Unbundled Copper Local Loop Performance Report

Consolidated Report

November 2010

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 four Service Level Defaults this month: SL 2 (Notification of Rejection), SL 4 (Order is completed right first time), SL 17 (Availability of OO&T and 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 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 report.

Further information

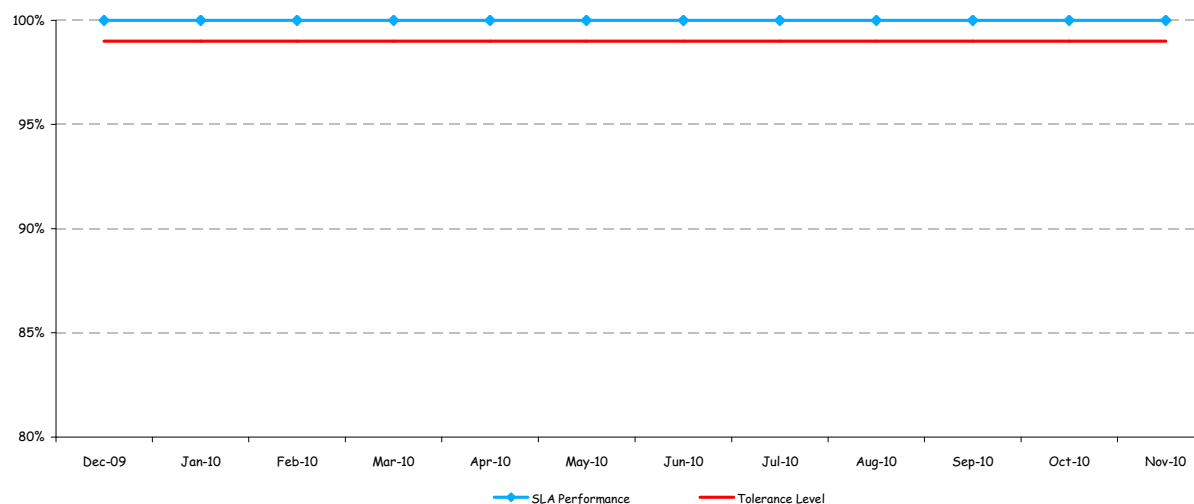If you have queries, please email your Chorus Account Manager.

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Provisioning UCLL services

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

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

Commentary

Performance has exceeded the required tolerance level

	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10
New Connection	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Transfer	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Other Service to MPF Transfer	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Move Address	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Relinquishment	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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 UCLL services

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
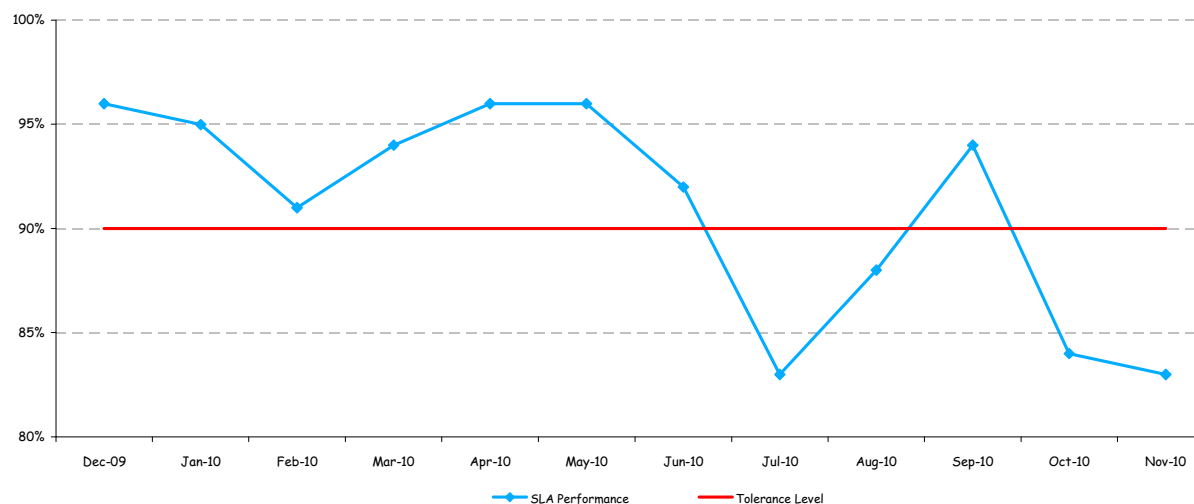
	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10
New Connection	95%	94%	96%	96%	89%	93%	93%	80%	86%	87%	86%	94%
Transfer	100%	94%	100%	96%	93%	100%	97%	91%	74%	81%	56%	63%
Other Service to MPF Transfer	98%	93%	85%	90%	95%	93%	83%	78%	80%	87%	69%	77%
Move Address	75%	94%	96%	86%	100%	97%	91%	86%	89%	100%	75%	72%
Relinquishment	96%	100%	80%	98%	99%	99%	98%	84%	94%	98%	95%	87%
SLA Performance	96%	95%	91%	94%	96%	96%	92%	83%	88%	94%	84%	83%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

