UCLL Backhaul Performance Report

Consolidated Report

October 2013

Introduction

Unbundled Copper Local Loop (UCLL) and Unbundled Copper Low Frequency Service (UCLF) Backhaul 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 UCLL Backhaul Standard Term Determinations.

Executive Summary

There was 1 Service Level Default this month: SL 16 (Availability of OFM), Service Level Default Report for this Service Level 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 UCLL Backhaul 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

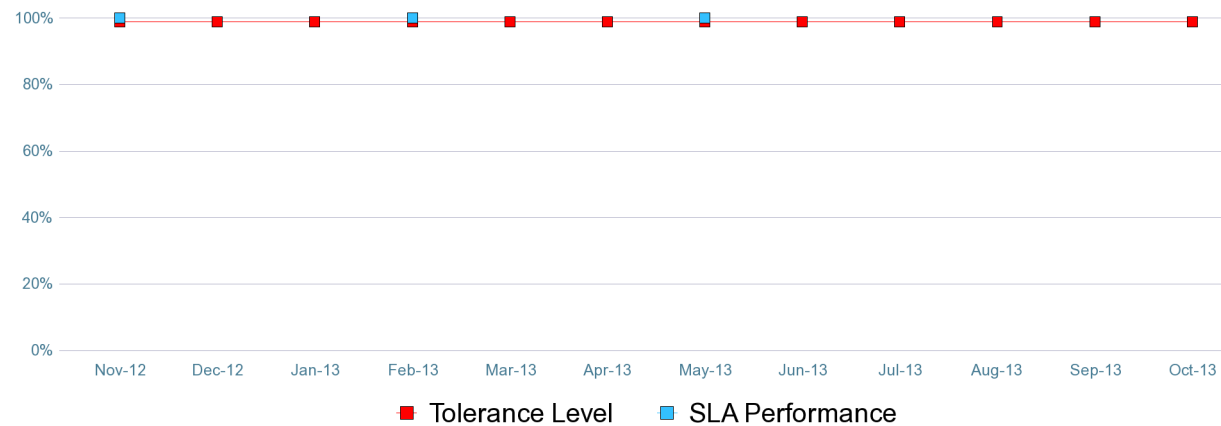If you have queries, please email your Chorus Account Manager.

Chorus

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

**SL 1. Orders acknowledged Within four business hours of
order receipt = All Orders**

Legend: ■ Tolerance Level   ■ SLA Performance

Commentary

No orders were received
this month

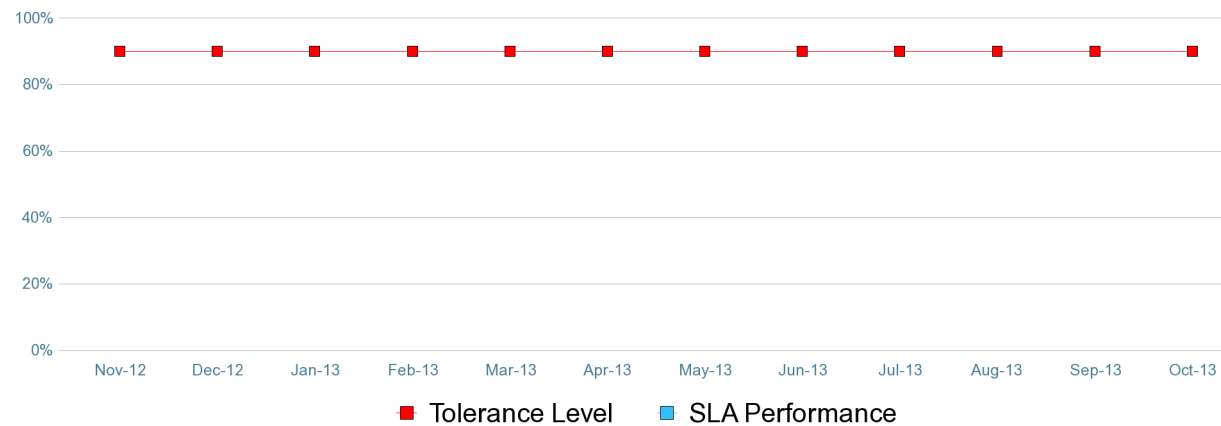|	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13
SLA Performance	100.0%	n/a	n/a	100.0%	n/a	n/a	100.0%	n/a	n/a	n/a	n/a	n/a
Tolerance Level	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%

Chorus

Provisioning Backhaul services

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

SL 2. Invalid order rejection notifications sent Within eight business hours of receipt - All orders

