

# Consolidated Report

September 2020

Unbundled Bitstream Access (UBA) 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 UBA Standard Term Determinations.

### Executive summary

Service Level Defaults this month are as follows :

SL05 - Right First Time

SL06 - Meet expected RFS Date

SL16 - Meet Expected Restoration Time

Service Level Default Report can be found in the appendix of this report.

### Points to note

Orders may have been excluded from Service Level calculations where the default was the direct result of an action that is the Access Seeker's responsibility under the UBA Standard Terms Determinations.

### Further Information

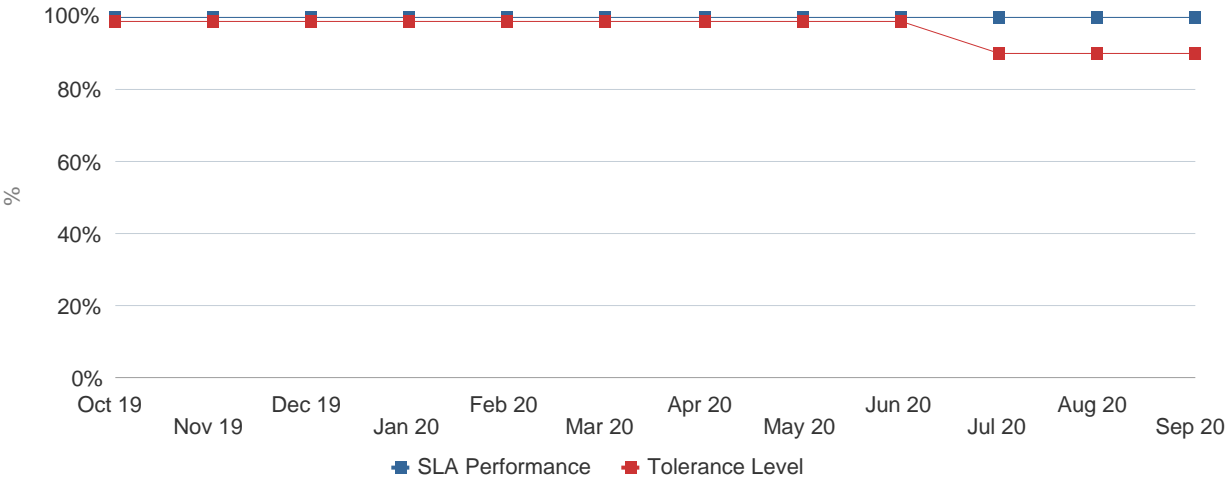
If you have queries, please contact Chorus.

# Provisioning UBA Services - September 2020

## SL01 - Order acknowledgement

### Commentary

Performance has exceeded the required tolerance level.



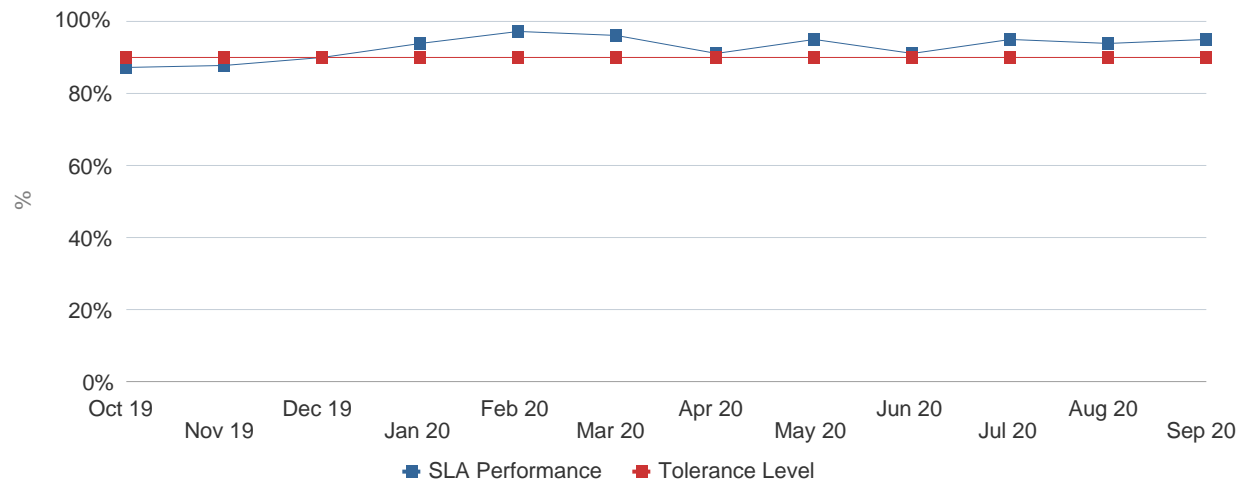
	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20
SLA Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tolerance Level	99%	99%	99%	99%	99%	99%	99%	99%	99%	90%	90%	90%

## Provisioning UBA Services - September 2020

### SL02 - Notification of Rejection

#### Commentary

Performance has exceeded the required tolerance level.



