

UCLL & UCLF Backhaul Performance Report

Consolidated Report

September 2012

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 were two Service Level Defaults this month: SL 3 (Notification of expected RFS date), SL 15 (Availability of OO&T), Service Level Default Reports for these Service Levels 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 & UCLF 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.

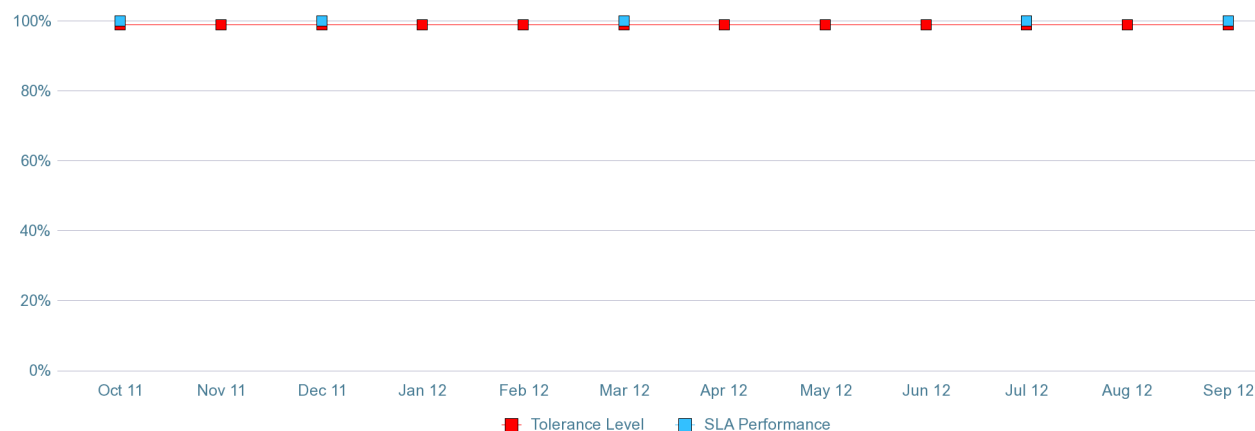


Provisioning Backhaul services

September 2012

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

SL 1 - Orders acknowledged within four business hours of order receipt – All Orders



