

SLU Co-location Performance Report

Consolidated Report

August 2012

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

There were no Service Level Defaults this Month.

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.

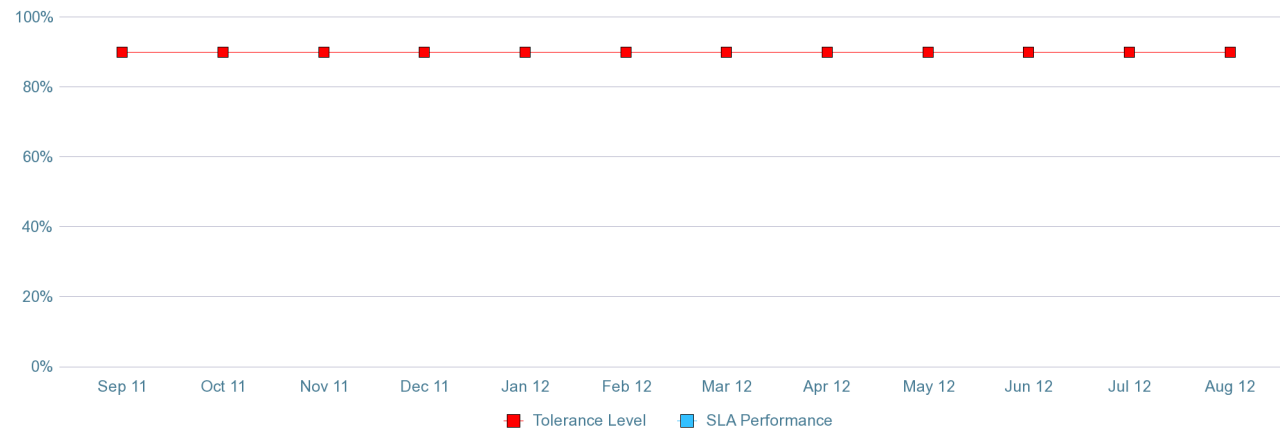


Site and footprint readiness

August 2012

This section covers SLU Co-location audits completed within SL following order receipt.

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



Commentary

No site audits completed this month

	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12	Jul 12	Aug 12
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%

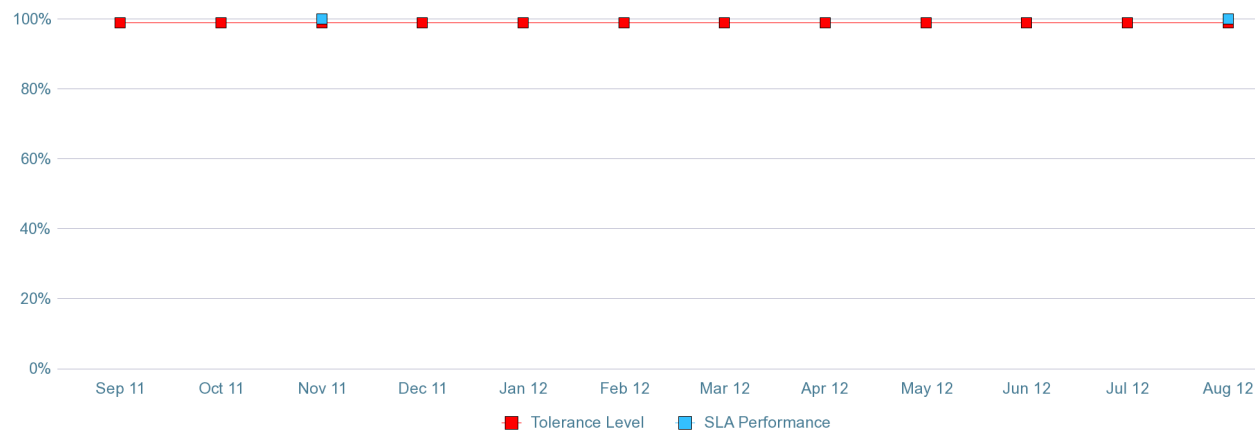


Provisioning SLU Co-location services

August 2012

This section covers provisioning service, including order receipts and acknowledgement, quotes, build completion, and outages

