UCLL & UCLF Co-location Performance Report

Consolidated Report

March 2013

Unbundled Copper Local Loop (UCLL) and Unbundled Copper Low Frequency (UCLF) Co-location 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 Co-location Standard Term Determinations.

Executive summary

There were two Service Level Defaults this month: SL 15 (Availability of OO&T), SL 16 (Availability of OFM), 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 Co-location 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

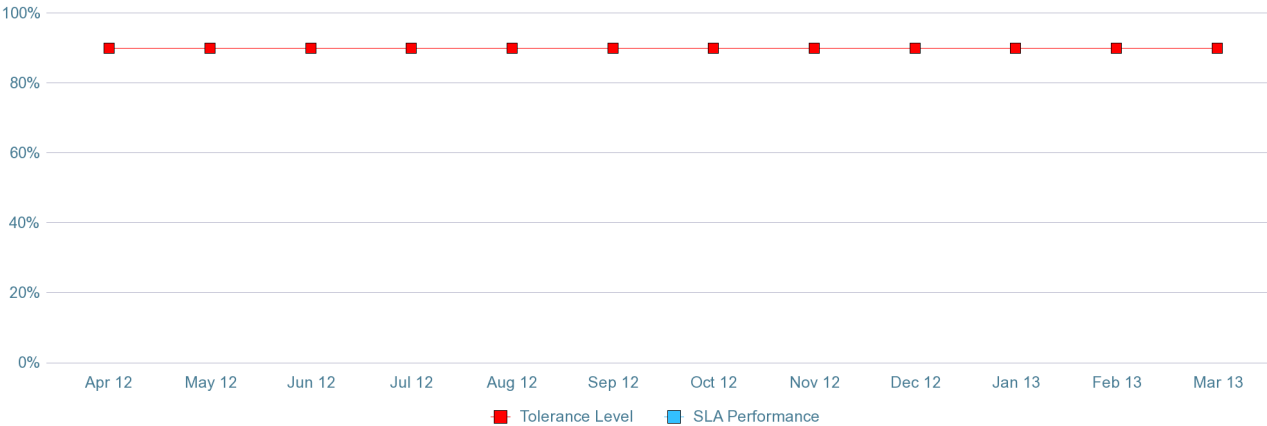If you have queries, please email your Chorus Account Manager.

Site and footprint readiness

This section covers initial and full co-location audits completed within SL following order receipt.

SL 1 - Initial site audits completed within five working days of order
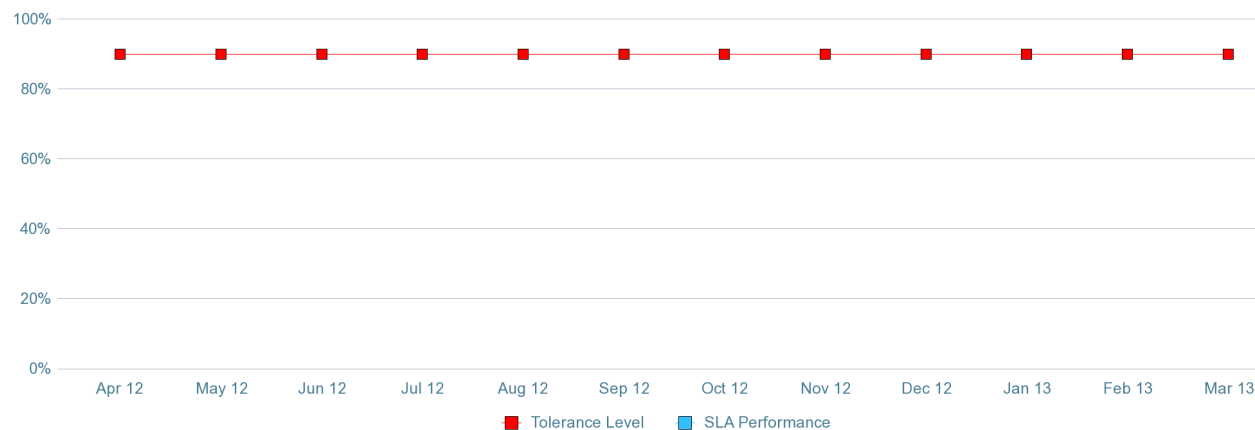

Commentary

No site audits completed this month

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

Consolidated UCLL & UCLF Co-location Performance Report

Chorus

Site and footprint readiness

This section covers initial and full co-location audits completed within SL following order receipt.

