SLU Backhaul Performance Report

Consolidated Report

September 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.

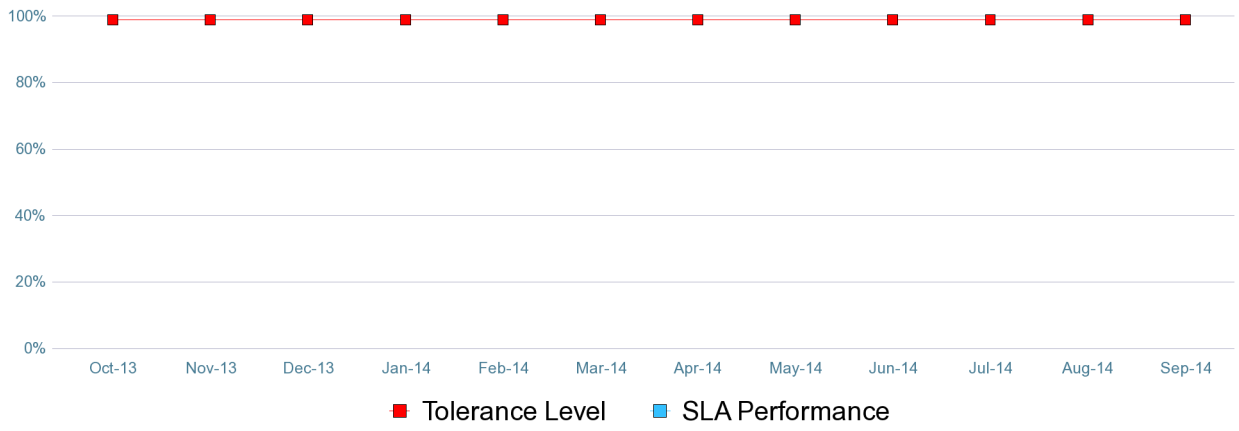
Chorus

Provisioning SLU Backhaul services

September 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

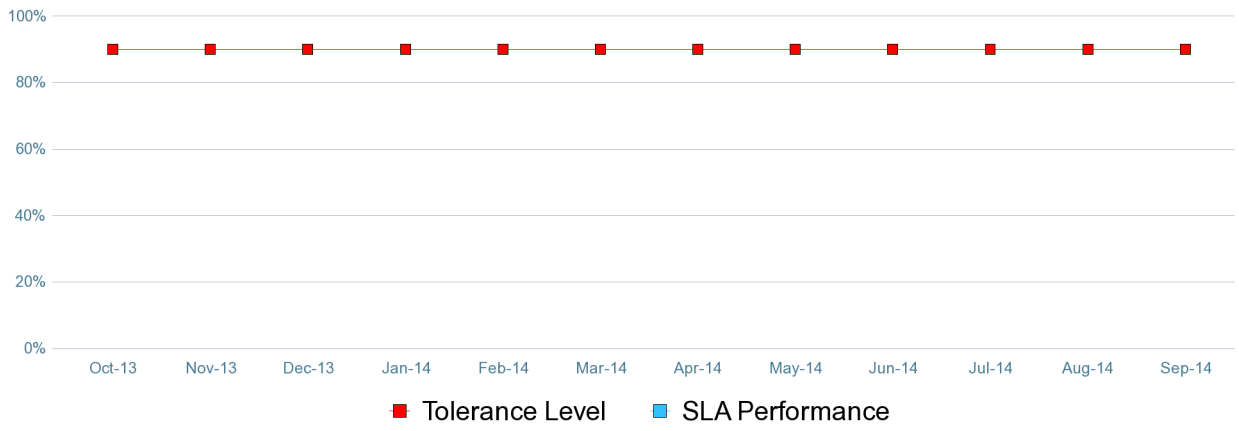
	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%