SL 2 - Orders acknowledged within four Business Hours following receipt



Commentary

Performance has exceed the required tolerance level

	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12	Jul 12	Aug 12
SLA Performance	n/a	n/a	100%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	100%
Tolerance Level	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%

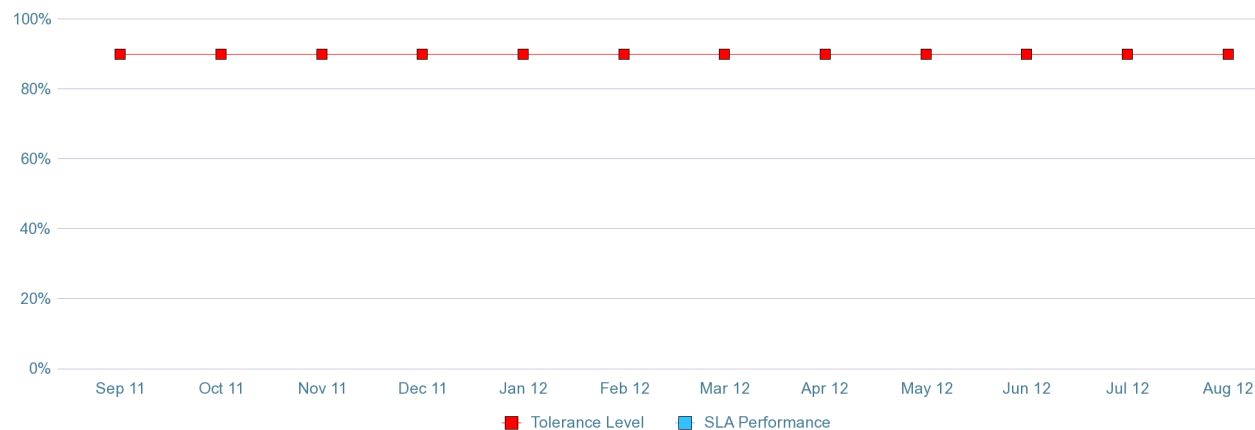


Provisioning SLU Co-location services

August 2012

This section covers provisioning service, including order receipts and acknowledgement, quotes, build completion, and outages

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



Commentary

No invalid orders received this month

	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12	Jul 12	Aug 12
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%