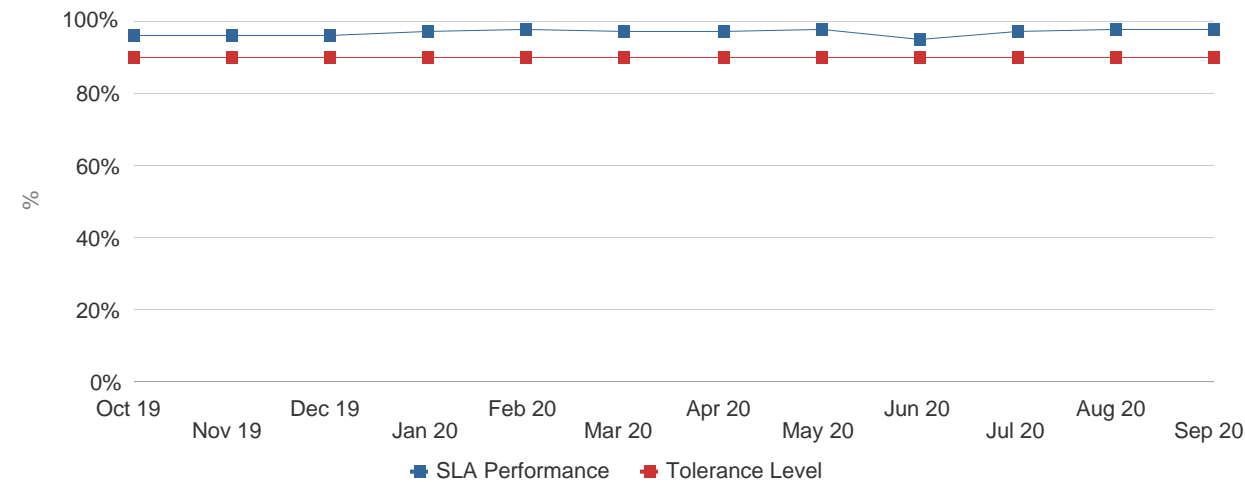
	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20
SLA Performance	87%	88%	90%	94%	97%	96%	91%	95%	91%	95%	94%	95%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UBA Services - September 2020

SL03 - Notification of Expected RFS Date

Commentary

Performance has exceeded the required tolerance level.



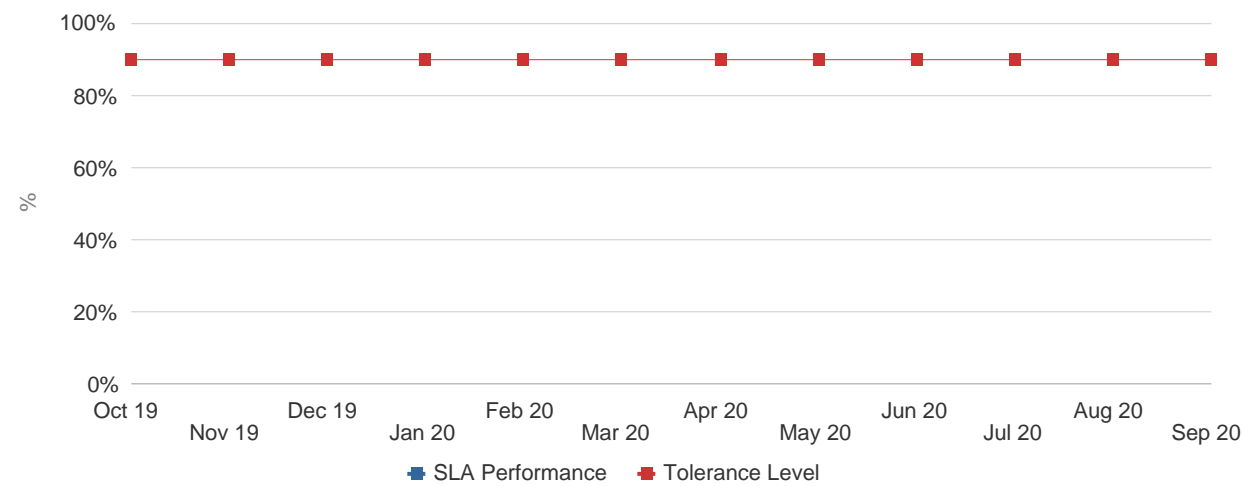
	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20
SLA Performance	96%	96%	96%	97%	98%	97%	97%	98%	95%	97%	98%	98%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UBA Services - September 2020

SL04 - Notification of Expected RFS Date for Handover Connection

Commentary

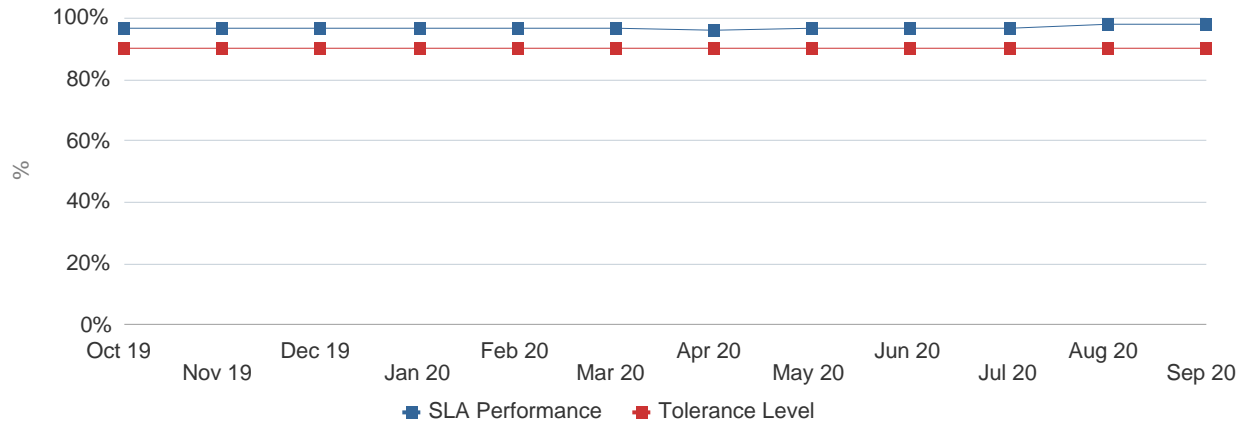
No orders were received this month.