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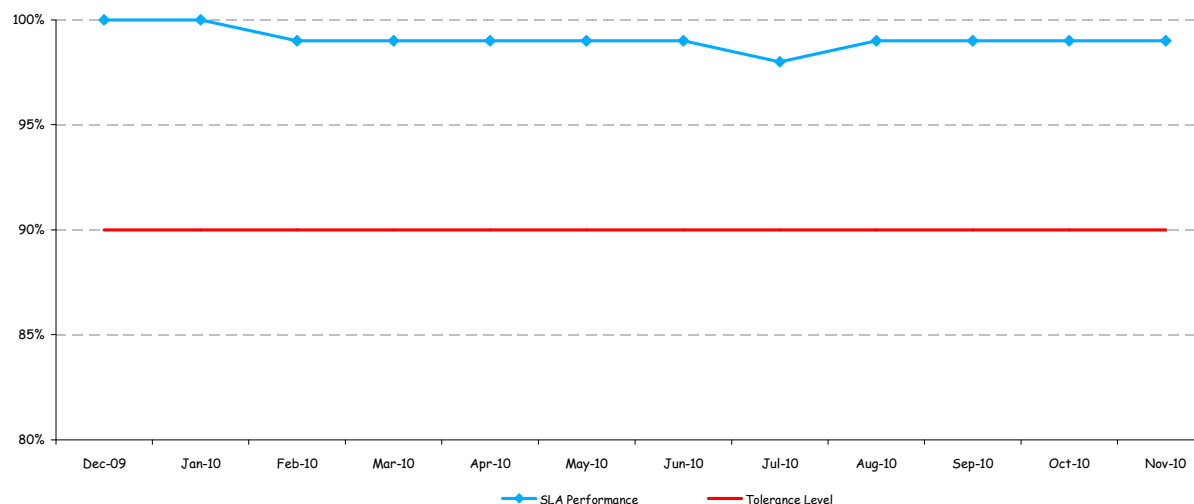
This section covers UCLL provisioning service, including ordering, notifications, and outages.

SL 3 - Notification of expected RFS dates sent within six consecutive business hours of deemed acceptance time

Commentary
Performance has exceeded the required tolerance level

	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10
New Connection	99%	99%	99%	97%	97%	98%	99%	97%	98%	99%	98%	97%
Transfer	100%	99%	100%	100%	100%	99%	99%	100%	99%	100%	100%	99%
Other Service to MPF Transfer	100%	100%	100%	99%	99%	100%	100%	99%	98%	99%	99%	100%
Move Address	99%	100%	100%	99%	100%	99%	98%	99%	98%	100%	99%	98%
Relinquishment	100%	100%	95%	100%	100%	99%	99%	98%	100%	100%	100%	100%
SLA Performance	100%	100%	99%	99%	99%	99%	99%	98%	99%	99%	99%	99%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

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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)
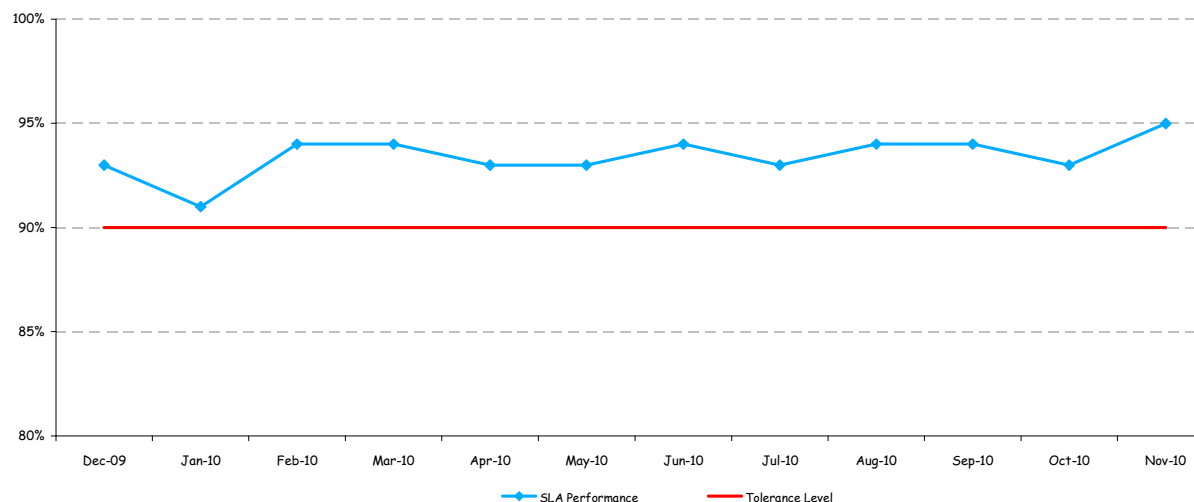
Commentary

Performance has not met the required tolerance level for New Connection and Move Address order types. See the SL4 Default Report for more information.