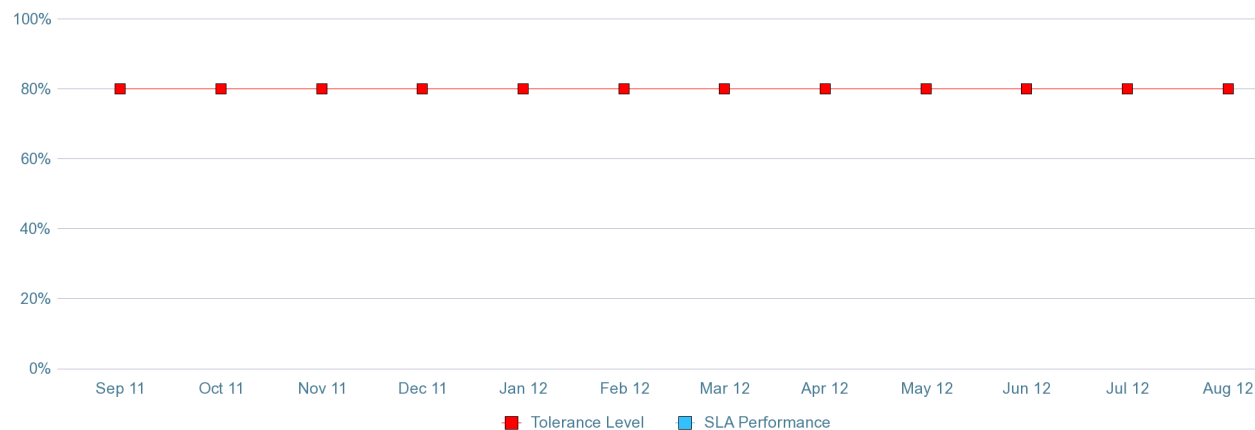


Provisioning SLU Co-location services

August 2012

This section covers provisioning service, including order receipts and acknowledgement, quotes, build completion, 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

	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12	Jul 12	Aug 12
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%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%

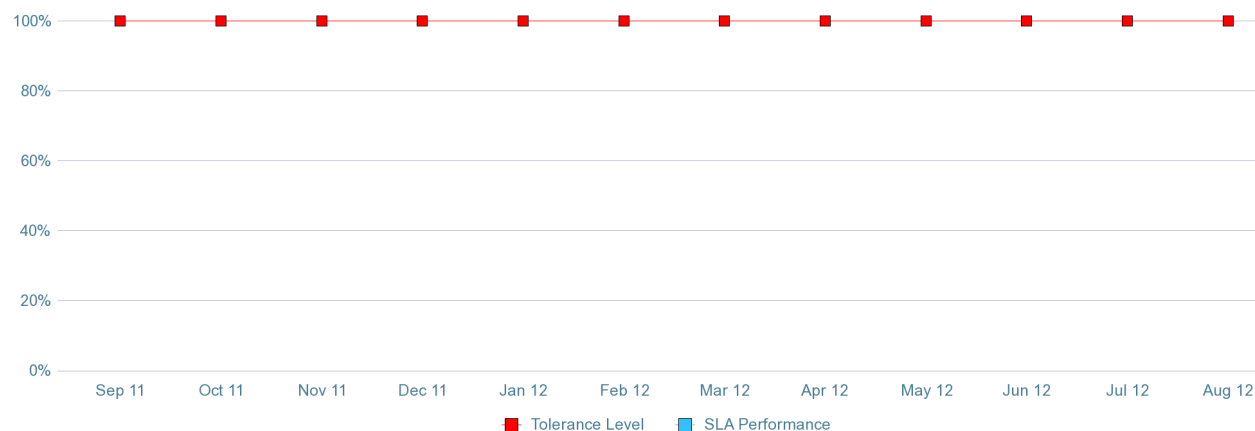


Provisioning SLU Co-location services

August 2012

This section covers provisioning service, including order receipts and acknowledgement, quotes, build completion, and outages

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



Commentary

No Builds were completed this month

	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12	Jul 12	Aug 12
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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

