

SLU UCLL Performance Report

Consolidated Report

May 2013

Sub-loop Unbundled (SLU) UCLL 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 Standard Term Determination.

Executive summary

There were three Service Level Defaults this month: SL 2 (Notification of Rejection), SL 6 (Notification of completion by the expected RFS date) and SL 16 (System Availability of OO&T). Service Level Default Report for these Service Levels can be found in the appendix of this report.

Points to note

Orders were excluded from Service Level calculations as follows:

- SL 2 (Notification of Rejection) - orders were excluded where the default was the direct result of an action that is the Access Seeker's responsibility under the UCLL General Terms
- SL 4 (Right First Time) - those faults not reported within 5 working days of completion or where no fault was found for which Chorus is responsible, were excluded from this measurement
- SL 15 (Faults restored within notified expected restoration time) - those faults reported where no fault for which Chorus is responsible was detected, and those defaults that occurred as a result of inability to access the end-users premises were excluded from the measure

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.

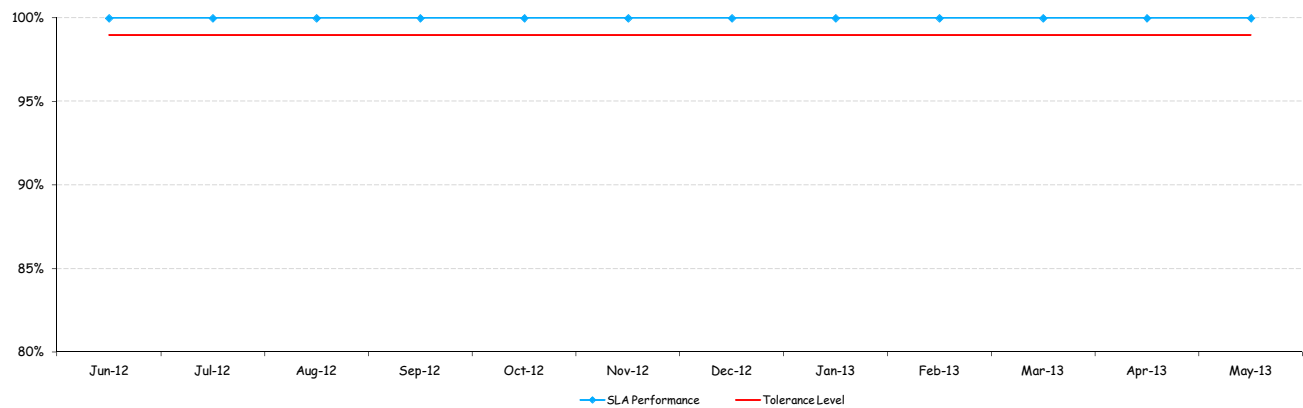


Provisioning SLU UCLL services

May 2013

This section covers SLU UCLL provisioning service, including ordering, notifications, and outages.

SL 1 - Orders acknowledged within 4 Business Hours of order receipt - All Orders



Commentary
Performance has exceeded the required tolerance level

	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13
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%	99%	99%	99%

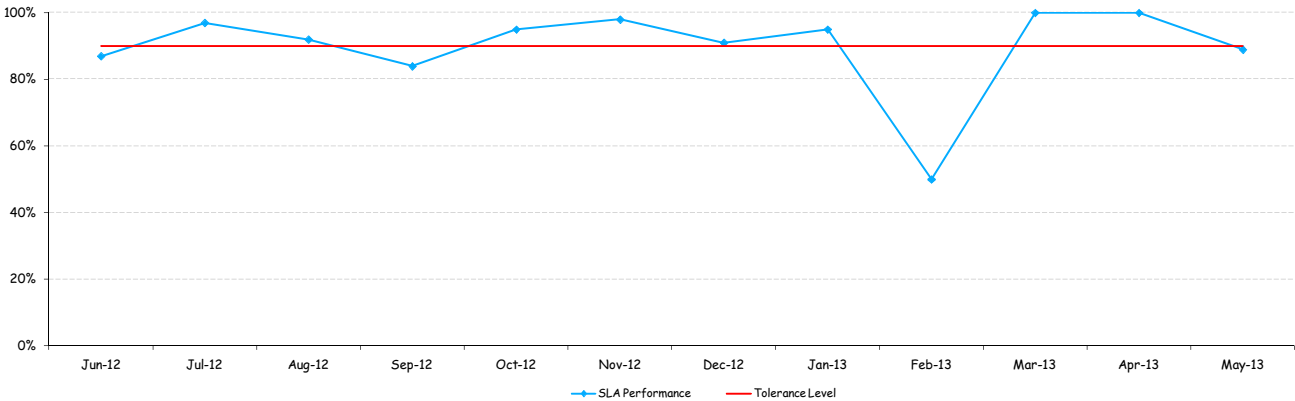


Provisioning SLU UCLL services

May 2013

This section covers SLU UCLL provisioning service, including ordering, notifications, and outages.

SL 2 - Invalid order rejection notifications sent within 4 Business Hours of receipt - All Orders



Commentary
Performance has not met the required tolerance level. See the SL 2 Service Default Report for more information.

