

UCLL Performance Report

Consolidated Report

April 2015

Introduction

Unbundled Copper Local Loop (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 UCLL Standard Term Determinations.

Executive Summary

There were 5 Service Level Defaults this month: SL 2 (Notification of rejection), SL 4 (Order is completed right first time), SL 12 (Notification of Unplanned Outages), SL 17 (Availability of OO&T), SL 18 (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 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.

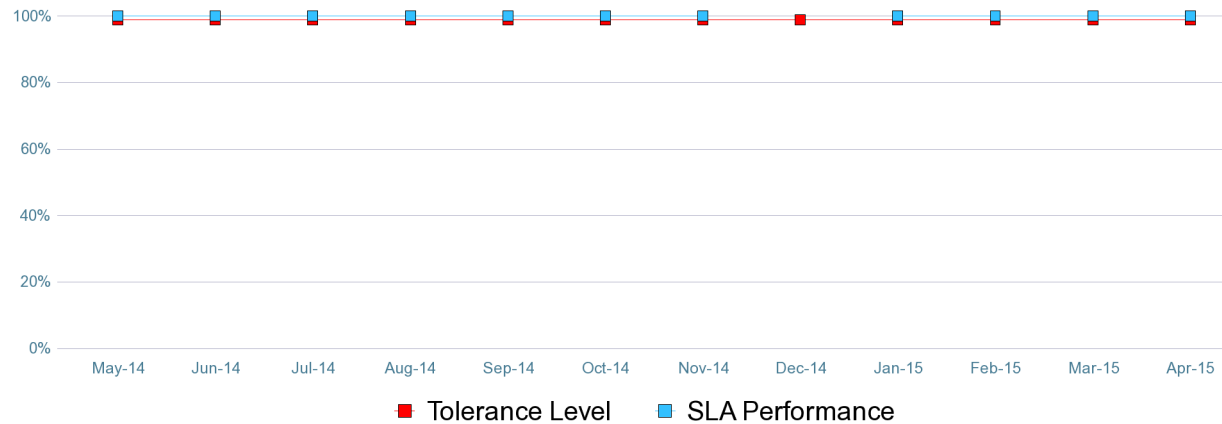


Provisioning UCLL services

April 2015

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

SL 1. Orders Acknowledged Within 4 Consecutive Business Hours of Receipt



Commentary

Performance has exceeded the required tolerance level

	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
Move Address	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	n/a	100.0%	100.0%	100.0%	100.0%
New Connection	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	n/a	100.0%	100.0%	100.0%	100.0%
Other Service to Transfer	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	n/a	100.0%	100.0%	100.0%	100.0%
Relinquishment	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	n/a	100.0%	100.0%	100.0%	100.0%
Transfer	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	n/a	100.0%	100.0%	100.0%	100.0%

	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
SLA Performance	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	n/a	100.0%	100.0%	100.0%	100.0%
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%

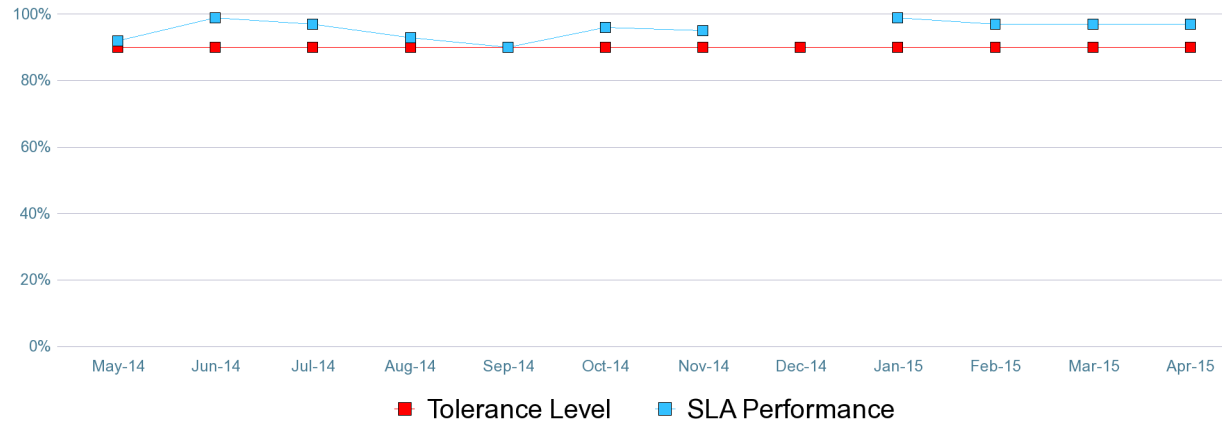


Provisioning UCLL services

April 2015

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

SL 2. Invalid order rejection notifications sent Within four consecutive business hours of receipt



Commentary

Performance has exceeded the required tolerance level

	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
Move Address	60.0%	95.0%	76.0%	53.0%	46.0%	86.0%	90.0%	n/a	93.0%	86.0%	89.0%	82.0%
New Connection	92.0%	100.0%	98.0%	94.0%	93.0%	96.0%	91.0%	n/a	98.0%	95.0%	95.0%	96.0%
Other Service to Transfer	94.0%	98.0%	100.0%	96.0%	85.0%	84.0%	100.0%	n/a	100.0%	100.0%	100.0%	96.0%
Relinquishment	98.0%	99.0%	100.0%	97.0%	93.0%	98.0%	98.0%	n/a	100.0%	100.0%	100.0%	100.0%
Transfer	92.0%	100.0%	100.0%	100.0%	100.0%	100.0%	93.0%	n/a	100.0%	100.0%	90.0%	92.0%

	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
SLA Performance	92.0%	99.0%	97.0%	93.0%	90.0%	96.0%	95.0%	n/a	99.0%	97.0%	97.0%	97.0%
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%