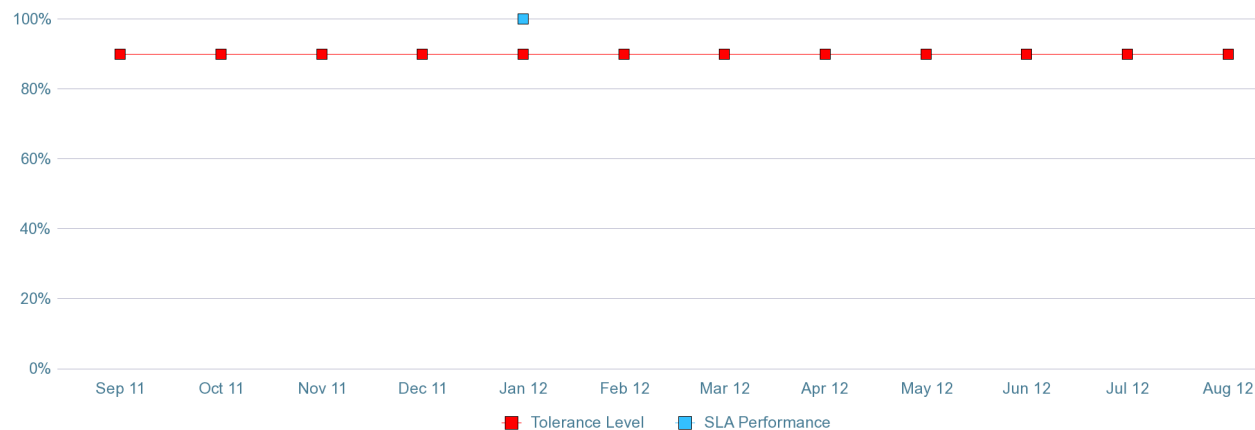


Provisioning SLU Co-location services

August 2012

This section covers provisioning service, including order receipts and acknowledgement, quotes, build completion, and outages

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



Commentary

No Builds were completed this month

	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12	Jul 12	Aug 12
SLA Performance	n/a	n/a	n/a	n/a	100%	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%

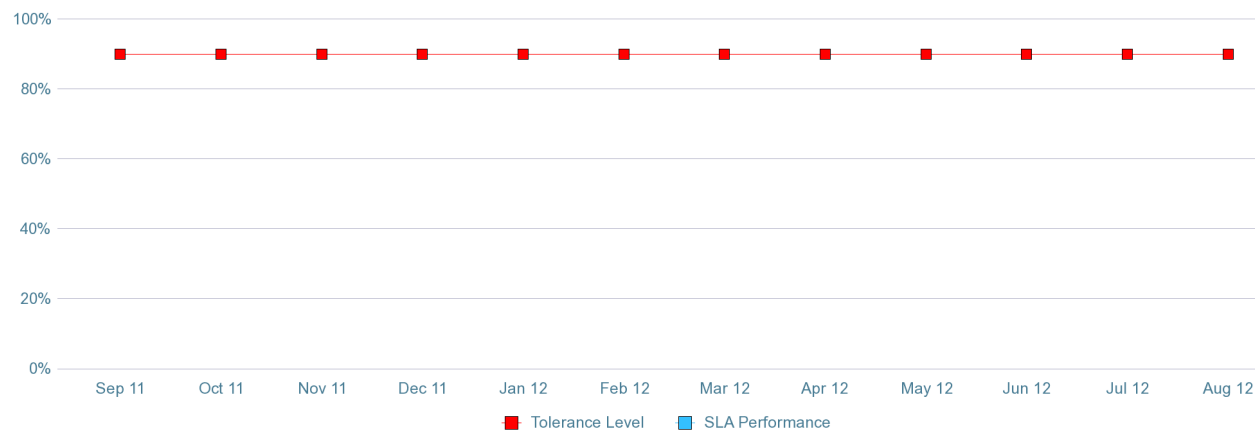


Provisioning SLU Co-location services

August 2012

This section covers provisioning service, including order receipts and acknowledgement, quotes, build completion, and outages

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



Commentary

No Planned Outages this month

	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12	Jul 12	Aug 12
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%