Commentary

No invalid orders received this month

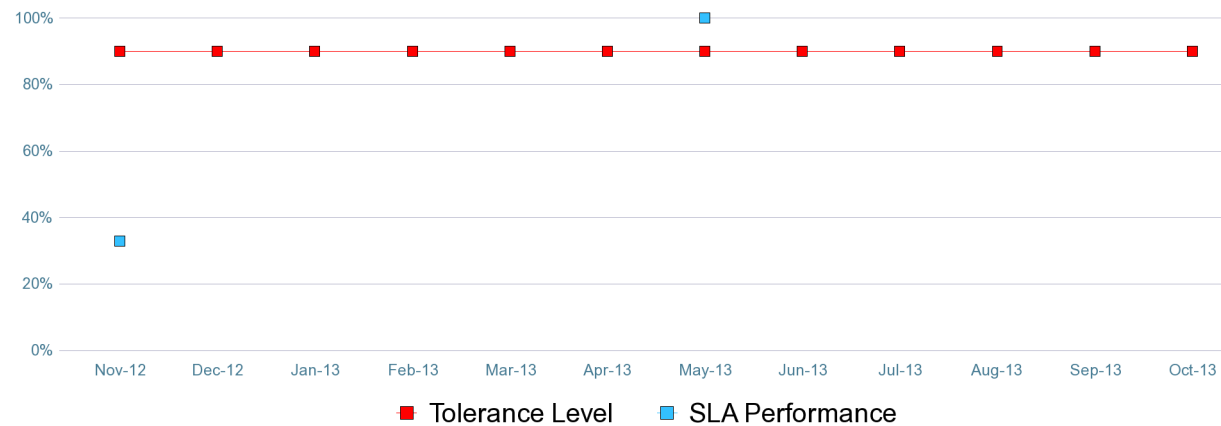|	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Chorus

Provisioning Backhaul services

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

SL 3. Notification Of Expected RFS dates sent Within seven working days of deemed acceptance Time - ALI orders, except Speed Change orders not a requiring Truck Roll

Commentary

No orders were received this month

	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13
SLA Performance	33.0%	n/a	n/a	n/a	n/a	n/a	100.0%	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%

Consolidated UCLL Backhaul Services Performance Report

Chorus

Provisioning Backhaul services

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

SL 4. Notification Of Expected RFS dates sent within three working days of deemed acceptance time - Speed Change (no Truck Roll) Order

Commentary

No speed change orders were received this month

	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-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	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Chorus

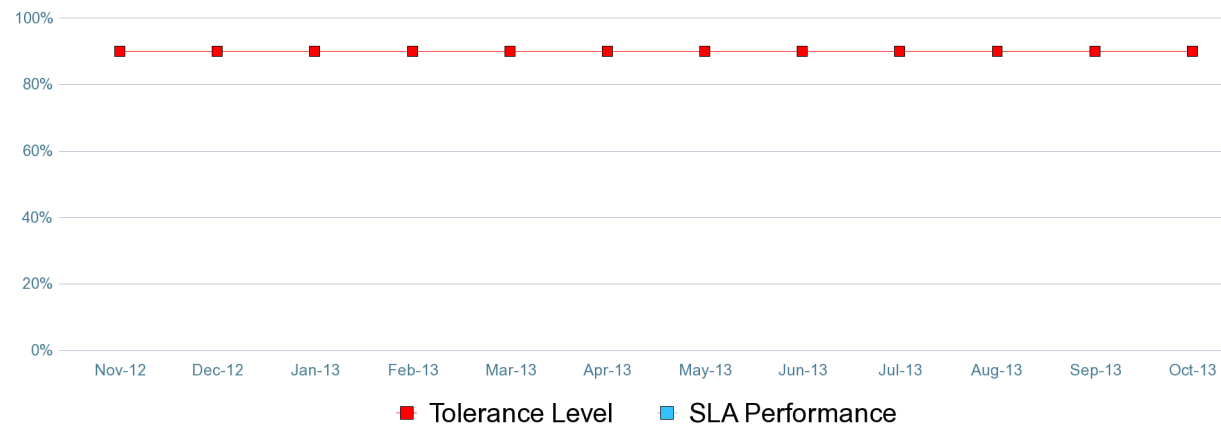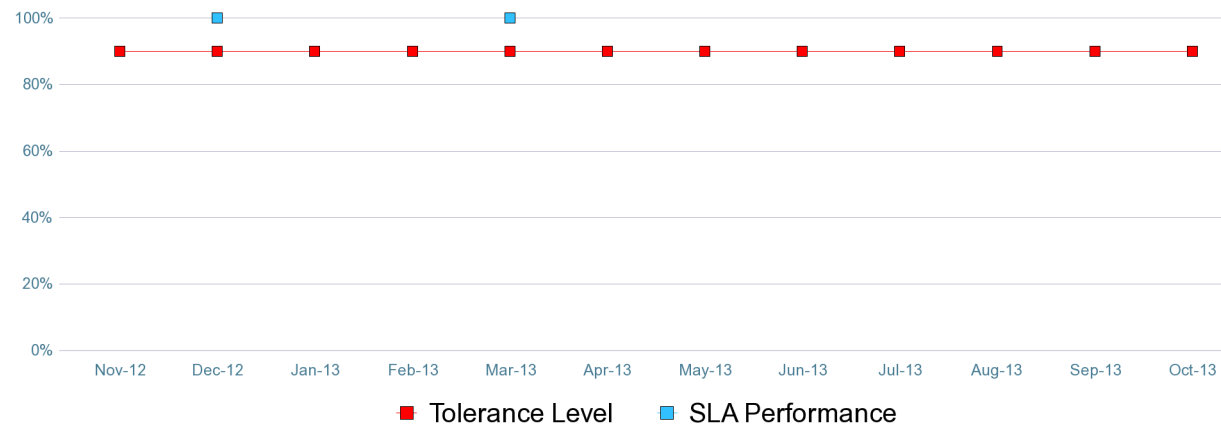# Provisioning Backhaul services