	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10
New Connection	88%	88%	91%	90%	88%	87%	87%	87%	88%	87%	86%	88%
Transfer	93%	95%	96%	91%	94%	89%	91%	92%	94%	90%	92%	96%
Other Service to MPF Transfer	93%	94%	94%	95%	95%	93%	95%	94%	95%	95%	94%	96%
Move Address	84%	85%	89%	87%	86%	85%	89%	84%	87%	87%	88%	87%
Relinquishment	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
SLA Performance	93%	91%	94%	94%	93%	93%	94%	93%	94%	94%	93%	95%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

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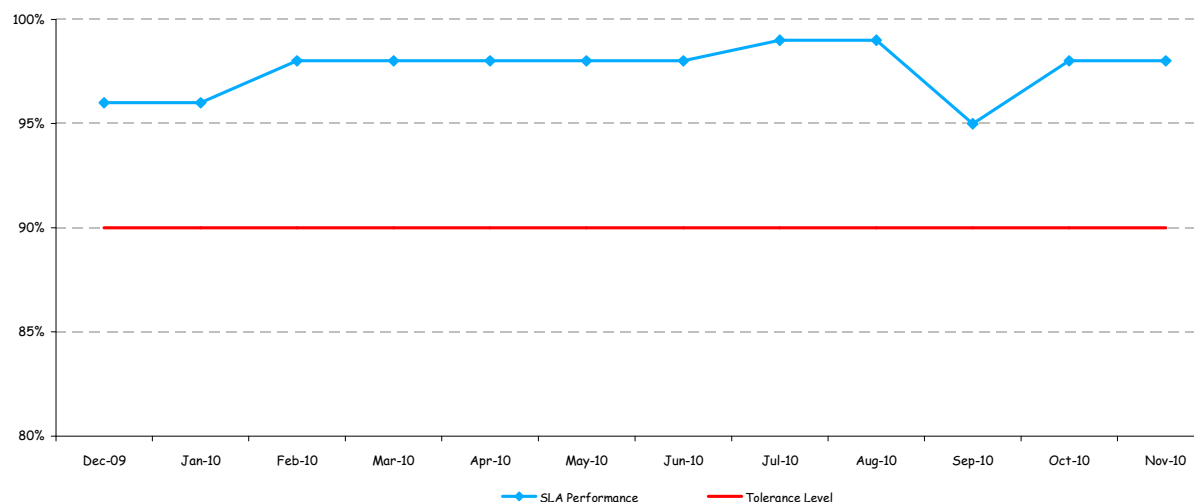
Provisioning UCLL services

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

SL 5 - Orders completed by notified expected RFS date (level A)

Commentary

Performance has exceeded the required tolerance level

	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10
New Connection	95%	94%	96%	97%	96%	97%	97%	98%	98%	94%	96%	97%
Transfer	91%	100%	96%	99%	100%	99%	100%	99%	98%	97%	99%	99%
Other Service to MPF Transfer	99%	97%	99%	100%	100%	99%	99%	100%	100%	97%	100%	100%
Move Address	93%	93%	97%	97%	98%	97%	98%	98%	97%	91%	98%	96%
SLA Performance	96%	96%	98%	98%	98%	98%	98%	99%	99%	95%	98%	98%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
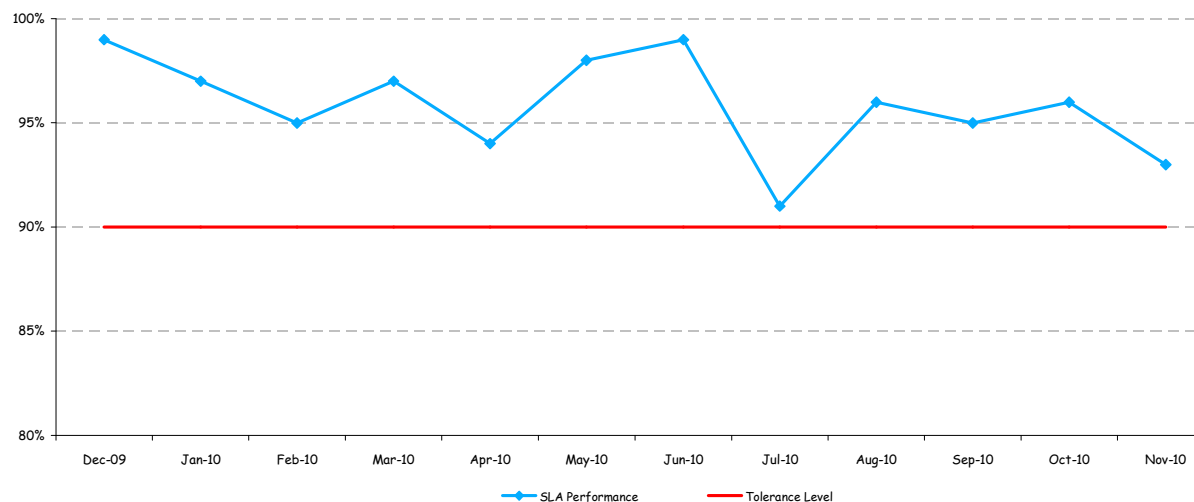
Provisioning UCLL services

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

SL 6 - MPF relinquishment orders completed by notified expected RFS date

Commentary

Performance has exceeded the required tolerance level

	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10
SLA Performance	99%	97%	95%	97%	94%	98%	99%	91%	96%	95%	96%	93%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