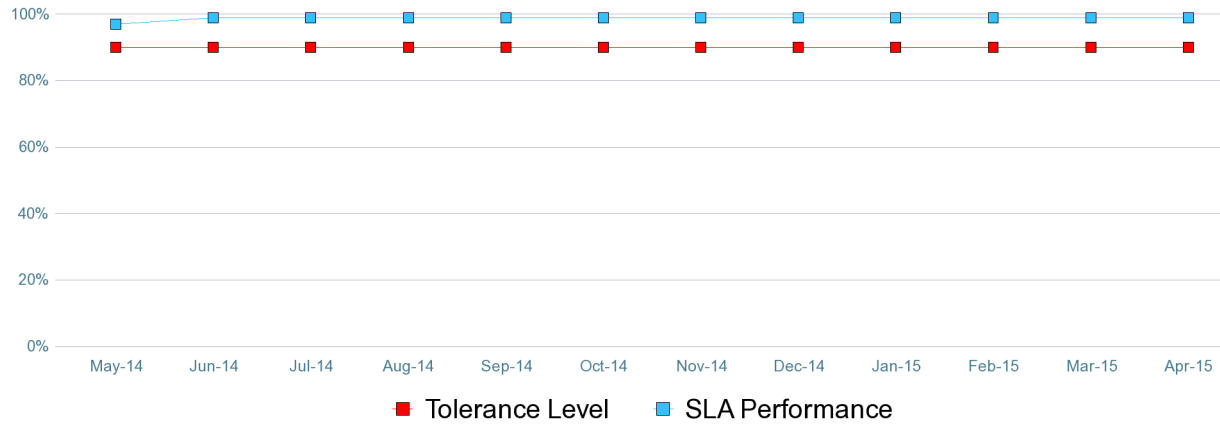


Provisioning UCLL services

April 2015

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

SL 3. Notification Of Expected Completion Dates Sentm Within 6 Consecutive Business Hrs Of The Deemed Acceptance Time



Commentary

Performance has exceeded the required tolerance level

	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
Move Address	94.0%	98.0%	98.0%	93.0%	94.0%	98.0%	94.0%	96.0%	96.0%	98.0%	95.0%	94.0%
New Connection	98.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	97.0%	98.0%	99.0%
Other Service to Transfer	94.0%	99.0%	100.0%	100.0%	99.0%	99.0%	99.0%	98.0%	99.0%	99.0%	99.0%	98.0%
Relinquishment	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.0%	100.0%	100.0%	100.0%	100.0%
Transfer	94.0%	98.0%	98.0%	99.0%	99.0%	99.0%	99.0%	99.0%	98.0%	97.0%	95.0%	97.0%

	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
SLA Performance	97.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
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%

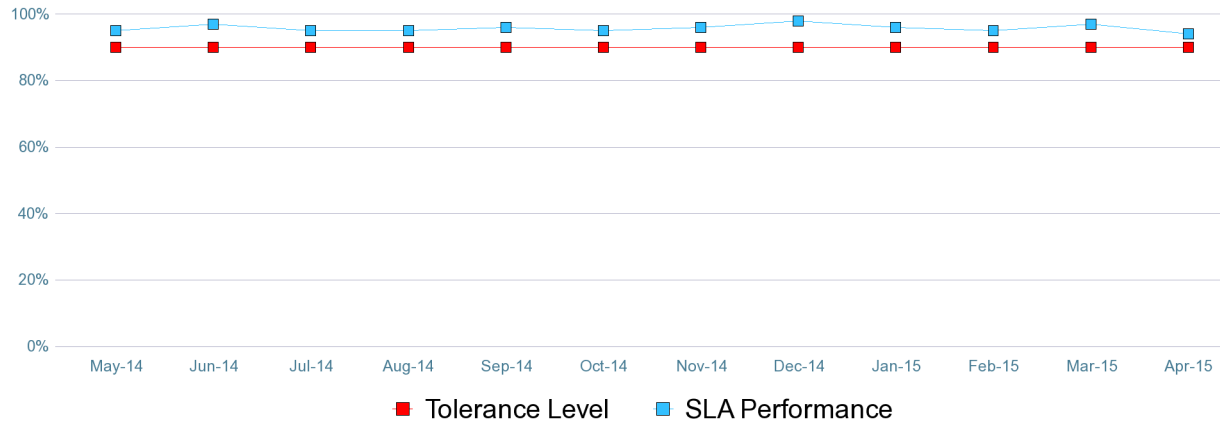


Provisioning UCLL services

April 2015

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

SL 4. UCLL orders experiencing no fault following Chorus confirmation of order completion within 5 working days (level A)



Commentary

Performance has exceeded the required tolerance level

	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
Move Address	90.0%	93.0%	90.0%	92.0%	87.0%	90.0%	88.0%	91.0%	91.0%	93.0%	91.0%	91.0%
New Connection	90.0%	93.0%	90.0%	91.0%	94.0%	90.0%	92.0%	96.0%	92.0%	93.0%	93.0%	87.0%
Other Service to Transfer	97.0%	99.0%	96.0%	96.0%	96.0%	96.0%	97.0%	98.0%	94.0%	96.0%	98.0%	96.0%
Relinquishment	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Transfer	94.0%	98.0%	94.0%	96.0%	95.0%	96.0%	97.0%	97.0%	93.0%	93.0%	97.0%	91.0%

	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
SLA Performance	95.0%	97.0%	95.0%	95.0%	96.0%	95.0%	96.0%	98.0%	96.0%	95.0%	97.0%	94.0%
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%