October 2013

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

SL 5. Orders is Completed right first time (Level A) - for each service type

Commentary

No faults were reported this month

	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13
Backhaul Connection	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Handover Fibre	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Network Change	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
New Connection	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	n/a	100.0%	n/a	n/a	100.0%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Speed Change	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13
SLA Performance	n/a	100.0%	n/a	n/a	100.0%	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%

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Chorus

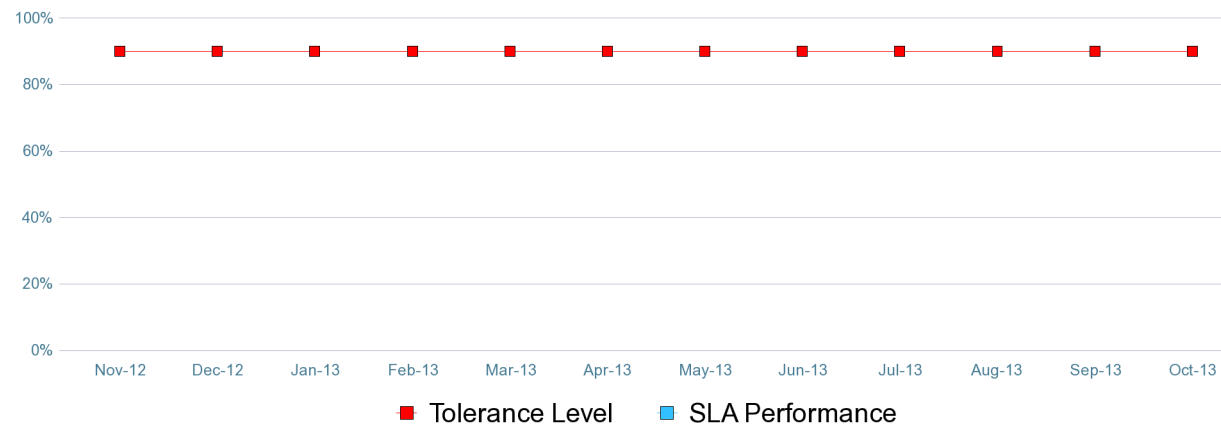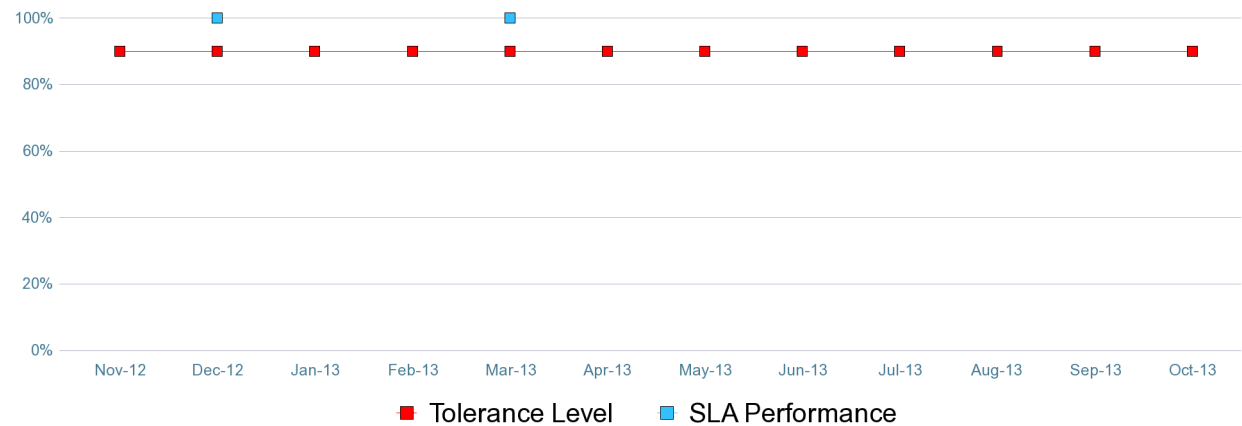# Provisioning Backhaul services