SL 2 - Full site audits completed within ten working days of order (level A)

Commentary

No site audits completed this month

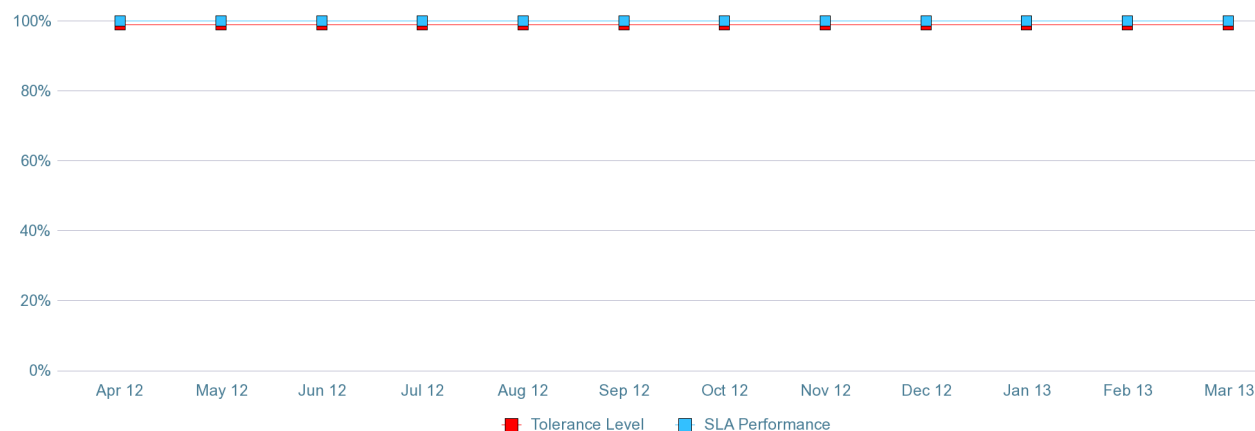|	Apr 12	May 12	Jun 12	Jul 12	Aug 12	Sep 12	Oct 12	Nov 12	Dec 12	Jan 13	Feb 13	Mar 13
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Chorus

Provisioning Co-location services

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

SL 3 - Orders acknowledged within 4 consecutive business hours following receipt

Commentary

Performance has exceed the required tolerance level

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

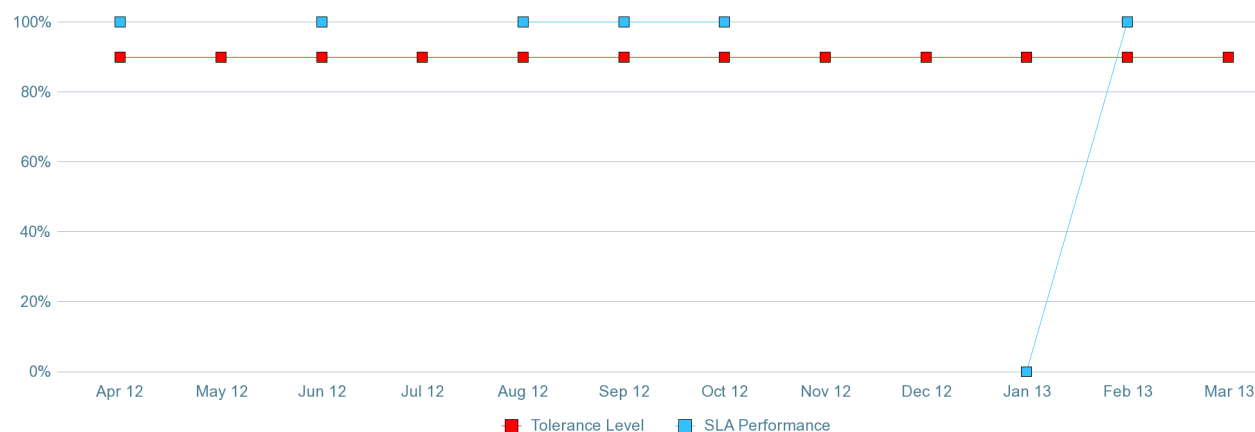Consolidated UCLL & UCLF Co-location Performance Report

Chorus

Provisioning Co-location services

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

SL 4 - Invalid order rejection notifications sent within 3 consecutive working days following receipt

Commentary

No invalid orders were received this month

	Apr 12	May 12	Jun 12	Jul 12	Aug 12	Sep 12	Oct 12	Nov 12	Dec 12	Jan 13	Feb 13	Mar 13
SLA Performance	100%	n/a	100%	n/a	100%	100%	100%	n/a	n/a	0%	100%	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Consolidated UCLL & UCLF Co-location Performance Report

