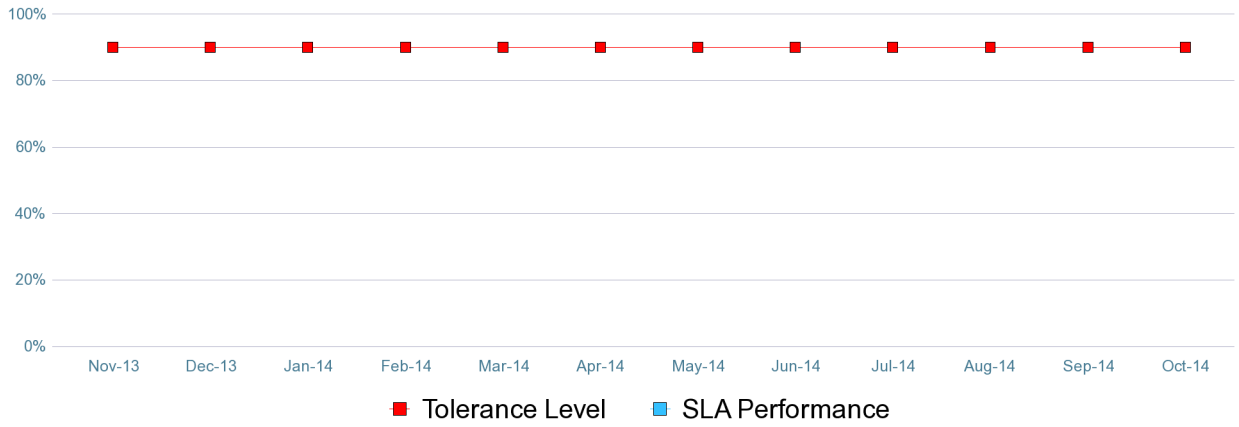
| | Nov-13 | Dec-13 | Jan-14 | Feb-14 | Mar-14 | Apr-14 | May-14 | Jun-14 | Jul-14 | Aug-14 | Sep-14 | Oct-14 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Tolerance Level | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% |

# Provisioning SLU Backhaul services

October 2014

This section covers SLU Backhaul provisioning service, including ordering, notifications, and outages.

## SL 9 - Planned outage notifications advised at least five Working Days before outage occurring




### Commentary

No Planned Outages this month

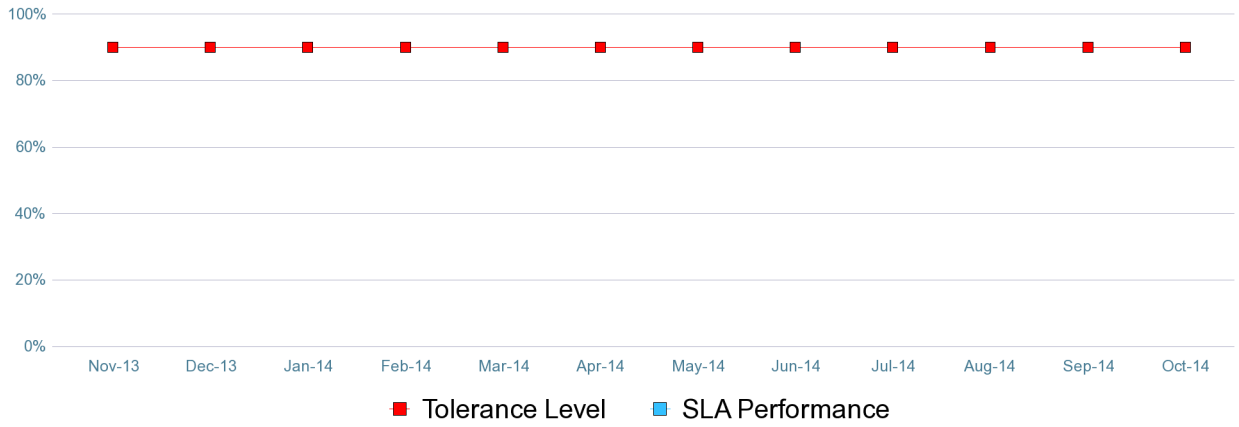
| | Nov-13 | Dec-13 | Jan-14 | Feb-14 | Mar-14 | Apr-14 | May-14 | Jun-14 | Jul-14 | Aug-14 | Sep-14 | Oct-14 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Tolerance Level | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% |

# Provisioning SLU Backhaul services

October 2014

This section covers SLU Backhaul provisioning service, including ordering, notifications, and outages.

