

# SLU Co-Location Performance Report

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## Consolidated Report

April 2016

### Introduction

Sub-Loop Unbundled (SLU) Co-location 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 Co-location Standard Term Determinations.

### Executive Summary

Service Level Defaults this month: SL 14 (System Availability of OFM) .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 SLU Co-Location Standard Terms Determinations.

Defaults that occur at the Access Seeker level but not at the consolidated level are reported to the relevant Access Seeker, in their individual performance report.

### Further Information

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

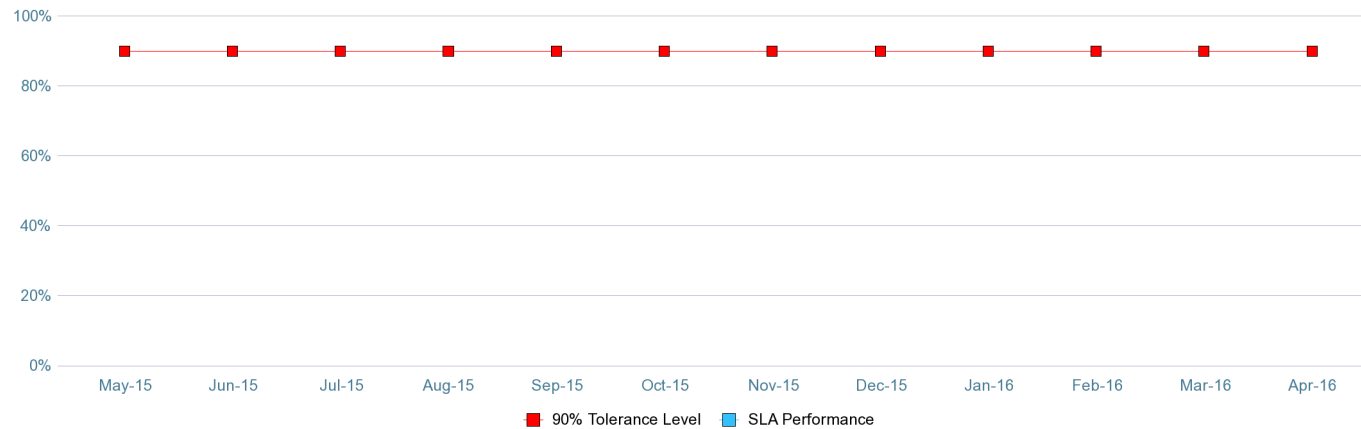


# Provisioning SLU Co-location UCLL services

April 2016

This section covers SLU Co-location provisioning service, including ordering, notifications, and outages.

## SL 1 - Site audits completed within 10 Working Days of Order (level A)



### Commentary

No site audits completed this month

	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16
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%

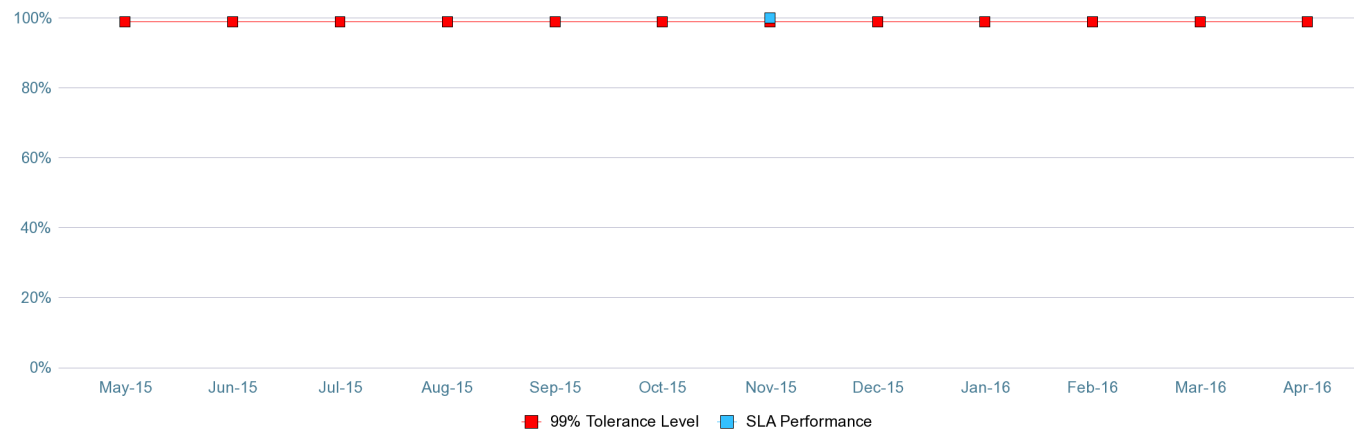


# Provisioning SLU Co-location UCLL services

April 2016

This section covers SLU Co-location provisioning service, including ordering, notifications, and outages.