	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20
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%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

## Provisioning UBA Services - September 2020

### SL05 - Right First Time



#### Commentary

Performance has not met the required tolerance level.

#### Move Address

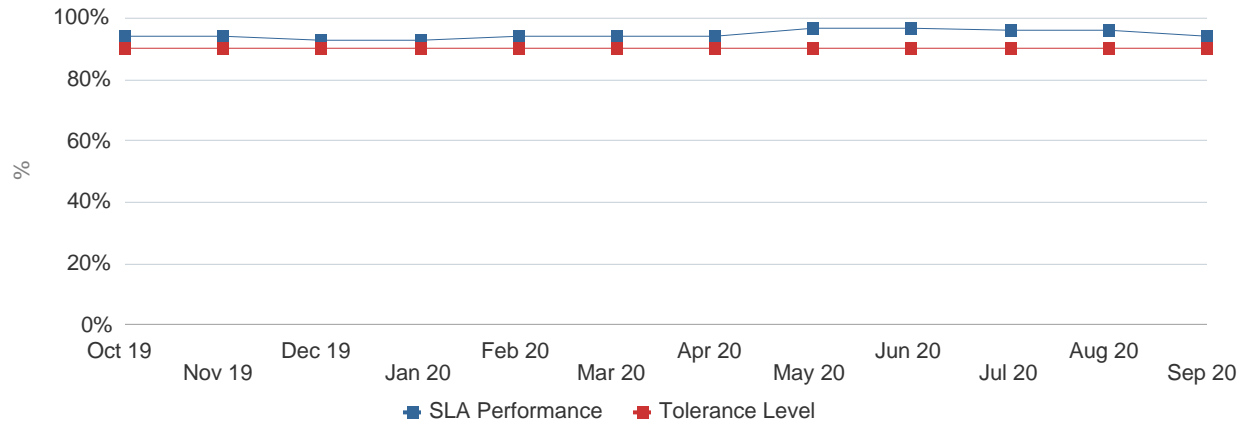
	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20
Change Plan	95%	93%	96%	96%	94%	93%	95%	93%	93%	95%	97%	98%
Disconnection	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Move Address	91%	91%	88%	89%	90%	89%	91%	87%	88%	89%	87%	88%
New Connection	91%	91%	91%	91%	90%	90%	91%	93%	93%	91%	92%	91%
Transition	96%	96%	96%	96%	96%	97%	95%	97%	96%	96%	97%	98%

	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20
SLA Performance	97%	97%	97%	97%	97%	97%	96%	97%	97%	97%	98%	98%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%



## Provisioning UBA Services - September 2020

### SL06 - Meet expected RFS Date



#### Commentary

Performance has not met the required tolerance level.

### Change Plan

	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20
Change Plan	63%	65%	60%	57%	61%	64%	86%	93%	94%	93%	98%	89%
Move Address	97%	96%	96%	95%	96%	98%	91%	98%	97%	96%	96%	94%
New Connection	97%	97%	96%	96%	97%	97%	96%	98%	98%	98%	97%	95%
Transition	87%	89%	86%	85%	86%	87%	90%	95%	93%	92%	96%	94%

	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20
SLA Performance	94%	94%	93%	93%	94%	94%	94%	97%	97%	96%	96%	94%

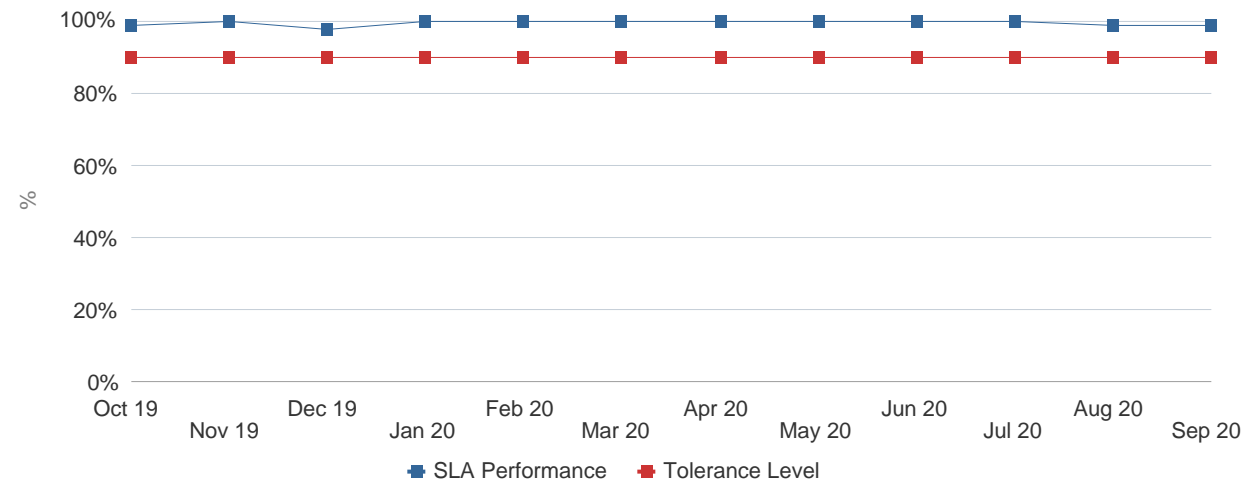
	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UBA Services - September 2020

SL07 - Meet expected RFS Date for RQs

Commentary

Performance has exceeded the required tolerance level.