Provisioning SLU Backhaul services

September 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

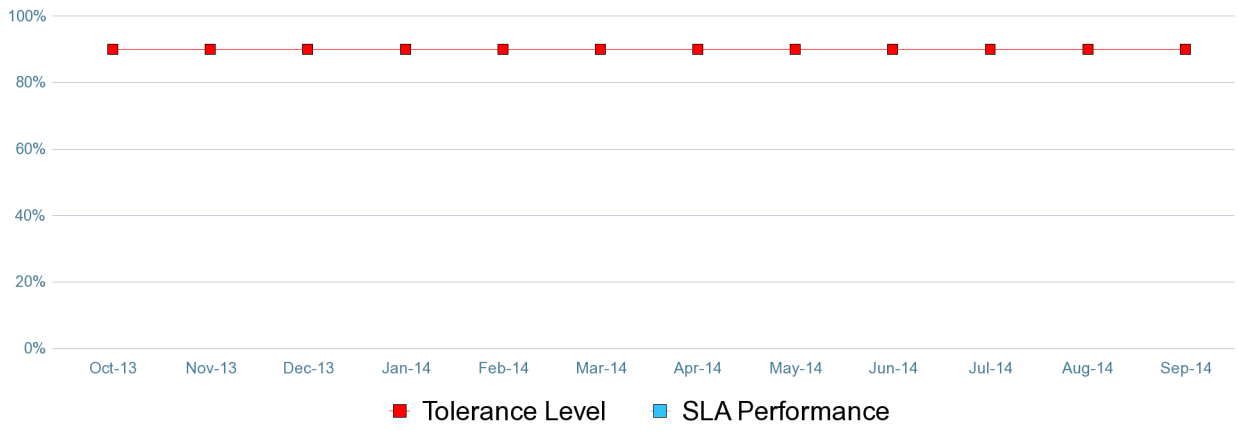
	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Provisioning SLU Backhaul services

September 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

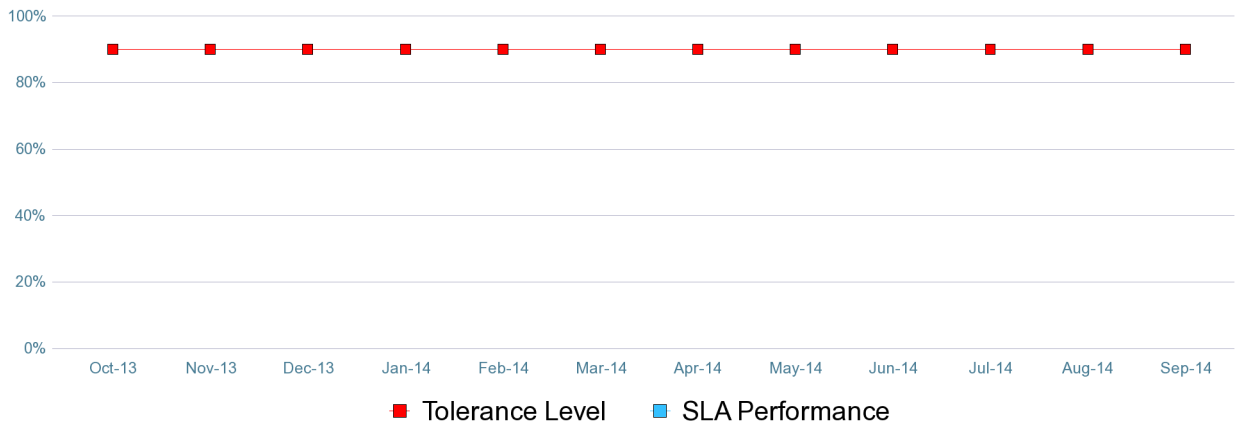
	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Provisioning SLU Backhaul services