## SL 2 - Orders acknowledged within 4 Business Hours following receipt



### Commentary

No orders were received this month

	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	100.0%	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%

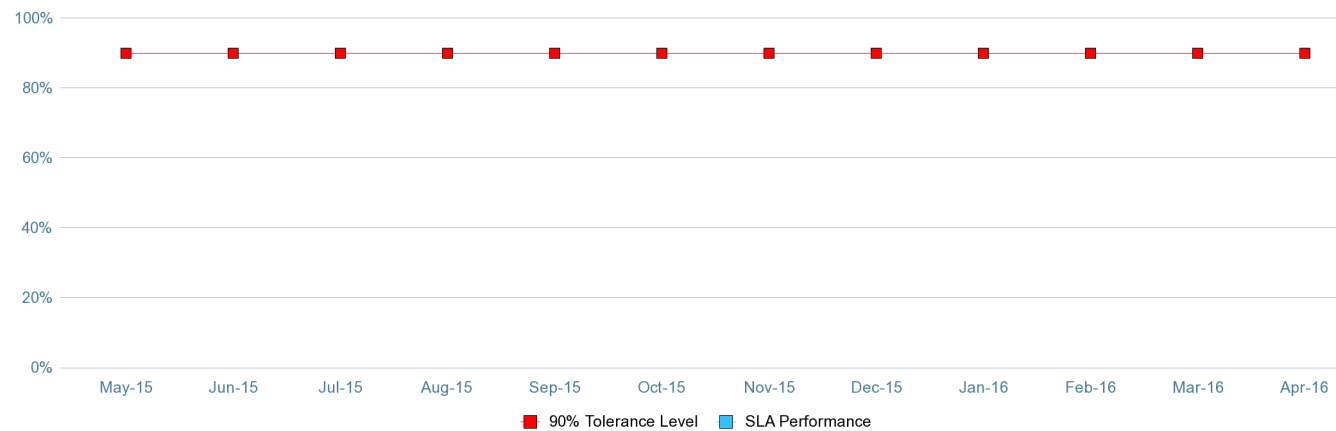


# Provisioning SLU Co-location UCLL services

April 2016

This section covers SLU Co-location provisioning service, including ordering, notifications, and outages.

## SL 3 - Invalid order rejection notifications sent within 3 Working Days following receipt



### Commentary

No invalid orders received this month

	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16
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%