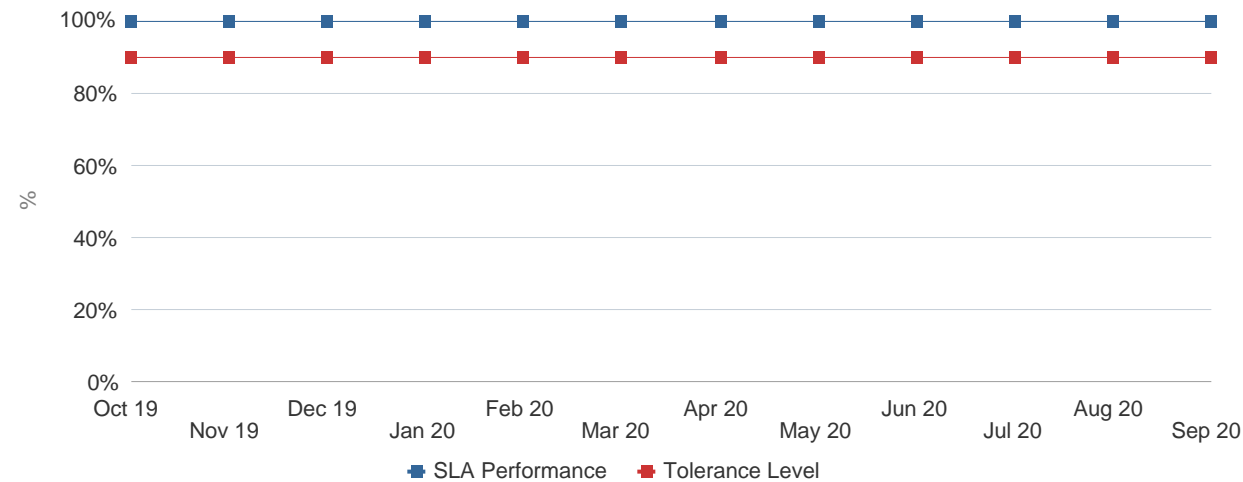
	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20
SLA Performance	99%	100%	98%	100%	100%	100%	100%	100%	100%	100%	99%	99%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UBA Services - September 2020

SL08 - Pre-qualification Acknowledgement

Commentary

Performance has exceeded the required tolerance level.



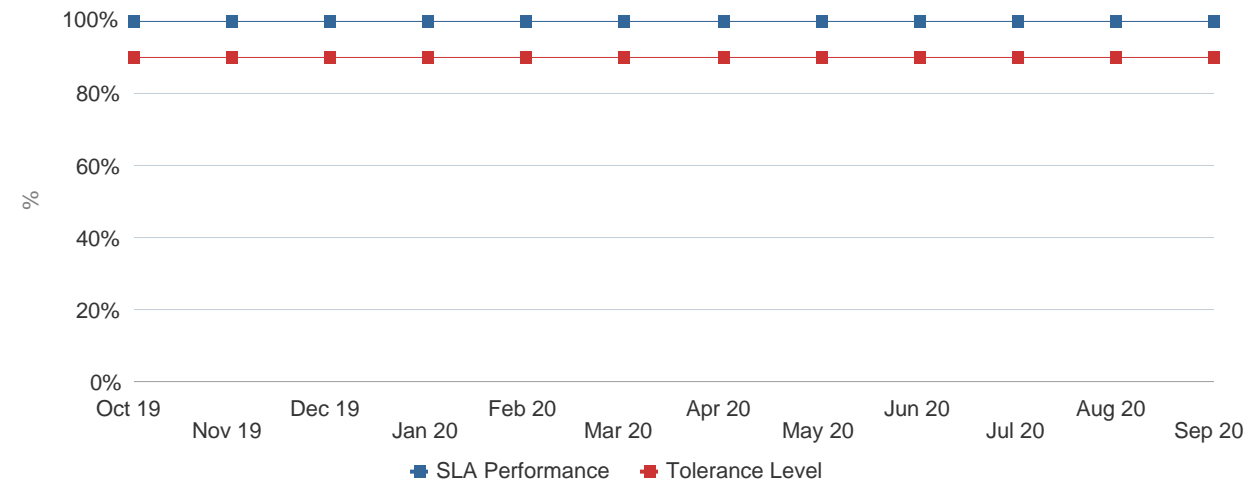
	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20
SLA Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UBA Services - September 2020

SL09 - Pre-qualification Order Completion

Commentary

Performance has exceeded the required tolerance level.



