

# SLU UCLL Performance Report

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## Consolidated Report

November 2012

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 four Service Level Defaults this month: SL 3 (Notification of expected RFS date), SL 6 (Notification of completion by the expected RFS date), SL 16 (System Availability of OO&T) and SL 17 (System Availability of OFM). Service Level Default Reports 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.

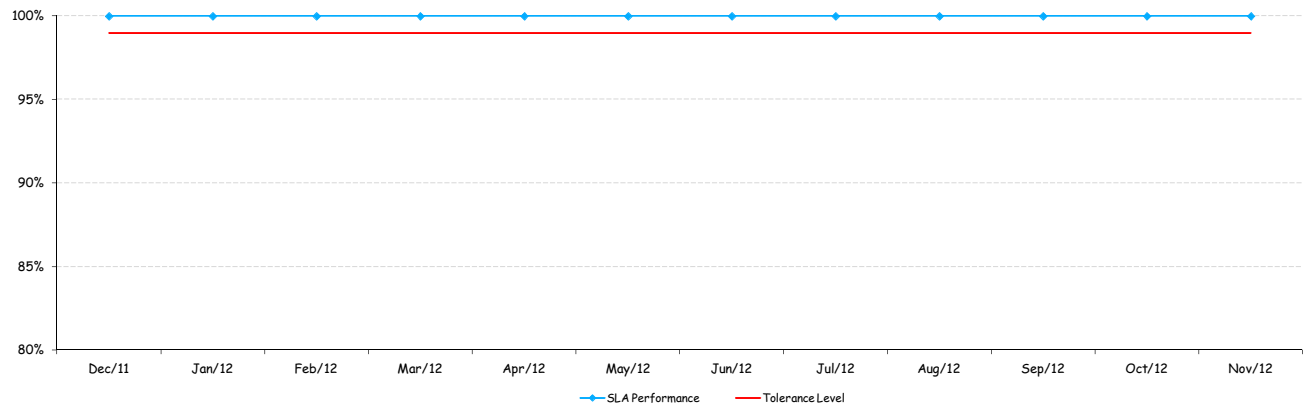


# Provisioning SLU UCLL services

November 2012

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

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

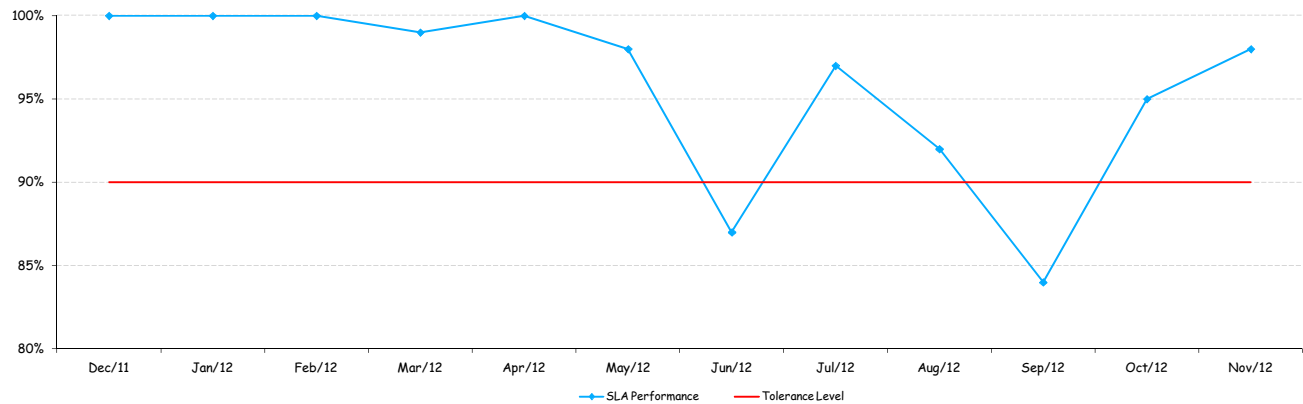


# Provisioning SLU UCLL services

November 2012

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 exceeded the required tolerance level

	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12
SLA Performance	100%	100%	100%	99%	100%	98%	87%	97%	92%	84%	95%	98%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