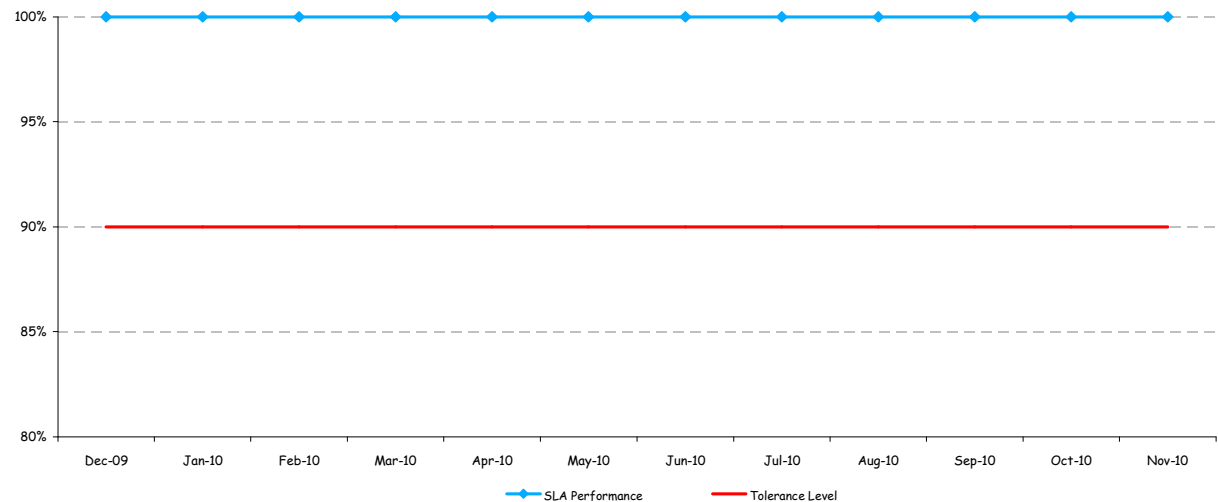Consolidated UCLL Performance Report

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Provisioning UCLL services

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

SL 7 - Pre-qualification orders acknowledged within four consecutive business hours of order receipt

Commentary

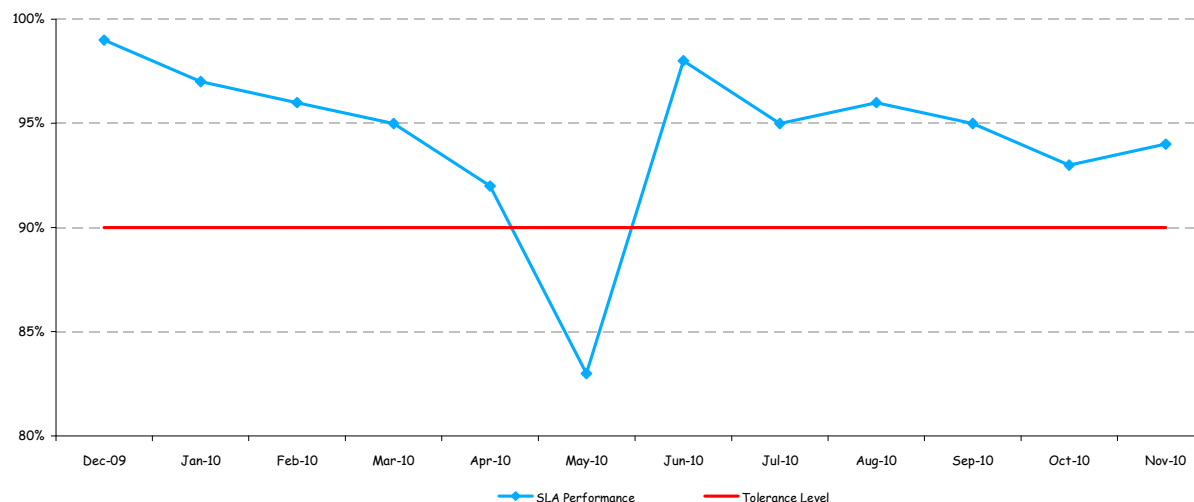Performance has exceeded the required tolerance level

	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10
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%

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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

	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10
Automatic Prequal	99%	97%	96%	95%	92%	83%	98%	95%	96%	95%	92%	94%
Manual Prequal	100%	100%	100%	100%	100%	100%	100%	92%	100%	100%	100%	100%
SLA Performance	99%	97%	96%	95%	92%	83%	98%	95%	96%	95%	93%	94%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

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Provisioning UCLL services

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

SL 9 – Notification of RFS date changes provided within six consecutive business hours of change request receipt

Commentary
Performance has exceeded the required tolerance level

	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10
New Connection	96%	100%	100%	98%	91%	100%	100%	98%	100%	95%	97%	100%
Transfer	100%	100%	100%	80%	100%	100%	100%	100%	n/a	100%	100%	100%
Other Service to MPF Transfer	100%	100%	100%	100%	100%	100%	100%	100%	96%	100%	100%	100%
Move Address	80%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Relinquishment	n/a	n/a	n/a	n/a	n/a	100%	n/a	n/a	n/a	n/a	n/a	100%
SLA Performance	95%	100%	100%	98%	95%	100%	100%	99%	99%	98%	99%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