Commentary

Performance has exceed the required tolerance level

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

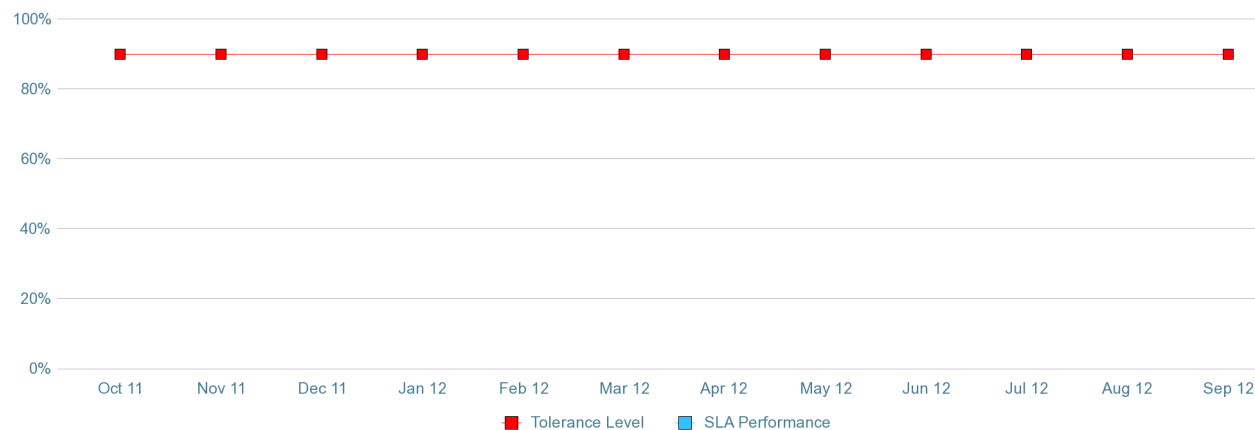


Provisioning Backhaul services

September 2012

This section covers 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

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

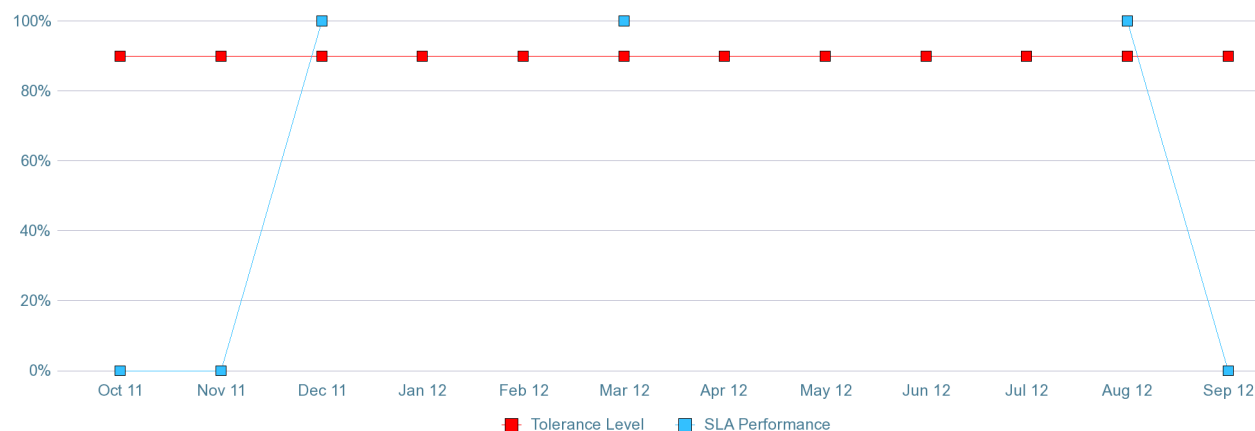


Provisioning Backhaul services

September 2012

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

SL 3 - Notification of expected RFS dates sent within seven working days of deemed acceptance time – All Orders, except Speed Change orders not a requiring Truck Roll



Commentary

Performance has not met the required tolerance level. See the SL3 Service Default Report for more information

	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12	Jul 12	Aug 12	Sep 12
SLA Performance	0%	0%	100%	n/a	n/a	100%	n/a	n/a	n/a	n/a	100%	0%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