Chorus

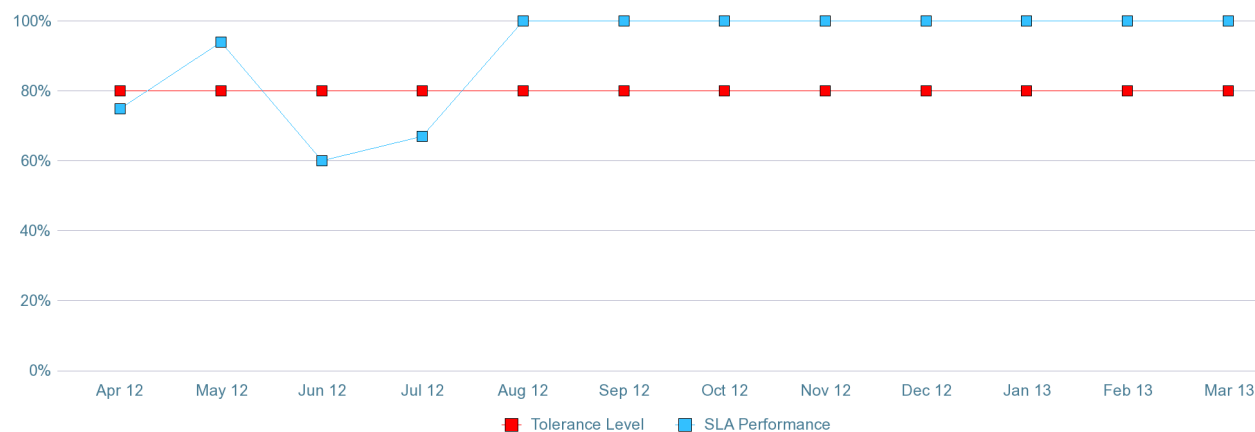# Provisioning Co-location services

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

SL 5 - Quotes provided within 10 working days of order receipt

Commentary

Performance has exceed the required tolerance level

	Apr 12	May 12	Jun 12	Jul 12	Aug 12	Sep 12	Oct 12	Nov 12	Dec 12	Jan 13	Feb 13	Mar 13
SLA Performance	75%	94%	60%	67%	100%	100%	100%	100%	100%	100%	100%	100%
Tolerance Level	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%

Consolidated UCLL & UCLF Co-location Performance Report

Chorus

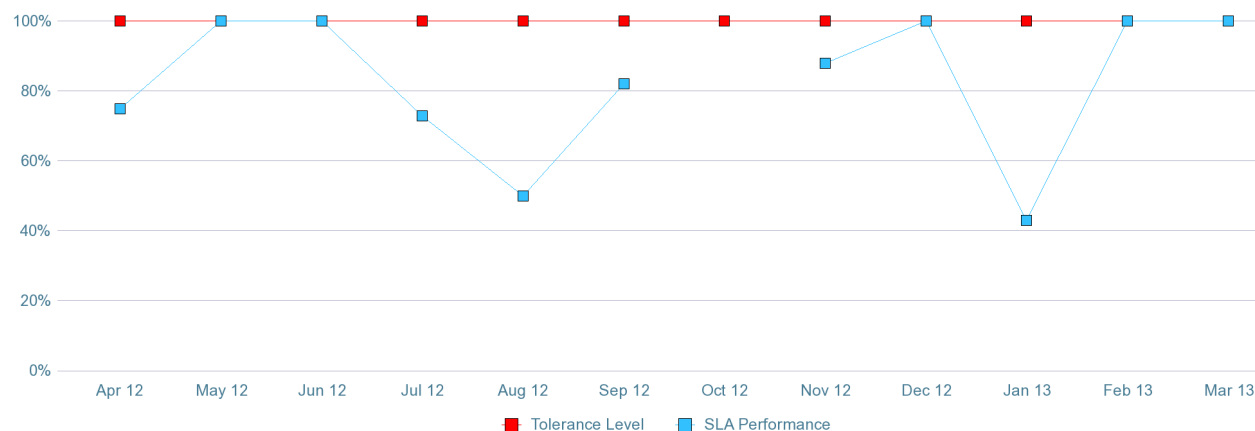# Provisioning Co-location services

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

SL 6 - Builds competed by time specified in firm order (level A)