	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13
SLA Performance	87%	97%	92%	84%	95%	98%	91%	95%	50%	100%	100%	89%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

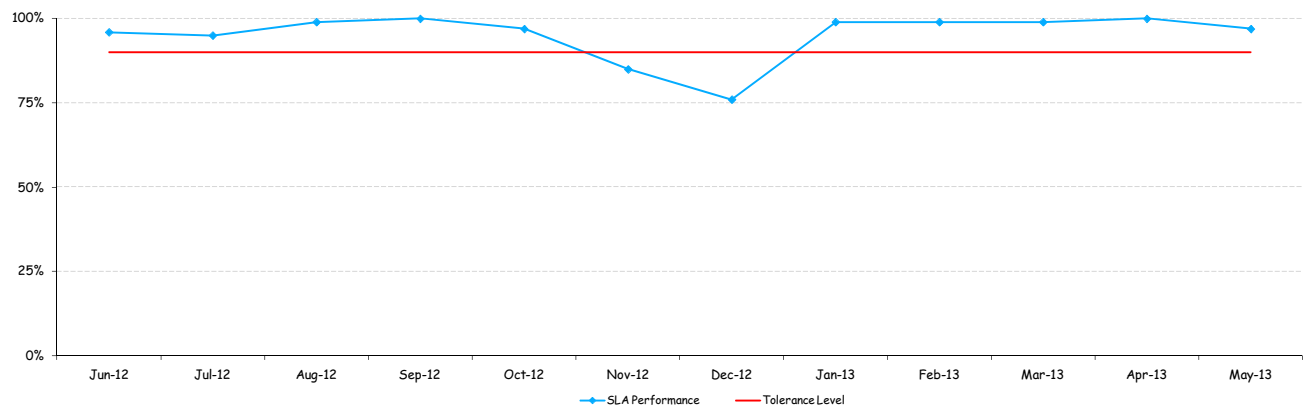


Provisioning SLU UCLL services

May 2013

This section covers SLU UCLL provisioning service, including ordering, notifications, and outages.

SL 3 - Notification of expected RFS dates sent within 6 Business Hours of deemed acceptance time - All Orders



Commentary
Performance has exceeded the required tolerance level

	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13
SLA Performance	96%	95%	99%	100%	97%	85%	76%	99%	99%	99%	100%	97%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

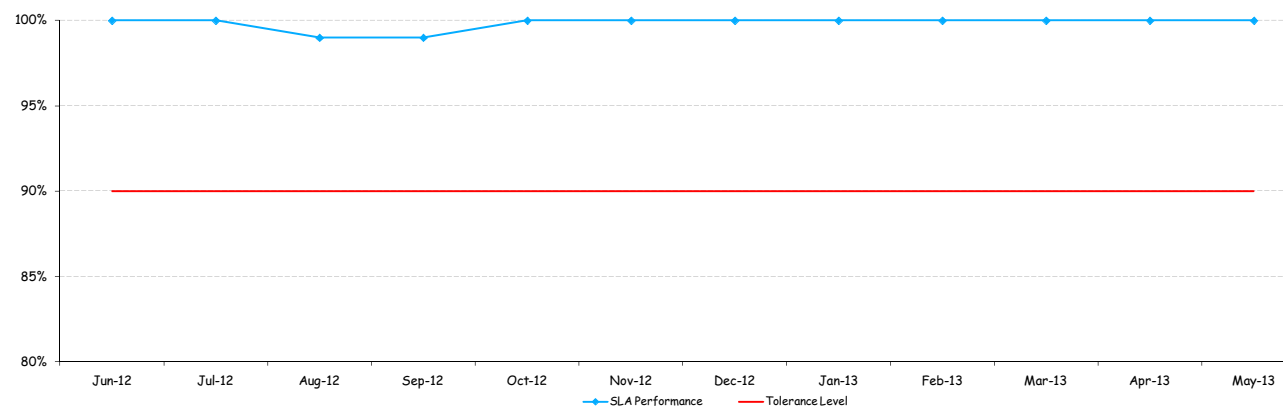


Provisioning SLU UCLL services

May 2013

This section covers SLU UCLL provisioning service, including ordering, notifications, and outages.

SL 4 - Order is completed right first time (level A) - for each service type



Commentary

Performance has exceeded the required tolerance level for all service types

	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13
New Connection	100%	100%	100%	67%	100%	100%	100%	n/a	100%	100%	n/a	100%
Transfer	100%	100%	98%	98%	100%	100%	100%	100%	100%	n/a	n/a	100%
Other Service to MPF Transfer	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Move Address	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Relinquishment	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
SLA Performance	100%	100%	99%	99%	100%	100%	100%	100%	100%	100%	100%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