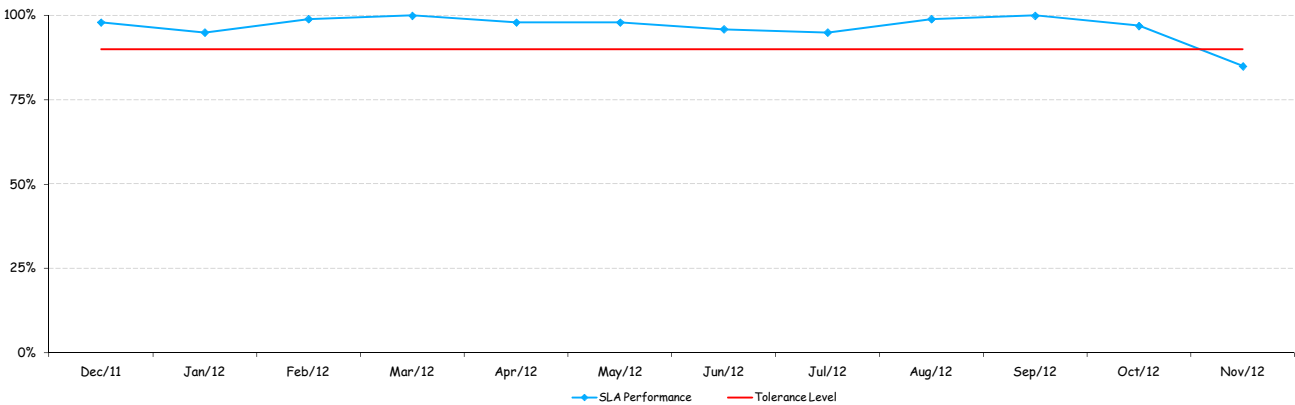


# Provisioning SLU UCLL services

November 2012

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 not met the required tolerance level. See the SL 3 Default Report for more information.

	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12
SLA Performance	98%	95%	99%	100%	98%	98%	96%	95%	99%	100%	97%	85%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

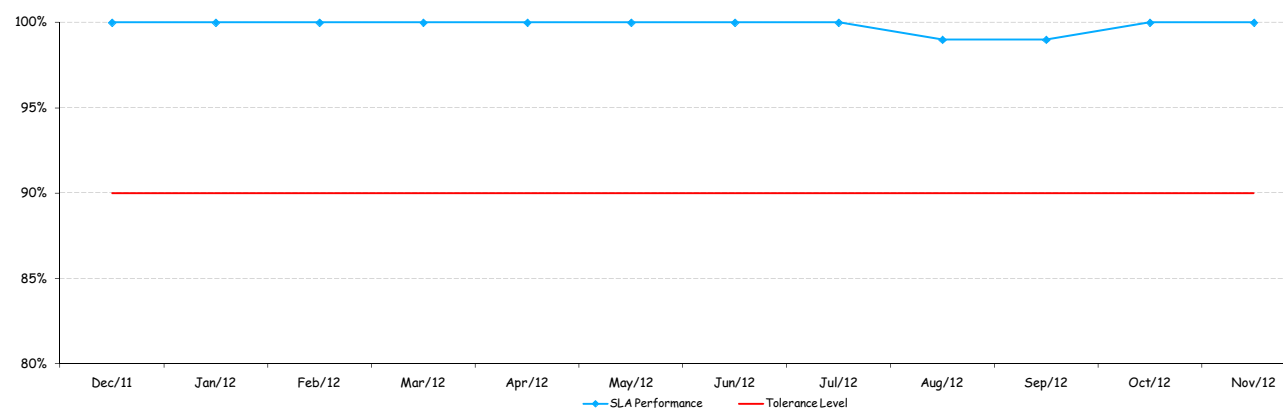


# Provisioning SLU UCLL services

November 2012

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

	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12
New Connection	100%	n/a	100%	n/a	100%	100%	100%	100%	100%	67%	100%	100%
Transfer	n/a	n/a	n/a	n/a	100%	100%	100%	100%	98%	98%	100%	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%	100%	100%	100%	100%	100%	100%	99%	99%	100%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