Commentary

Performance has met the required tolerance level

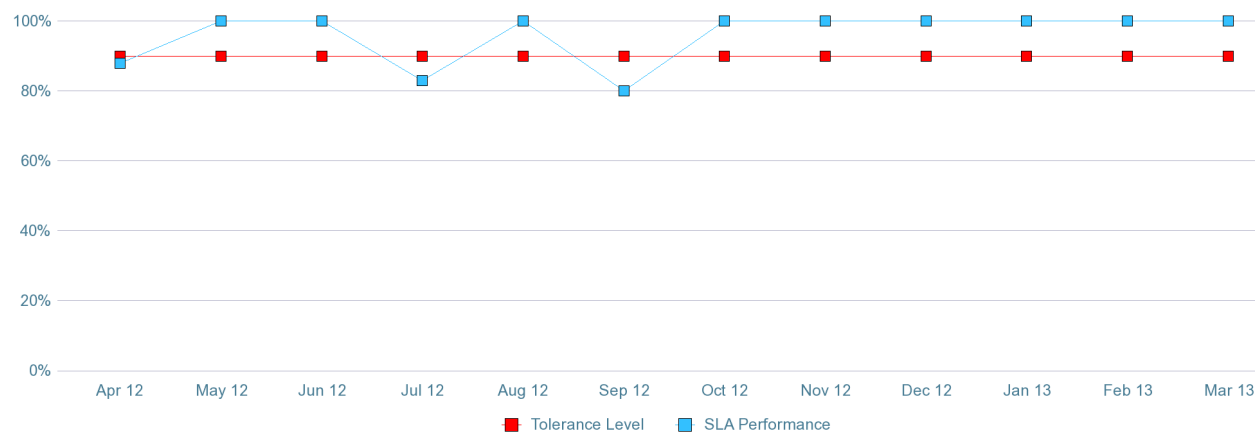|	Apr 12	May 12	Jun 12	Jul 12	Aug 12	Sep 12	Oct 12	Nov 12	Dec 12	Jan 13	Feb 13	Mar 13
SLA Performance	75%	100%	100%	73%	50%	82%	n/a	88%	100%	43%	100%	100%
Tolerance Level	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Chorus

Provisioning Co-location services

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

SL 7 - Build completion confirmations sent within 2 consecutive working days of Chorus build completion

Commentary

Performance has exceed the required tolerance level

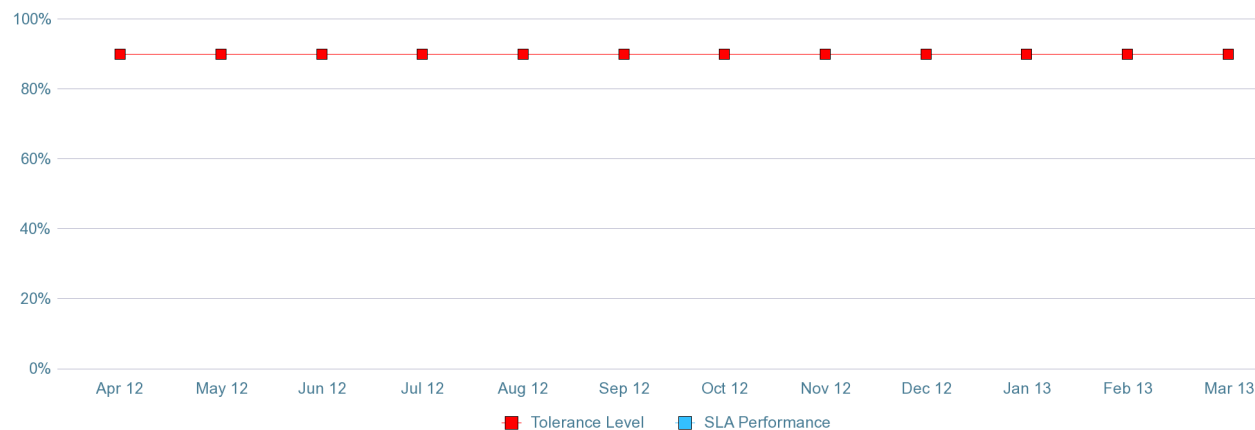|	Apr 12	May 12	Jun 12	Jul 12	Aug 12	Sep 12	Oct 12	Nov 12	Dec 12	Jan 13	Feb 13	Mar 13
SLA Performance	88%	100%	100%	83%	100%	80%	100%	100%	100%	100%	100%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning Co-location services

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

SL 8 - Planned outage notifications advised at least five working days before outage occurring

