

SLU Co-location Performance Report

Consolidated Report

January 2011

SLU Co-location Performance Reports are prepared each month to provide a comprehensive view of our performance. These reports measure our performance against Service Levels defined in the SLU Standard Term Determination.

Executive summary

The SLU Standard Terms Determination was released on the 18th June 2009. No orders have yet been received for this service.

Points to note

Orders were excluded from Service Level calculations as follows:

- No exclusions were made

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.

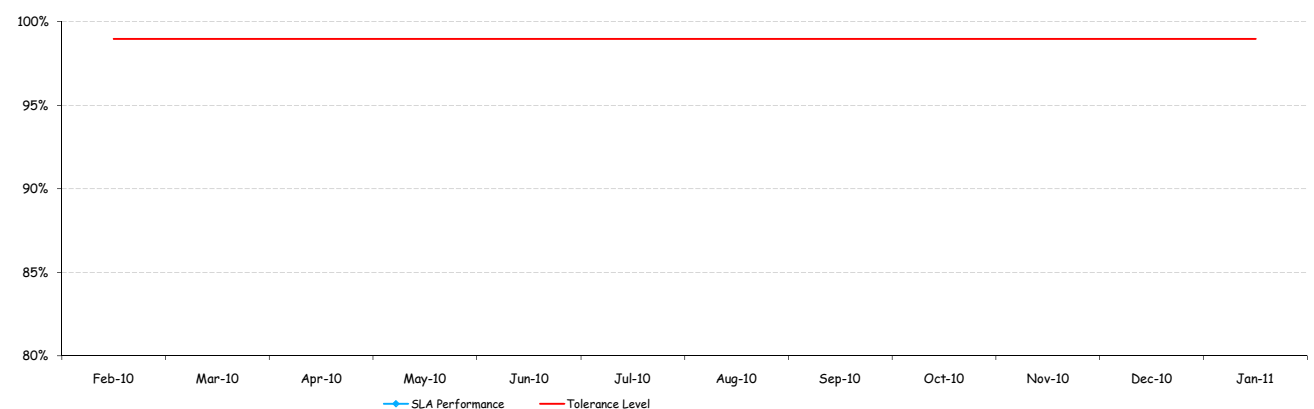


Site and footprint readiness

January 2011

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

	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11
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%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%