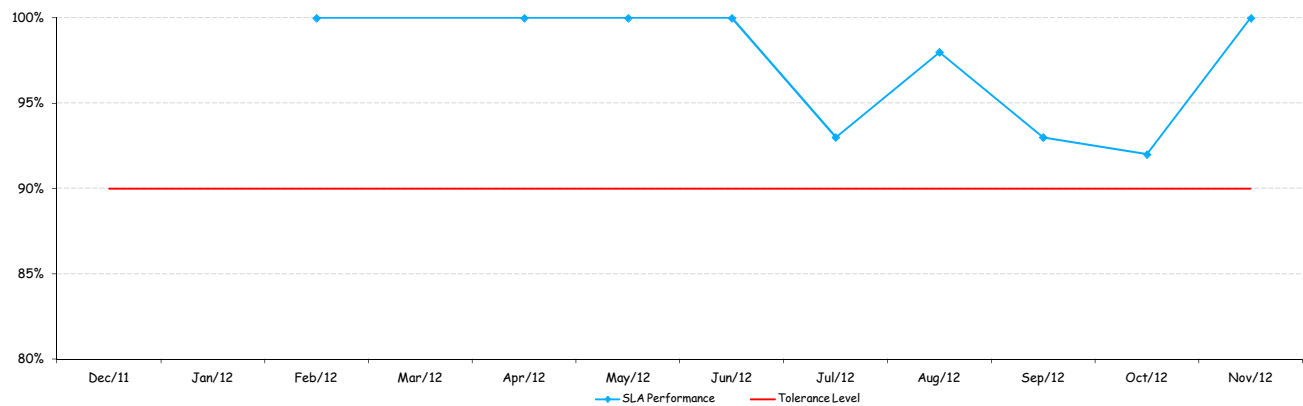


# Provisioning SLU UCLL services

November 2012

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

	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12
New Connection	n/a	n/a	100%	n/a	100%	100%	100%	100%	100%	67%	83%	100%
Transfer	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	95%	100%	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	n/a	n/a	100%	n/a	100%	100%	100%	93%	98%	93%	92%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

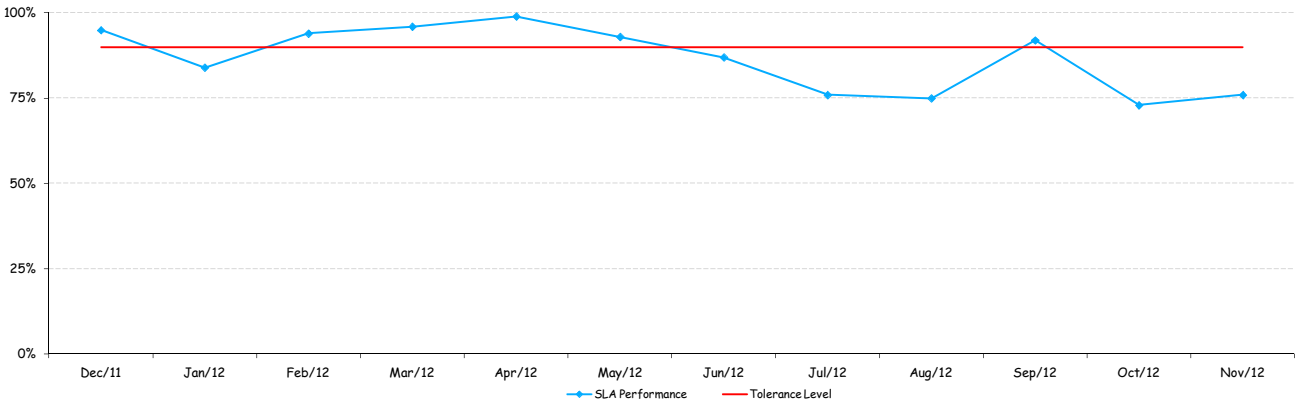


# Provisioning SLU UCLL services

November 2012

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

	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12
SLA Performance	95%	84%	94%	96%	99%	93%	87%	76%	75%	92%	73%	76%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