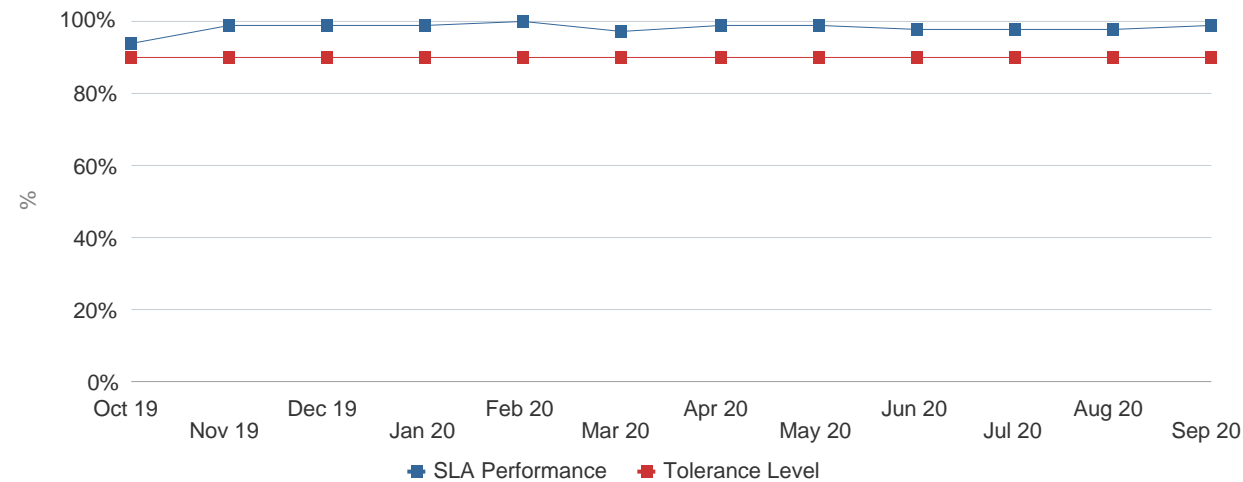
	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20
SLA Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UBA Services - September 2020

SL10 - Change in RFS Date

Commentary

Performance has exceeded the required tolerance level.



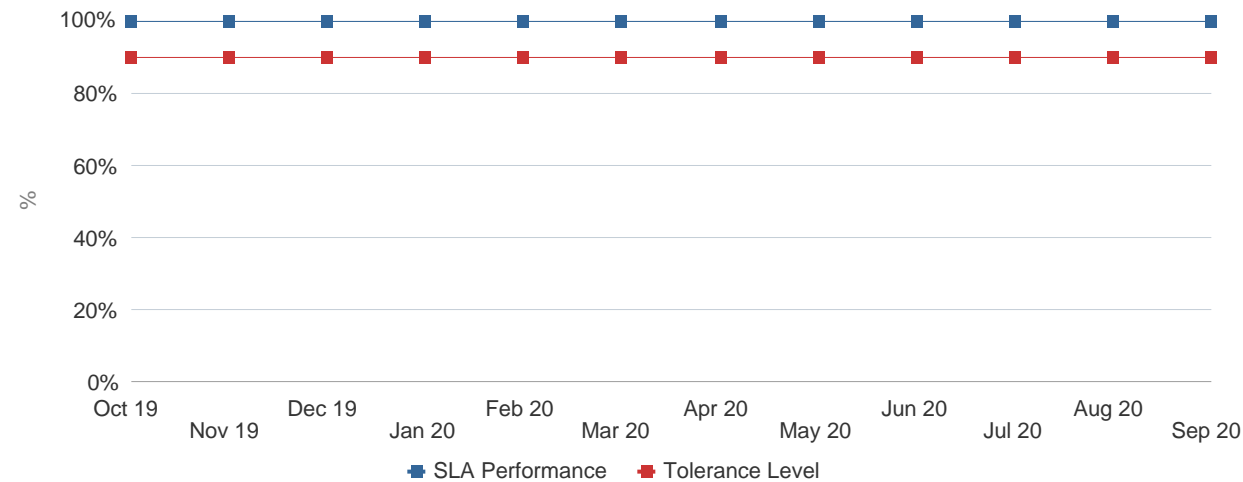
	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20
SLA Performance	94%	99%	99%	99%	100%	97%	99%	99%	98%	98%	98%	99%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Provisioning UBA Services - September 2020

## SL11 - Confirmation of Completion

### Commentary

Performance has exceeded the required tolerance level.



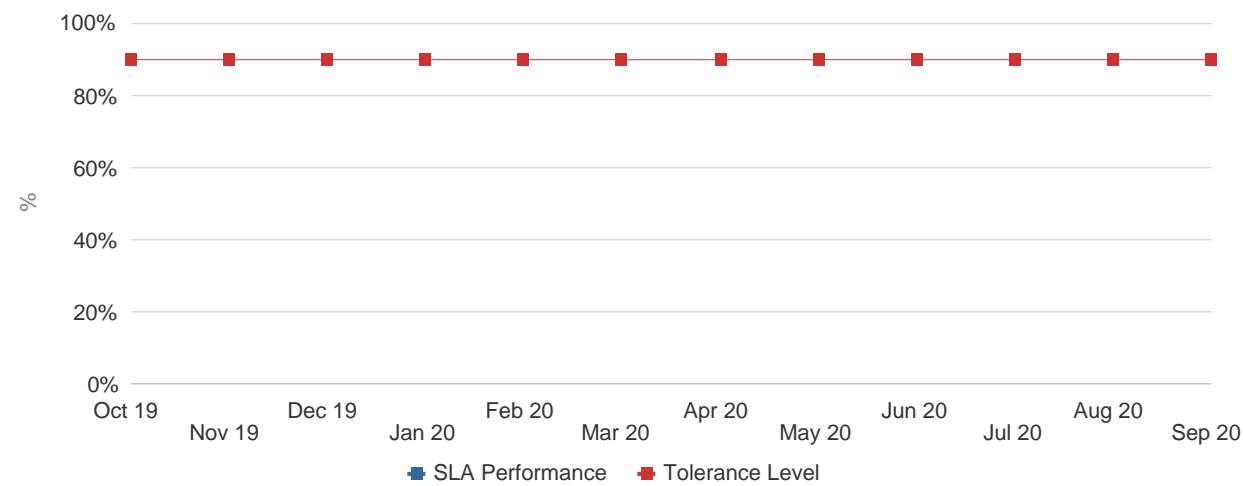
	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20
SLA Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Fault Management - September 2020

SL12 - Planned Outage

Commentary

No Planned Outages this month.