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Provisioning UCLL services

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

SL 10 - Completion confirmation sent within four consecutive business hours after order completion

Commentary

Performance has exceeded the required tolerance level

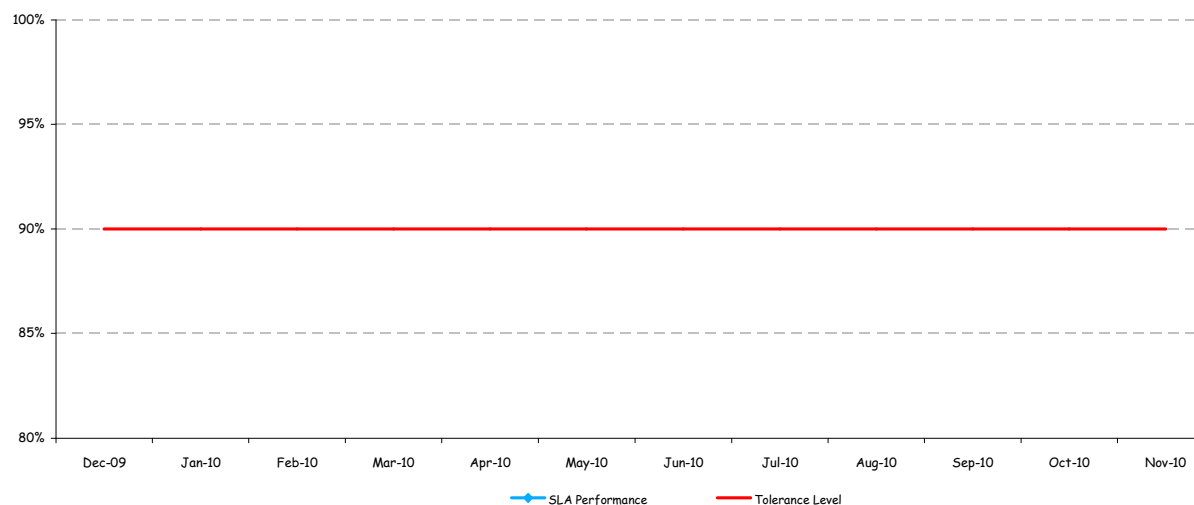|	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10
New Connection	90%	100%	97%	98%	84%	99%	99%	100%	97%	99%	95%	97%
Transfer	96%	100%	98%	100%	96%	99%	100%	100%	94%	100%	98%	96%
Other Service to MPF Transfer	95%	100%	99%	98%	89%	99%	100%	100%	95%	100%	95%	94%
Move Address	91%	99%	96%	96%	83%	98%	97%	100%	97%	98%	97%	94%
Relinquishment	95%	100%	96%	95%	98%	100%	99%	96%	97%	99%	98%	99%
SLA Performance	94%	100%	97%	97%	89%	99%	99%	99%	96%	99%	96%	97%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

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Provisioning UCLL services

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

SL 11 - Planned outage notifications advised at least five working days before outage occurring

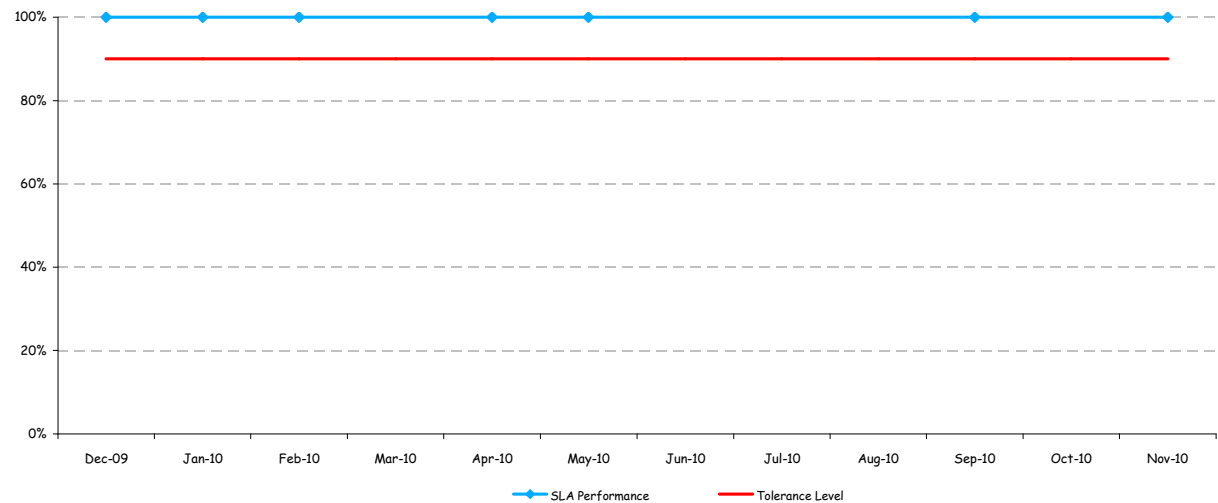**Commentary**
No Planned Outages this month

	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10
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%