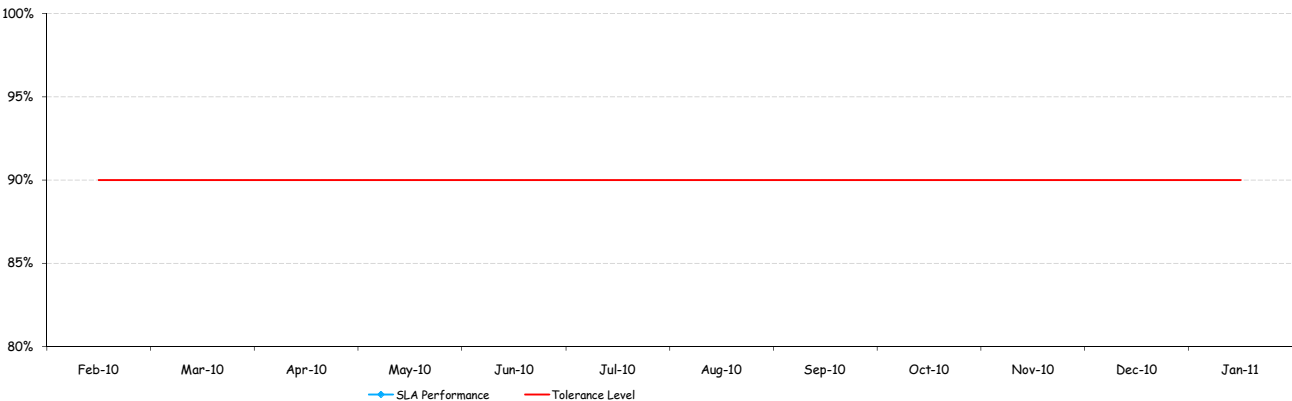


Provisioning SLU Co-location services

January 2011

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

SL 2 - Orders acknowledged within 4 Business Hours following receipt



Commentary
No orders received this month

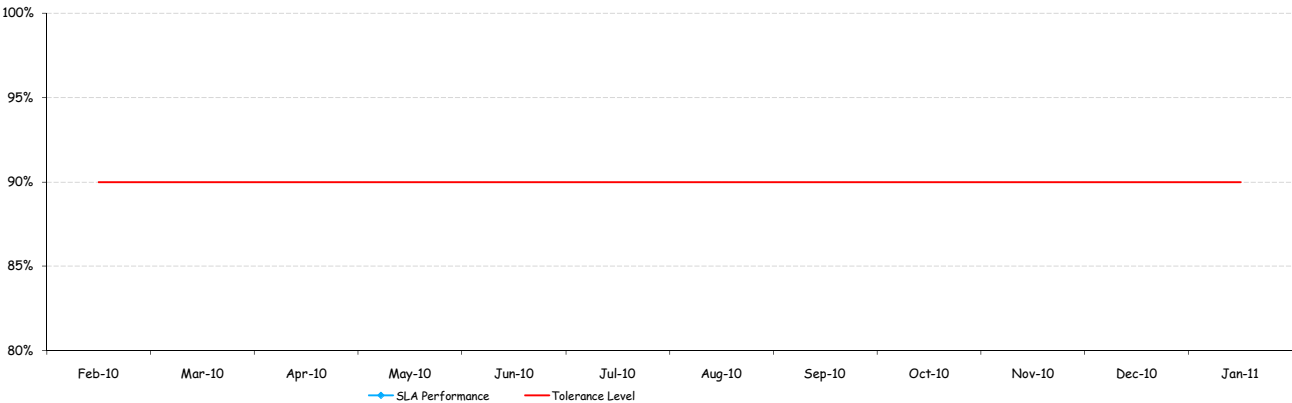
	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning SLU Co-location services

January 2011

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

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



Commentary
No invalid orders received this month

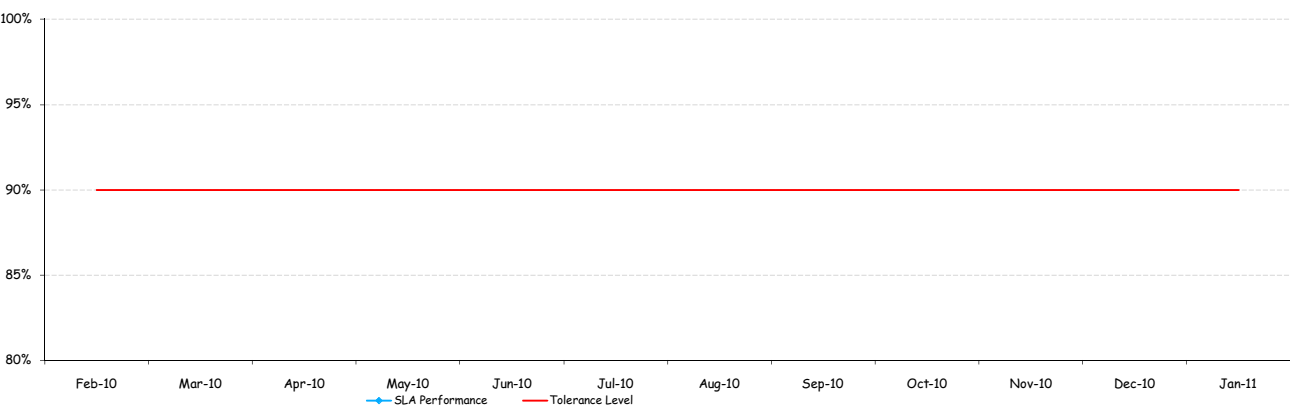
	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning SLU Co-location services