	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20
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%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

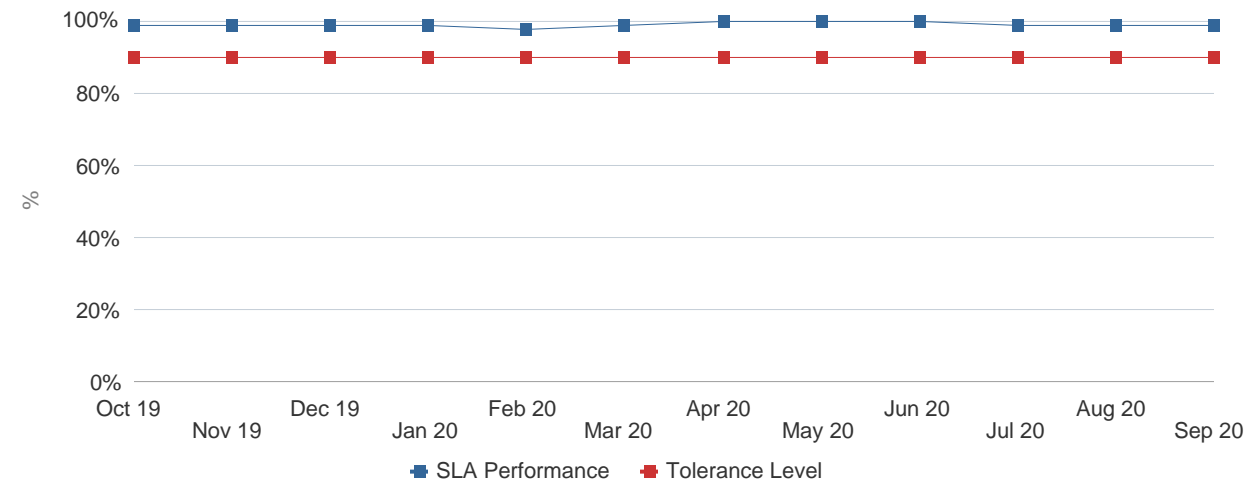


Fault Management - September 2020

SL13 - Unplanned Outage

Commentary

Performance has exceeded the required tolerance level.



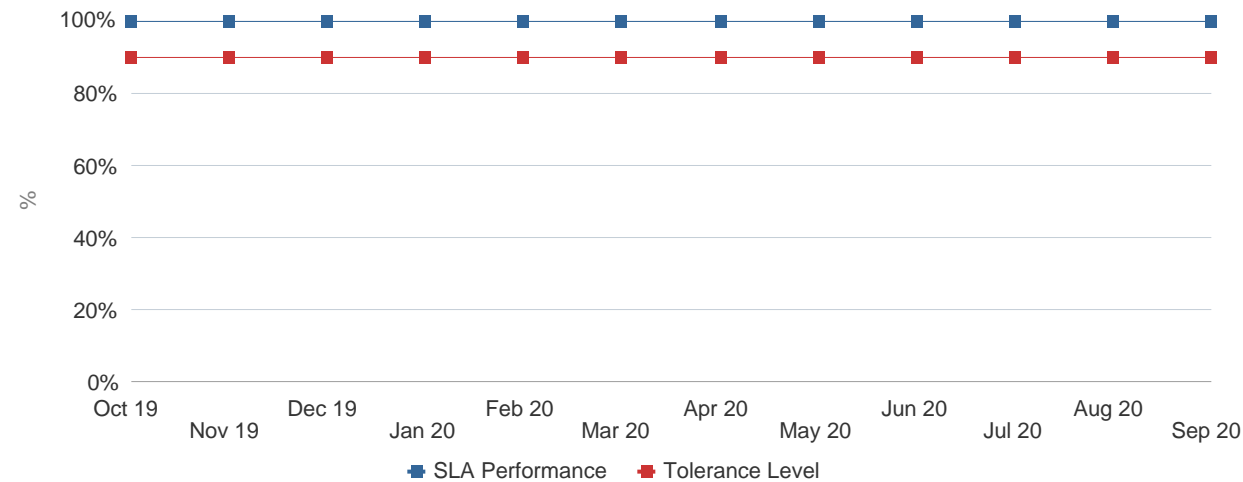
	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20
SLA Performance	99%	99%	99%	99%	98%	99%	100%	100%	100%	99%	99%	99%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Fault Management - September 2020

SL14 - Fault Report Acknowledgement

Commentary

Performance has exceeded the required tolerance level.