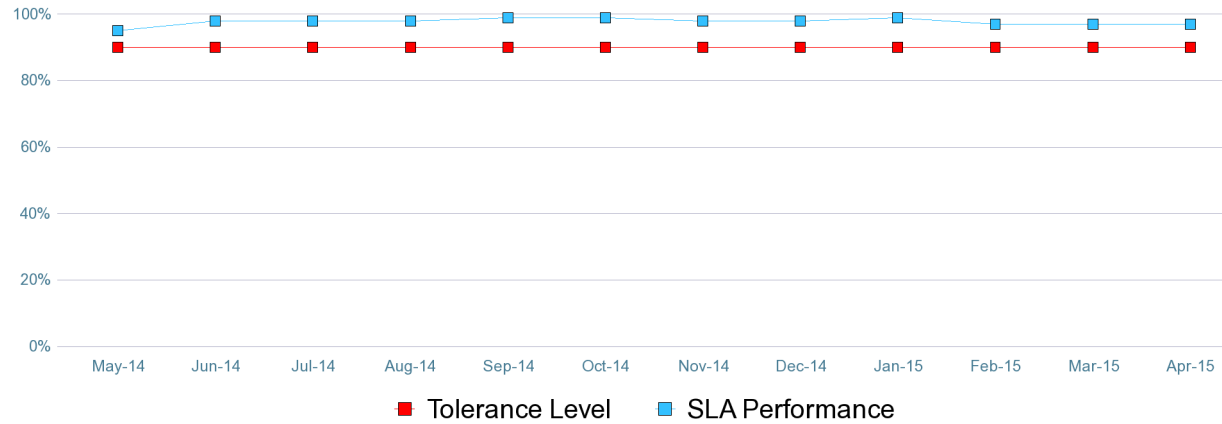


Provisioning UCLL services

April 2015

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

SL 5. Orders Completed By The Notified Expected RFS Date (Level A)



Commentary

Performance has exceeded the required tolerance level

	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
Move Address	94.0%	96.0%	97.0%	97.0%	97.0%	95.0%	99.0%	97.0%	98.0%	98.0%	99.0%	97.0%
New Connection	96.0%	98.0%	98.0%	98.0%	99.0%	99.0%	98.0%	99.0%	99.0%	97.0%	97.0%	97.0%
Other Service to Transfer	93.0%	99.0%	100.0%	100.0%	100.0%	99.0%	99.0%	95.0%	98.0%	99.0%	98.0%	97.0%
Transfer	95.0%	99.0%	98.0%	99.0%	100.0%	99.0%	99.0%	99.0%	99.0%	98.0%	98.0%	98.0%

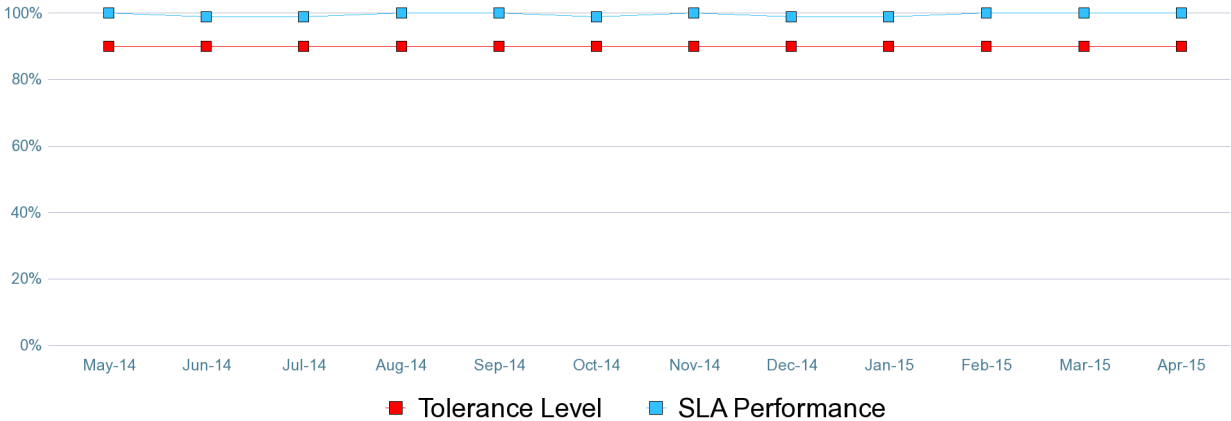
	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
SLA Performance	95.0%	98.0%	98.0%	98.0%	99.0%	99.0%	98.0%	98.0%	99.0%	97.0%	97.0%	97.0%
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%



Provisioning UCLL services

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

SL 6. MPF Relinquishment Orders Completed By The Notified Expected RFS Date



Commentary
Performance has exceeded the required tolerance level

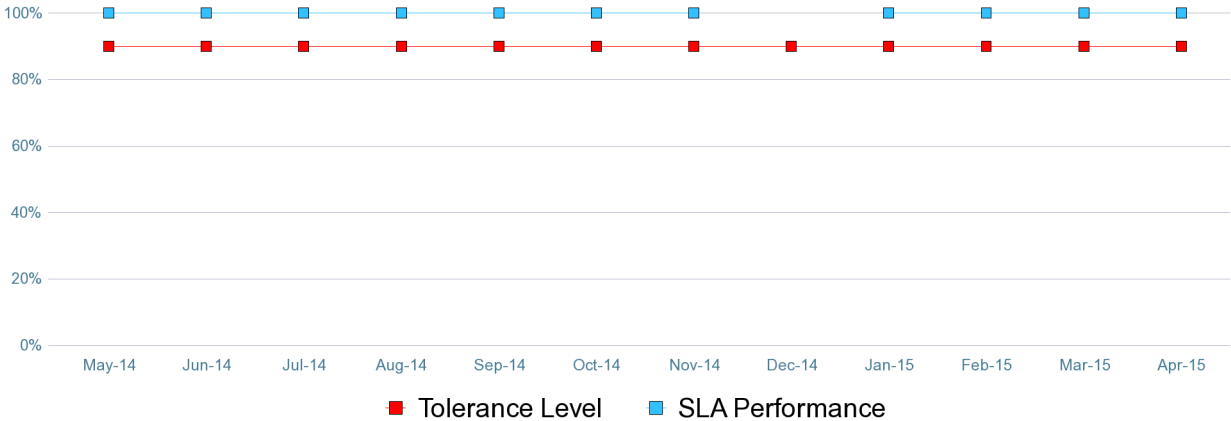
	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
SLA Performance	100.0%	99.0%	99.0%	100.0%	100.0%	99.0%	100.0%	99.0%	99.0%	100.0%	100.0%	100.0%
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%