Legend: ■ Tolerance Level   ■ SLA Performance

Commentary

No Planned Outages this month

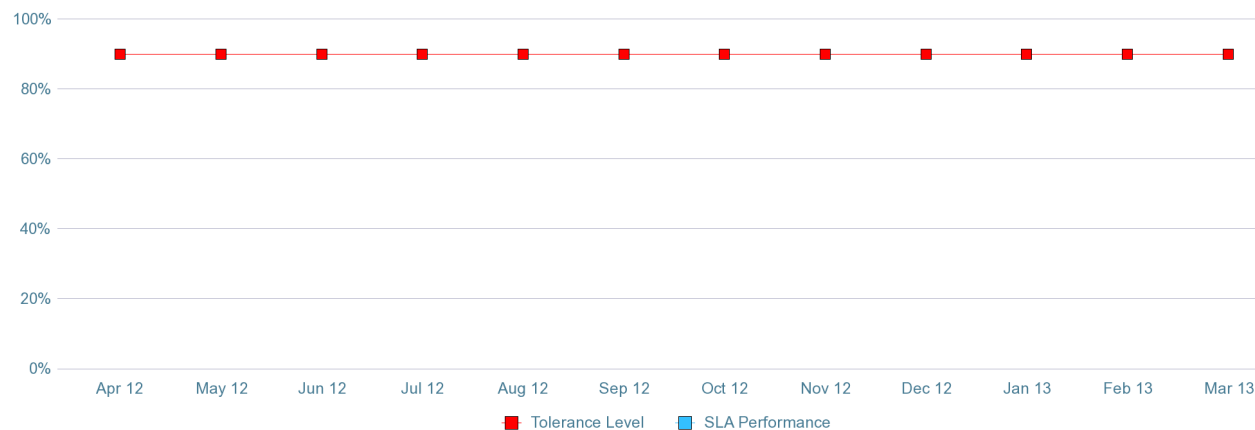|	Apr 12	May 12	Jun 12	Jul 12	Aug 12	Sep 12	Oct 12	Nov 12	Dec 12	Jan 13	Feb 13	Mar 13
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Chorus

Provisioning Co-location services

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

SL 9 - Unplanned outage notifications advised within two hours of Chorus discovering or receiving outage notice (24x7 basis)

Commentary

No Unplanned Outages this month

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

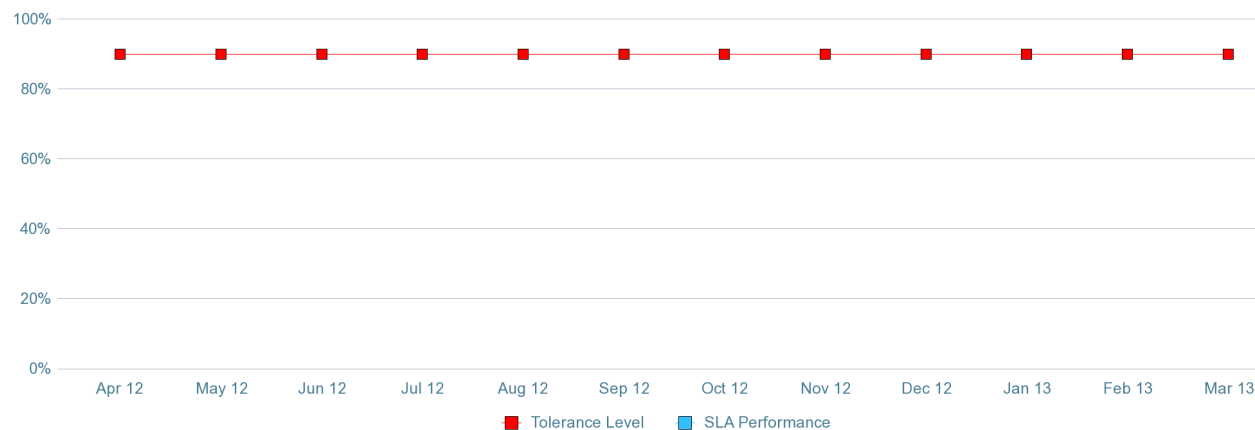Consolidated UCLL & UCLF Co-location Performance Report

Chorus

Fault Management

March 2013

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

SL 10 – Fault report receipt acknowledgements provided within half a fault restoration hour of fault report

Commentary

No faults were reported this month

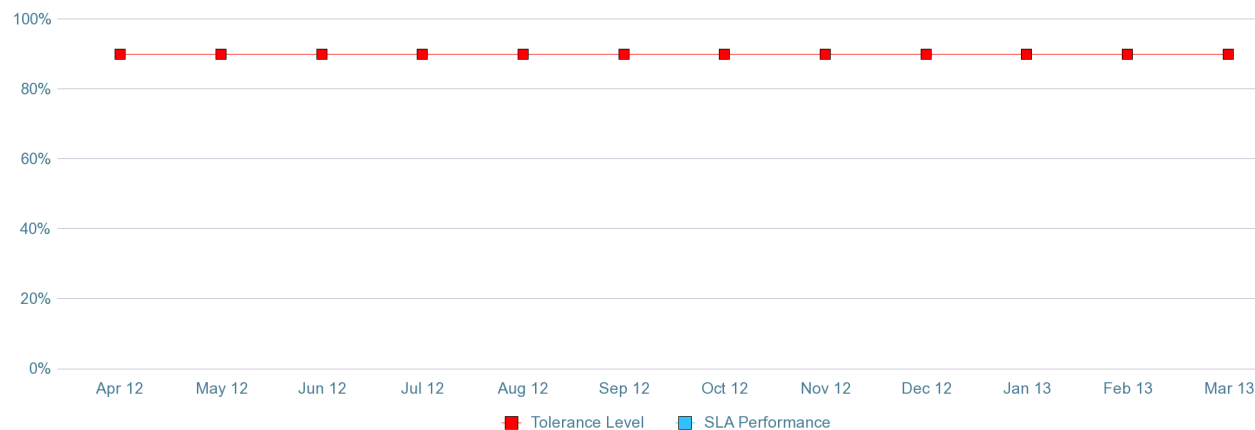|	Apr 12	May 12	Jun 12	Jul 12	Aug 12	Sep 12	Oct 12	Nov 12	Dec 12	Jan 13	Feb 13	Mar 13
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Consolidated UCLL & UCLF Co-location Performance Report