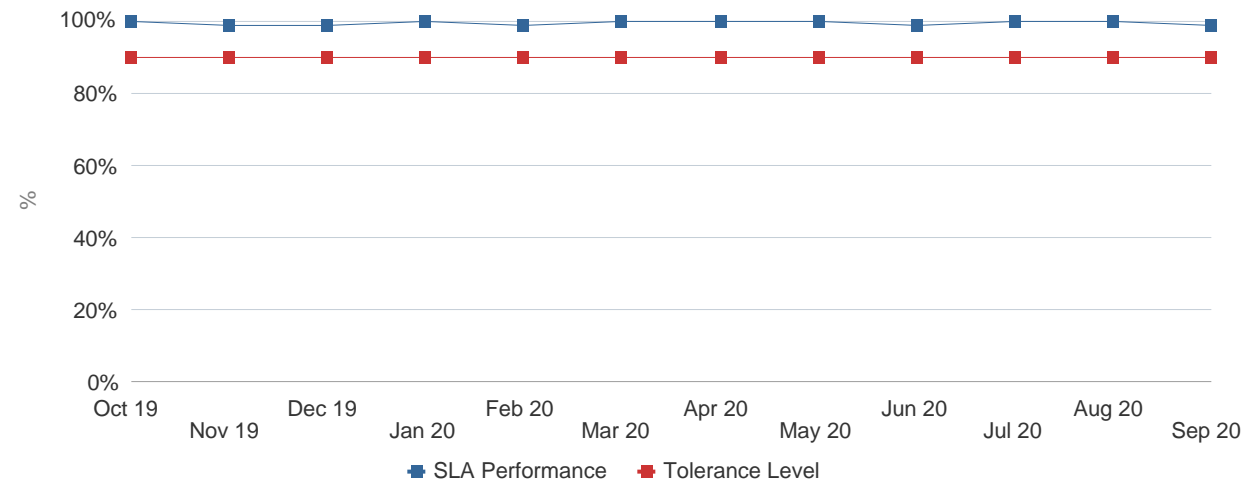
	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20
SLA Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Fault Management - September 2020

SL15 - Notification of Expected Restoration Time

Commentary

Performance has exceeded the required tolerance level.



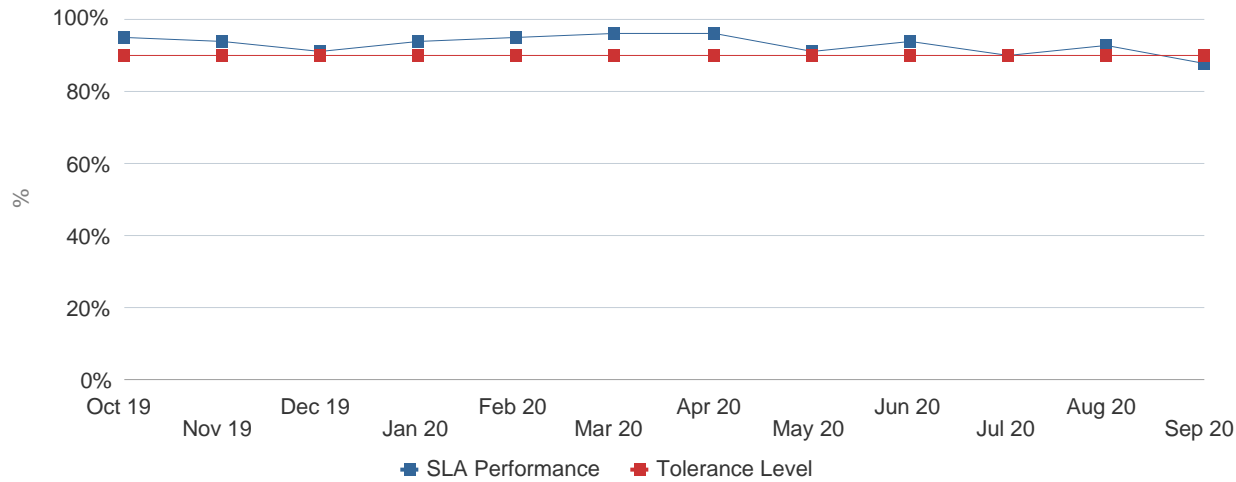
	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20
SLA Performance	100%	99%	99%	100%	99%	100%	100%	100%	99%	100%	100%	99%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

## Fault Management - September 2020

### SL16 - Meet Expected Restoration Time

#### Commentary

Performance has not met the required tolerance level.



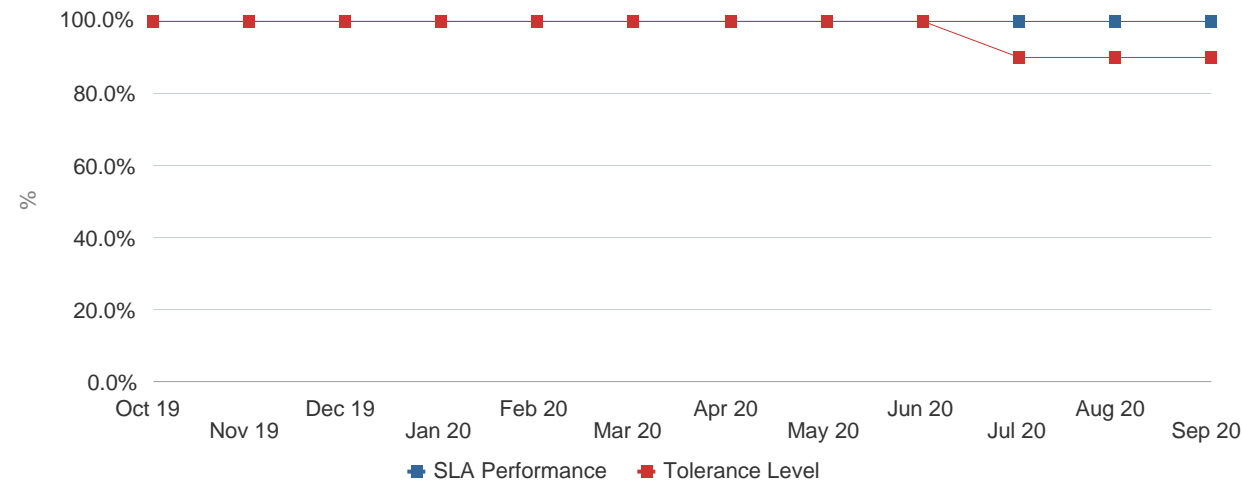
	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20
SLA Performance	95%	94%	91%	94%	95%	96%	96%	91%	94%	90%	93%	88%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Operational Support Systems - September 2020

SL17 - System Availability OOT

Commentary

Performance has exceeded the required tolerance level.