Provisioning UCLL services

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

SL 7. Pre-Qualification Orders Acknowledged Within 4 Consecutive Business Hours Following Receipt Of Order



Commentary
Performance has exceeded the required tolerance level

	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
SLA Performance	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	n/a	100.0%	100.0%	100.0%	100.0%
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%

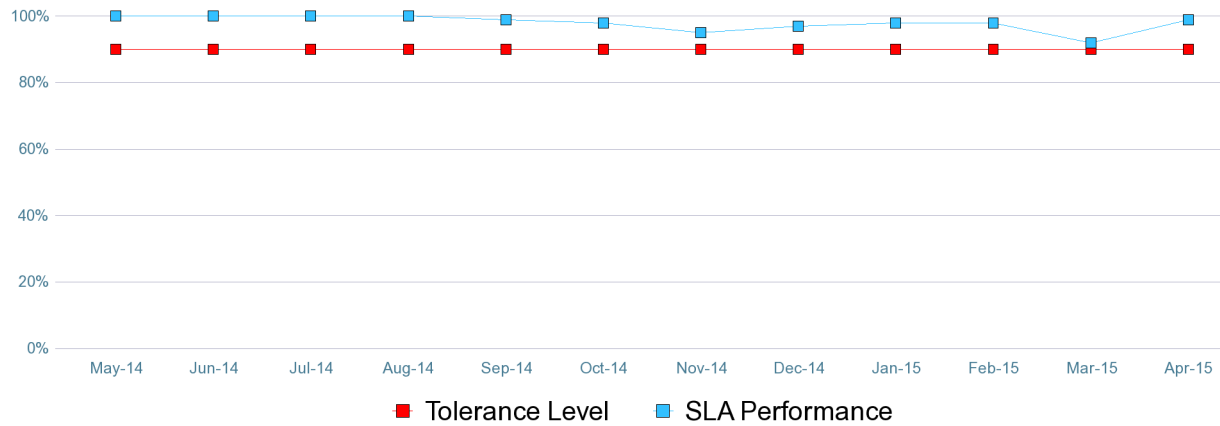


Provisioning UCLL services

April 2015

This section covers 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

	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
Automatic Prequal	100.0%	100.0%	100.0%	100.0%	99.0%	98.0%	95.0%	97.0%	98.0%	98.0%	92.0%	99.0%
Manual Prequal	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
SLA Performance	100.0%	100.0%	100.0%	100.0%	99.0%	98.0%	95.0%	97.0%	98.0%	98.0%	92.0%	99.0%
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%

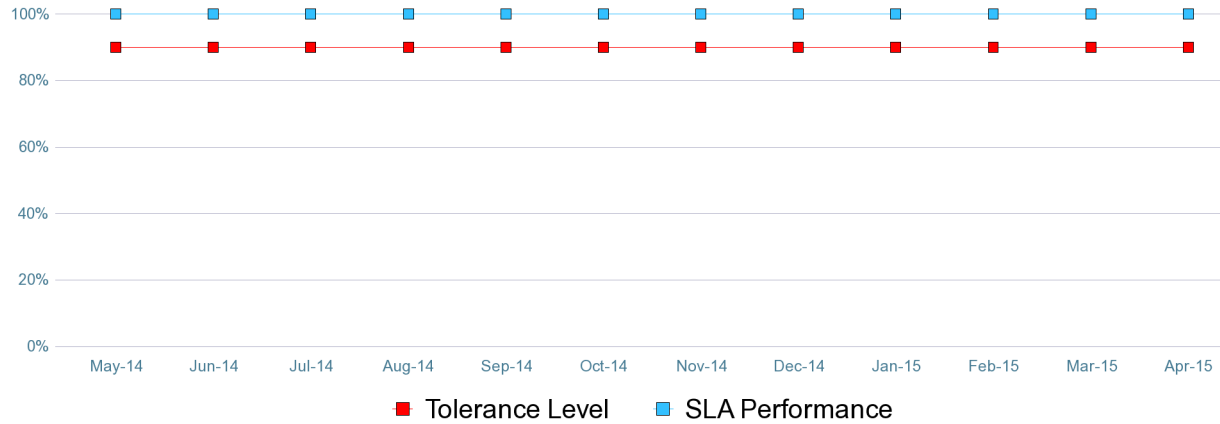


Provisioning UCLL services

April 2015

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

SL 9. Notification Of RFS Date Changes Received Within 6 Consecutive Business Hours Following Receipt Of The Requests To Change An Existing Order



Commentary

Performance has exceeded the required tolerance level

	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
Move Address	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
New Connection	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Other Service to Transfer	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Relinquishment	n/a	n/a	100.0%	n/a	100.0%	n/a	n/a	n/a	100.0%	100.0%	100.0%	n/a
Transfer	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
SLA Performance	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
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%