September 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

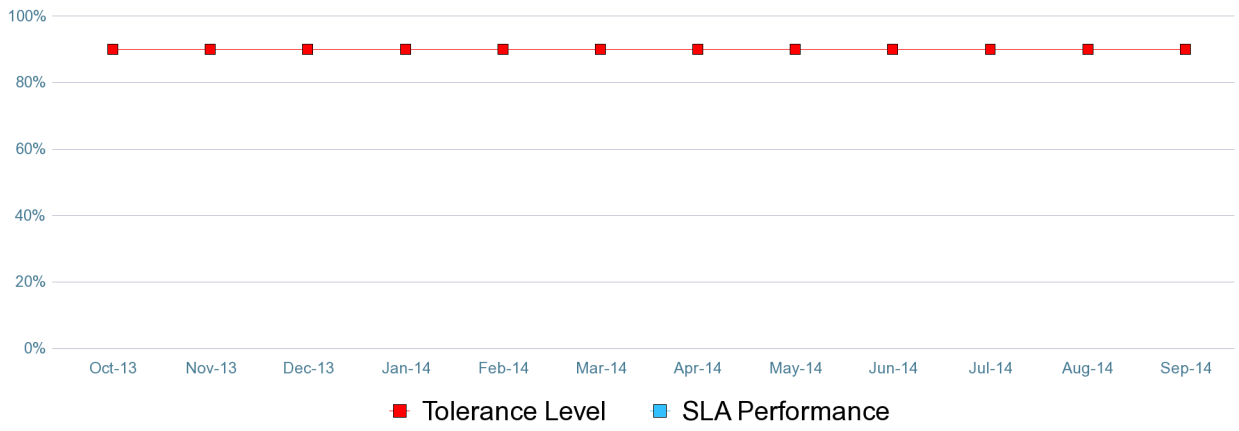
	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Provisioning SLU Backhaul services

September 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

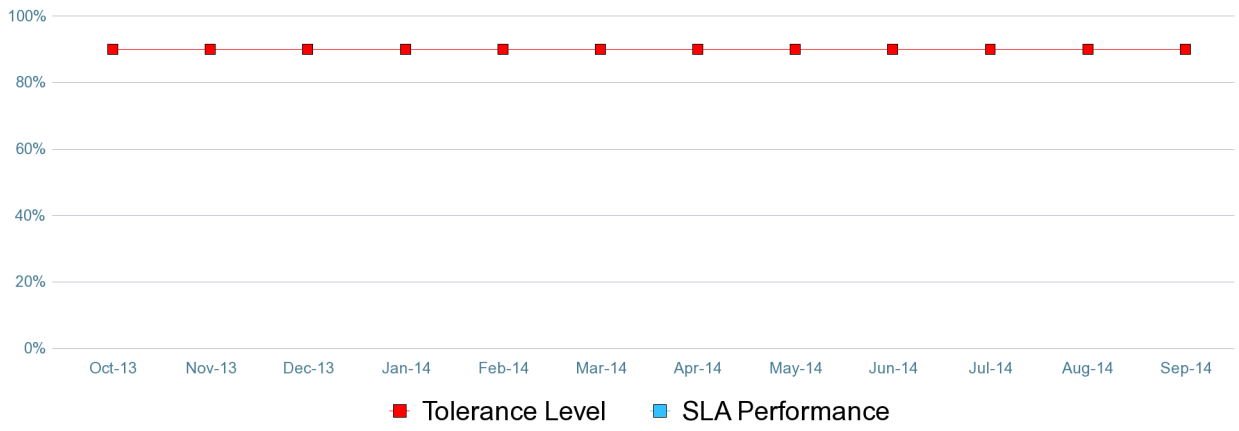
	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Provisioning SLU Backhaul services