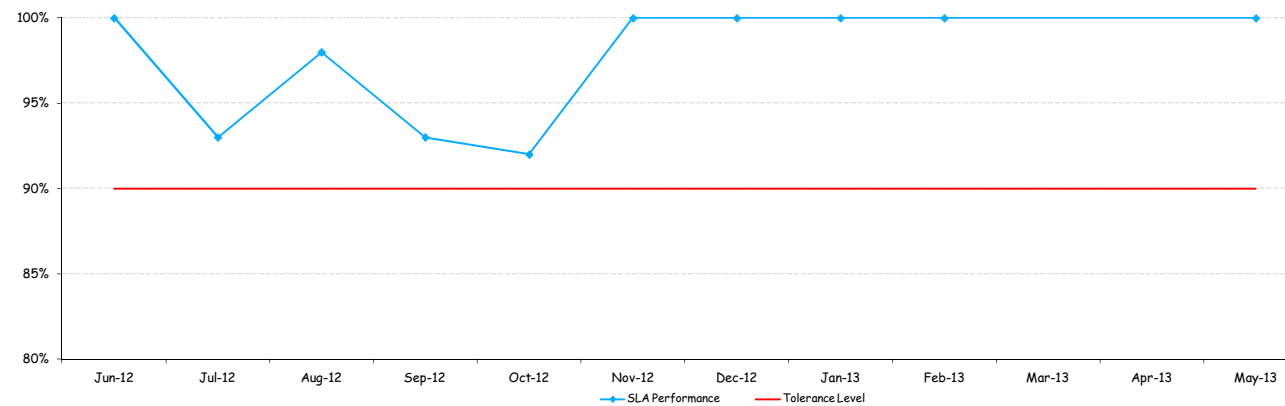


Provisioning SLU UCLL services

May 2013

This section covers SLU UCLL 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

Performance has exceeded the required tolerance level

	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13
New Connection	100%	100%	100%	67%	83%	100%	100%	n/a	100%	n/a	n/a	100%
Transfer	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	100%
Other Service to MPF Transfer	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Move Address	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
SLA Performance	100%	93%	98%	93%	92%	100%	100%	100%	100%	n/a	n/a	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%



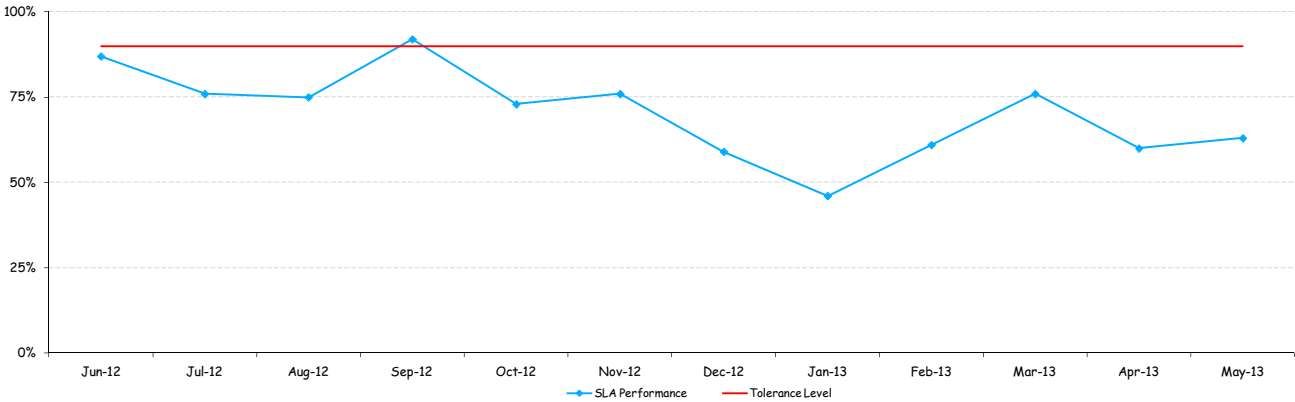
Provisioning SLU UCLL services

May 2013

This section covers SLU UCLL provisioning service, including ordering, notifications, and outages.

SL 6 - Order is completed by the notified expected RFS date - Relinquishment orders

Commentary
Performance has not met the required tolerance level. See the SL 6 Service Default Report for more information



	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13
SLA Performance	87%	76%	75%	92%	73%	76%	59%	46%	61%	76%	60%	63%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

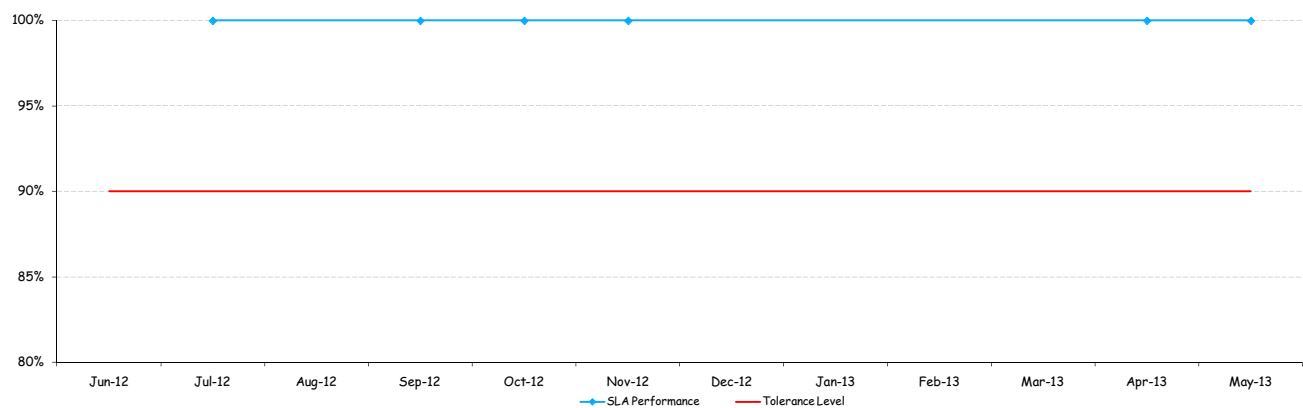


Provisioning SLU UCLL services

May 2013

This section covers SLU UCLL provisioning service, including ordering, notifications, and outages.