October 2013

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

SL 6. Orders is Completed by the notified expected RFS date (Level A) - for each service type, excluding Relinquishment Order

Commentary

No orders were completed this month

	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13
Backhaul Connection	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Handover Fibre	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Network Change	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
New Connection	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	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Speed Change	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-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	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Consolidated UCLL Backhaul Services Performance Report

Chorus

Provisioning Backhaul services

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

SL 7. Order is completed by the notified expected RFS date - Relinquishment Orders

Commentary

No relinquishment orders were completed this month

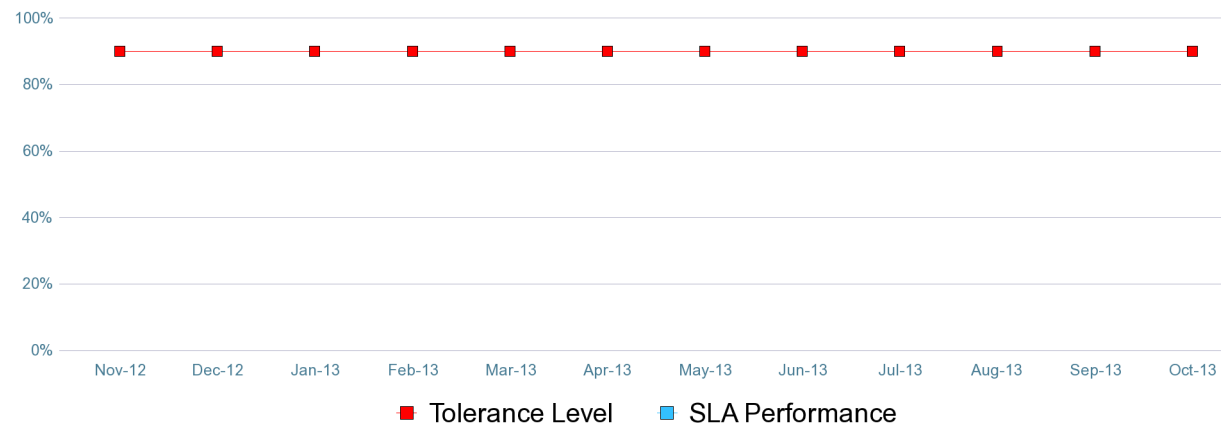|	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13
SLA Performance	n/a	100.0%	n/a	n/a	100.0%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Chorus

Provisioning Backhaul services

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

SL 8. Notification of the RFS date changes provided within the three working days of change request receipt - All Orders