September 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

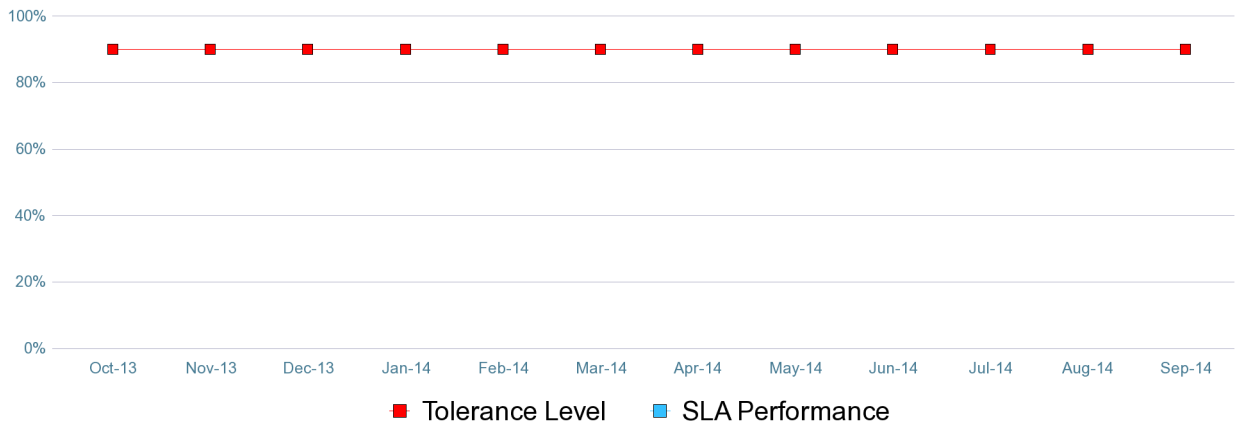
	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Provisioning SLU Backhaul services

September 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

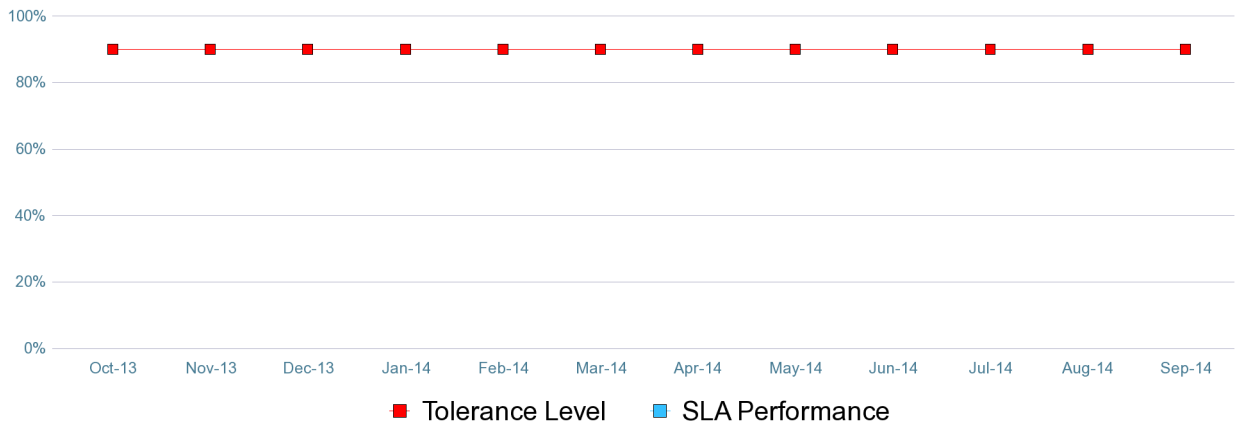
	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Provisioning SLU Backhaul services

September 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

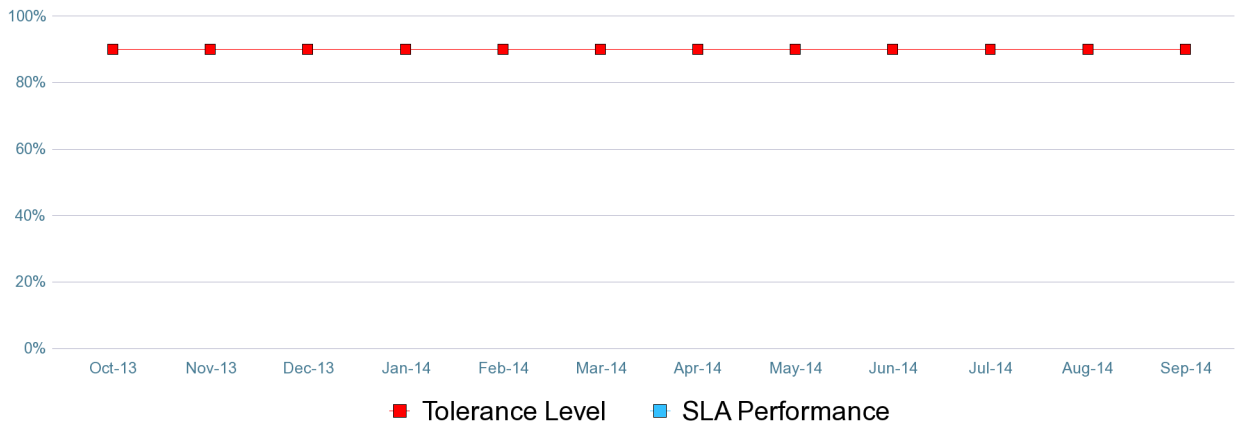
	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Provisioning SLU Backhaul services