SL 7 - Pre-qualification orders acknowledged within 4 Business Hours following order receipt



Commentary
Performance has exceeded the required tolerance level

	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13
SLA Performance	n/a	100%	n/a	100%	100%	100%	n/a	n/a	n/a	n/a	100%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

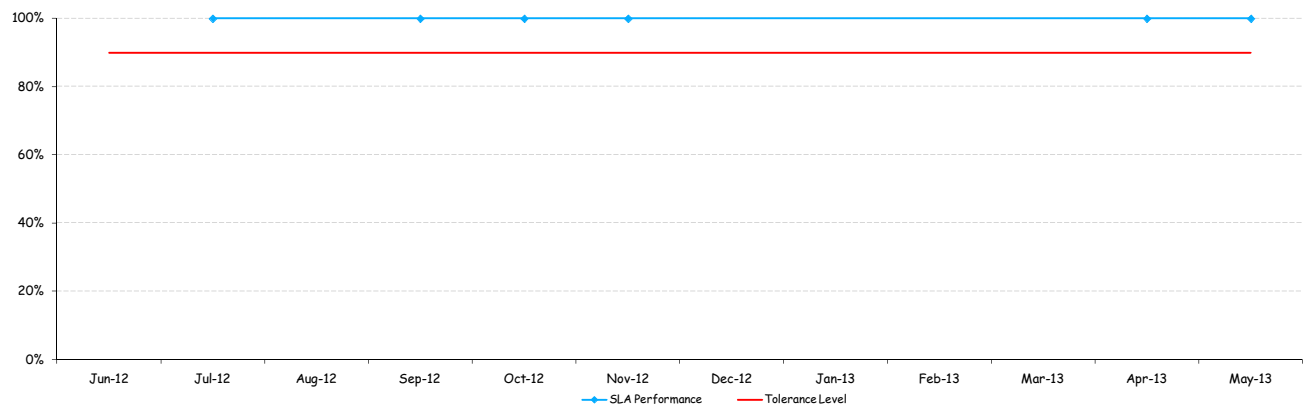


Provisioning SLU UCLL services

May 2013

This section covers SLU UCLL provisioning service, including ordering, notifications, and outages.

SL 8 - Authorised & unauthorised automatic pre-qualification order completion acknowledgements made within four consecutive Business Hours following order receipt and special manual pre-qualification investigation/manual line test within 6 Working Days following order receipt



Commentary
Performance has exceeded the required tolerance level

	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13
Automatic Prequal	n/a	100%	n/a	100%	100%	100%	n/a	n/a	n/a	n/a	100%	100%
Manual Prequal	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

SLA Performance	n/a	100%	n/a	100%	100%	100%	n/a	n/a	n/a	n/a	100%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

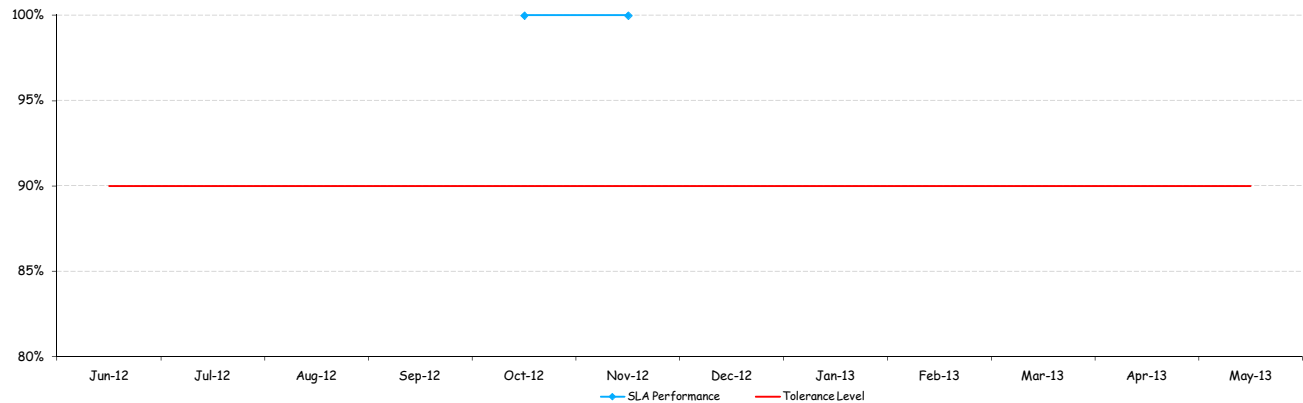


Provisioning SLU UCLL services

May 2013

This section covers SLU UCLL provisioning service, including ordering, notifications, and outages.