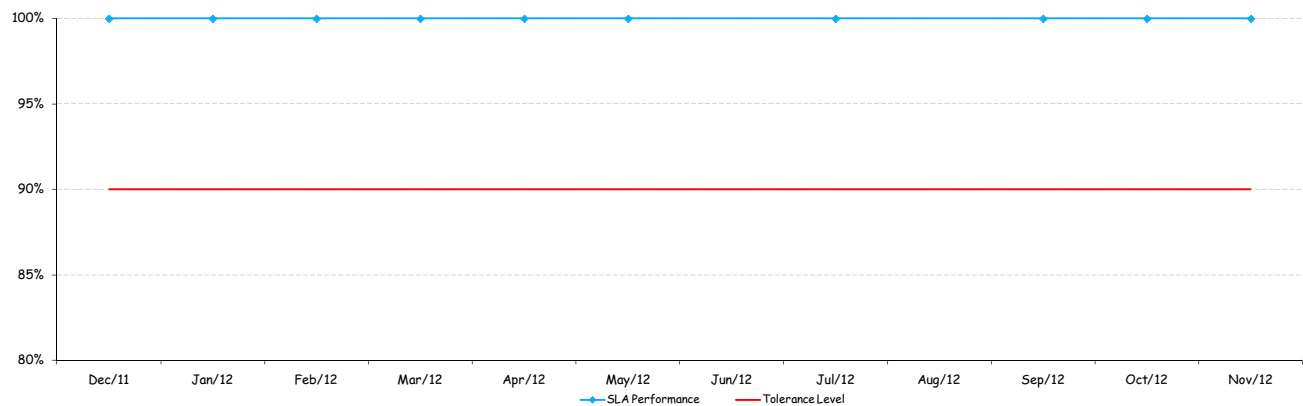


# Provisioning SLU UCLL services

November 2012

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

	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12
SLA Performance	100%	100%	100%	100%	100%	100%	n/a	100%	n/a	100%	100%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

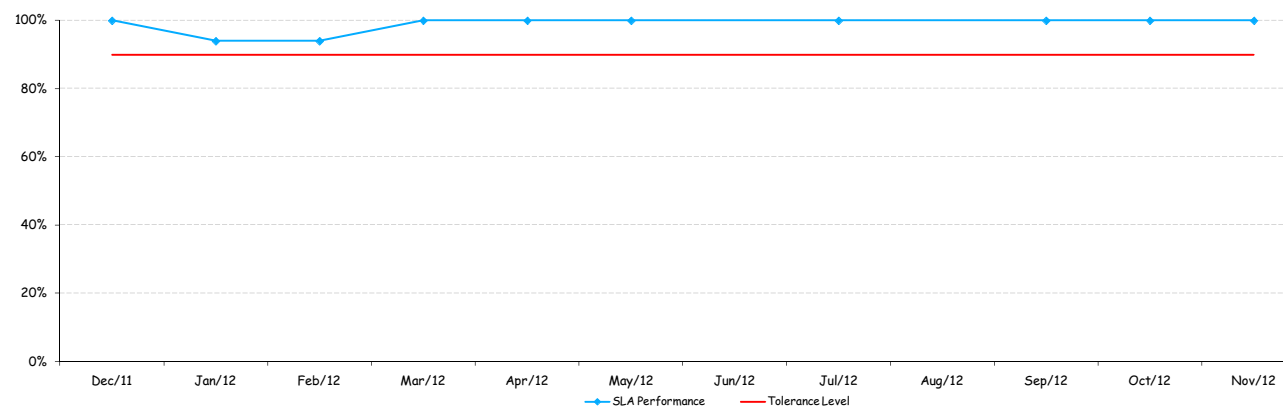


# Provisioning SLU UCLL services

November 2012

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

	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12
Automatic Prequal	100%	94%	94%	100%	100%	100%	n/a	100%	n/a	100%	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	100%	94%	94%	100%	100%	100%	n/a	100%	n/a	100%	100%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

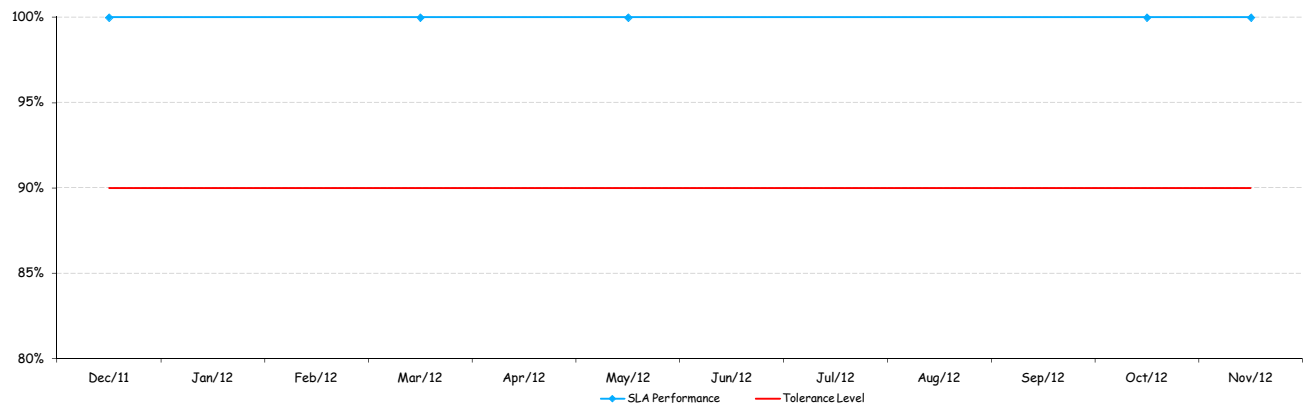


# Provisioning SLU UCLL services

November 2012

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**  
Performance has exceeded the required tolerance level