Commentary

No change requests were received this month

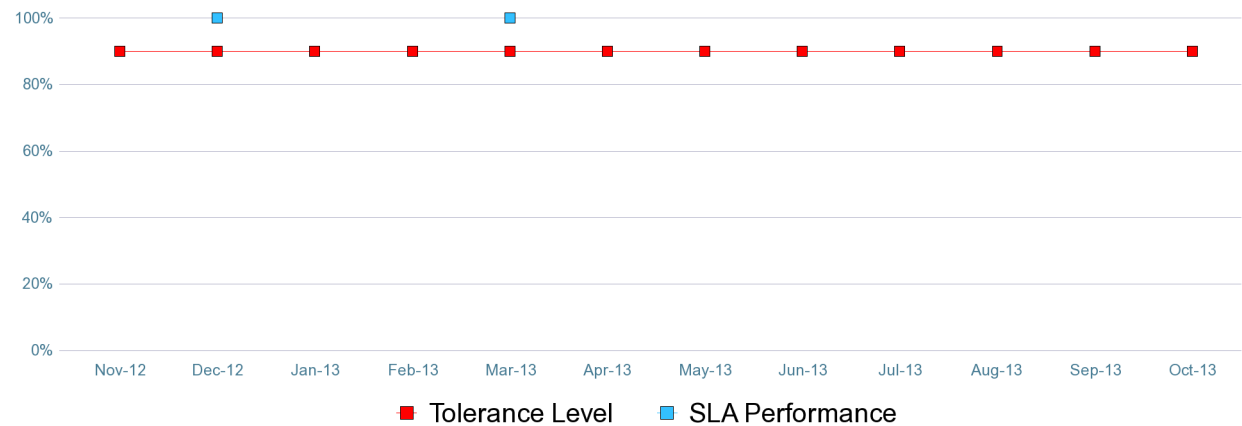|	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Chorus

Provisioning Backhaul services

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

SL 9. Completion confirmation sent within four business hours after order completion - All Orders

Commentary

No orders were completed this month

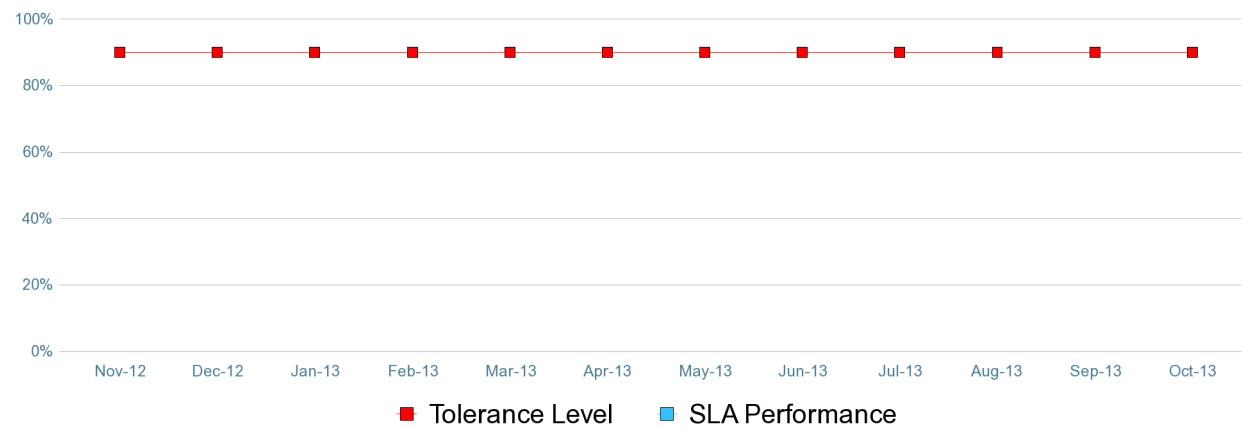|	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13
SLA Performance	n/a	100.0%	n/a	n/a	100.0%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Chorus

Provisioning Backhaul services

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

SL 10. Planned outage notifications advised at least five working days before outage occuring

Commentary

No Planned Outages this month

	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-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	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Consolidated UCLL Backhaul Services Performance Report