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Provisioning UCLL services

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

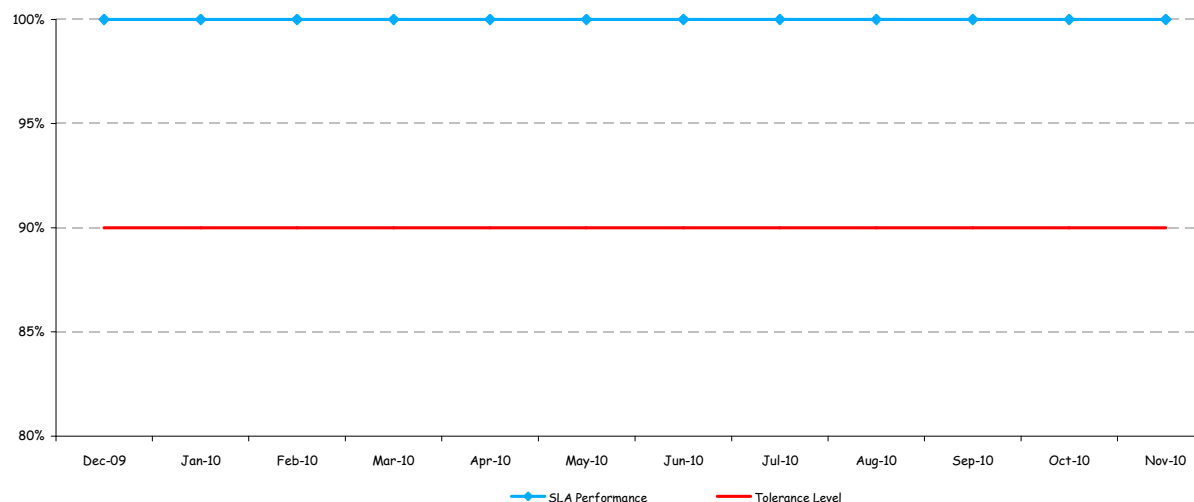Performance has exceeded the required tolerance level

	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10
SLA Performance	100%	100%	100%	n/a	100%	100%	n/a	n/a	n/a	100%	n/a	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

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Fault Management

This section covers fault receipt acknowledgemen, notification and restoration

SL 13 - Fault report receipt acknowledgements provided within half a fault restoration hour of fault report

Commentary
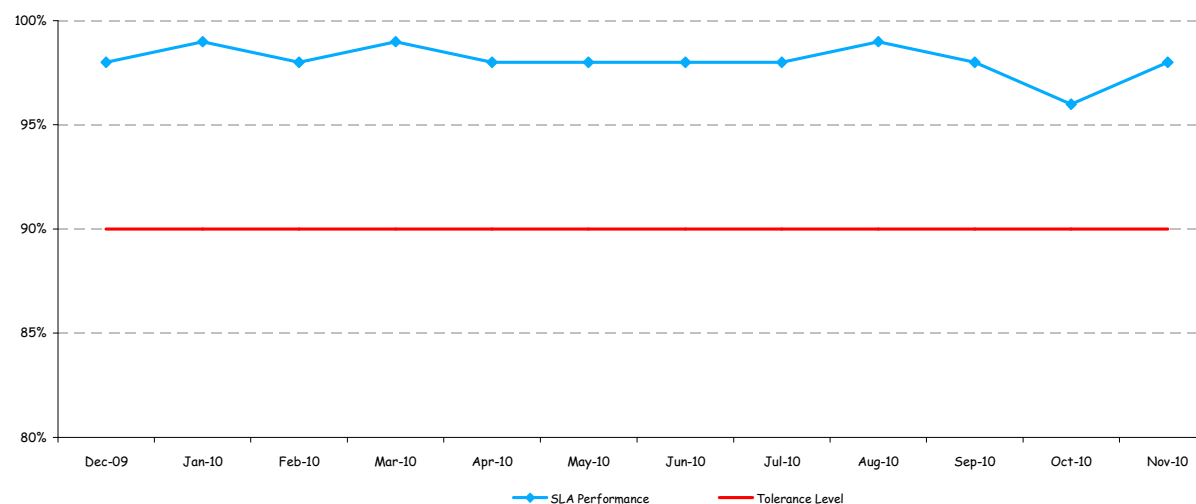Performance has exceeded the required tolerance level

	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10
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%