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

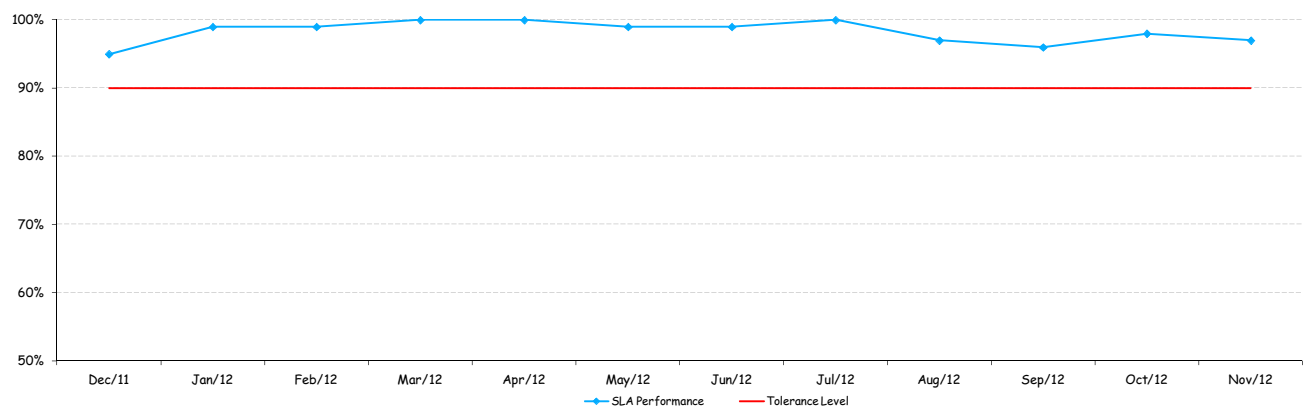


# Provisioning SLU UCLL services

November 2012

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

	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12
SLA Performance	95%	99%	99%	100%	100%	99%	99%	100%	97%	96%	98%	97%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