Chorus

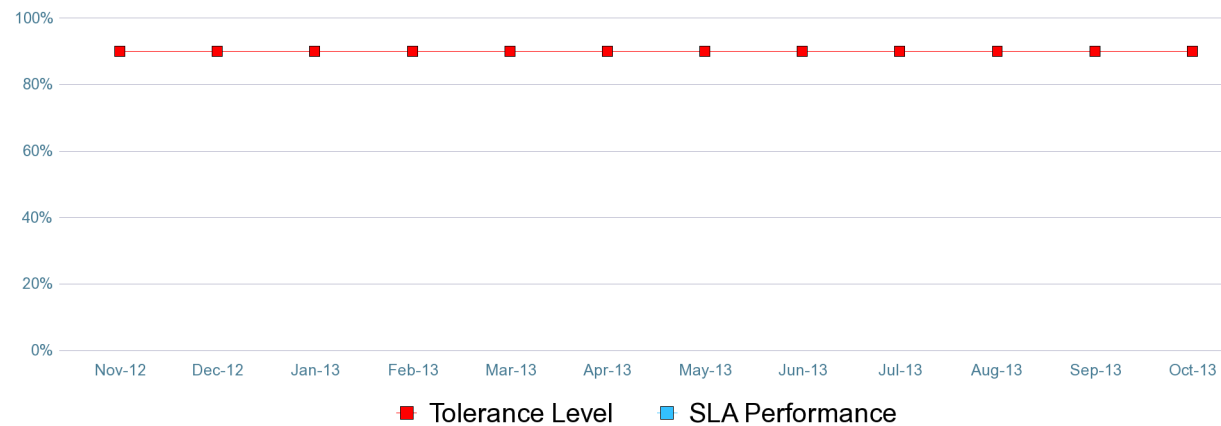# Provisioning Backhaul services

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

SL 11. Unplanned outage notification advised within two hours of Chorus discovering receiving outage notice (24x7 basis)

Commentary

No Unplanned Outages this month

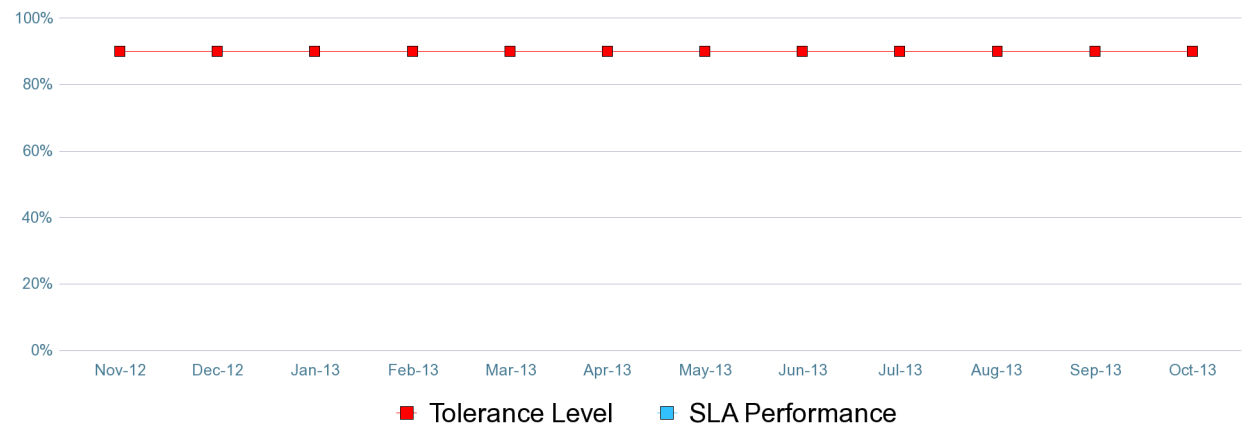|	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Chorus

Fault Management

This section covers fault receipt acknowledgement, notification, restoration

SL 12 - Faults report receipt acknowlegments provided within half a fault restoration hour of fault report

Commentary

No faults were reported this month

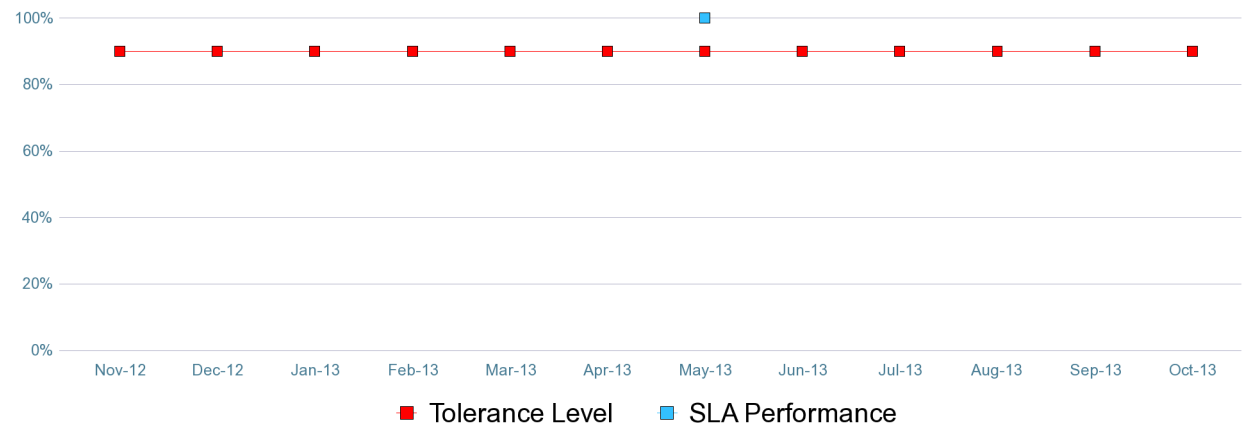|	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Chorus