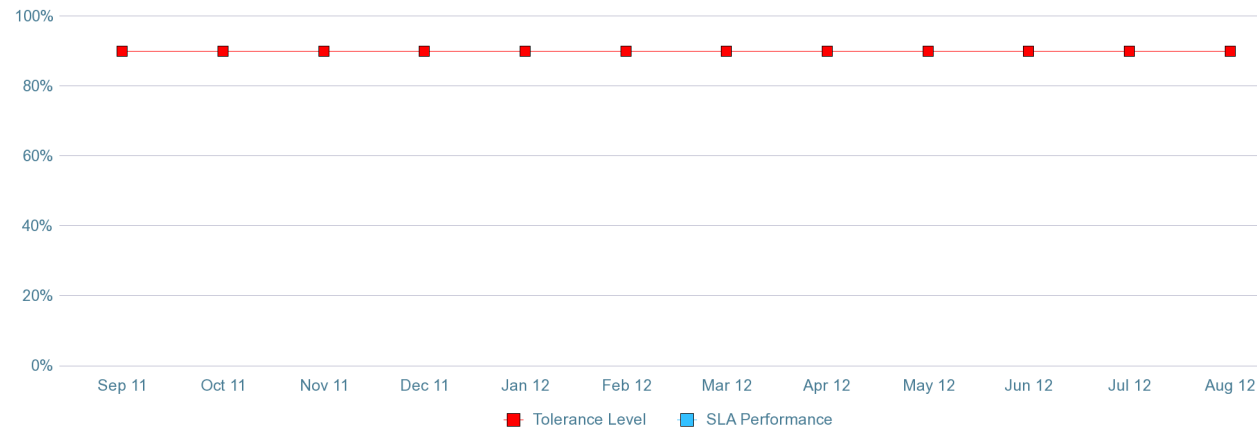


Provisioning SLU Co-location services

August 2012

This section covers provisioning service, including order receipts and acknowledgement, quotes, build completion, and outages

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



Commentary

No Unplanned Outages this month

	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12	Jul 12	Aug 12
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%

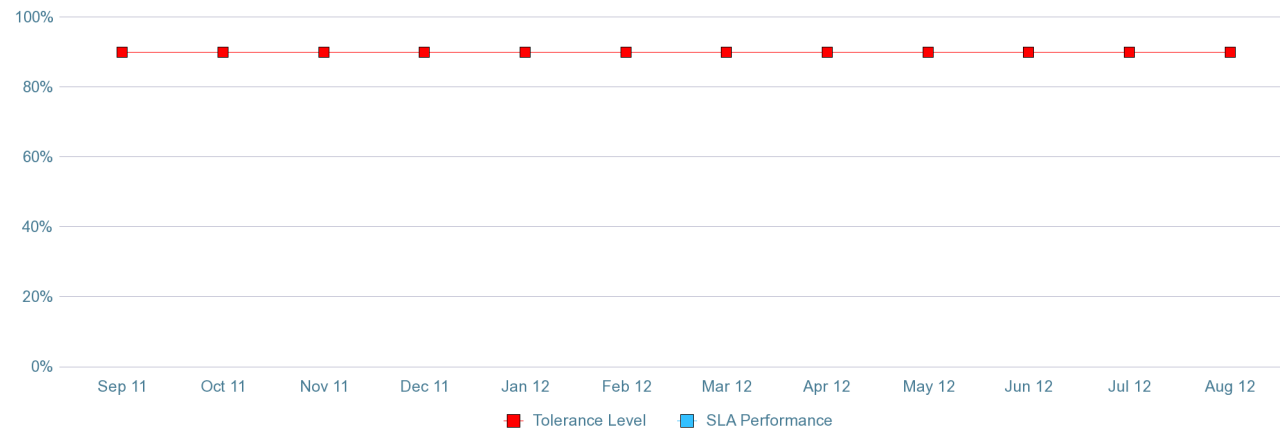


Fault Management

August 2012

This section covers fault receipt acknowledgement, notification, restoration and escort availability