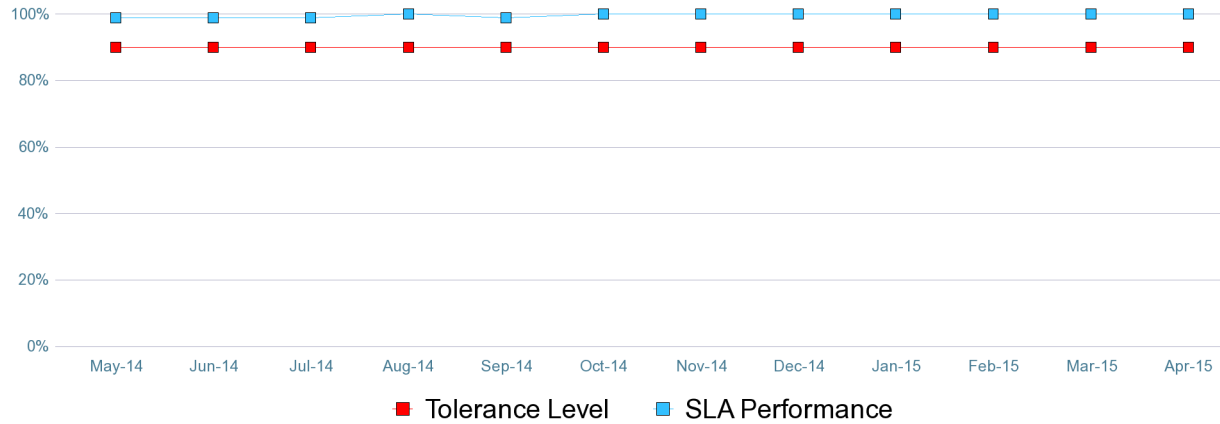


Provisioning UCLL services

April 2015

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

SL 10. Confirmation Of Completions Sent To The As Within 4 Consecutive Business Hours After The UCLL Order Has Been Completed



Commentary

Performance has exceeded the required tolerance level

	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
Move Address	98.0%	98.0%	99.0%	100.0%	99.0%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
New Connection	98.0%	99.0%	99.0%	99.0%	99.0%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Other Service to Transfer	99.0%	99.0%	100.0%	100.0%	97.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Relinquishment	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Transfer	99.0%	100.0%	99.0%	100.0%	98.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

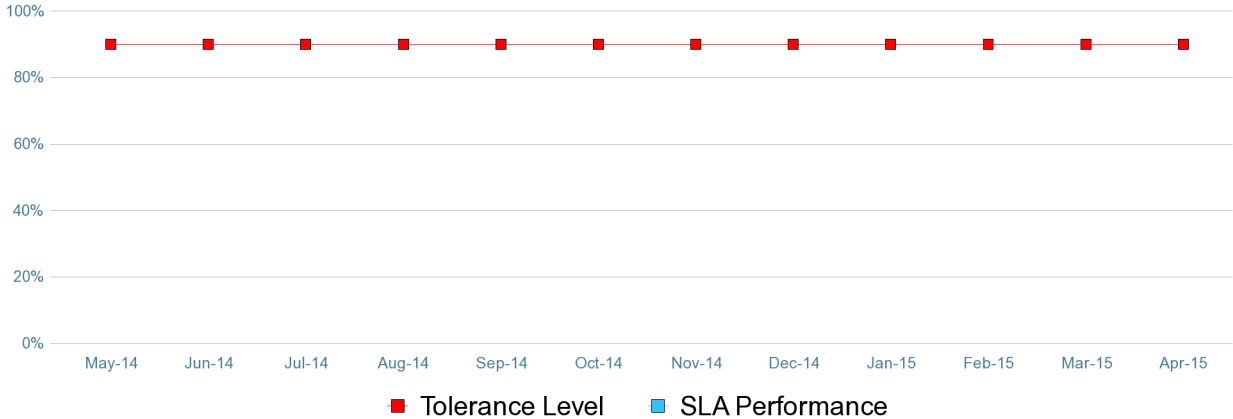
	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
SLA Performance	99.0%	99.0%	99.0%	100.0%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%



Provisioning UCLL services

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

SL 11. Planned Outage Notifications Advised To The Access Seeker At Least 5 Working Days Prior To The Planned Outage Taking Place



Commentary
No Planned Outages this month

	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
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%

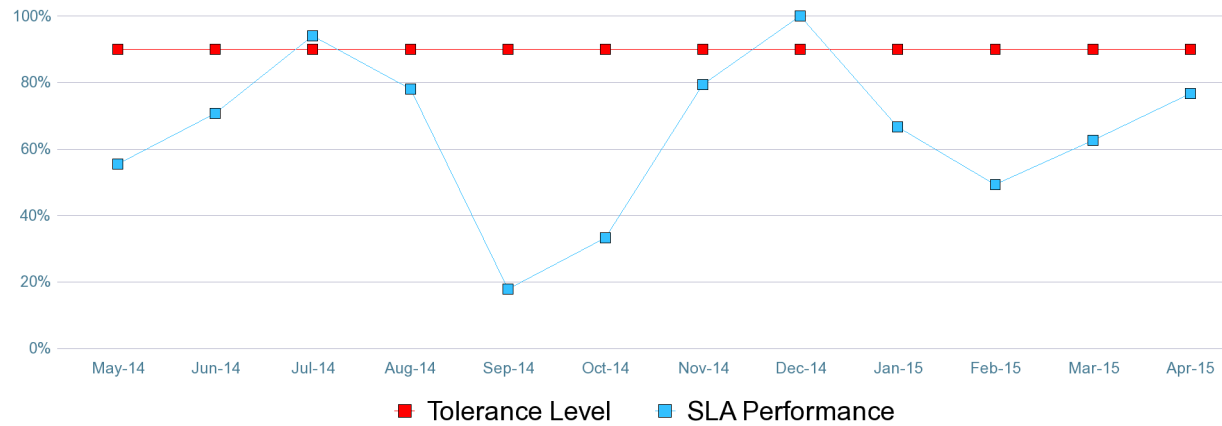


Provisioning UCLL services

April 2015

This section covers 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

Performance has not met the required tolerance level. See the SL12 Service Default Report for more information