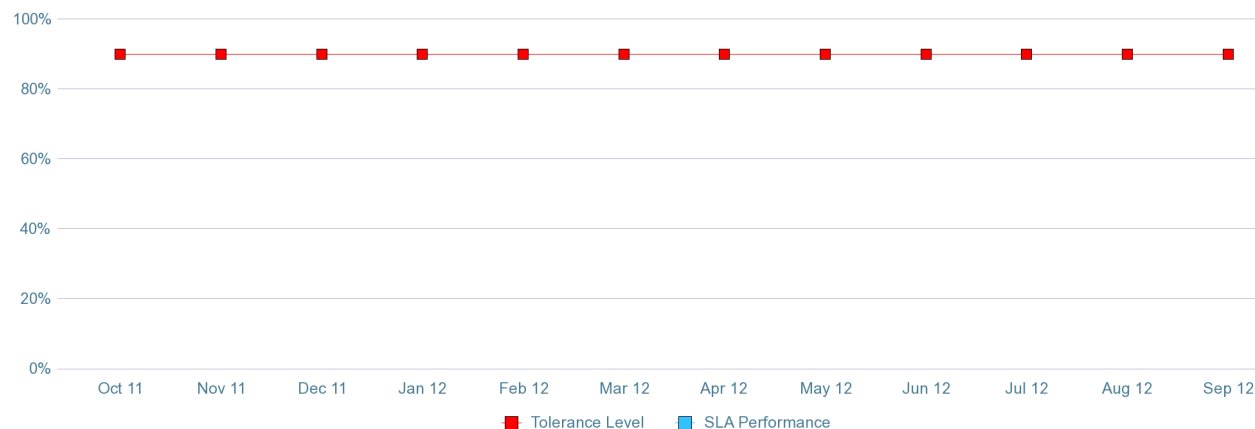


Provisioning Backhaul services

September 2012

This section covers 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

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

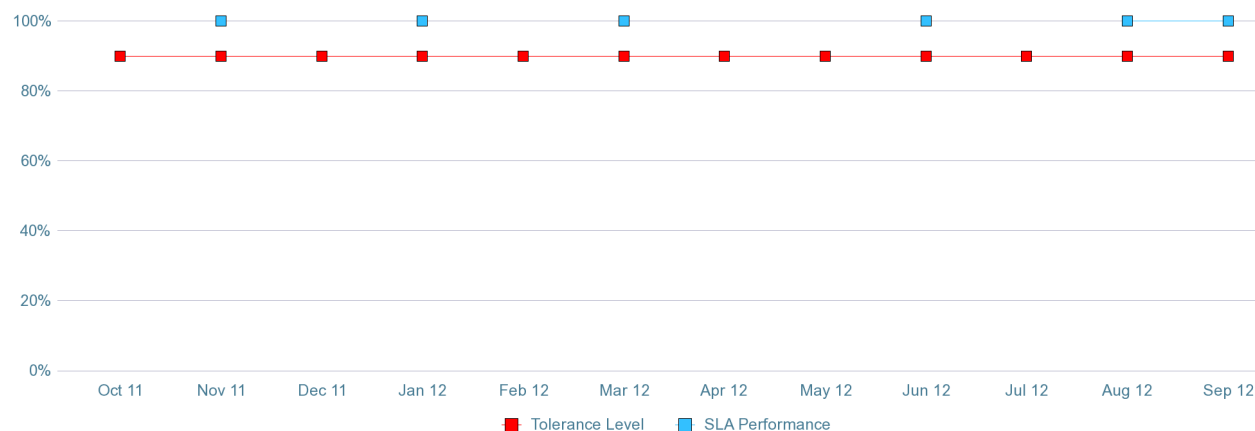


Provisioning Backhaul services

September 2012

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

SL 5 - Order is completed right first time (level A) – for each service type



Commentary

Performance has either met or exceeded the required tolerance level

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

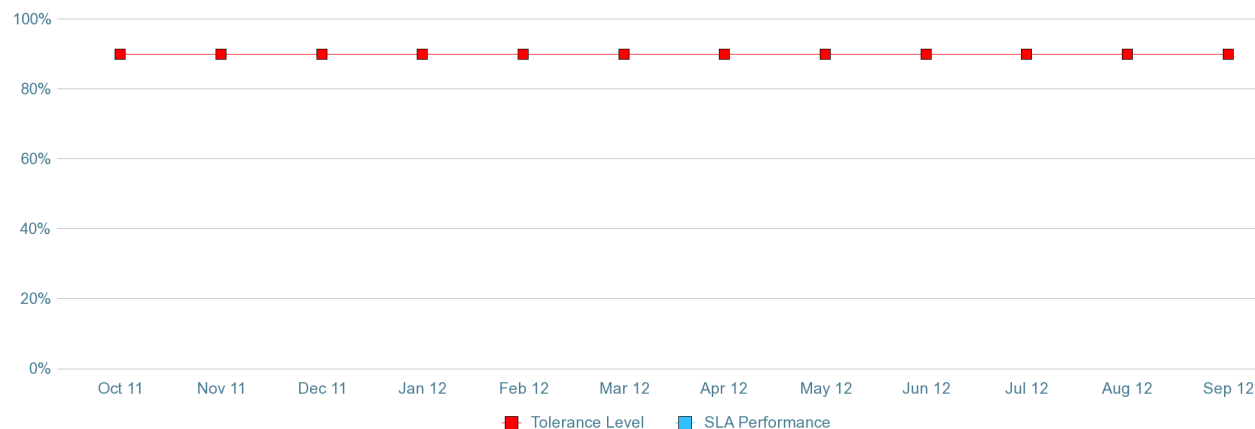


Provisioning Backhaul services

September 2012