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



Commentary
No faults were reported this month

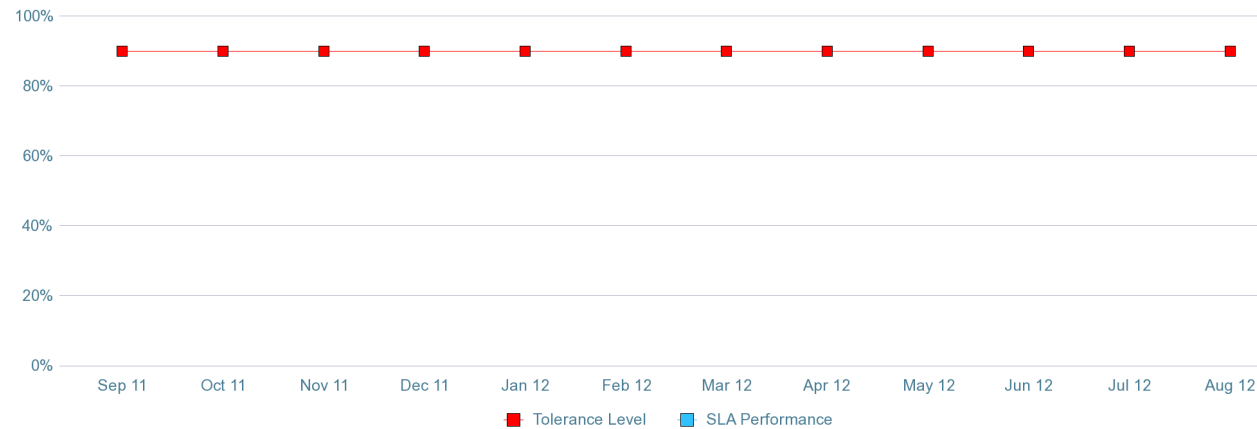
	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12	Jul 12	Aug 12
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Fault Management

August 2012

This section covers fault receipt acknowledgement, notification, restoration and escort availability

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



Commentary

No faults were reported this month

	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12	Jul 12	Aug 12
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%

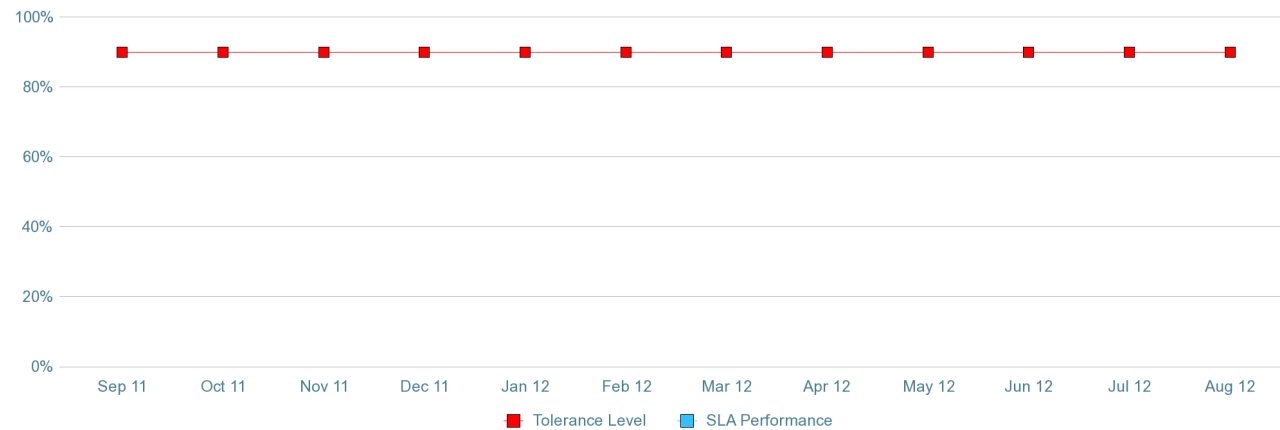


Fault Management

August 2012

This section covers fault receipt acknowledgement, notification, restoration and escort availability

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



Commentary
No faults were reported/
completed this month

	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12	Jul 12	Aug 12
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%