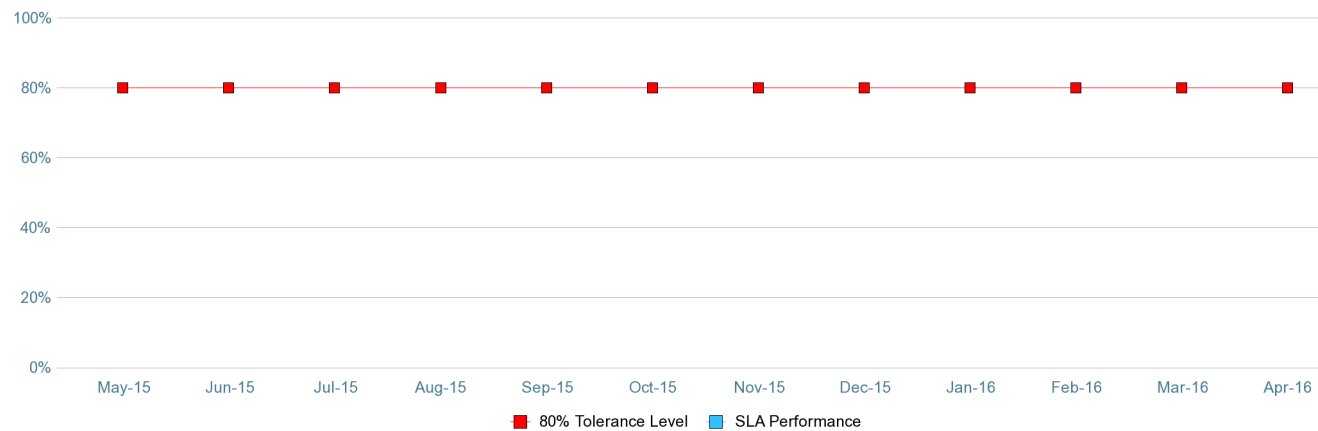


# Provisioning SLU Co-location UCLL services

April 2016

This section covers SLU Co-location provisioning service, including ordering, notifications, and outages.

## SL 4 - Quotes provided within time specified in section 15 and 16 of the Sub-loop Co-location Operations Manual



### Commentary

No quotes completed this month

	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16
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	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%

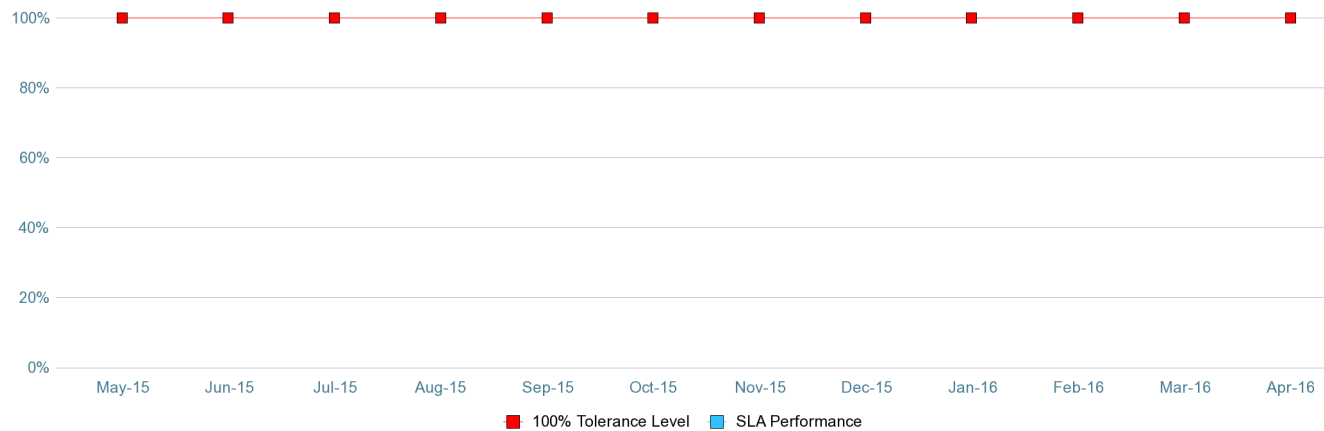


# Provisioning SLU Co-location UCLL services

April 2016

This section covers SLU Co-location provisioning service, including ordering, notifications, and outages.

## SL 5 - Builds competed by time specified in Firm Order (level A)



### Commentary

No Builds were completed this month

	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16
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	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