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Fault Management

This section covers fault receipt acknowledgement, notification and restoration

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

Commentary
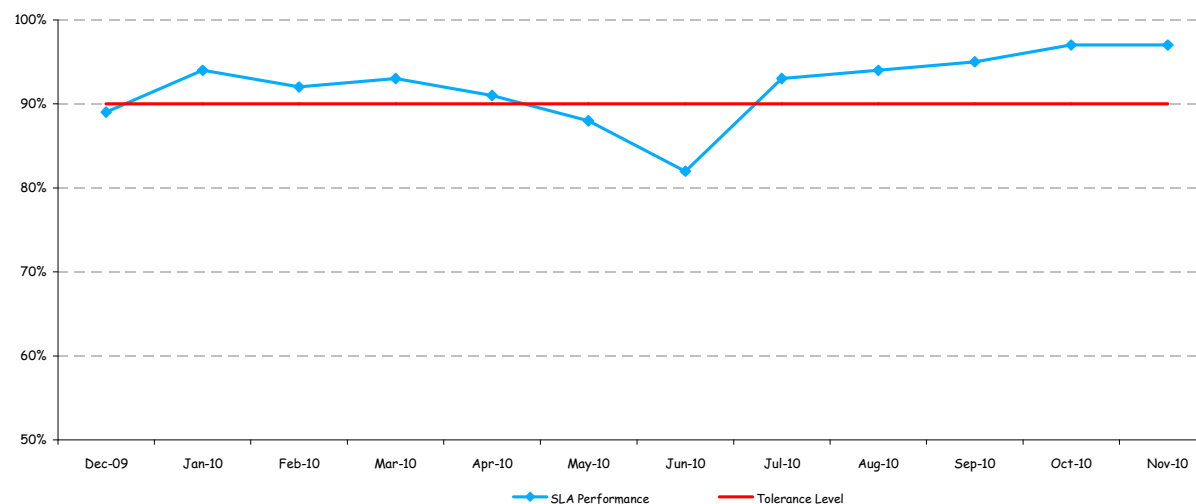Performance has exceeded the required tolerance level

	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10
SLA Performance	98%	99%	98%	99%	98%	98%	98%	98%	99%	98%	96%	98%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

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Fault Management

This section covers fault receipt acknowledgement, notification and restoration

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

Commentary
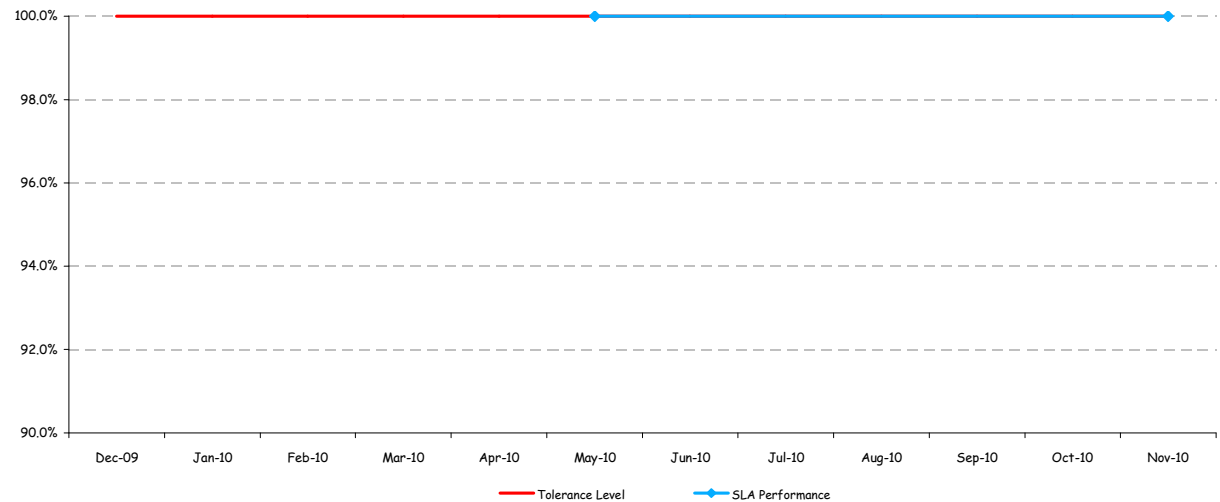
Performance has exceeded the required tolerance level

	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10
SLA Performance	89%	94%	92%	93%	91%	88%	82%	93%	94%	95%	97%	97%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

This section covers UCLL forecasting

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

Commentary
Performance has met the required tolerance level

	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10
SLA Performance	n/a	n/a	n/a	n/a	n/a	100%	n/a	n/a	n/a	n/a	n/a	100%
Tolerance Level	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Operational support systems

November 2010

This section covers operational support systems availability

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

	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10
SLA Performance	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	93.8%	90.3%
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%

Commentary

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

Consolidated UCLL Performance Report

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Operational support systems

This section covers operational support systems availability

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

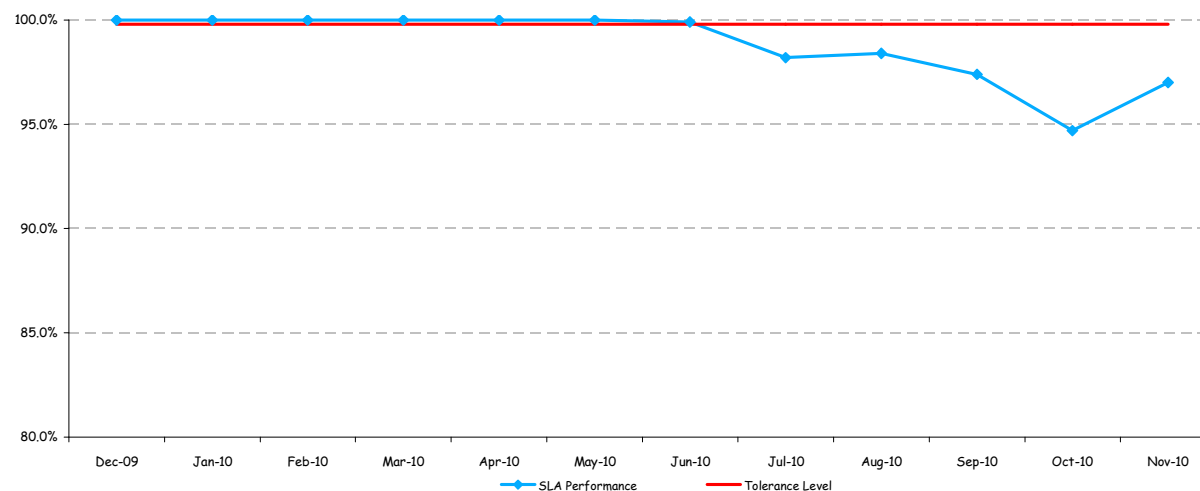
100.0%
95.0%
90.0%
85.0%
80.0%
Dec-09
Jan-10
Feb-10
Mar-10
Apr-10
May-10
Jun-10
Jul-10
Aug-10
Sep-10
Oct-10
Nov-10
SLA Performance
Tolerance Level