September 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

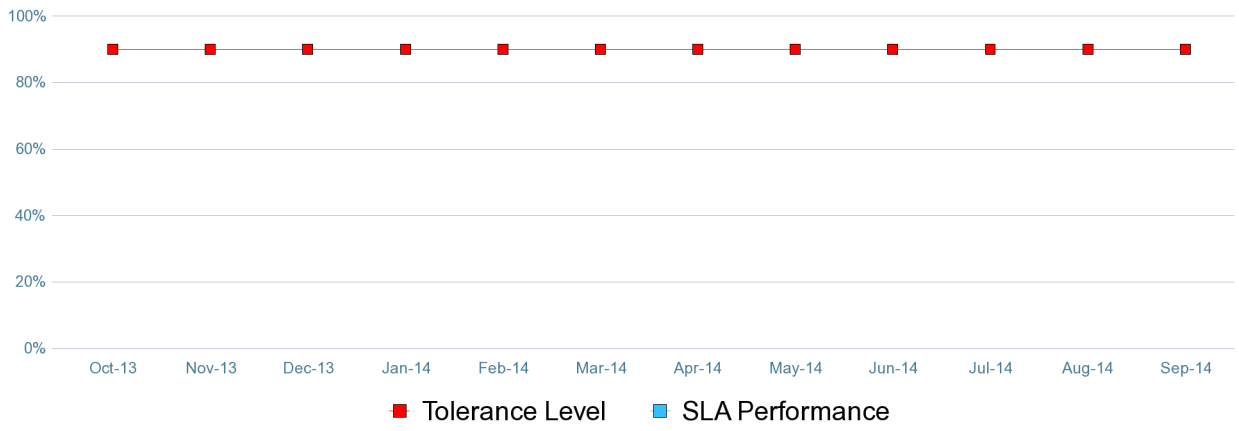
	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Provisioning SLU Backhaul services

September 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

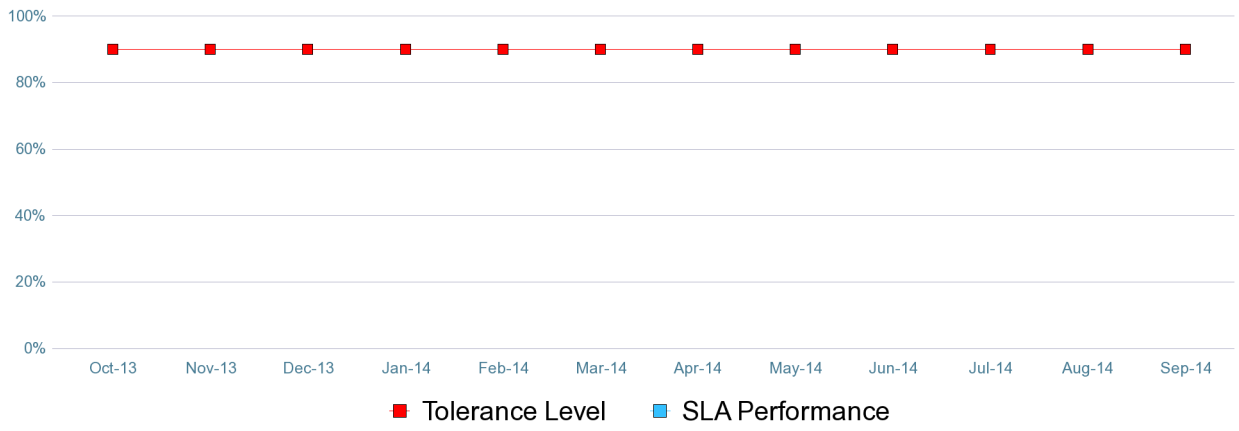
	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Fault Management