Fault Management

This section covers fault receipt acknowledgement, notification, restoration

SL 13 - Expected fault restoration time notification sent within four fault restoration hours of fault report or eight fault restoration hours where the fault relates to the technical service specifications

Commentary

No faults were reported this month

	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13
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	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Consolidated UCLL Backhaul Services Performance Report
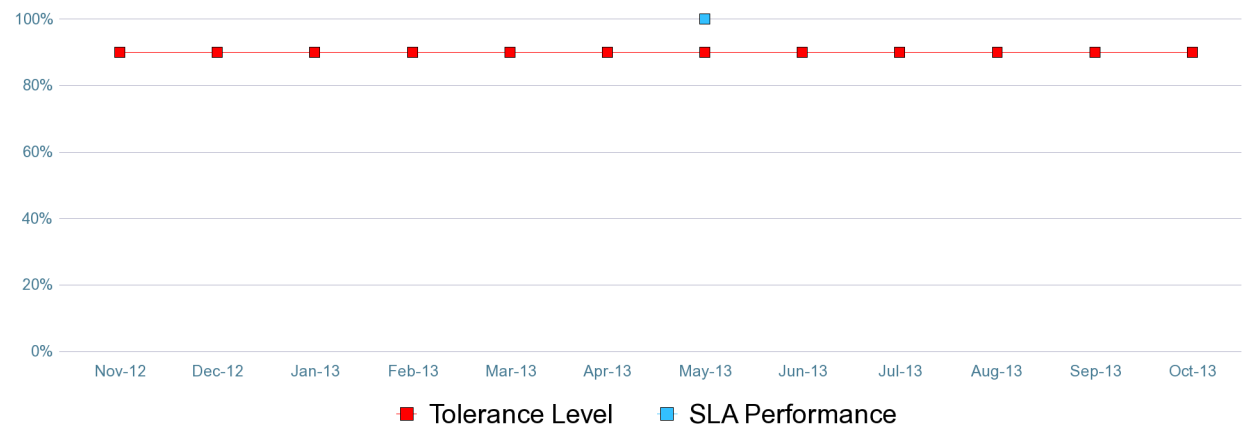
Chorus

This section covers fault receipt acknowledgement, notification, restoration

SL 14 - Faults restored within notified expected restoration time (Level A)

Commentary

No faults were reported/ restored this month

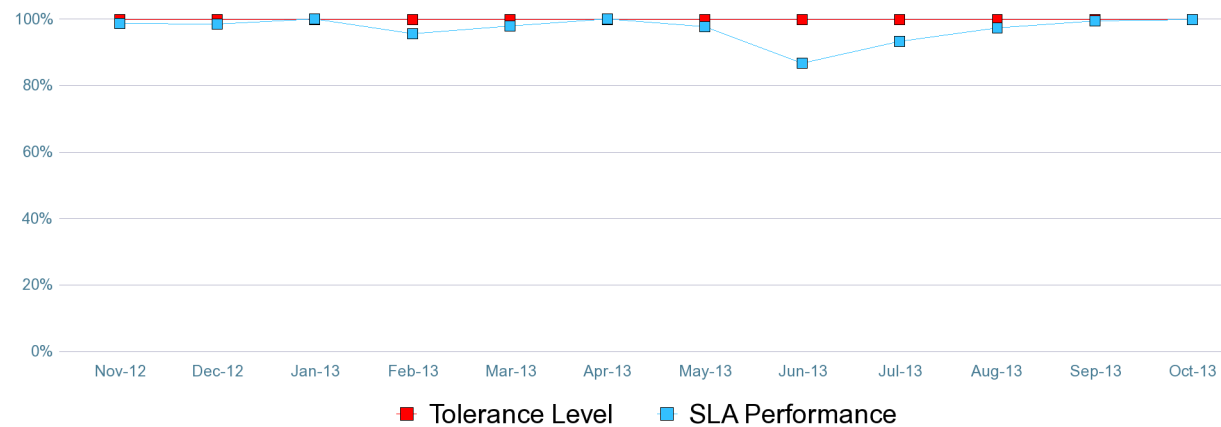|	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	100.0%	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

Chorus

Operational support systems

This section covers operational support systems for access seekers

SL 15 - Online Ordering & Tracking availability (24/7)