SL 9 - Notification of RFS date changes provided within six Business Hours of change request receipt - All Orders



Commentary
No RFS date change requests were received this month

	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13
SLA Performance	n/a	n/a	n/a	n/a	100%	100%	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%

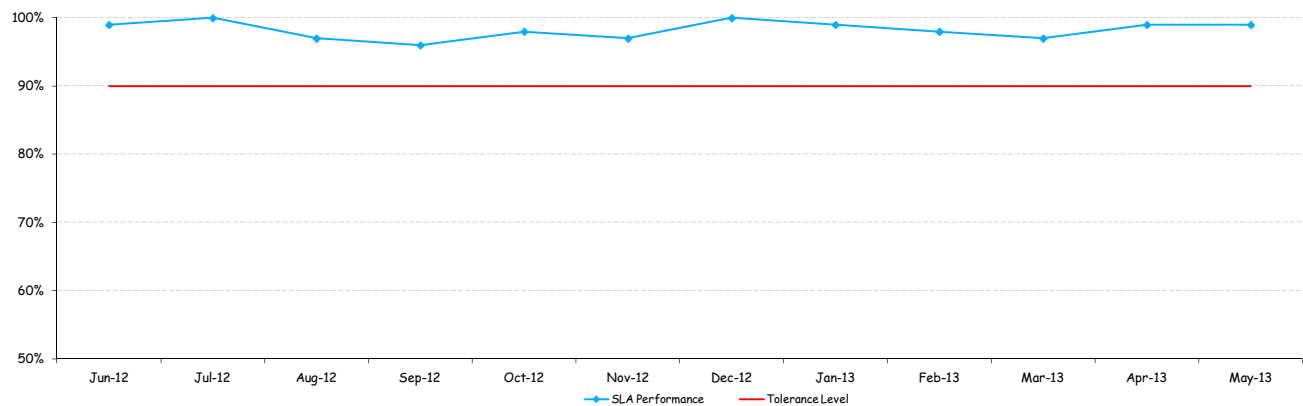


Provisioning SLU UCLL services

May 2013

This section covers SLU UCLL provisioning service, including ordering, notifications, and outages.

SL 10 - Completion of Order confirmation sent within four Business Hours after Order completion - All Orders



Commentary
Performance has exceeded the required tolerance level

	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13
SLA Performance	99%	100%	97%	96%	98%	97%	100%	99%	98%	97%	99%	99%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

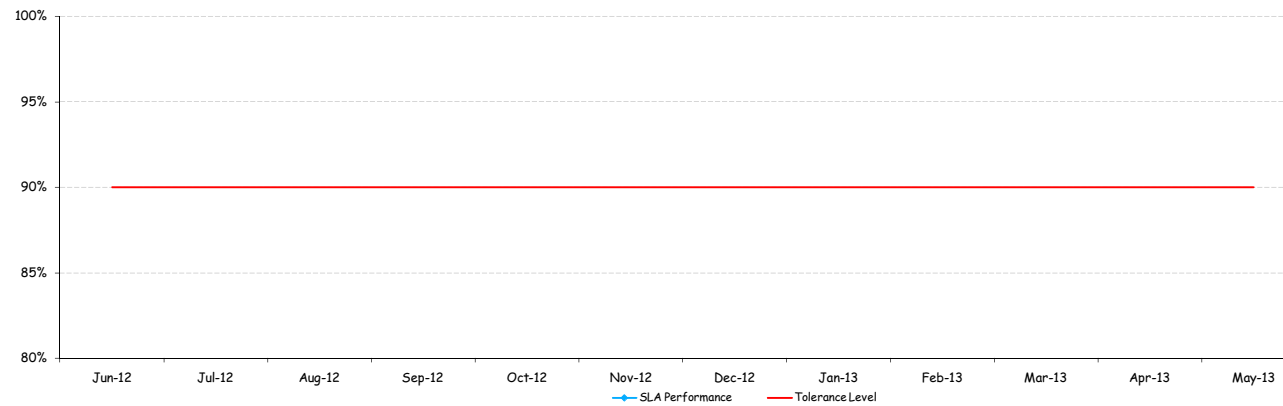


Provisioning SLU UCLL services

May 2013

This section covers SLU UCLL provisioning service, including ordering, notifications, and outages.

SL 11 - Planned outage notifications advised at least five Working Days before outage occurring



Commentary

No Planned Outages this month

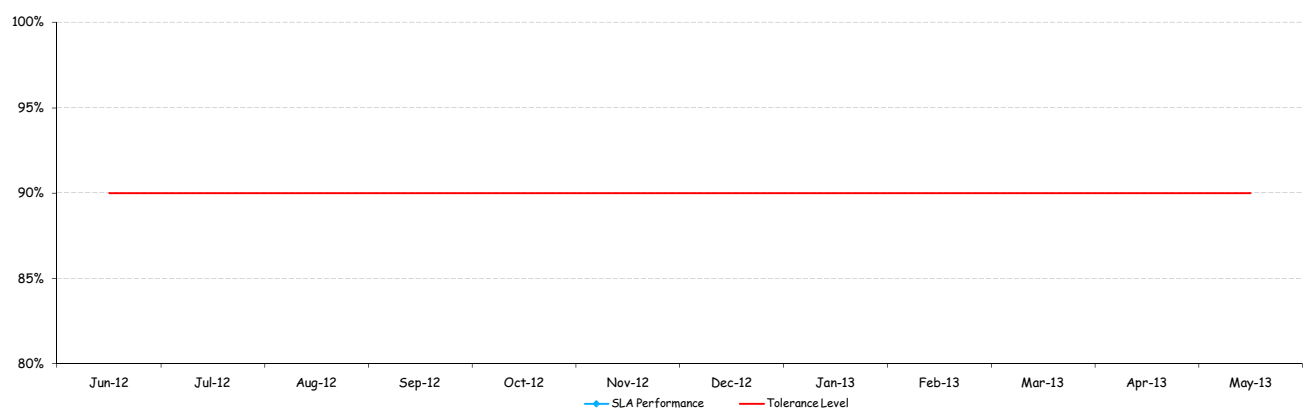
[illegible]