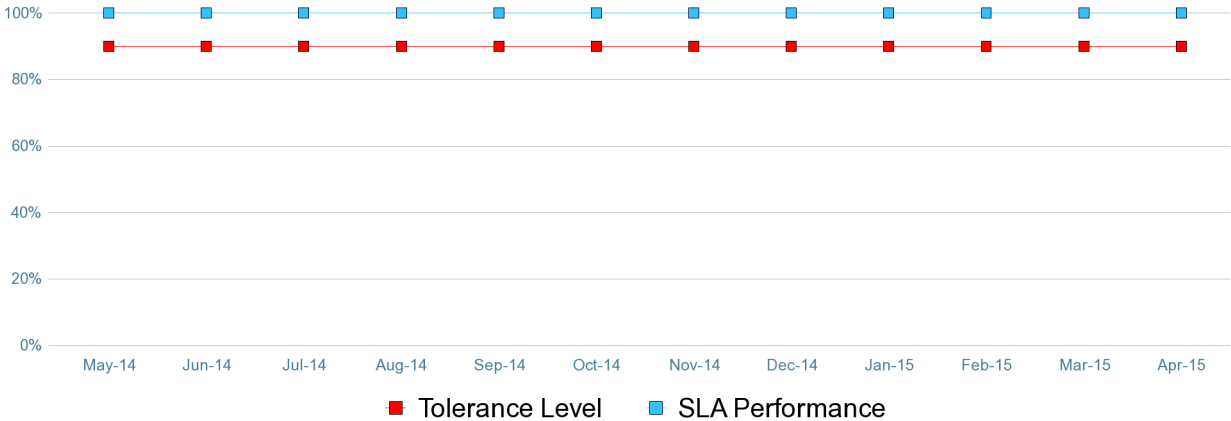
	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
SLA Performance	55.4%	70.8%	94.0%	78.1%	17.8%	33.3%	79.5%	100.0%	66.7%	49.3%	62.7%	76.7%
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%



Fault Management

This section covers fault receipt acknowledgement, notification, 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

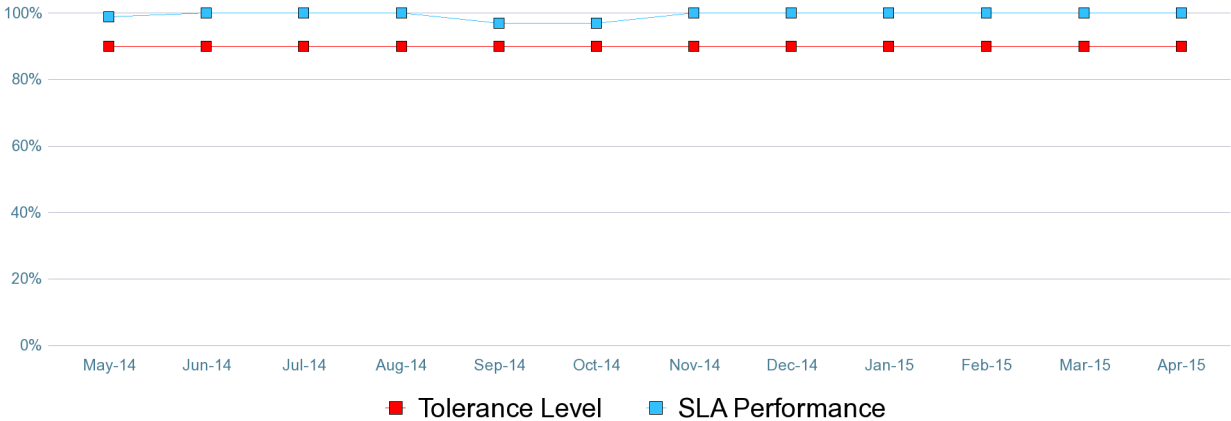
	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
SLA Performance	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%



Fault Management

This section covers fault receipt acknowledgement, notification, restoration

SL 14 - Expected fault restoration time notifications sent within eight fault restoration hours of fault report



Commentary
Performance has exceeded the required tolerance level

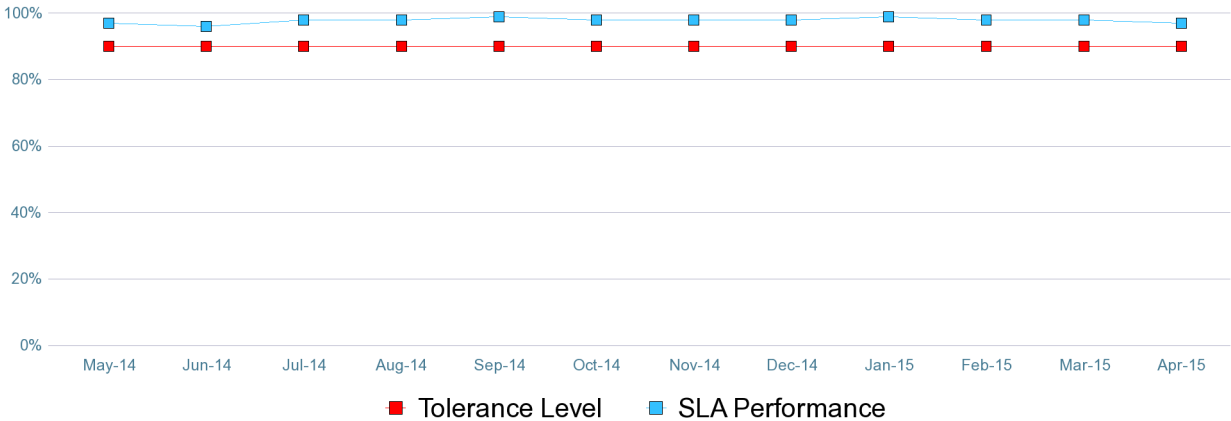
	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
SLA Performance	99.0%	100.0%	100.0%	100.0%	97.0%	97.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%