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

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



Commentary

No orders were completed this month

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

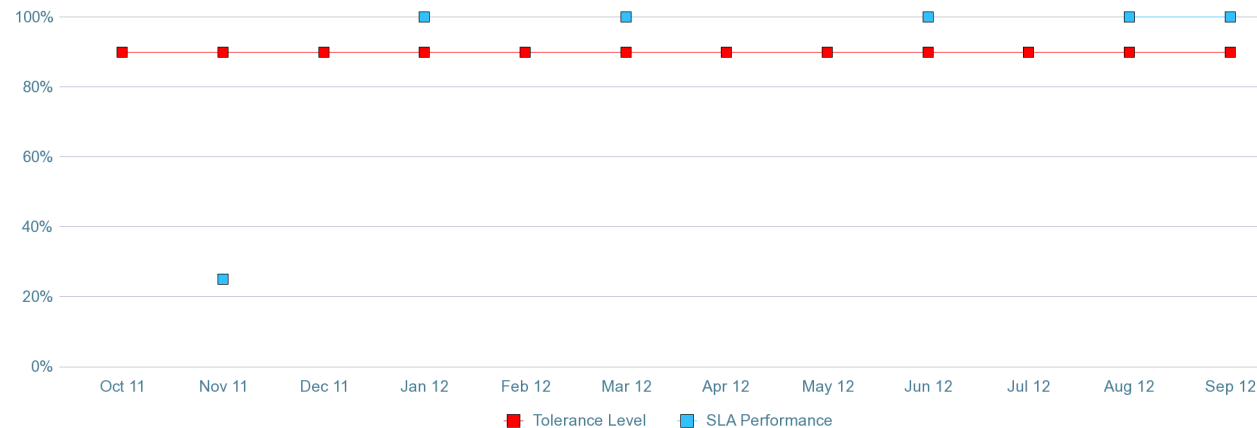


Provisioning Backhaul services

September 2012

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

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



Commentary

Performance has exceed the required tolerance level

	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12	Jul 12	Aug 12	Sep 12
SLA Performance	n/a	25%	n/a	100%	n/a	100%	n/a	n/a	100%	n/a	100%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