Chorus

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

SL 11 - Expected fault restoration time notifications sent within 8 fault restoration hours of fault report

Commentary

No faults were reported this month

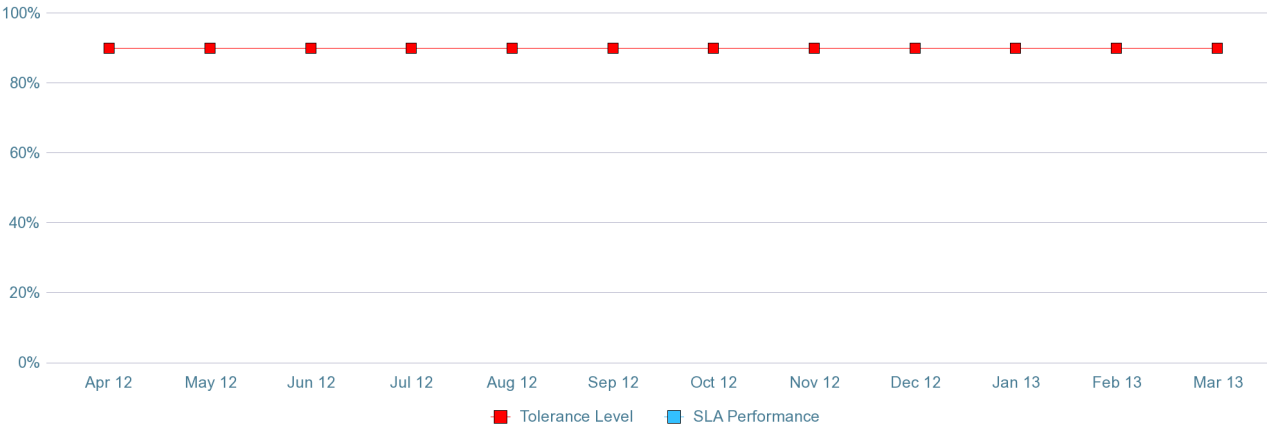|	Apr 12	May 12	Jun 12	Jul 12	Aug 12	Sep 12	Oct 12	Nov 12	Dec 12	Jan 13	Feb 13	Mar 13
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Chorus

Fault Management

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

SL 12 - Faults restored within notified expected restoration period (level A)
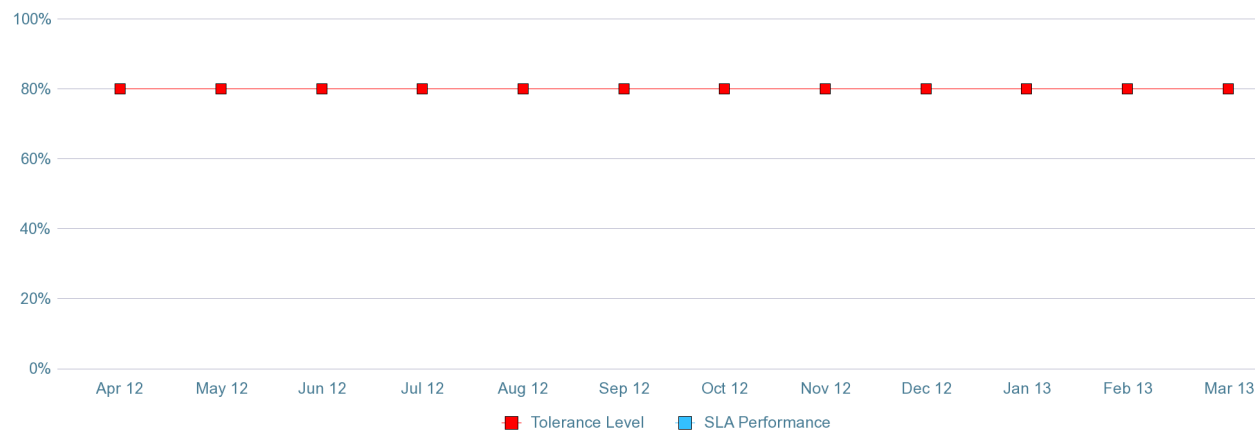