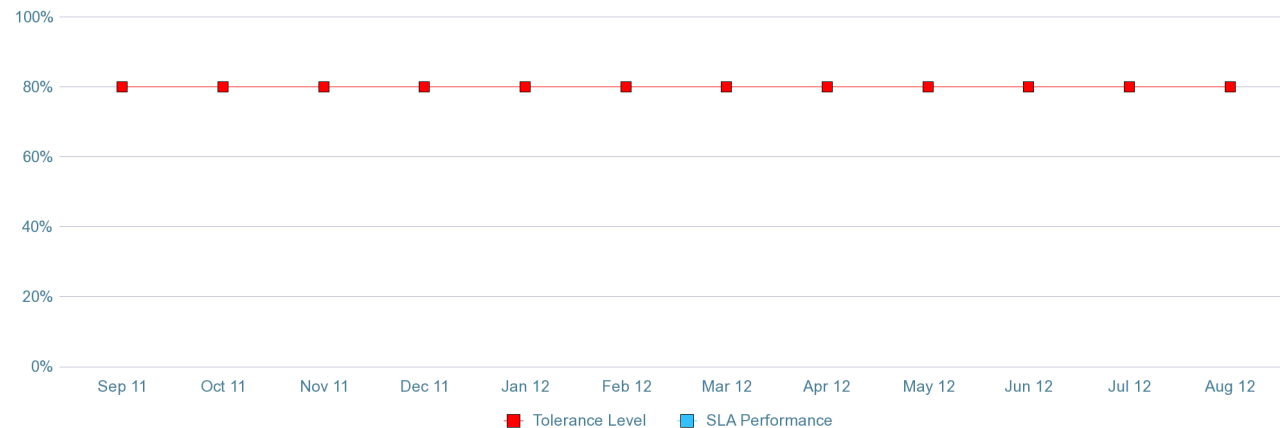


Fault Management

August 2012

This section covers fault receipt acknowledgement, notification, restoration and escort availability

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



Commentary

No escort required this month

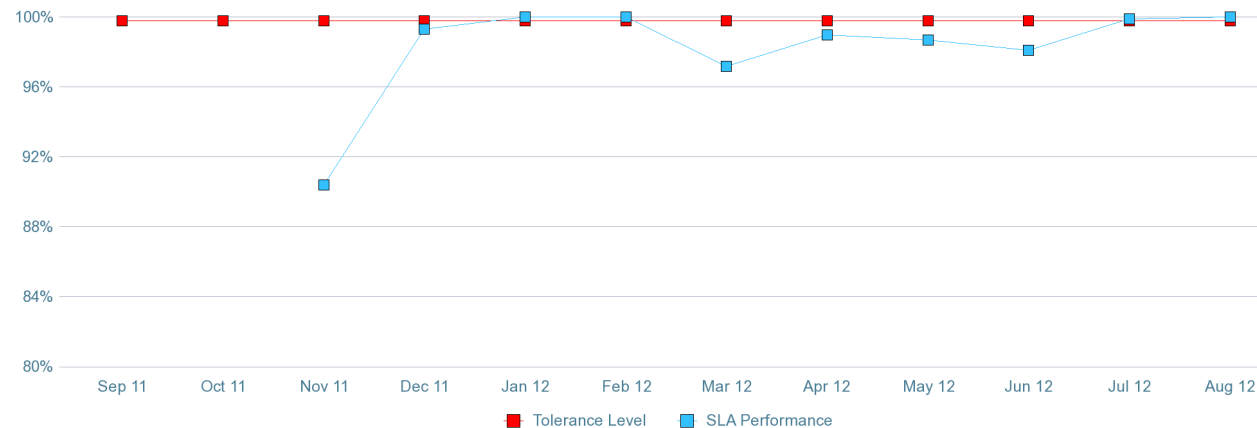
	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12	Jul 12	Aug 12
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%

Operational support systems

This section covers operational support systems for access seekers

August 2012

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



Commentary

Performance has exceed the required tolerance level

	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12	Jul 12	Aug 12
SLA Performance	n/a	n/a	90.4%	99.3%	100.0%	100.0%	97.2%	99.0%	98.7%	98.1%	99.9%	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%