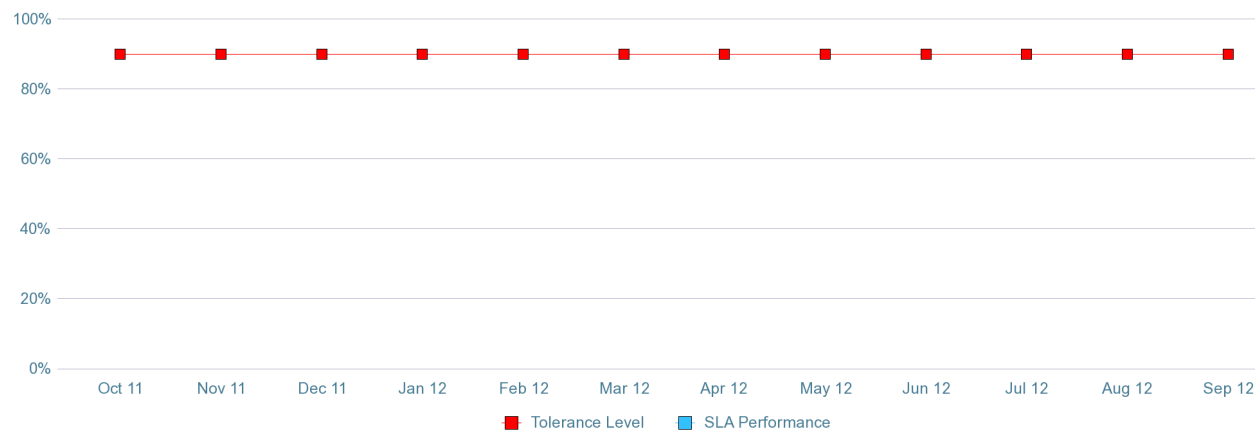


Provisioning Backhaul services

September 2012

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

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



Commentary

No change requests were received this month

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

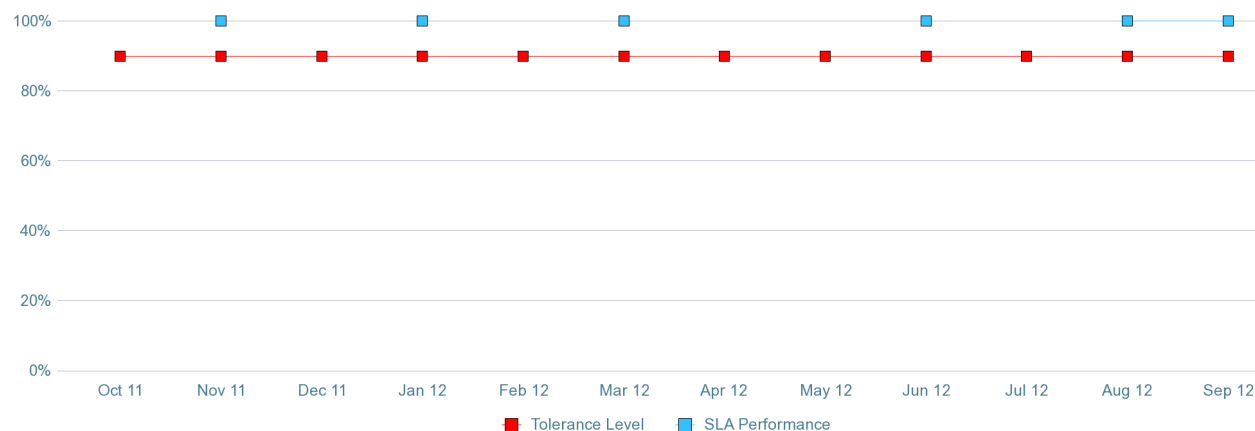


Provisioning Backhaul services

September 2012

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

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



Commentary

Performance has exceed the required tolerance level

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

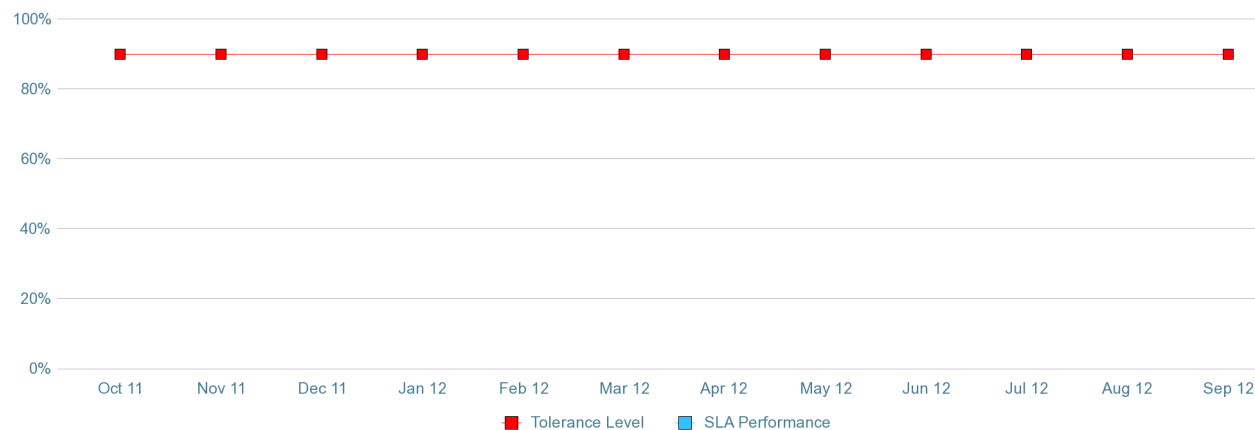


Provisioning Backhaul services

September 2012

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

SL 10 - Planned outage notifications advised at least five working days before outage occurring



Commentary

No Planned Outages this month

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

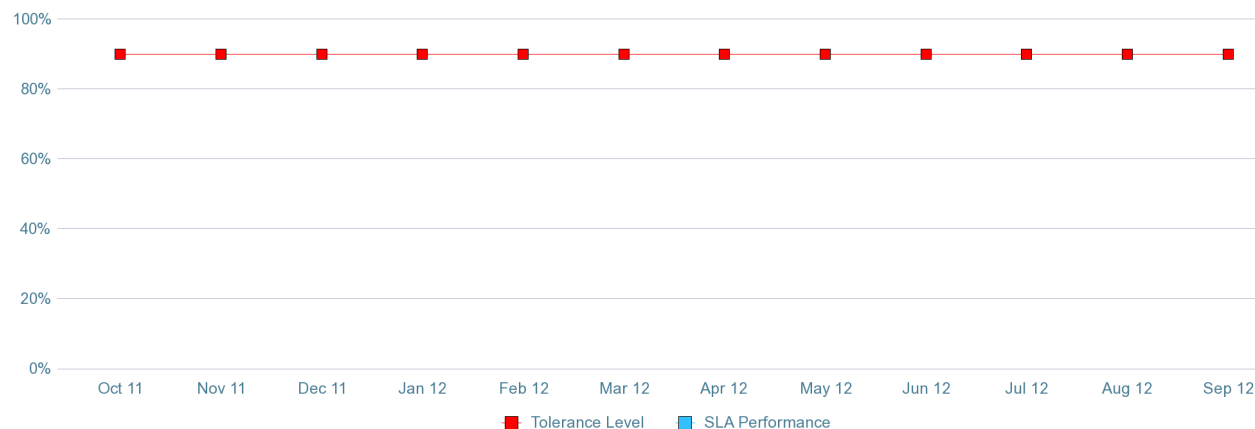


Provisioning Backhaul services

September 2012

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

SL 11 - Unplanned outage notifications advised within two hours of Chorus discovering or receiving outage notice (24x7 basis)