January 2011

This section covers a range of 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

	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11
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%

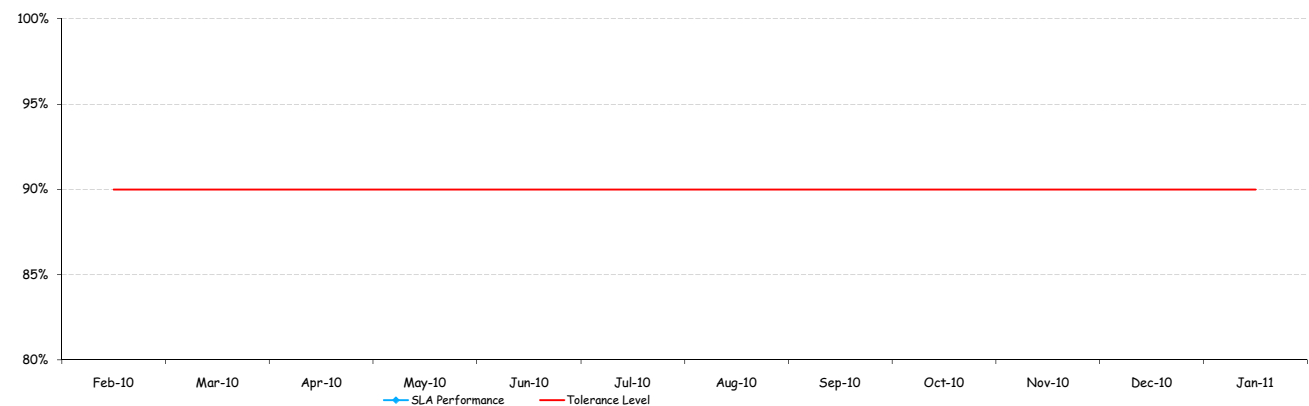


Provisioning SLU Co-location services

January 2011

This section covers a range of 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 orders completed this month

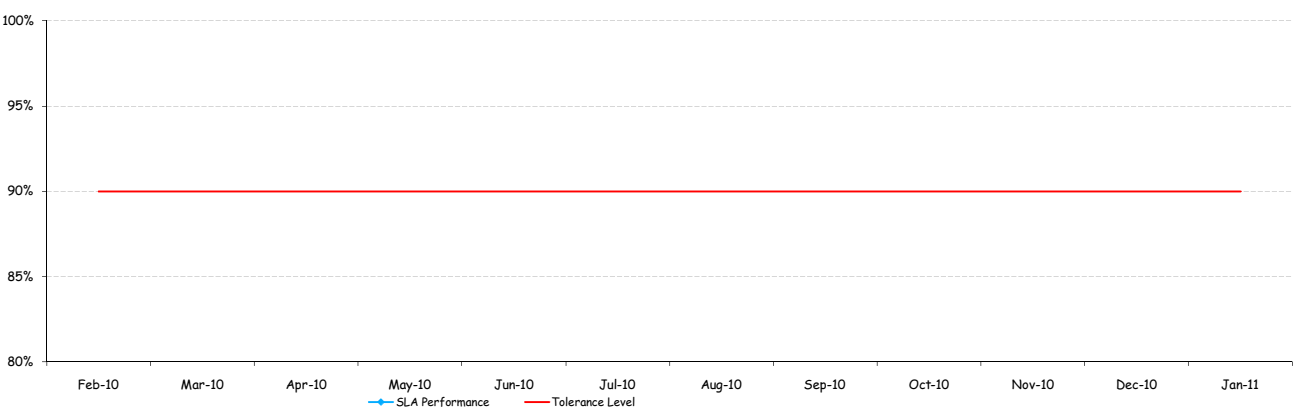
	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning SLU Co-location services

January 2011

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

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



Commentary

No orders were completed this month

	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11
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%