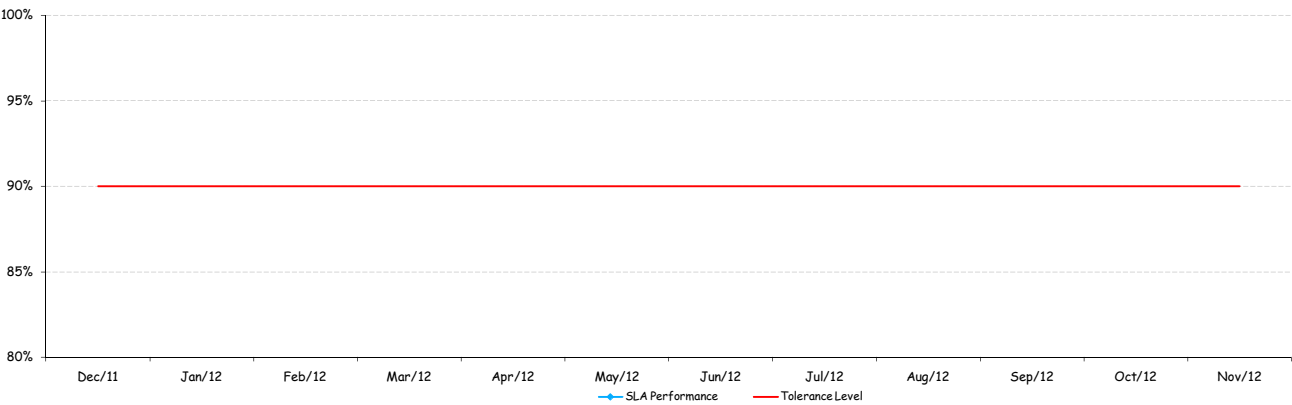


# Provisioning SLU UCLL services

November 2012

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

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

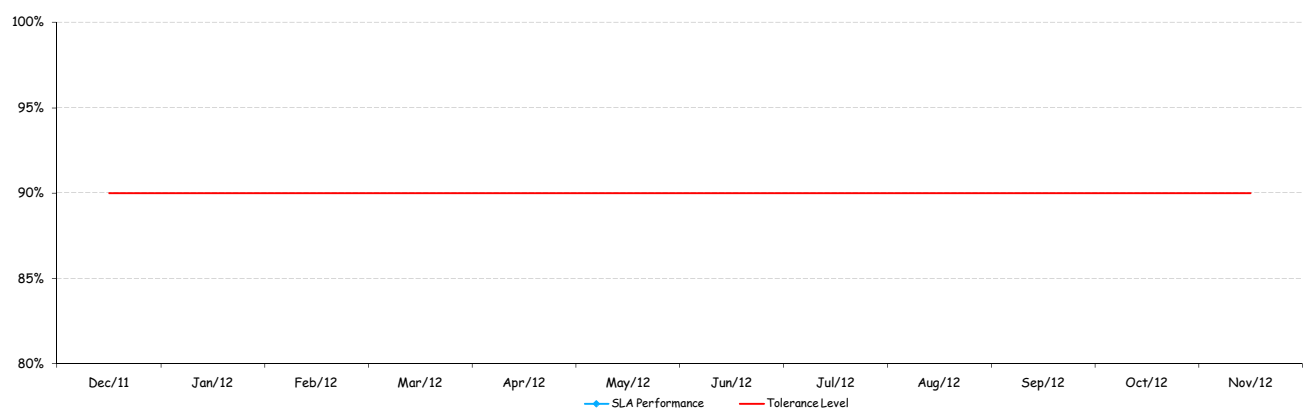


# Provisioning SLU UCLL services

November 2012

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

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

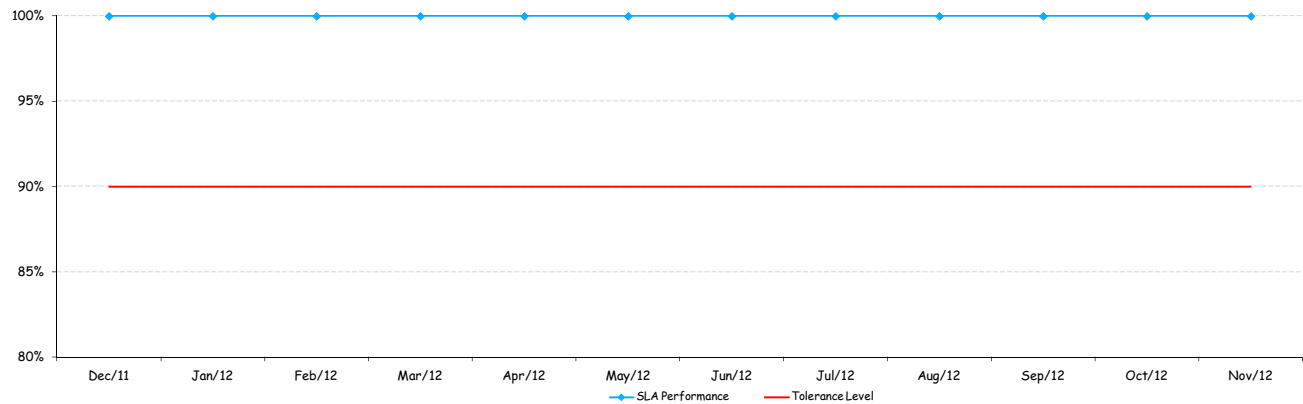


# Fault Management

November 2012

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

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

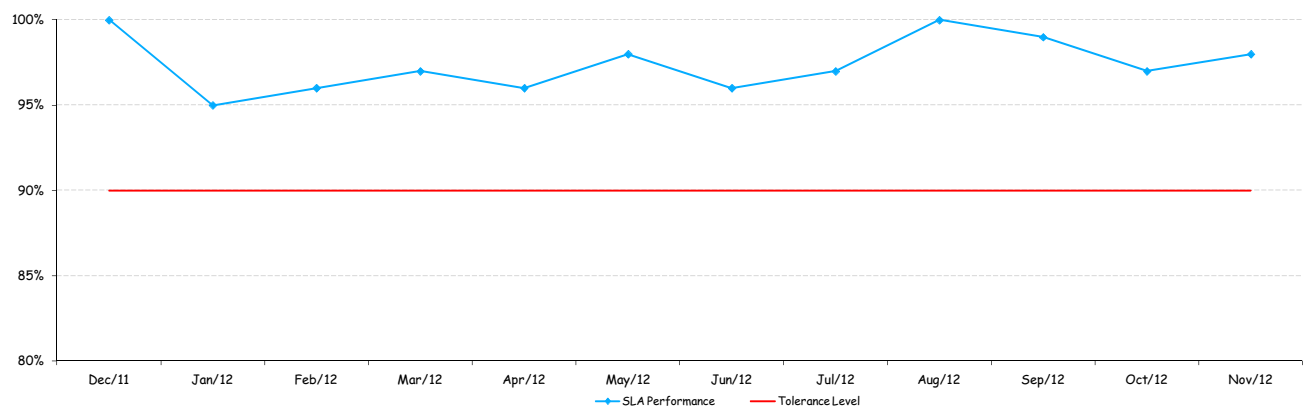


# Fault Management

November 2012

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

	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12