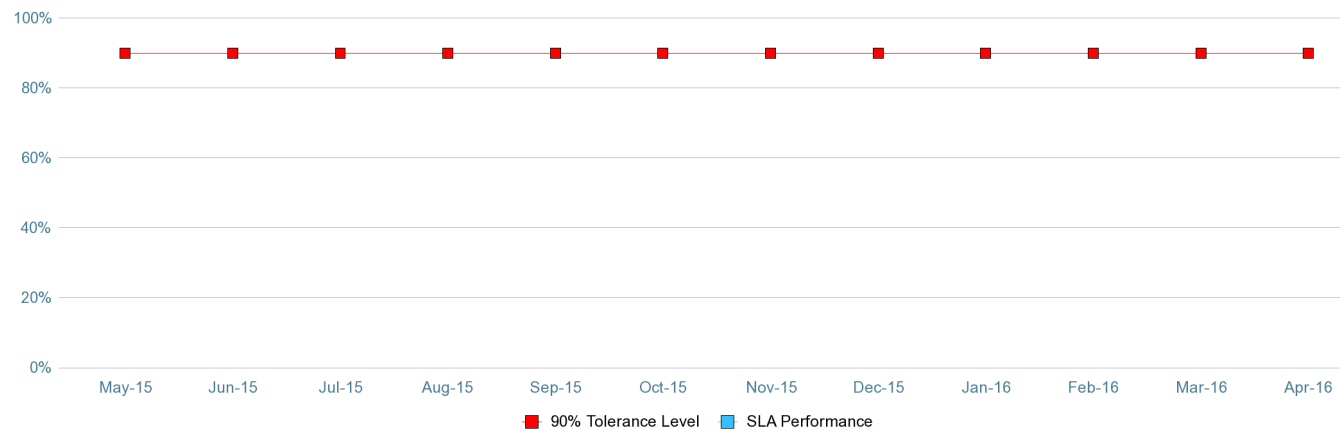


# Provisioning SLU Co-location UCLL services

April 2016

This section covers SLU Co-location provisioning service, including ordering, notifications, and outages.

## SL 6 - Build completion confirmations sent within 2 Working Days of Chorus build completion



### Commentary

No Builds were completed this month

	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16
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%

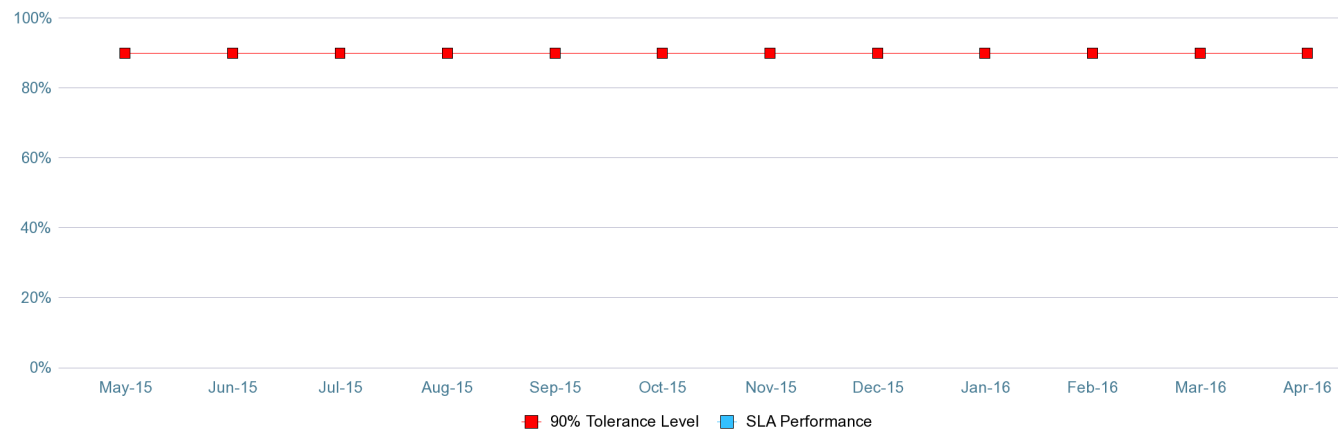


# Provisioning SLU Co-location UCLL services

April 2016

This section covers SLU Co-location provisioning service, including ordering, notifications, and outages.

## SL 7 - Planned outage notifications advised at least 5 Working Days ahead of planned outage occurring



### Commentary

No Planned Outages this month

	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16
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%