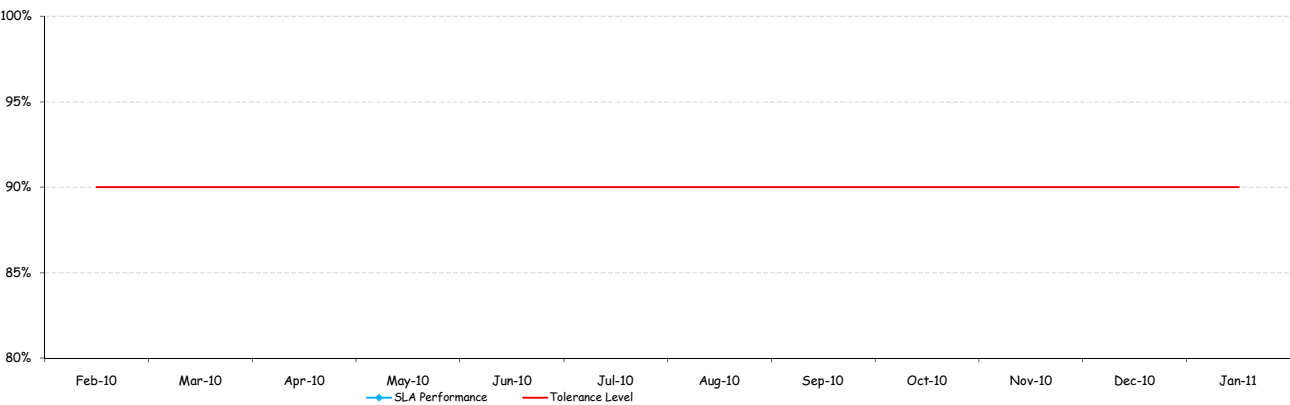


Provisioning SLU Co-location services

January 2011

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

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



Commentary
No Planned Outages this month

	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11
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%

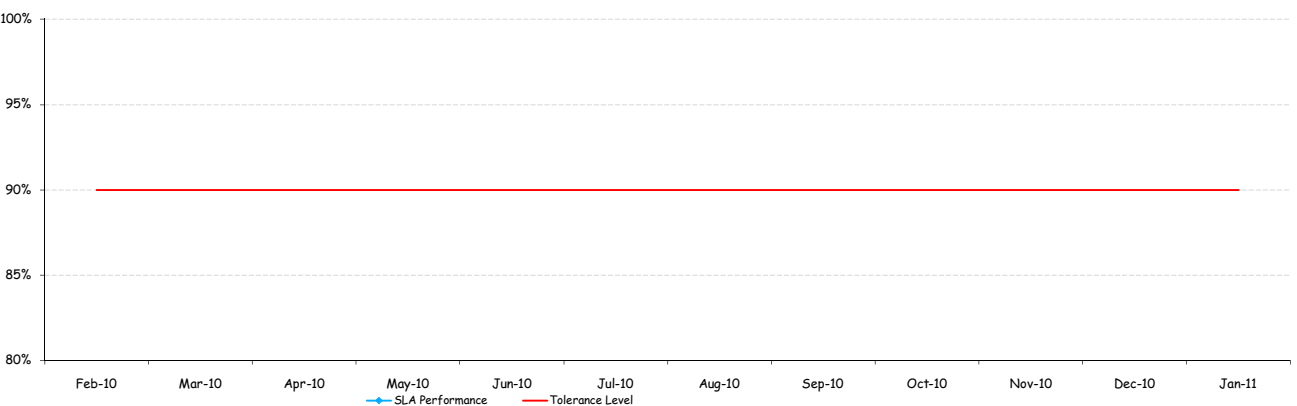


Provisioning SLU Co-location services

January 2011

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

	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11
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%