SLA Performance	100%	95%	96%	97%	96%	98%	96%	97%	100%	99%	97%	98%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

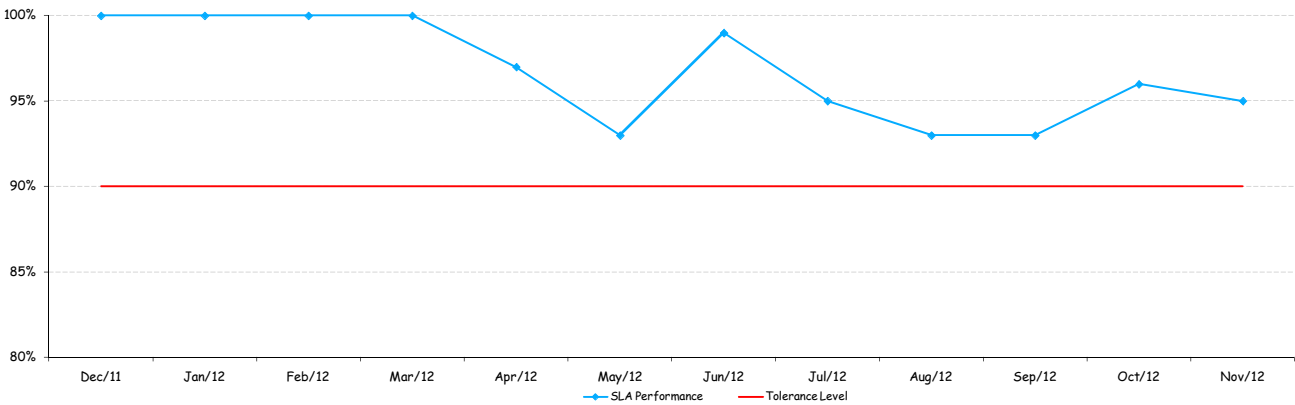


# Fault Management

November 2012

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

	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12
SLA Performance	100%	100%	100%	100%	97%	93%	99%	95%	93%	93%	96%	95%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

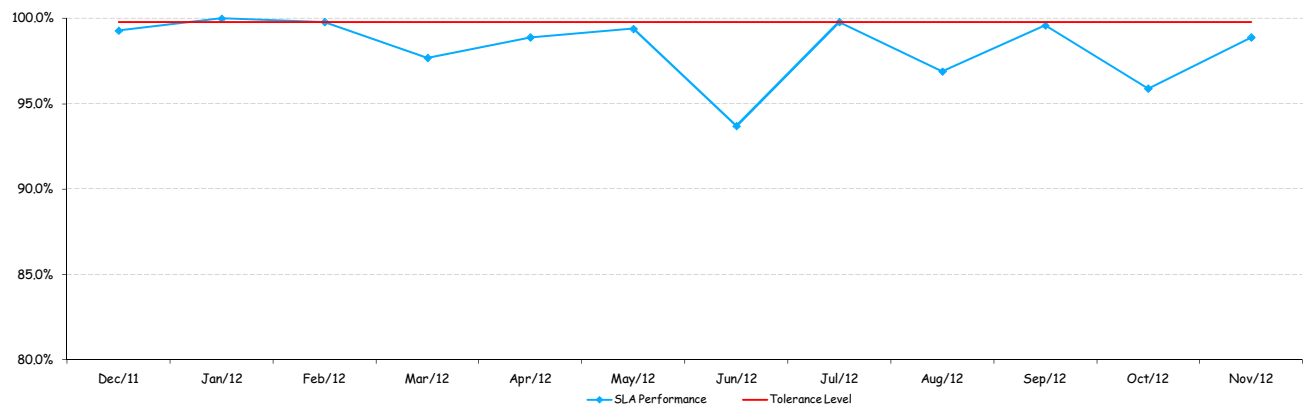


# Operational support systems

November 2012

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

	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12
SLA Performance	99.3%	100.0%	99.8%	97.7%	98.9%	99.4%	93.7%	99.8%	96.9%	99.6%	95.9%	98.9%
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%