Commentary

No Unplanned Outages this month

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

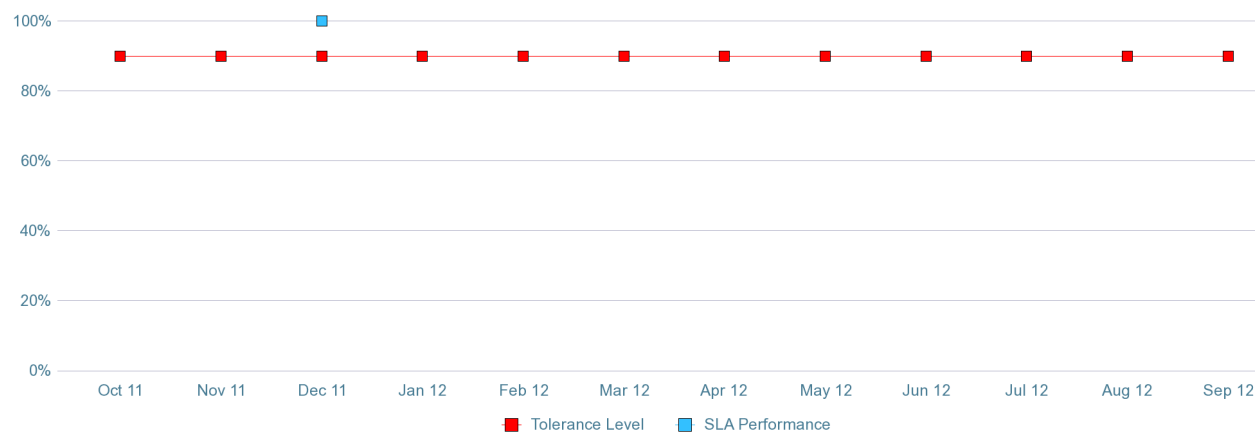


Fault Management

September 2012

This section covers fault receipt acknowledgement, notification, restoration

SL 12 - Fault report receipt acknowledgements provided within half a fault restoration hour of fault report



Commentary

No faults were reported this month

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

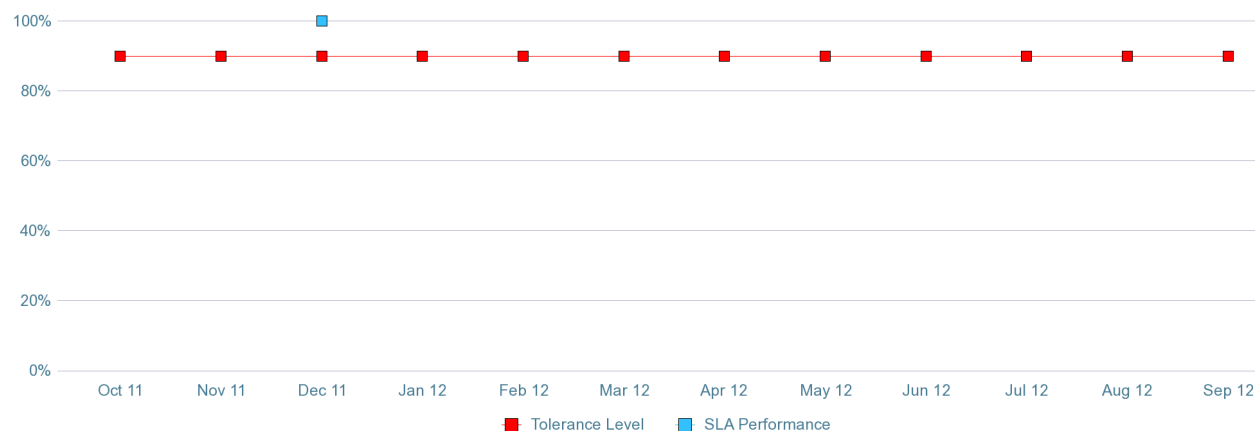


Fault Management

September 2012

This section covers fault receipt acknowledgement, notification, restoration

SL 13 - Expected fault restoration time notifications 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