Commentary

No faults were reported/restored this month

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

Chorus

Provisioning Co-location services

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

SL 13 - Times during BAU period Chorus made escort available within two consecutive working days of request

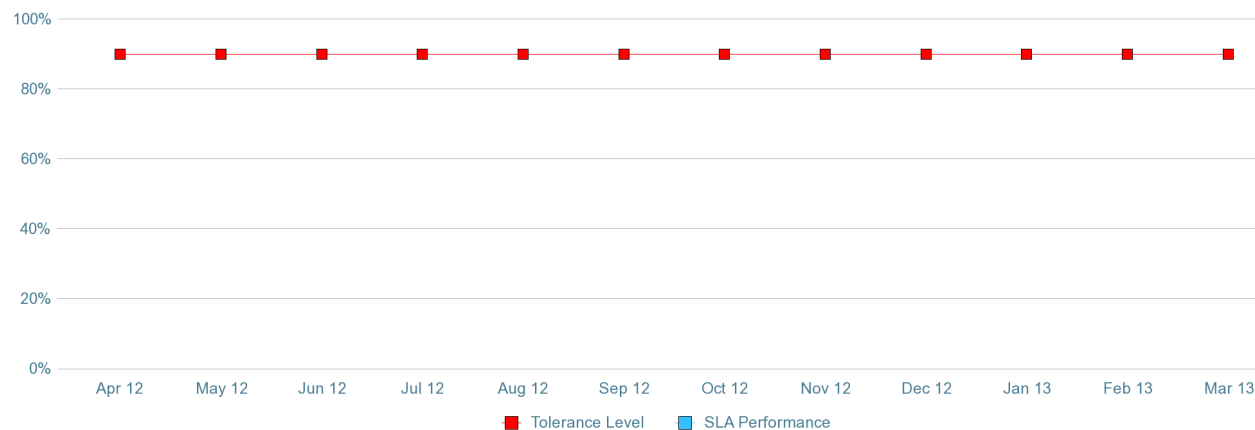**Commentary**

No escorts required this month

	Apr 12	May 12	Jun 12	Jul 12	Aug 12	Sep 12	Oct 12	Nov 12	Dec 12	Jan 13	Feb 13	Mar 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	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%

Chorus

Co-location forecasting

This section covers co-location forecasting

SL 14 - Cabinetisation forecasts provided within 10 working days of 6 month anniversaries from 7 November 2007

Commentary

No forecast required this month

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

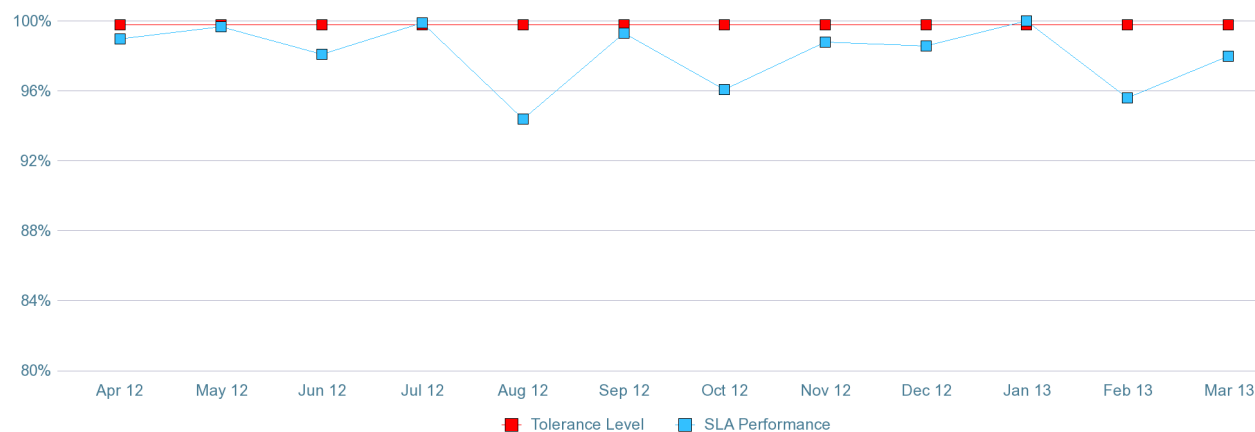Consolidated UCLL & UCLF Co-location Performance Report

Chorus

Operational support systems

This section covers operational support systems for access seekers

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

	Apr 12	May 12	Jun 12	Jul 12	Aug 12	Sep 12	Oct 12	Nov 12	Dec 12	Jan 13	Feb 13	Mar 13
SLA Performance	99.0%	99.7%	98.1%	99.9%	94.4%	99.3%	96.1%	98.8%	98.6%	100.0%	95.6%	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%