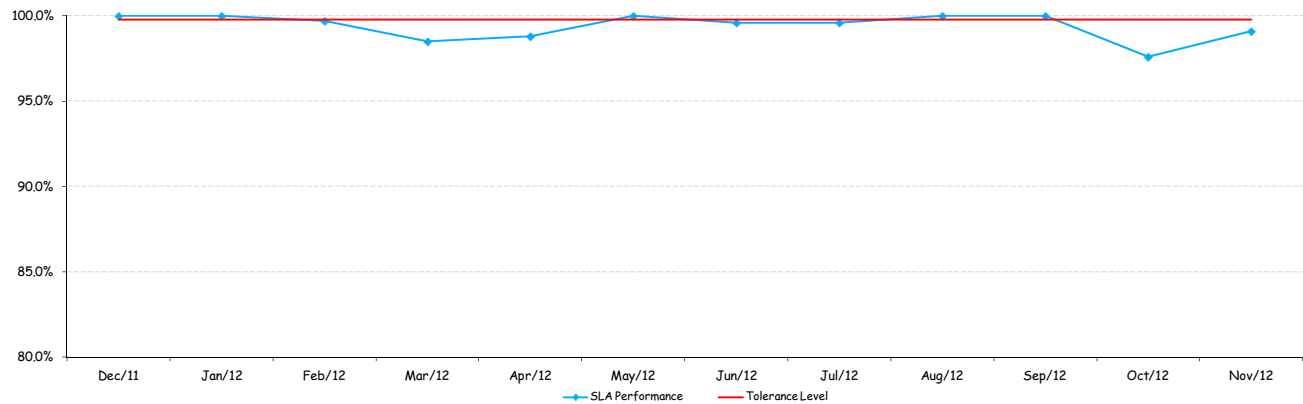


# Operational support systems

November 2012

This section covers operational support systems for Access Seekers

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



**Commentary**  
Performance has not met the required tolerance level. See the SL 17 Default Report for more information

	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12
SLA Performance	100.0%	100.0%	99.7%	98.5%	98.8%	100.0%	99.6%	99.6%	100.0%	100.0%	97.6%	99.1%
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

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

November 2012

Item No.	3
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Tolerance Level	90.0%
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Service Attribute	Notification of expected RFS date
Cause of default	Delays in confirmation of RFS have occurred due to the volume of orders dropping into a manual support queue waiting to be completed. As a result delays in notifications of RFS were not provided within the allocated timeframe.
Procedure for correcting default	Notification of expected RFS Dates have been provided
Steps taken to remedy default	Multiple system enhancements have been requested; this is to reduce manual activities undertaken by our provisioning teams; these are currently under action by our technology partners.
Effectiveness of steps taken	Once the full system enhancements are in place, failures will no longer occur for this reason
Date of previous defaults	N/A



## SLU UCLL Service Level Default

January 1900

Item No.	6
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Tolerance Level	90.0%
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Service Attribute	Notification of completion by the expected RFS date
Cause of default	Delays in providing expected completion notification occurred due to 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	This issue is now resolved and all orders stuck have been posted.
Date of previous defaults	June 2012, July 2012, August 2012, October 2012



## SLU UCLL Service Level Default

November 2012

Item No.	16
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Tolerance Level	99.8%
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Service Attribute	System Availability OO&T
Cause of default	There were four incidents in November which resulted in delays in 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	April 2012 , May 2012, June 2012, August 2012, September 2012, October 2012



## SLU UCLL Service Level Default

November 2012

Item No.	17
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Tolerance Level	99.8%
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Service Attribute	System Availability OFM
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Cause of default	There were three incidents in November which resulted in delays in processing faults due to degradation of Assure component systems.
Procedure for correcting default	Assure System Availability and functionality was restored following the each outage.
Steps taken to remedy default	In each instance the relevant steps were taken to restore service including rollback of changes and component restarts.
Effectiveness of steps taken	Effective
Date of previous defaults	April 2012 , May 2012, June 2012, July 2012, October 2012