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

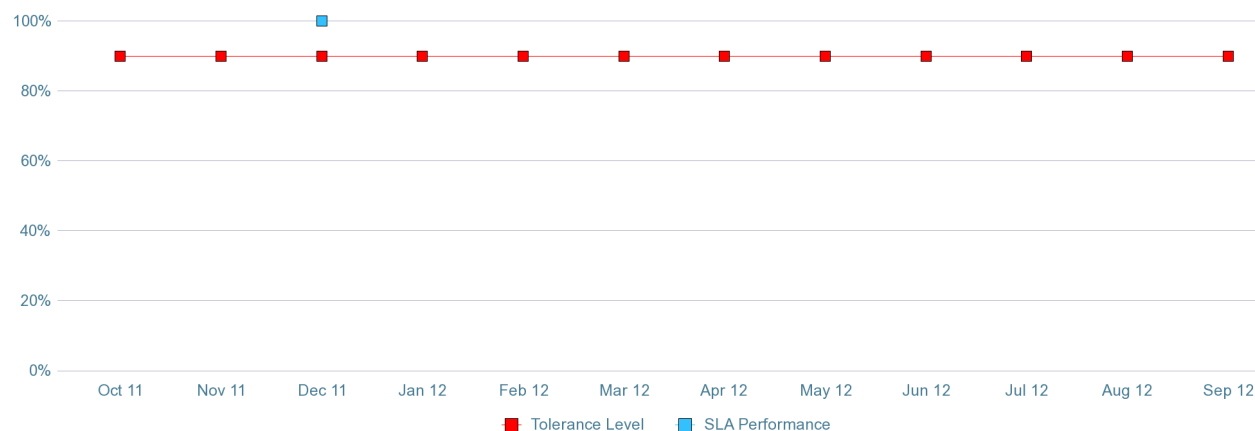


Fault Management

September 2012

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

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

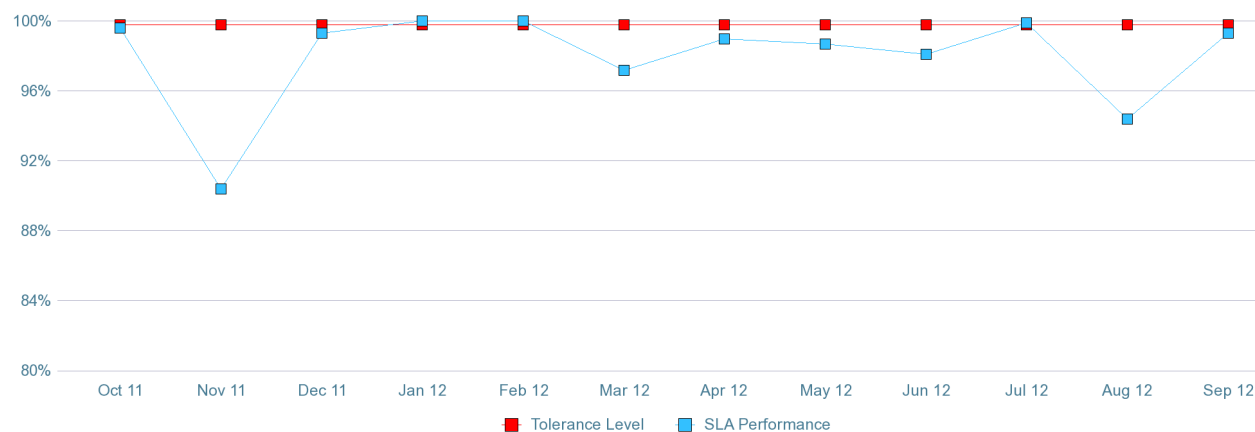


Operational support systems

This section covers operational support systems for access seekers

September 2012

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



Commentary

Performance has not met the required tolerance level. See the SL15 Service Default Report for more information

	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12	Jul 12	Aug 12	Sep 12
SLA Performance	99.6%	90.4%	99.3%	100.0%	100.0%	97.2%	99.0%	98.7%	98.1%	99.9%	94.4%	99.3%
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%