Provisioning SLU UCLL services

May 2013

This section covers SLU UCLL provisioning service, including ordering, notifications, and outages.

SL 12 - Unplanned outage notifications advised within two hours of Chorus discovering or receiving outage notice (24x7 basis)



[Commentary](#)
No Unplanned Outages this month

	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13
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%

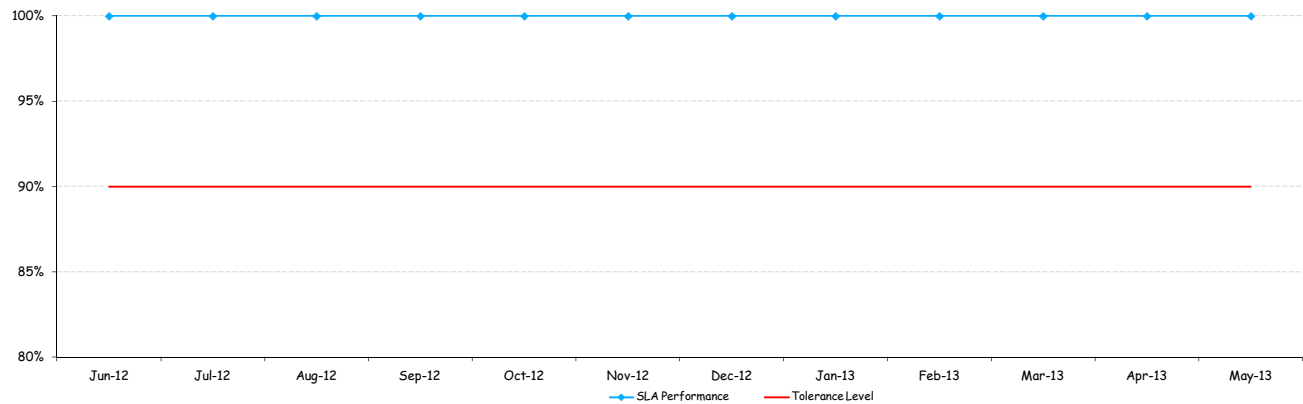


Fault Management

May 2013

This section covers fault receipt acknowledgement, notification and restoration.

SL 13 - Fault report receipt acknowledgements provided within half a fault restoration hour of fault report



Commentary
Performance has exceeded the required tolerance level

	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13
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%

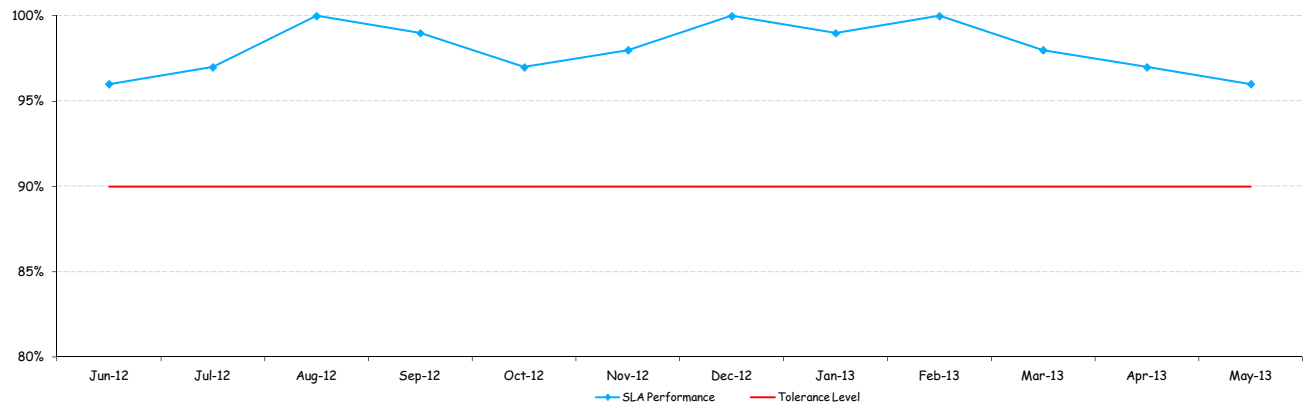


Fault Management

May 2013

This section covers fault receipt acknowledgement, notification and restoration.