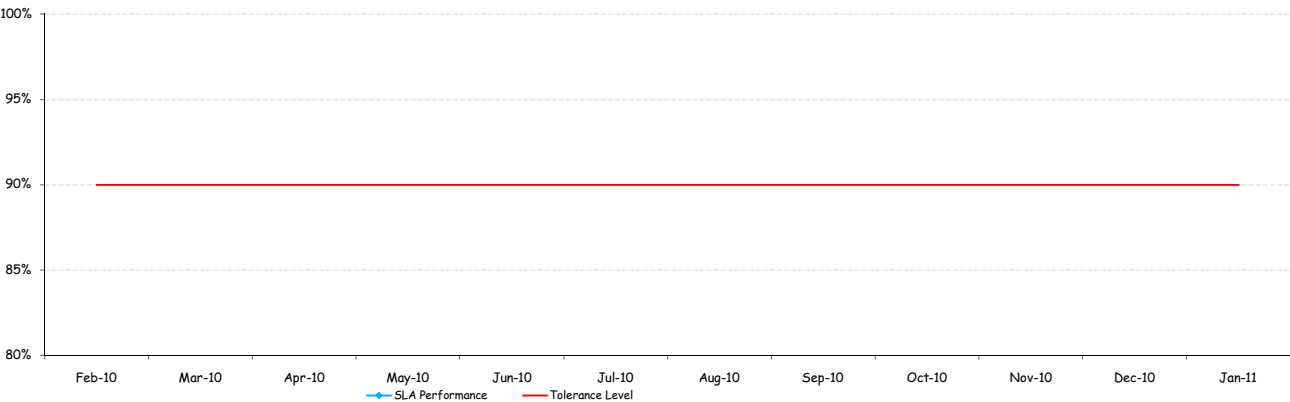


Fault Management

January 2011

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

	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11
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%

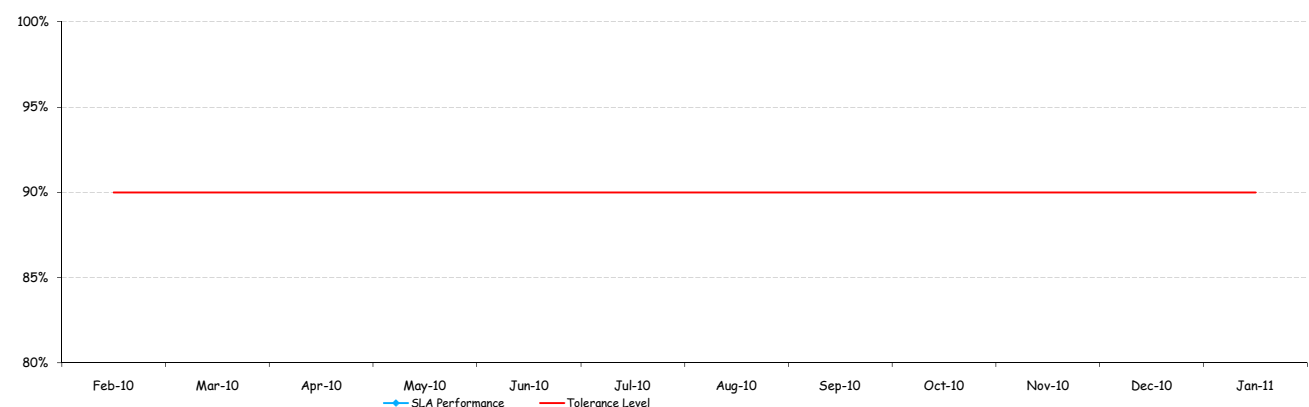


Fault Management

January 2011

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

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



Commentary

No faults were reported this month

	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11
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%