September 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

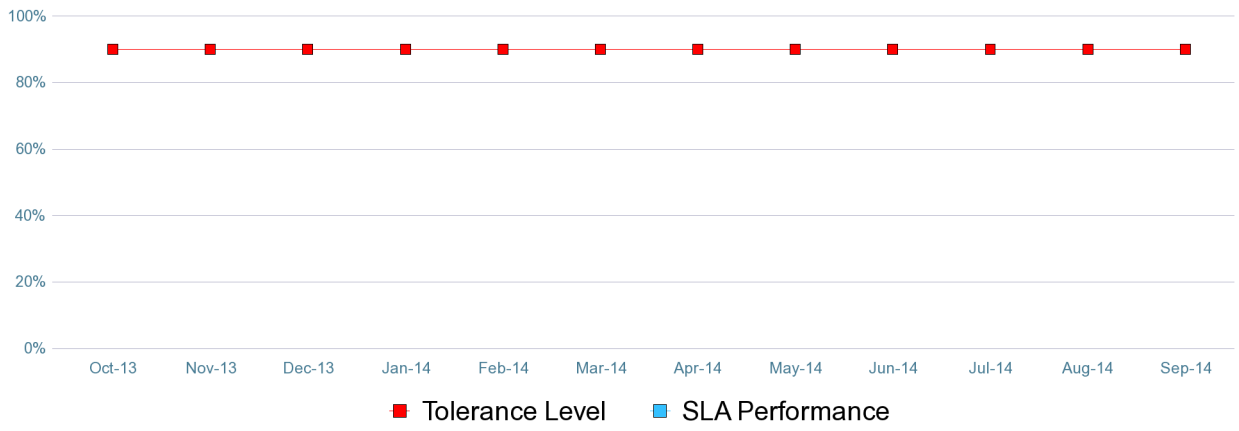
	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Fault Management

September 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

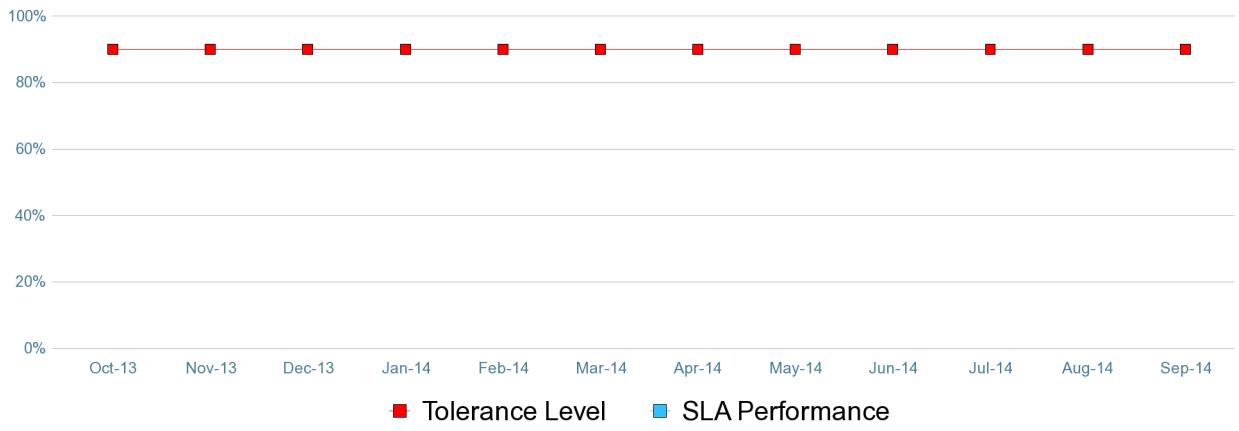
	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Fault Management