Commentary

Performance has exceed the required tolerance level

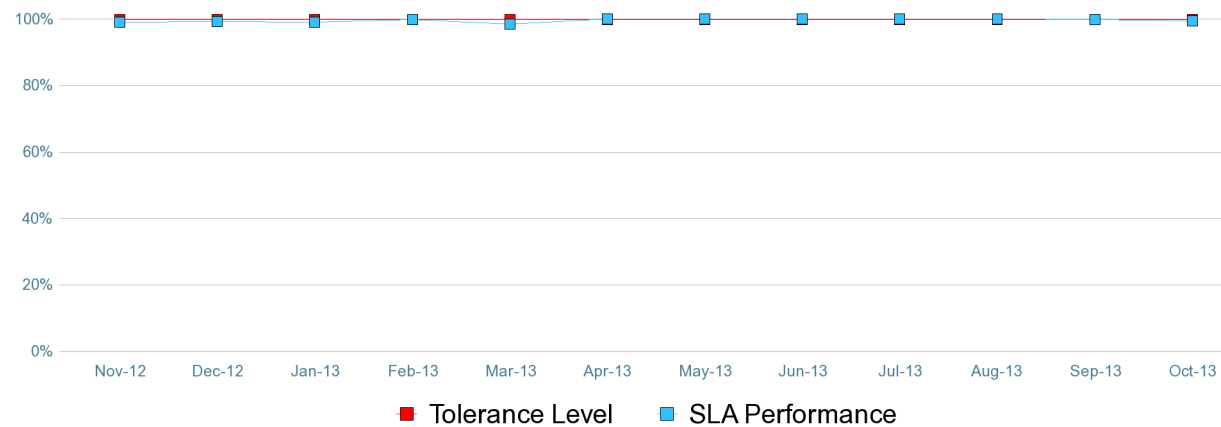|	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13
SLA Performance	98.7%	98.6%	100.0%	95.6%	98.0%	100.0%	97.8%	86.7%	93.4%	97.4%	99.5%	99.9%
Tolerance Level	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%

Chorus

Operational support systems

This section covers operational support systems for access seekers

SL 16 - Online Fault Management availability (24/7)

Commentary

Performance has not met the required tolerance level. See the SL16 Service Default Report for more information

	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13
SLA Performance	99.1%	99.3%	99.1%	99.8%	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	99.4%
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%

Chorus

Full explanation of terms used in this report

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

SL1   Percentage of Backhaul orders acknowledged within 4 business hours following receipt of the order

SL2   Percentage of rejection notifications for invalid Backhaul orders sent to the Access Seeker within 8 business hours following receipt time

SL3   Percentage of notification of expected RFS dates sent to the Access Seeker within 7 working days of the Deemed Acceptance Time

SL4   Percentage of notification of expected RFS dates sent to the Access Seeker within 3 working days of the Deemed Acceptance Time (Speed Change – no Truck Roll)

SL5   Percentage of notification of RFS date changes received within 3 working days following receipt of the requests to change an existing order

SL6   Percentage of Backhaul orders that experienced no Faults in work carried out to provision an order within 5 working days following confirmation by Chorus of completion of the order (Level A)

SL7   Percentage of Backhaul orders completed by the notified expected RFS date

SL8   Percentage of Backhaul Relinquishment orders completed by the notified expected RFS date

SL9   Percentage of confirmation of completions sent to the as within 4 business hours after the Backhaul order has been completed

SL10   Percentage of Planned Outage notifications advised to the Access Seeker at least 5 working days prior to the Planned Outage taking place

SL11   Percentage of Unplanned Outage notifications advised to the Access Seeker within 2 hours on a 24x7 basis of Chorus discovering or receiving notification of the Unplanned Outage

SL12   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

SL13   Percentage of notifications advising the expected fault restoration time sent to the Access Seeker within 4 fault restoration hours of the fault being reported for Non technical Specification Faults & Percentage of notifications advising the expected fault restoration time sent to the Access Seeker within 8 fault restoration hours of the fault being

SL14   Percentage Of Faults restored within the notified expected restoration time

SL15   Percentage of OO&T availability to the Access Seeker

SL16   Percentage of OFM availability to the Access Seeker

UCLL Backhaul Default Report

Item No.	16		Item No.	100%

Service Attribute	Availability of OFM

Cause of default	There was one incident in October which resulted in delays to processing some order types due to degradation of Assure component systems.
Procedure for correcting default	Assure 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 default	October 2013

Chorus