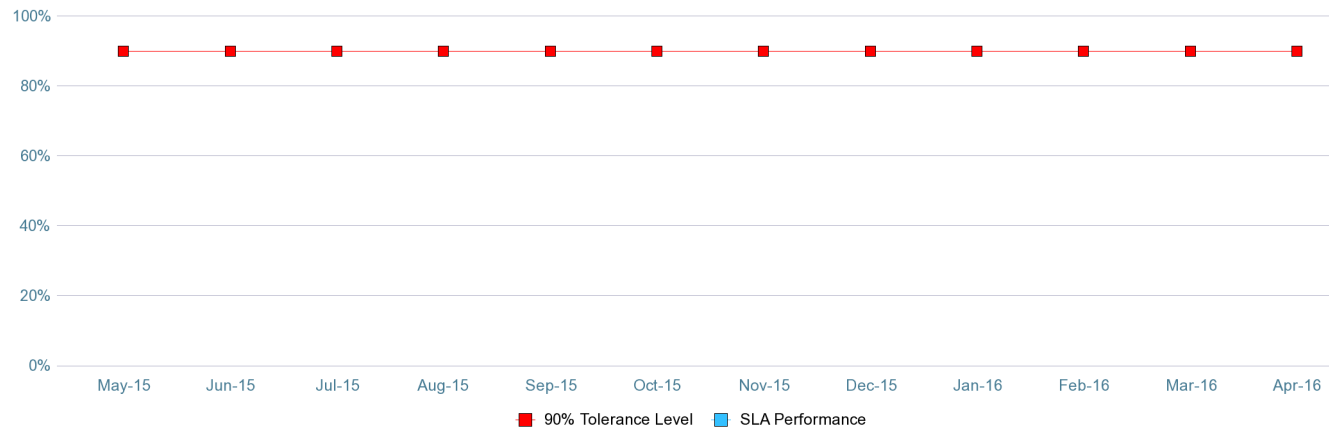


# Provisioning SLU Co-location UCLL services

April 2016

This section covers SLU Co-location provisioning service, including ordering, notifications, and outages.

## SL 8 - Unplanned outage notifications sent within 2 hours of Chorus discovering unplanned outage or receiving unplanned outage notice



### Commentary

No Unplanned Outages this month

	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16
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%

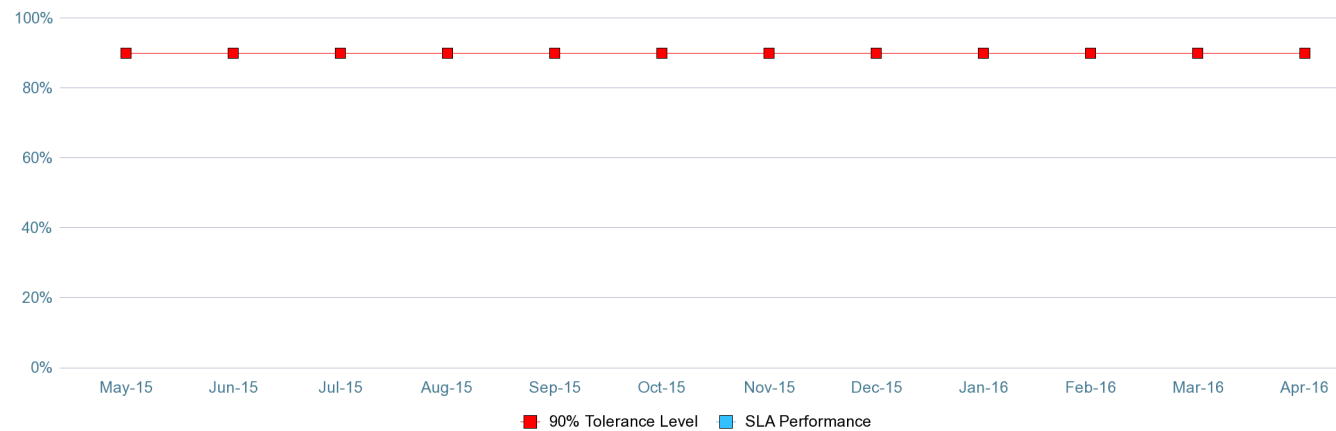


# Fault Management

April 2016

This section covers fault receipt acknowledgement, notification, restoration

## SL 9 – Fault report receipt acknowledgements provided within half a Fault Restoration Hour of fault report



### Commentary

No faults were reported this month

	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16
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%