## SL 10 – Unplanned outage notifications advised within 2 hours of Chorus discovering or receiving outage notice (24x7 basis)




### Commentary

No Unplanned Outages this month

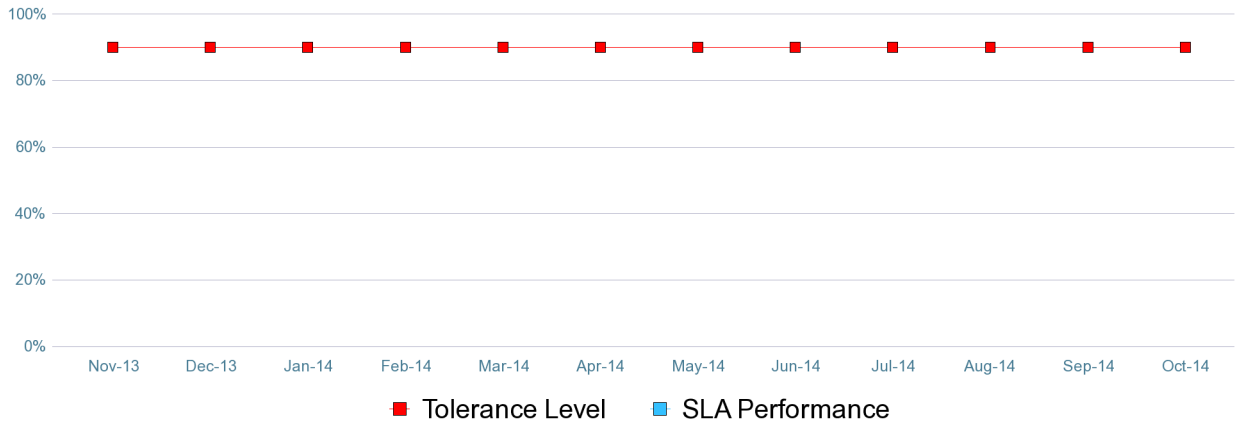
| | Nov-13 | Dec-13 | Jan-14 | Feb-14 | Mar-14 | Apr-14 | May-14 | Jun-14 | Jul-14 | Aug-14 | Sep-14 | Oct-14 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Tolerance Level | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% |

# Fault Management

October 2014

This section covers fault receipt acknowledgement, notification, restoration

## SL 11 – Fault report receipt acknowledgements provided within half a fault restoration hour of fault report




### Commentary

No faults were reported this month

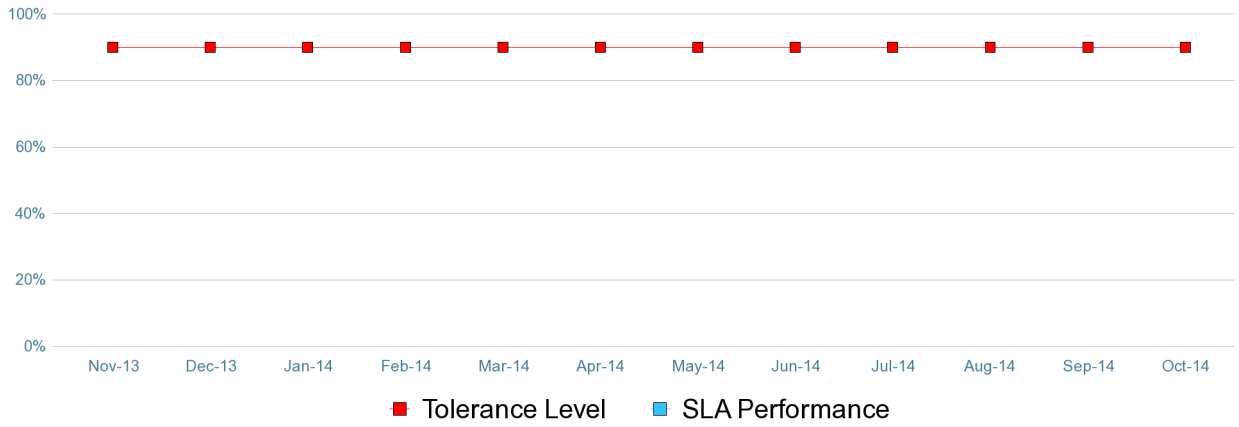
| | Nov-13 | Dec-13 | Jan-14 | Feb-14 | Mar-14 | Apr-14 | May-14 | Jun-14 | Jul-14 | Aug-14 | Sep-14 | Oct-14 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Tolerance Level | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% |

# Fault Management

October 2014

This section covers fault receipt acknowledgement, notification, restoration

## SL 12 - Expected fault restoration time notifications sent within 4 Fault Restoration Hours of fault report or 8 Fault Restoration Hours where the fault relates to the technical service specifications