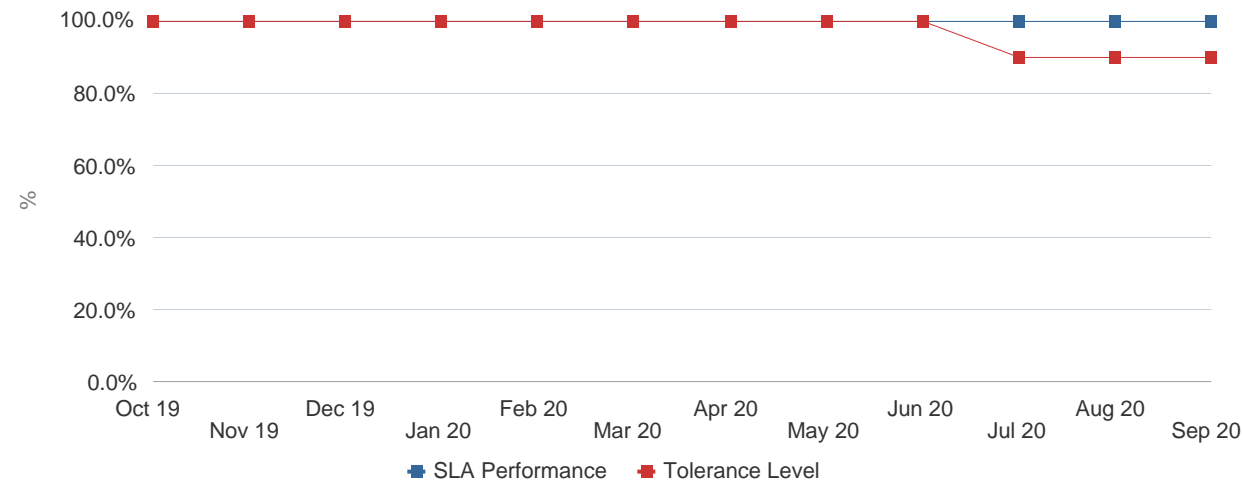
	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20
SLA Performance	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Tolerance Level	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	90.0%	90.0%	90.0%

Operational Support Systems - September 2020

SL18 - System Availability OFM

Commentary

Performance has exceeded the required tolerance level.



	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20
SLA Performance	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Tolerance Level	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	90.0%	90.0%	90.0%

## Full explanation of terms used in this report - September 2020

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**Note:** Chorus has summarised the relevant Service Levels for the purpose of this report. For the full description of each relevant Service Level Chorus refers to Standard Terms Determination for Chorus'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).

### Provision of UBA Service

- 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 Chorus 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 Chorus 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.

### Fault Management for UBA Service

- 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 Chorus 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.

### Operational Support Systems for UBA Service.

- SL 17 Percentage of OO&T availability to the Access Seeker.
- SL 18 Percentage of OFM availability to the Access Seeker.

## UBA Service Level Default

Item No.	5	Tolerance Level	90%
Service Attribute	Right First Time		
Cause of default	<ul style="list-style-type: none"><li>• Failures to meet Service Levels were due to the following reasons:<ul style="list-style-type: none"><li>• Service failures in the Chorus network, where port resets or jumpering had to be carried out</li><li>• Technicians not being dispatched to complete initial connections where the connection has been requested remotely i.e. no Truck Roll was initially requested but required</li></ul></li></ul>		
Procedure for correcting default	Dispatch of technician to identify cause of service failure and rectifying accordingly		
Steps taken to remedy default	The issue was rectified.		
Effectiveness of steps taken	The volume of failed installs has reduced since new initiative was implemented.		
Date of previous default	May 2020, June 2020, July 2020, August 2020, September 2020		



## UBA Service Level Default

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Item No.	6	Tolerance Level	90%
Service Attribute	Meet notified expected RFS date		
Cause of default	SLA failure was due to couple of reasons: A fault resulted in Copper orders not being progressed through our systems in time, causing a delay in the Completion notification. Some were heavily impacted due to the number of migration orders from BUBA to EUBA that were due on the date the system fault occurred.		
Procedure for correcting default	A fault was logged with our third party vendor to manually progress the backlog of orders impacted by this fault.		
Steps taken to remedy default	Orders were manually progressed by our third party vendor to a 'Completed' state.		
Effectiveness of steps taken	Orders were completed however outside SLA. There were no impacts to services.		
Date of previous default	April 2020		

## UBA Service Level Default

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Item No.	16	Tolerance Level	90%
Service Attribute	Meet notified expected restoration time		
Cause of default	the defaults were due to FRE's (Fault related events), jobs being referred to cable techs, incorrect re dispatches, system limitations, complex/long duration jobs. The were some justified failure were due to lack of available technicians.		
Procedure for correcting default	Failure was reviewed to identify the reason for the default		
Steps taken to remedy default	None		
Effectiveness of steps taken	Restored but delayed due to nature of the fault		
Date of previous default	September 2020		