SL 14 - Expected fault restoration time notifications sent within 8 Fault Restoration Hours of fault report



Commentary
Performance has exceeded the required tolerance level

	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13
SLA Performance	96%	97%	100%	99%	97%	98%	100%	99%	100%	98%	97%	96%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

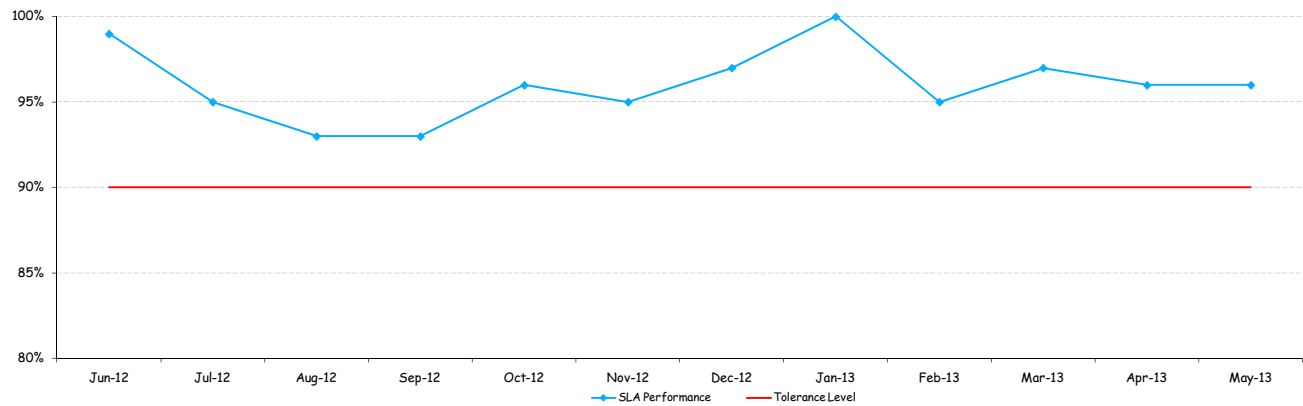


Fault Management

May 2013

This section covers fault receipt acknowledgement, notification and restoration.

SL 15 - Faults restored within notified expected restoration time (level A)



Commentary
Performance has exceeded the required tolerance level

	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13
SLA Performance	99%	95%	93%	93%	96%	95%	97%	100%	95%	97%	96%	96%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

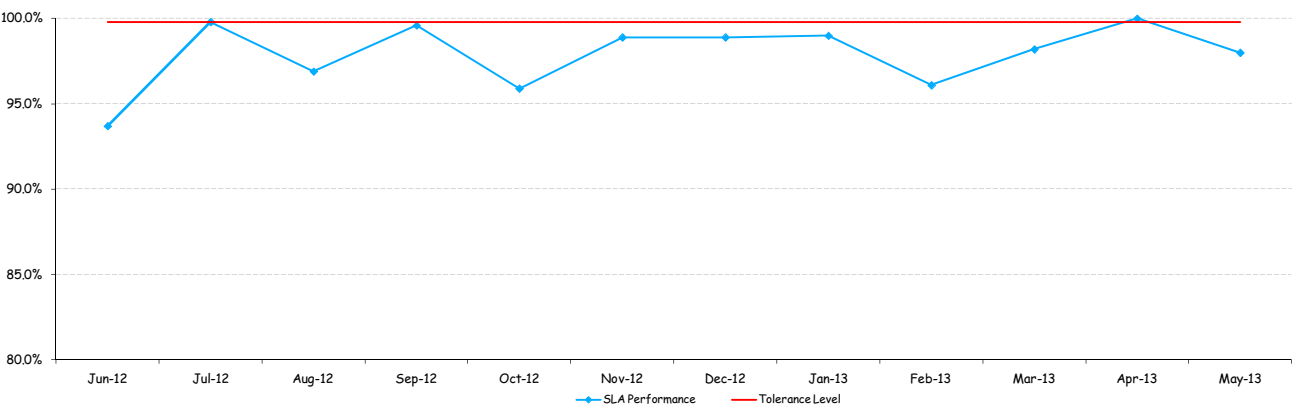


Operational support systems

May 2013

This section covers operational support systems for Access Seekers

SL 16 - Online Ordering & Tracking availability (24/7)



Commentary
Performance has not met the required tolerance level. See the SL 16 Default Report for more information

	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13
SLA Performance	93.7%	99.8%	96.9%	99.6%	95.9%	98.9%	98.9%	99.0%	96.1%	98.2%	100.0%	98.0%
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%