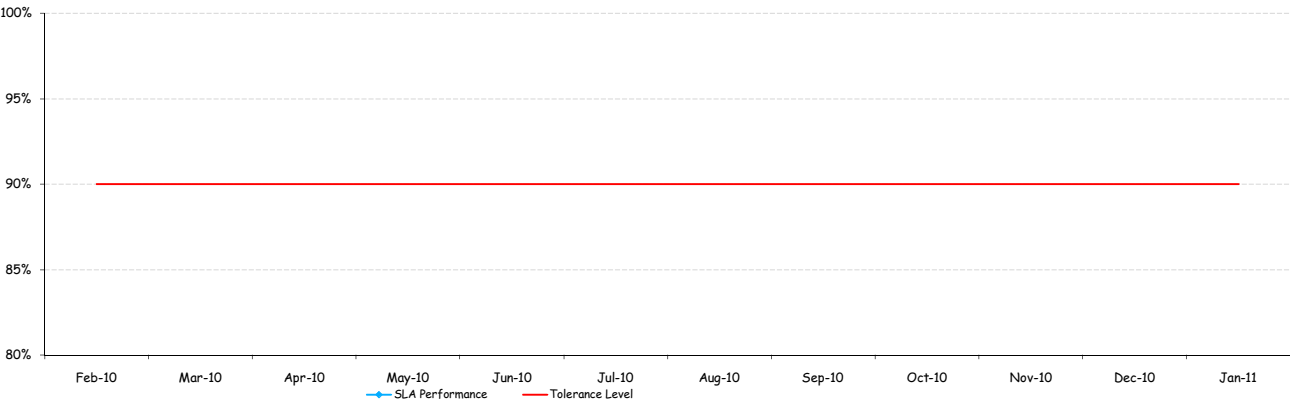


Fault Management

January 2011

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 this month

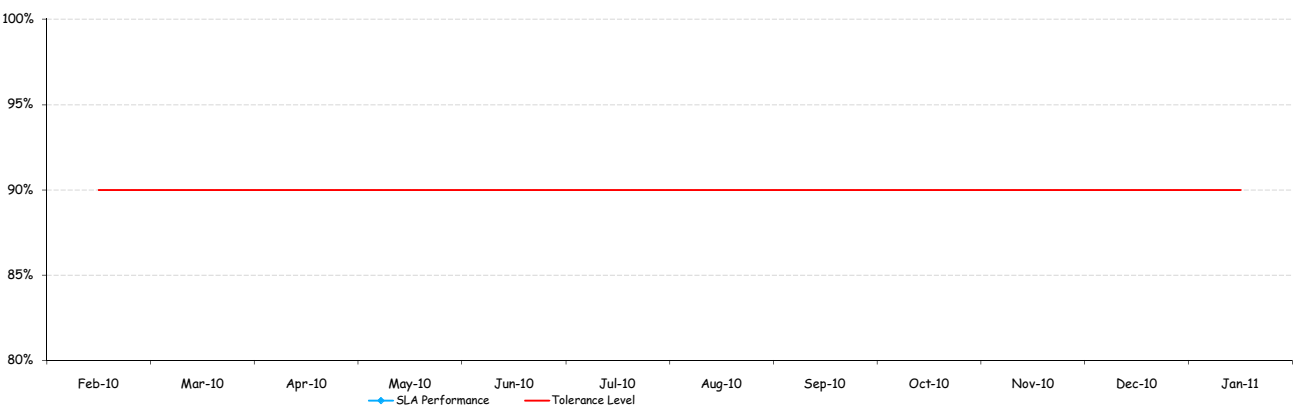
	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Fault Management

January 2011

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

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



Commentary

No escorts required this month

	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11
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%