Commentary

Performance has not met the required tolerance level. See the SL 18 Default Report for more information

	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10
SLA Performance	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	98.2%	98.4%	97.4%	94.7%	97.0%
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

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.

Provision of UCLL Service

- SL 1   Percentage of UCLL orders acknowledged within 4 consecutive business hours following receipt of the order
- SL 2   Percentage of rejection notifications for invalid UCLL orders sent to the access seeker within 4 consecutive business hours following receipt time
- SL 3   Percentage of notification of expected RFS dates sent to the access seeker within 6 consecutive business hours of the deemed acceptance time
- SL 4   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)
- SL 5   Percentage of UCLL orders completed by the notified expected RFS date (Level A)
- SL 6   Percentage of MPF relinquishment orders completed by the notified expected RFS date
- SL 7   Percentage of pre-qualification orders acknowledged within 4 consecutive business hours following receipt of order
- SL 8   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
- SL 9   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
- SL 10   Percentage of confirmation of completions of order provided to the access seeker within 4 consecutive 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 UCLL 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 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)

Telecom forecasting for UCLL Service

- SL 16   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 UCLL Service

- SL 17   Percentage of OO&T availability to the access seeker
- SL 18   Percentage of OFM availability to the access seeker

Consolidated UCLL Performance Report

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UCLL Service Level Default

Item No.	2		Tolerance Level	90%

Service Attribute	Notification of Rejection – Transfer, Move Address, Other Service to Transfer and Relinquishment

Cause of default	Delays occurred in checking order information due to an ongoing system fault. As a result, requests were not rejected within the allowed timeframe.
Procedure for correcting default	Notification of rejection has taken place
Steps taken to remedy default	A fault has been logged and is currently under action for a resolution. An interim manual solution has been put in place until the permanent system fix has been implemented.
Effectiveness of steps taken	The interim remedial action is partially effective, although has not prevented a default from occurring. Once the required system fix is in place, failures will no longer occur for this reason.
Date of previous defaults	June 2010, July 2010, August 2010, September 2010, October 2010

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UCLL Service Level Default

Item No.	4		Tolerance Level	90%

Service Attribute	Order is completed right first time – New Connection and Move Address

Cause of default	The primary driver of failure of this Service Level was due to workmanship errors by the service technicians during the MPF 'Jumper' process
Procedure for correcting default	A fault ticket has been raised in each circumstances and service has been restored for the customer
Steps taken to remedy default	Analysis has been delivered to the Quality Assurance (QA) team to provide coaching and feedback to the service technicians
Effectiveness of steps taken	The targeted analysis is providing for some improvements, but continued efforts are required to ensure this Service Level is achieved.
Date of previous defaults	April 2010, May 2010, June 2010, July 2010, August 2010, September 2010, October 2010

UCLL Service Level Default

Item No.	17	Tolerance Level	99.8%

Service Attribute	Availability of OO&T

Cause of default	There were a number of outages in November that caused the failure of this Service Level. The nature of these outages was varied, but some were related to storage space, database health and the stalling of daily processing jobs that are required to update the Pre-qualification database.
Procedure for correcting default	System Availability was restored following each outage
Steps taken to remedy default	In each instance the relevant steps were taken – in some case this meant re-starting applications, creating space in the systems or implementing vendor fixes.
Effectiveness of steps taken	TBC
Date of previous defaults	October 2010

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A Telecom New Zealand Business

UCLL Service Level Default

Item No.	18	**Tolerance Level**	99.8%

Service Attribute	Availability of OFM

Cause of default	There were three main outages in November that caused failure of this Service Level. One issue was related to a system defect that impacted customers' ability to set up new users, and the other two were related to SAN disk failure.
Procedure for correcting default	System Availability was restored following each outage.
Steps taken to remedy default	A fix was made available by the vendor to correct the system defect impacting new user set-up. In regards to the SAN disk issues, system load was rearranged to ensure the SAN disk was available and the associated servers restarted, and service was restored
Effectiveness of steps taken	1. The defect fix was very effective, and this issue no longer occurs. 2. SAN disk availability to date indicates the steps taken to remedy have been effective, but will continue to be monitored
Date of previous defaults	July 2010, August 2010, September 2010, October 2010