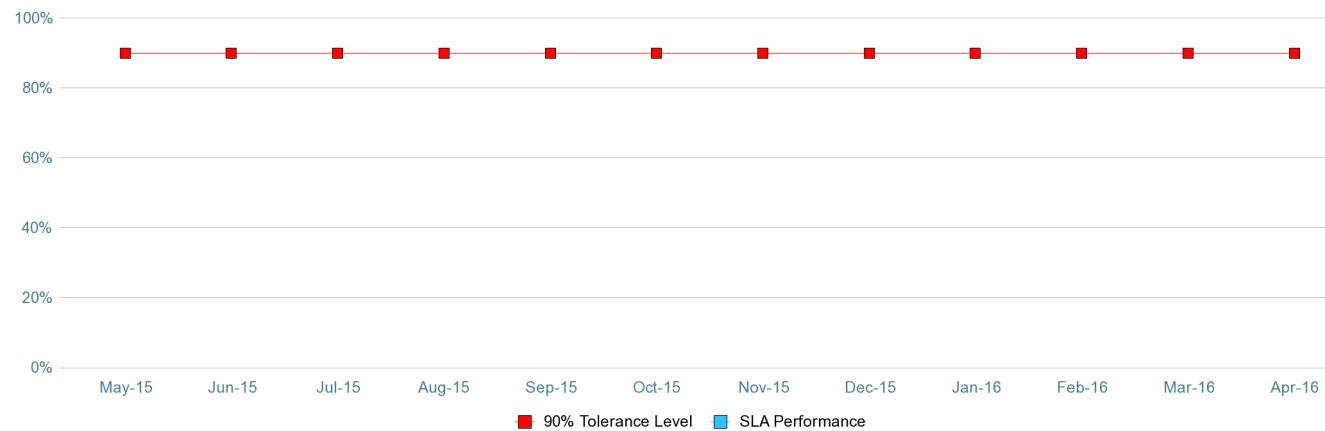


# Fault Management

April 2016

This section covers fault receipt acknowledgement, notification, restoration

## SL 10 - Expected fault restoration time notifications sent within 8 Fault Restoration Hours of fault report



### Commentary

No faults were reported this month

	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16
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%

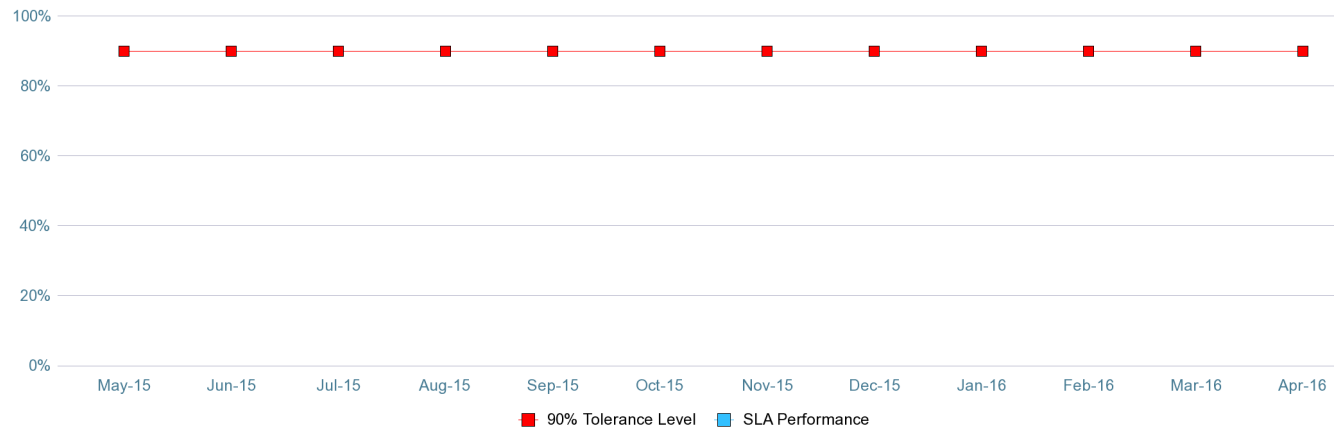


# Fault Management

April 2016

This section covers fault receipt acknowledgement, notification, restoration

## SL 11 - Faults restored within notified expected restoration period (level A)



### Commentary

No faults were reported/  
completed this month

	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16
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%