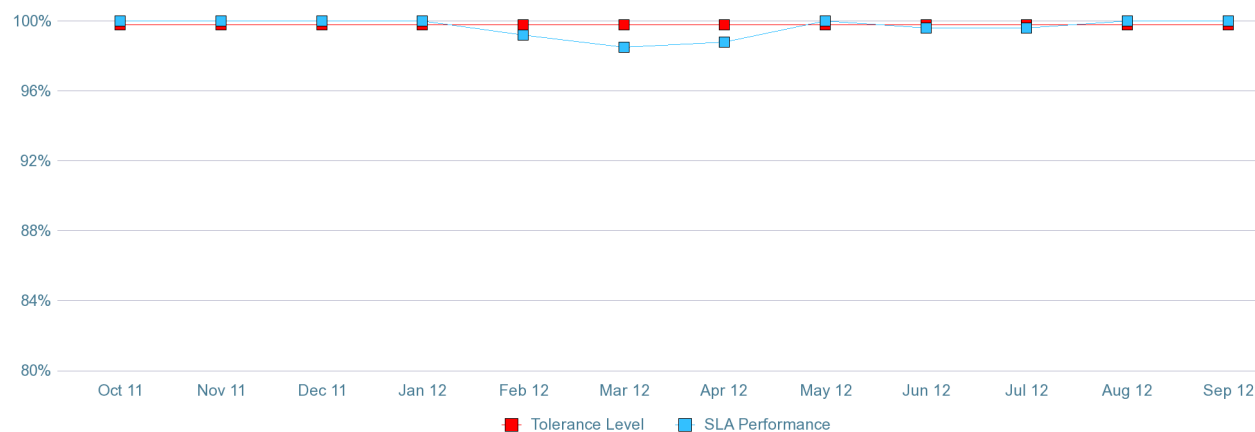


Operational support systems

This section covers operational support systems for access seekers

September 2012

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



Commentary

Performance has exceed the required tolerance level

	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12	Jul 12	Aug 12	Sep 12
SLA Performance	100.0%	100.0%	100.0%	100.0%	99.2%	98.5%	98.8%	100.0%	99.6%	99.6%	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

September 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 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

Provision of Backhaul Service

- SL 1 Percentage of Backhaul orders acknowledged within 4 business hours following receipt of the order
- SL 2 Percentage of rejection notifications for invalid Backhaul orders sent to the Access Seeker within 8 business hours following receipt time
- SL 3 Percentage of notification of expected RFS dates sent to the Access Seeker within 7 working days of the Deemed Acceptance Time
- SL 4 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)
- SL 5 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)
- SL 6 Percentage of Backhaul orders completed by the notified expected RFS date
- SL 7 Percentage of Backhaul Relinquishment orders completed by the notified expected RFS date
- SL 8 Percentage of notification of RFS date changes received within 3 working days following receipt of the requests to change an existing order
- SL 9 Percentage of confirmation of completions sent to the as within 4 business hours after the Backhaul order has been completed
- SL 10 Percentage of Planned Outage notifications advised to the Access Seeker at least 5 working days prior to the Planned Outage taking place
- SL 11 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

Fault Management for Backhaul Service

- 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
- SL 13 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 reported for Technical Specification Faults
- SL 14 Percentage Of Faults restored within the notified expected restoration time

Operational Support Systems for Backhaul Service

- SL 15 Percentage of OO&T availability to the Access Seeker
- SL 16 Percentage of OFM availability to the Access Seeker



UCLL & UCLF Backhaul Service Level Default

September 2012

Item No.	3	Tolerance Level	90%
Service Attribute	Notification of expected RFS date for an Order		
Cause of default	Requests sat in the work queue waiting to be allocated to a Data Provisioning rep for longer than expected in all these cases. As jobs can only be reviewed and RFS dates provided once the job has been allocated, this was the cause of the SLA being missed		
Procedure for correcting default	Documented and highlighted issue to Data Provisioning queue coordinator, outlining the importance of these jobs being allocated in a timely manner and the subsequent impacts of this not being achieved.		
Steps taken to remedy default	RFS date provided to customers		
Effectiveness of steps taken	Along with the above action taken, this function has now been brought into Chorus, effective 1 October, so expect to see an improvement.		
Date of previous default	November 2011, September 2012		



UCLL & UCLF Backhaul Service Level Default

September 2012

Item No.	15	Tolerance Level	99.8%
Service Attribute	Availability of OO&T		
Cause of default	There were three incidents in September 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 default	November 2011, December 2011, March 2012, April 2012, May 2012, June 2012, August 2012, September 2012		