### Commentary

No faults were reported this month

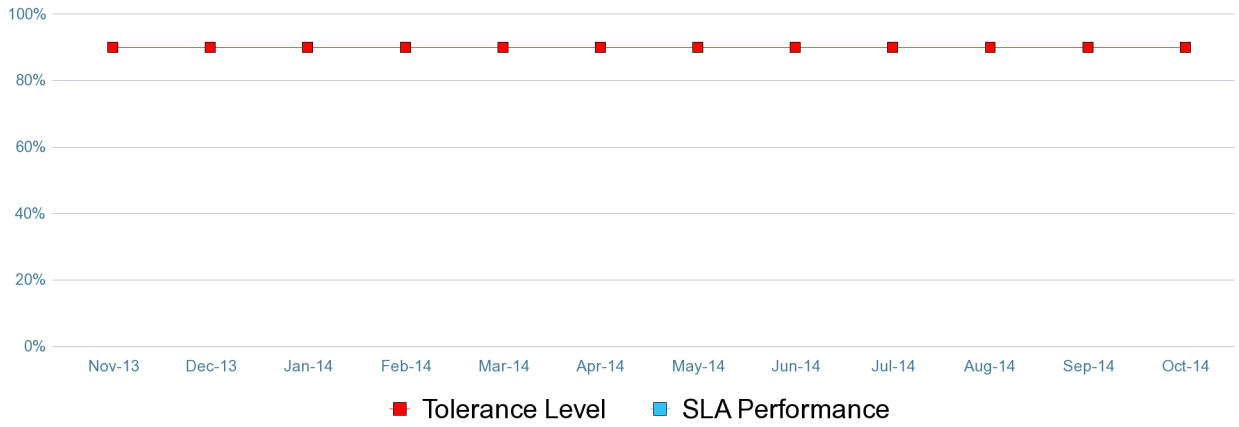
| | Nov-13 | Dec-13 | Jan-14 | Feb-14 | Mar-14 | Apr-14 | May-14 | Jun-14 | Jul-14 | Aug-14 | Sep-14 | Oct-14 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Tolerance Level | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% |

# Fault Management

October 2014

This section covers fault receipt acknowledgement, notification, restoration

## SL 13 – Faults restored within notified expected restoration time (level A)




### Commentary

No faults were reported this month

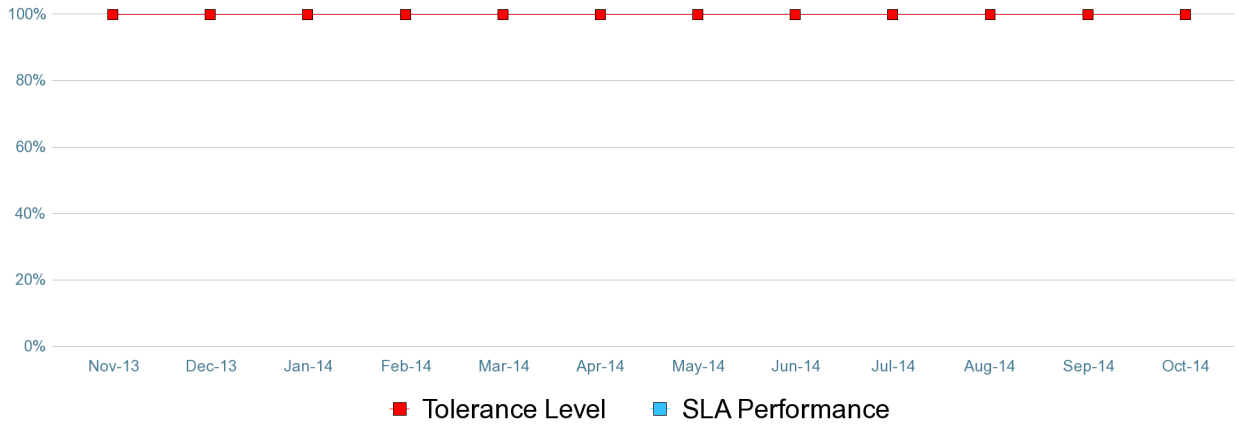
| | Nov-13 | Dec-13 | Jan-14 | Feb-14 | Mar-14 | Apr-14 | May-14 | Jun-14 | Jul-14 | Aug-14 | Sep-14 | Oct-14 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Tolerance Level | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% |