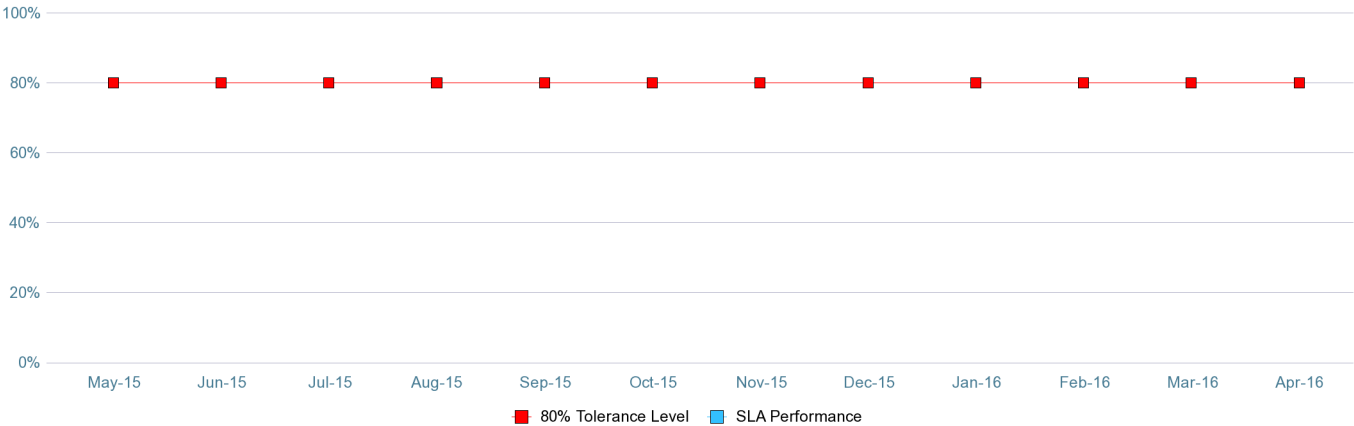


# Fault Management

April 2016

This section covers fault receipt acknowledgement, notification, restoration

## SL 12 - Times during BAU period Chorus made escort available within 2 Working Days of request



### Commentary

No escort required this month

	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16
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	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%

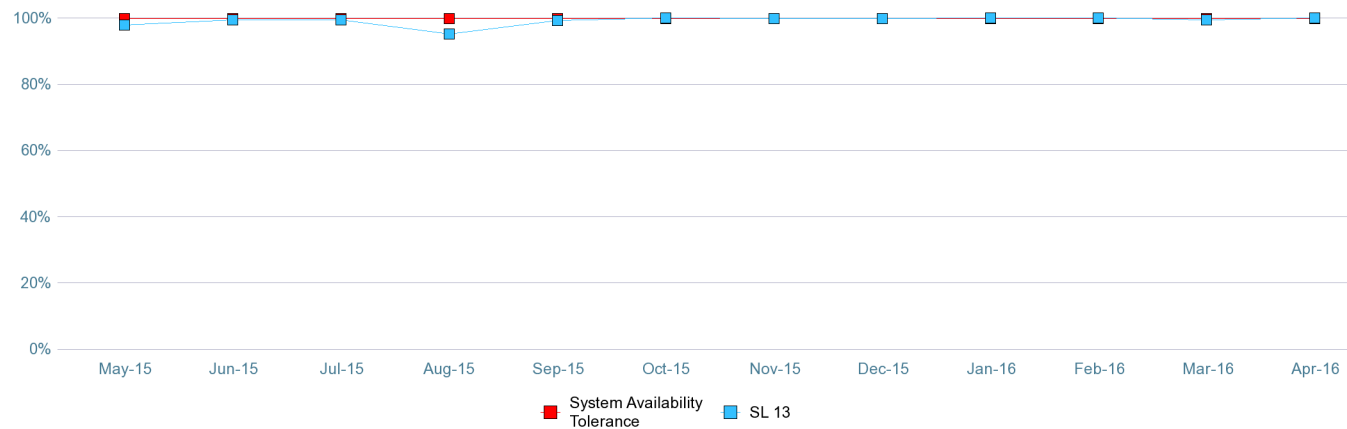


# Operational support systems

April 2016

This section covers operational support systems for access seekers

## SL 13 - Online Ordering & Tracking availability (24/7)



### Commentary

Performance has exceed the required tolerance level

	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16
SLA Performance	97.9%	99.4%	99.5%	95.2%	99.3%	100.0%	99.9%	99.9%	100.0%	100.0%	99.5%	100.0%
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%