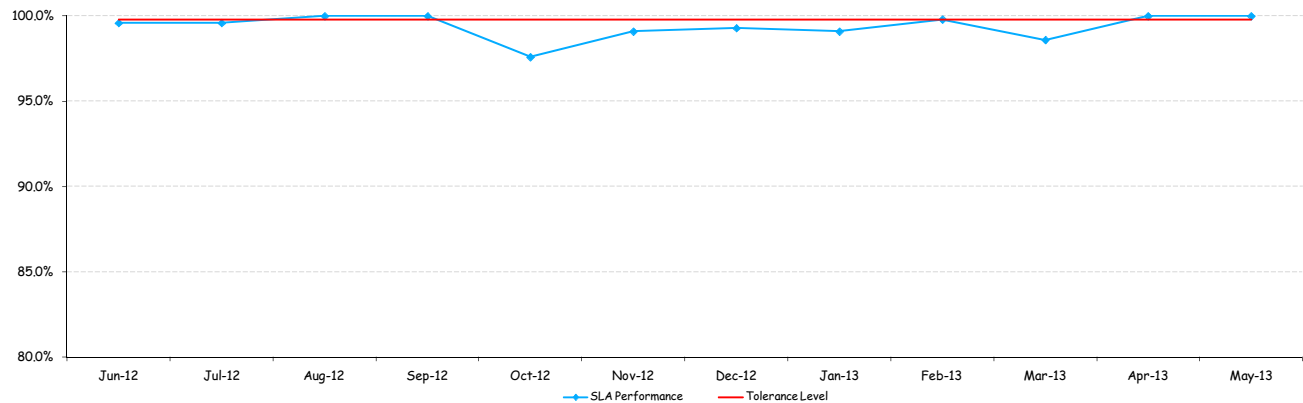


Operational support systems

May 2013

This section covers operational support systems for Access Seekers

SL 17 - Online Fault Management availability (24/7)



Commentary
Performance has exceeded the required tolerance level

	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13
SLA Performance	99.6%	99.6%	100.0%	100.0%	97.6%	99.1%	99.3%	99.1%	99.8%	98.6%	100.0%	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

May 2013

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 Service Level Terms (SLU Standard Terms Determination Schedule 3) which is available on the Commerce Commission's website at www.comcom.govt.nz.

Provision of SLU Service

- SL 1 Percentage of SLU orders acknowledged within 4 Business Hours following receipt of the order
- SL 2 Percentage of rejection notifications for invalid SLU orders sent to the Access Seeker within 4 Business Hours following receipt time
- SL 3 Percentage of notification of expected RFS dates sent to the Access Seeker within 6 Business Hours of the Deemed Acceptance Time
- SL 4 Percentage of SLU 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)
- SL 5 Percentage of SLU orders completed by the notified expected RFS date (excluding Relinquishments & Move Address Orders) (Level A)
- SL 6 Percentage of SLU Relinquishment & Move Address orders completed by the notified expected RFS date
- SL 7 Percentage of pre-qualification orders acknowledged within 4 Business Hours following receipt of order
- SL 8 Percentage of pre-qualification order completion acknowledgements made within 4 Business Hours following receipt of an authorised or unauthorised automatic pre-qualification order and percentage of pre-qualification order completion acknowledgements made within 6 Working Days following receipt of an order for a special manual pre-qualification investigation or manual line test
- SL 9 Percentage of notification of RFS date changes provided to Access Seeker within 6 Business Hours following receipt of the requests to change an existing order
- SL 10 Percentage of confirmation of completions of order provided to the Access Seeker within 4 Business Hours after the order has been completed
- SL 11 Percentage of planned outage notifications advised to the Access Seeker at least 5 Working Days before the planned outage occurs
- SL 12 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

Fault management for SLU Service

- SL 13 Percentage of fault report receipt acknowledgements provided to the Access Seeker within half a fault restoration hour of the fault being reported
- SL 14 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 15 Percentage of Faults restored within the notified expected restoration time (Level A)

Operational Support Systems for SLU Service

- SL 16 Percentage of OO&T availability to the Access Seeker
- SL 17 Percentage of OFM availability to the Access Seeker



SLU UCLL Service Level Default

May 2013

Item No.	2
----------	---

Tolerance Level	90%
-----------------	-----

Service Attribute	Notification of Rejection
Cause of default	Delays in confirmation of RFS have occurred due to c) High absenteeism and d) Existing resource being dedicated on project work This in turn led to reduced staff numbers. This resulted in failing to meet this service level.
Procedure for correcting default	Notification of the expected RFS Date has been provided albeit a little late
Steps taken to remedy default	Once project work will be finished; resource will be allocated back to their original work
Effectiveness of steps taken	Unknown yet
Date of previous defaults	February 2013



SLU UCLL Service Level Default

May 2013

Item No.	6
----------	---

Tolerance Level	90%
-----------------	-----

Service Attribute	Notification of completion by the expected RFS date - Relinquishment
Cause of default	Delays in providing expected completion notification occurred due to a system process issue. As a result the notifications of completion were not provided within the allowed timeframe.
Procedure for correcting default	Notification of expected RFS Dates have been provided albeit delayed
Steps taken to remedy default	Due to issues with system, some orders were stuck in a 'Closed' State and did not 'Post' in a timely manner. The physical work was completed, however system updates to say it was completed, did not happen till later, hence failure.
Effectiveness of steps taken	Under investigation as per information above.
Date of previous defaults	December 2012, January 2013, February 2013, March 2013, April 2013



SLU UCLL Service Level Default

May 2013

Item No.	16
----------	----

Tolerance Level	99.8%
-----------------	-------

Service Attribute	Availability of OO&T
-------------------	----------------------

Cause of default	There were three incidents in May which resulted in delays to processing some order types due to degradation of Fulfil component systems.
Procedure for correcting default	Full System Availability and functionality was restored following the outage.
Steps taken to remedy default	The relevant steps were taken to restore service including the reset of system components.
Effectiveness of steps taken	Effective
Date of previous defaults	December 2012, January 2013, February 2013, March 2013