# Operational support systems

October 2014

This section covers operational support systems for access seekers

## SL 14 - Online Ordering & Tracking availability (24/7)




### Commentary

No orders submitted via OO&T this month

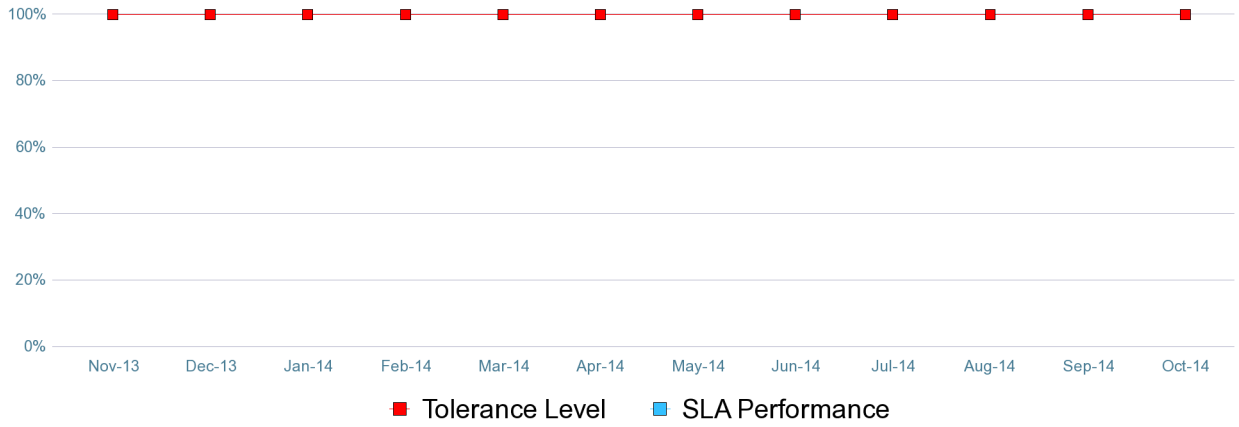
| | Nov-13 | Dec-13 | Jan-14 | Feb-14 | Mar-14 | Apr-14 | May-14 | Jun-14 | Jul-14 | Aug-14 | Sep-14 | Oct-14 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Tolerance Level | 99.8% | 99.8% | 99.8% | 99.8% | 99.8% | 99.8% | 99.8% | 99.8% | 99.8% | 99.8% | 99.8% | 99.8% |

# Operational support systems

October 2014

This section covers operational support systems for access seekers

## SL 15 - Online Fault Management availability (24/7)




### Commentary

No faults reported via OFM this month

| | Nov-13 | Dec-13 | Jan-14 | Feb-14 | Mar-14 | Apr-14 | May-14 | Jun-14 | Jul-14 | Aug-14 | Sep-14 | Oct-14 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 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 | 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

October 2014

**Note: Chorus has summarised the relevant Service Levels for the purpose of this report. For the full description of each relevant Service Level refer to Appendices 1 and 2 of the SLU Backhaul Service Level Terms (SLU Standard Terms Determination Schedule 3) which is available on the Commerce Commission's website at www.comcom.govt.nz.**

| | |
|---|---|
| SL1 | Percentage of SLU Backhaul orders acknowledged within 4 Business Hours following receipt of the Order |
| SL2 | Percentage of rejection notifications for invalid SLU Backhaul orders sent to the Access Seeker within 8 Business Hours following receipt time |
| SL3 | Percentage of notification of expected RFS dates sent to the Access Seeker within 7 Working Days of the Deemed Acceptance Time |
| SL4 | Percentage of SLU Backhaul orders that experienced no Faults in work carried out to provision an order within 5 Working Days following confirmation by Telecom of completion of the order (Level A) |
| SL5 | Percentage of SLU Backhaul orders completed by the notified expected RFS date (excluding Relinquishments) |
| SL6 | Percentage of SLU Backhaul Relinquishment orders completed by the notified expected RFS date |
| SL7 | Percentage of notification of RFS date changes provided within 3 Working Days following receipt of the requests to change an existing order |
| SL8 | Percentage of confirmation of completions sent to the Access Seeker within 1 Working Day after the SLU Backhaul order has been completed |
| SL9 | Percentage of Planned Outage notifications advised to the Access Seeker at least 5 Working Days prior to the Planned Outage taking place |
| SL10 | Percentage of Unplanned Outage notifications advised to the Access Seeker within 2 hours on a 24x7 basis of Telecom discovering or receiving notification of the Unplanned Outage |
| SL11 | Percentage of fault report receipt acknowledgements provided to the Access Seeker within half a fault restoration hour of the fault being reported |
| SL12 | Percentage of notifications advising the expected fault restoration time sent to the Access Seeker within 4 Fault Restoration Hours of the fault being reported for Non-technical Specification Faults & Percentage of notifications advising the expected fault restoration time sent to the Access Seeker within 8 Fault Restoration Hours of the fault |
| SL13 | Percentage of Faults restored within the notified expected restoration time |
| SL14 | Percentage of OO&T availability to the Access Seeker |
| SL15 | Percentage of OFM availability to the Access Seeker |

# SLU Backhaul  Default Report

| | | | |
|---|---|---|---|
| **Item No.** | | **Item No.** | |
| **Service Attribute** | | | |

| | |
|---|---|
| **Cause of default** | n/a |
| **Procedure for correcting default** | n/a |
| **Steps taken to remedy default** | n/a |
| **Effectiveness of steps taken** | n/a |
| **Date of previous default** | n/a |