Chorus

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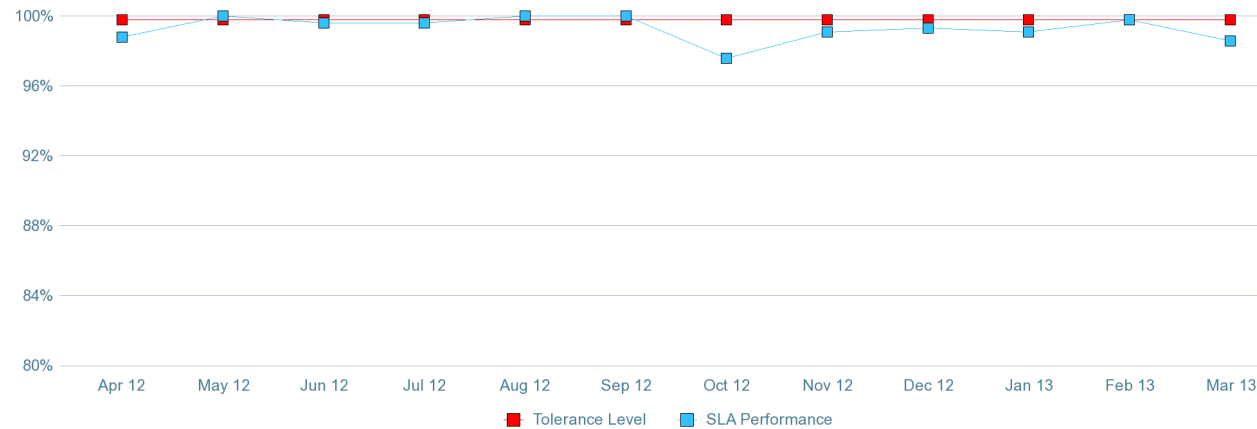
Commentary

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

	Apr 12	May 12	Jun 12	Jul 12	Aug 12	Sep 12	Oct 12	Nov 12	Dec 12	Jan 13	Feb 13	Mar 13
SLA Performance	98.8%	100.0%	99.6%	99.6%	100.0%	100.0%	97.6%	99.1%	99.3%	99.1%	99.8%	98.6%
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

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 (UCLL 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 Initial Site Audits completed within 5 Working Days following receipt of the order

SL 2   Percentage of Full Site Audits completed within 10 Working Days following receipt of the order (Level A)

Provision of Co-location Service

SL 3   Percentage of orders acknowledged within 4 consecutive business hours following receipt time

SL 4   Percentage of rejection notifications for invalid orders sent to the access seeker within 3 consecutive working days following receipt time

SL 5   Percentage of quotes provided to the access seeker within 10 working days of receipt of the order

SL 6   Percentage of Chorus builds completed within the time specified in the firm order sent to the access seeker (level A)

SL 7   Percentage of Chorus build completion confirmations sent to the access seeker within 2 consecutive working days of completing the Chorus build

SL 8   Percentage of planned outage notifications advised to the access seeker at least 5 working days before the planned outage occurs

SL 9   Percentage of unplanned outage notifications advised to the access seeker within 2 hours of Chorus receiving the notification of the unplanned outage

Fault Management for Co-location Service

SL 10   Percentage of fault report receipt acknowledgements provided to the access seeker within half a fault restoration hour of the fault being reported

SL 11   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 12   Percentage of faults restored within the notified expected restoration time (level A)

SL 13   Percentage of times during the BAU period Chorus will make an escort available within 2 consecutive working days of the request

Chorus Forecasting for Co-location Service

SL 14   Percentage of written rolling 3-year cabinet forecast reports provided to the access seeker within 10 working days of the 6 month anniversary of the 07 November 2007

Operational Support Systems for Co-location Service

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

SL 16   Percentage of OFM availability to the Access Seeker

Chorus

UCLL & UCLF Co-location Service Level Default

Item No.	15		Tolerance Level	99.8%

Service Attribute	Availability of OO&T

Cause of default	There were four incidents in March 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 default	May 2012, June 2012, August 2012, September 2012, October 2012, November 2012, December 2012, February 2013, March 2013

Chorus

UCLL & UCLF Co-location Service Level Default

Item No.	16		Tolerance Level	99.8%

Service Attribute	Availability of OFM

Cause of default	There were four incidents in March 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 each outage.
Steps taken to remedy default	The relevant steps were taken to restore service including the restart of system components.
Effectiveness of steps taken	Effective
Date of previous default	June 2012, July 2012, October 2012, November 2012, December 2012, January 2013, March 2013

Chorus