September 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

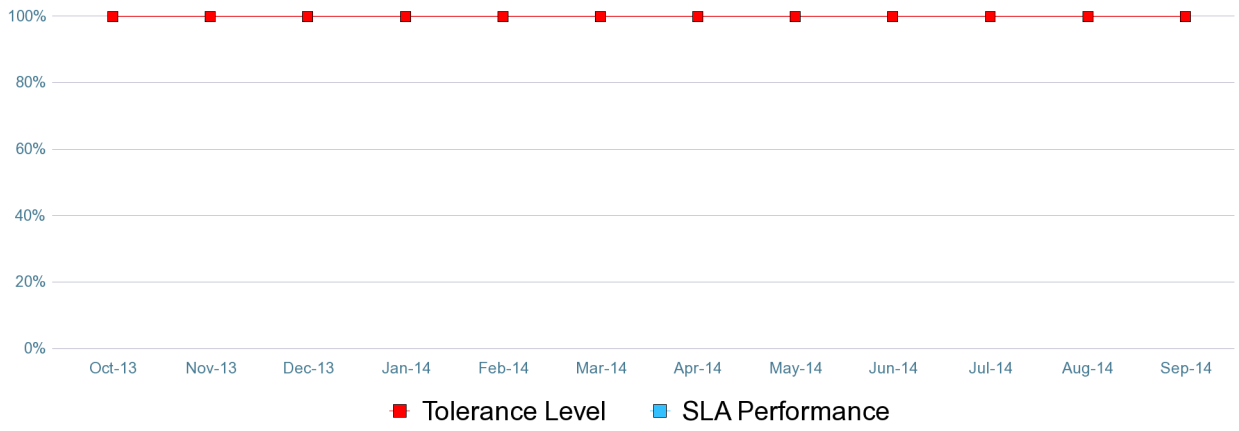
	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Operational support systems

September 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

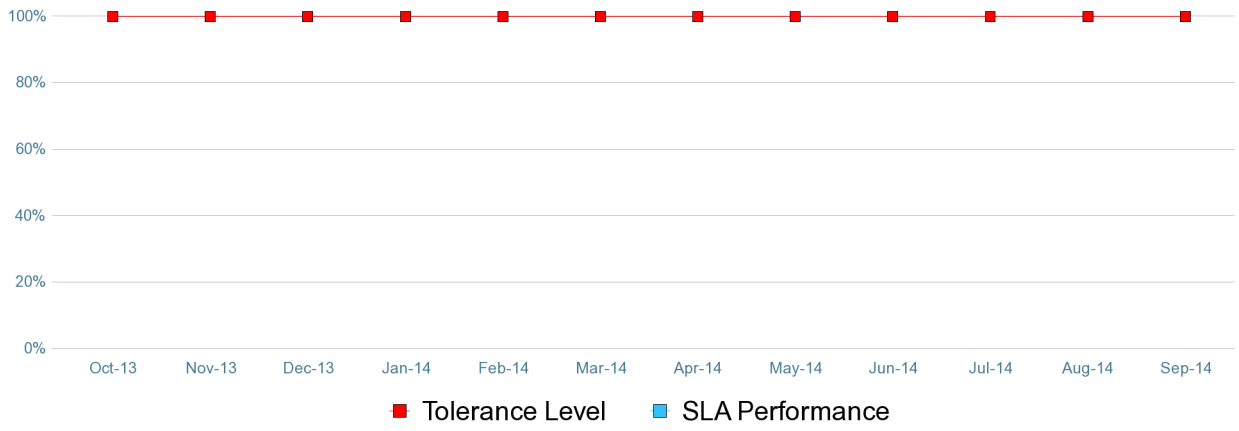
	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%

Operational support systems

September 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

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

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