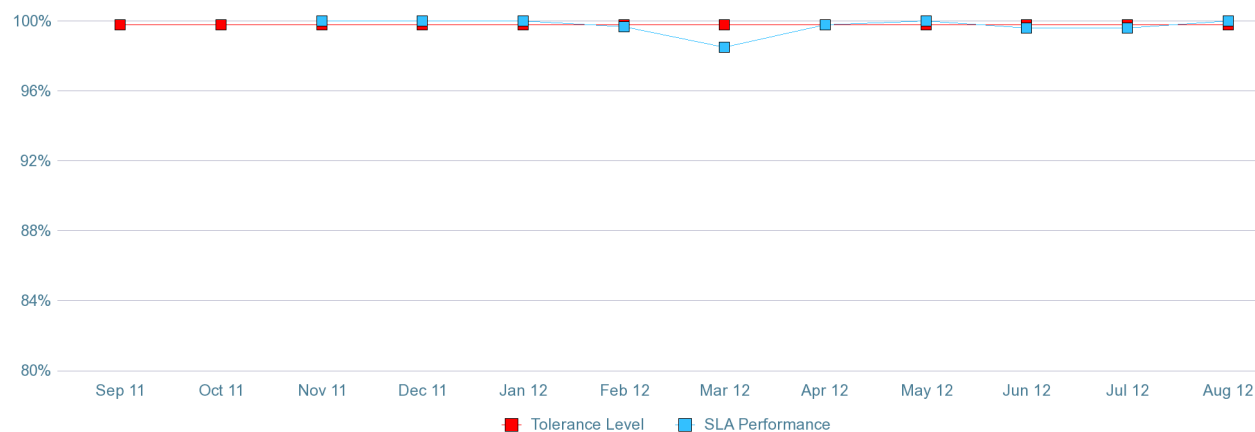


Operational support systems

This section covers operational support systems for access seekers

August 2012

SL 14 - Online Fault Management availability (24/7)



Commentary

Performance has exceeded the required tolerance level

	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12	Jul 12	Aug 12
SLA Performance	n/a	n/a	100.0%	100.0%	100.0%	99.7%	98.5%	99.8%	100.0%	99.6%	99.6%	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%



Full explanation of terms used in this report

August 2012

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.

Initial site readiness and footprint readiness

- SL 1 Percentage of Site Audits completed within 10 Working Days following receipt of the order (Level A)

Provision of SLU Co-location Service

- SL 2 Percentage of orders acknowledged within four Business Hours following receipt time
- SL 3 Percentage of rejection notifications for invalid orders sent to the access seeker within three Working Days following receipt time
- SL 4 Percentage of Quotes provided within time specified in section 15 and 16 of the Sub-loop Co-location Operations Manual
- SL 5 Percentage of Chorus builds completed within the time specified in the firm order sent to the Access Seeker (level A)
- SL 6 Percentage of Chorus build completion confirmations sent to the access seeker within two Working Days of completing the Chorus build
- SL 7 Percentage of planned outage notifications advised to the Access Seeker at least five Working Days before the planned outage occurs
- SL 8 Percentage of unplanned outage notifications advised to the Access Seeker within two hours of Chorus receiving the notification of the unplanned outage

Fault Management for SLU Co-location Service

- SL 9 Percentage of fault report receipt acknowledgements provided to the Access Seeker within half a fault restoration hour of the fault being reported
- SL 10 Percentage of notifications advising the expected fault restoration time sent to the Access Seeker within eight Fault Restoration Hours of the fault being reported
- SL 11 Percentage of faults restored within the notified expected restoration time (level A)
- SL 12 Percentage of times during the BAU period Chorus will make an escort available within two Working Days of the request

Operational Support Systems for SLU Co-location Service

- SL 13 Percentage of OO&T availability to the Access Seeker
- SL 14 Percentage of OFM availability to the Access Seeker



SLU Co-location Service Level Default

August 2012

Item No.		Tolerance Level	
----------	--	-----------------	--

Service Attribute	There were no defaults for the month of August 2012
-------------------	---

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