Fault Management

This section covers fault receipt acknowledgement, notification, restoration

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



Commentary
Performance has exceeded the required tolerance level

	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
SLA Performance	97.0%	96.0%	98.0%	98.0%	99.0%	98.0%	98.0%	98.0%	99.0%	98.0%	98.0%	97.0%
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%

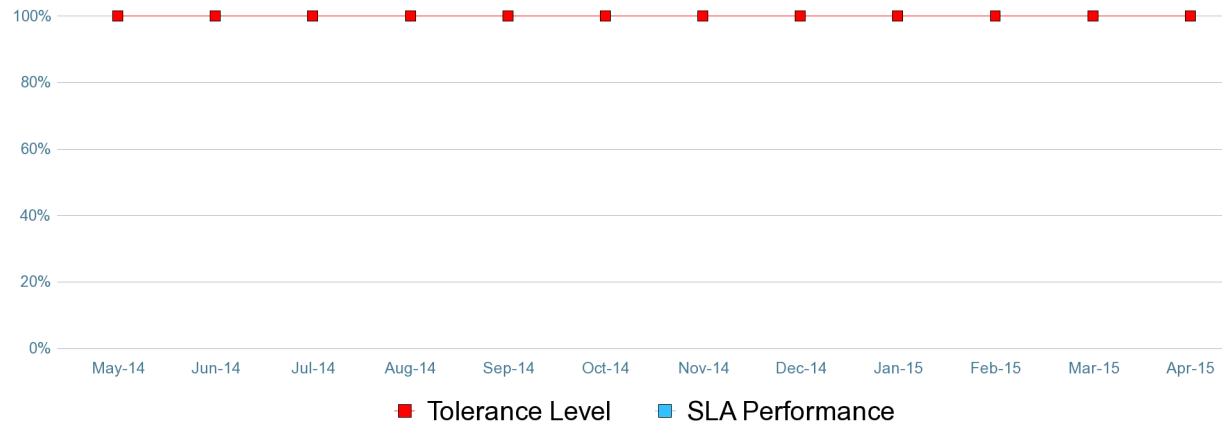


UCLL forecasting

April 2015

This section covers UCLL forecasting

SL 16 - Cabinet forecasts provided within 10 working days of 6 month anniversaries from 7 November 2007



Commentary

No faults reported this month

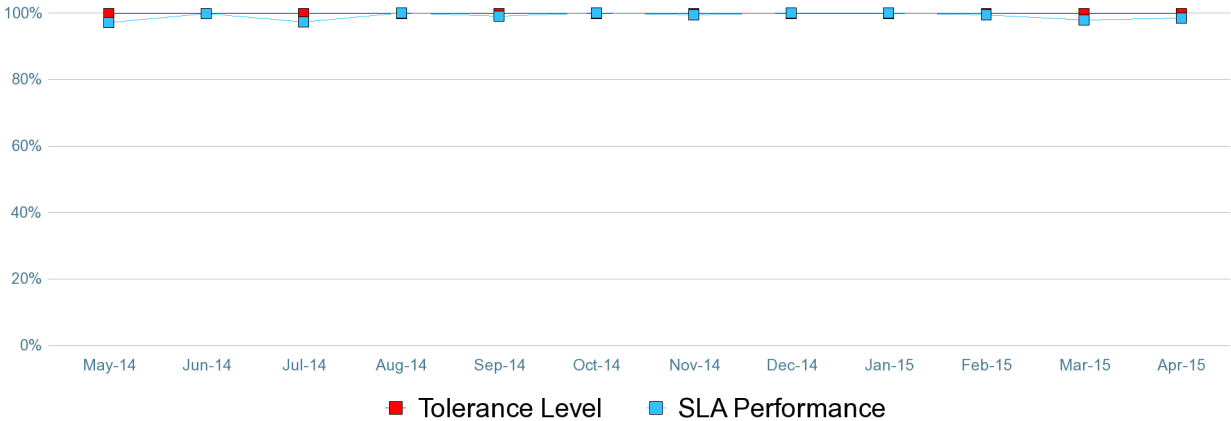
	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%



Operational support systems

This section covers operational support systems for access seekers

SL 17 - Online Ordering & Tracking availability (24/7)



Commentary
Performance has exceeded the required tolerance level

	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
SLA Performance	97.2%	99.8%	97.4%	100.0%	99.1%	100.0%	99.4%	100.0%	100.0%	99.4%	97.9%	98.5%
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%