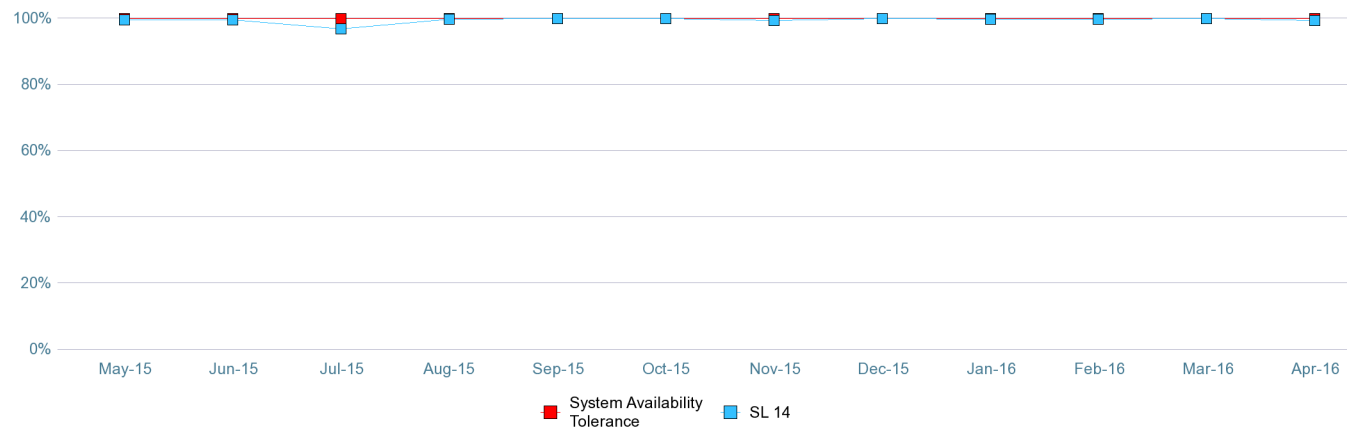


# Operational support systems

April 2016

This section covers operational support systems for access seekers

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



**Commentary** Performance has not met the required tolerance level. See Default report

	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16
SLA Performance	99.5%	99.5%	96.7%	99.7%	100.0%	100.0%	99.4%	99.8%	99.7%	99.7%	100.0%	99.3%
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%



# SLU Co-Location Default Report

January 2016

Item No.	SL14	Item No.	99.8%
Service Attribute	OFM System Availability		
Cause of default	The domain was running low on memory hence there were delays in response times. System was timing out as the response times were higher than the threshold.		
Procedure for correcting default	System was restored		
Steps taken to remedy default	Restarted HA2 ASL Domain to restore service.		
Effectiveness of steps taken	Effective		
Date of previous default	November 2015, January 2016, February 2016		





# Full explanation of terms used in this report

April 2016

**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 Co-location Service Level Terms (SLU Co-location Standard Terms Determination Schedule 3) which is available on the Commerce Commission's website at [www.comcom.govt.nz](http://www.comcom.govt.nz).**

- SL1 Percentage of Site Audits completed within 10 Working Days following receipt of the order (Level A)
- SL2 Percentage of orders acknowledged within four Business Hours following receipt time
- SL3 Percentage of rejection notifications for invalid orders sent to the access seeker within three Working Days following receipt time
- SL4 Percentage of Quotes provided within time specified in section 15 and 16 of the Sub-loop Co-location Operations Manual
- SL5 Percentage of Chorus builds completed within the time specified in the firm order sent to the Access Seeker (level A)
- SL6 Percentage of Chorus build completion confirmations sent to the access seeker within two Working Days of completing the Chorus build
- SL7 Percentage of planned outage notifications advised to the Access Seeker at least five Working Days before the planned outage occurs
- SL8 Percentage of unplanned outage notifications advised to the Access Seeker within two hours of Chorus receiving the notification of the unplanned outage
- SL9 Percentage of fault report receipt acknowledgements provided to the Access Seeker within half a fault restoration hour of the fault being reported
- SL10 Percentage of notifications advising the expected fault restoration time sent to the Access Seeker within eight Fault Restoration Hours of the fault being reported
- SL11 Percentage of faults restored within the notified expected restoration time (level A)
- SL12 Percentage of times during the BAU period Chorus will make an escort available within two Working Days of the request
- SL13 Percentage of OO&T availability to the Access Seeker
- SL14 Percentage of OFM availability to the Access Seeker