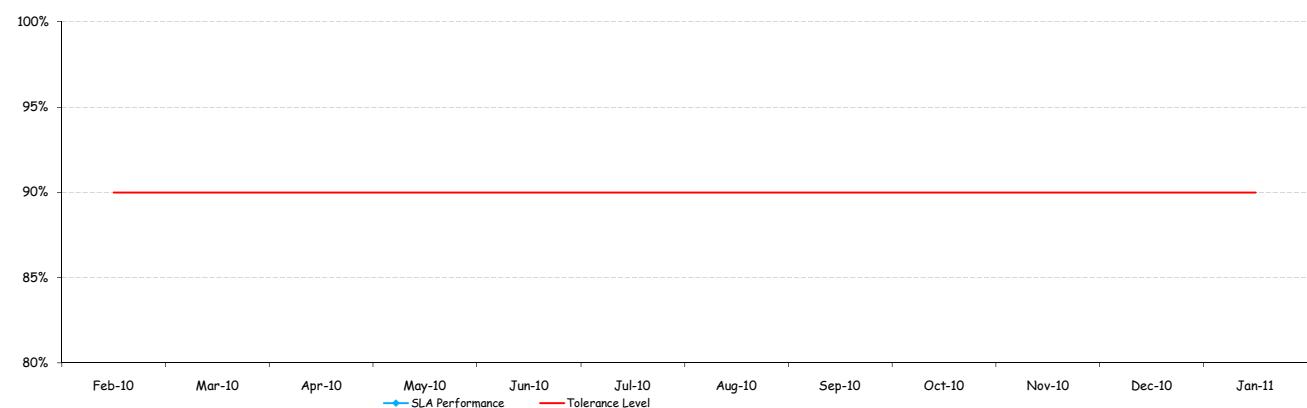


Operational support systems

This section covers operational support systems for access seekers

January 2011

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



Commentary

No orders submitted via OO&T this month

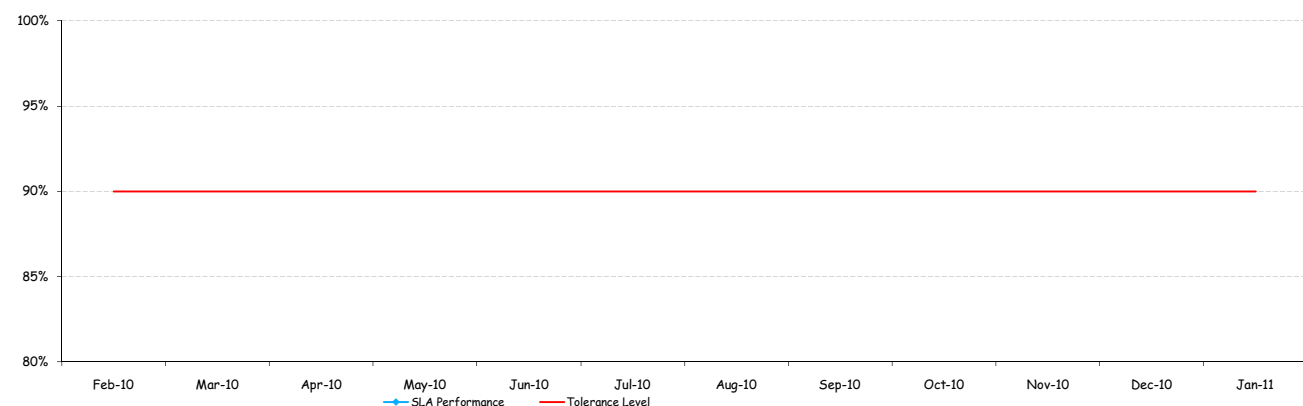
	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Operational support systems

This section covers operational support systems for access seekers

January 2011

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



Commentary

No faults reported via OFM this month

	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11
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%



Full explanation of terms used in this report

January 2011

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 Co-location Service

- SL 2 Percentage of orders acknowledged within 4 Business Hours following receipt time
- SL 3 Percentage of rejection notifications for invalid orders sent to the access seeker within 3 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 Telecom builds completed within the time specified in the firm order sent to the Access Seeker (level A)
- SL 6 Percentage of Telecom build completion confirmations sent to the access seeker within 2 Working Days of completing the Telecom build
- SL 7 Percentage of planned outage notifications advised to the Access Seeker at least 5 Working Days before the planned outage occurs
- SL 8 Percentage of unplanned outage notifications advised to the Access Seeker within 2 hours of Telecom receiving the notification of the unplanned outage

Fault Management for 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 8 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 Telecom will make an escort available within 2 Working Days of the request

Operational Support Systems for Co-location

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