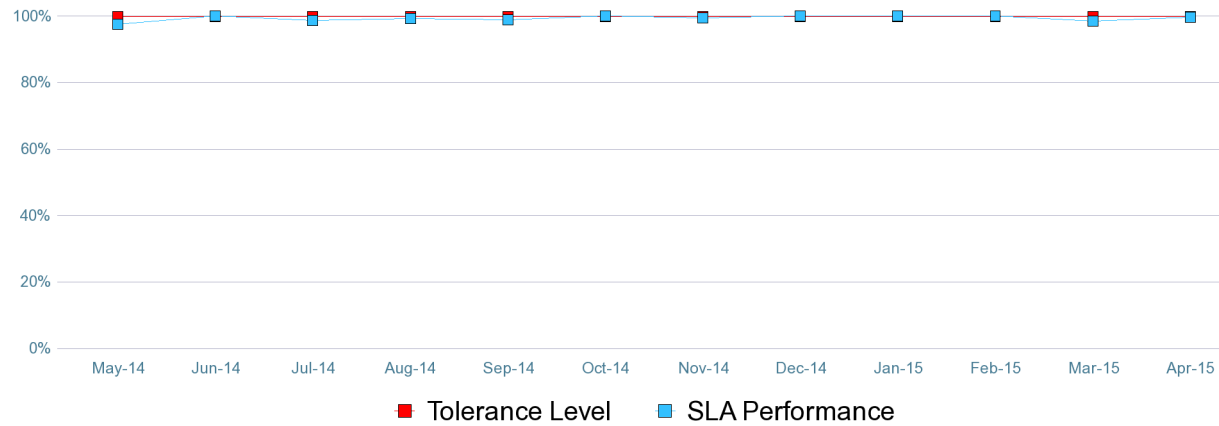


Operational support systems

April 2015

This section covers operational support systems for access seekers

SL 18 - Online Fault Management availability (24/7)



Commentary

Performance has exceeded the required tolerance level

	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
SLA Performance	97.5%	100.0%	98.8%	99.3%	99.0%	100.0%	99.4%	100.0%	100.0%	100.0%	98.5%	99.7%
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

April 2015

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 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 UCLL orders acknowledged within 4 consecutive business hours following receipt of the order
- SL2 Percentage of rejection notifications for invalid UCLL orders sent to the access seeker within 4 consecutive business hours following receipt time
- SL3 Percentage of notification of expected RFS dates sent to the access seeker within 6 consecutive business hours of the deemed acceptance time
- SL4 Percentage of UCLL 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)
- SL5 Percentage of UCLL orders completed by the notified expected RFS date (Level A)
- SL6 Percentage of MPF relinquishment orders completed by the notified expected RFS date

- SL7 Percentage of pre-qualification orders acknowledged within 4 consecutive business hours following receipt of order
- SL8 Percentage of pre-qualification order completion acknowledgements made within 4 consecutive 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
- SL9 Percentage of notification of RFS date changes provided to access seeker within 6 consecutive business hours following receipt of the requests to change an existing order

- SL10 Percentage of confirmation of completions of order provided to the access seeker within 4 consecutive business hours after the order has been completed
- SL11 Percentage of planned outage notifications advised to the access seeker at least 5 working days before the planned outage occurs
- 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 fault report receipt acknowledgements provided to the access seeker within half a fault restoration hour of the fault being reported
- SL14 Percentage of notifications advising the expected restoration time sent to the access seeker within 8 fault restoration hours of the fault being reported
- SL15 Percentage of faults restored within the notified expected restoration time (Level A)
- SL16 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
- SL17 Percentage of OO&T availability to the access seeker
- SL18 Percentage of OFM availability to the access seeker

UCLL Default Report

April 2015

Item No.	2	Item No.	90%
Service Attribute	Notification of rejection		
Cause of default	Delays in order rejection have occurred as there has been a delay from the address management team populating the new SAM ID for the address prior to the jobs being provisioned and due to high work volumes and low resource causing to missed the SLA		
Procedure for correcting default	Notification of completion have been provided albeit delayed		
Steps taken to remedy default	Chorus expects this service level to improve as more resource will become available over time & the work volume decreases within the Address management team.		
Effectiveness of steps taken	Chorus be monitoring our queues to ensure SLAs are being met & sufficient resource is being allocated from the Address Management team.		
Date of previous default	April 2015		



UCLL Default Report

April 2015

Item No.	4	Item No.	90%
Service Attribute	Order is completed right first time		
Cause of default	Reason for failure was due to mis-jumpering by the technician at the exchange or errors with our cable pair records		
Procedure for correcting default	A fault ticket has been raised in each circumstance and service has been restored for the customer		
Steps taken to remedy default	Once investigations are completed & the main issues are identified we can make a plan & take steps to resolve the issues & this should lead to further improvements in this area.		
Effectiveness of steps taken	We have the right first time team working on finding solutions to the above issues, This is a huge work in progress, but we are making vast improvements.		
Date of previous default	November 2014, April 2015		



UCLL Default Report

April 2015

Item No.	12	Item No.	90%
Service Attribute	Notification of Unplanned Outages		
Cause of default	Reasons for failure vary e.g. incorrect information; incorrect intact allocated, incorrect tie pair or workmanship errors		
Procedure for correcting default	Customer were notified		
Steps taken to remedy default	Provided examples of failures to both the Chorus Service Company and Chorus Service Delivery Management team.		
Effectiveness of steps taken	Unknown		
Date of previous default	November 2014, January 2015, February 2015, March 2015, April 2015		



UCLL Default Report

April 2015

Item No.	17	Item No.	100%
Service Attribute	Availability of OO&T		
Cause of default	There were five incidents which resulted in delays in processing orders due to issues with system sub programs and data loads		
Procedure for correcting default	Full System Availability and functionality was restored following each outage.		
Steps taken to remedy default	System board was replaced and server was restored		
Effectiveness of steps taken	Effective		
Date of previous default	November 2014, February 2015, March 2015, April 2015		



UCLL Default Report

April 2015

Item No.	18	Item No.	100%
Service Attribute	Availability of OFM		
Cause of default	There was one incident which resulted in delays in processing faults due to system server issue		
Procedure for correcting default	Assure System Availability and functionality was restored following each outage.		
Steps taken to remedy default	System board was replaced and server was restored		
Effectiveness of steps taken	Effective		
Date of previous default	November 2014, March 2015, April 2015		

