

# Unbundled Copper Local Loop Performance Report

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## Consolidated Report

June 2013

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 five Service Level Defaults this month: SL 2 (Notification of Rejection), SL 3 (Notification of expected RFS Date), SL 4 (Order is completed right first time), SL 12 (Unplanned Outage) and SL 17( System Availability of OO&T). Service 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 Performance report.

### Further information

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

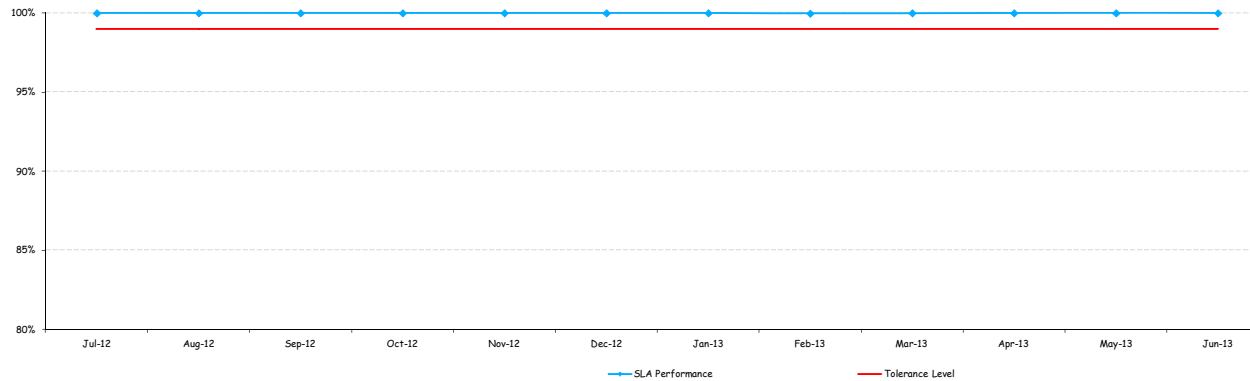


# Provisioning UCLL services

June 2013

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

## SL 1 - Orders acknowledged within 4 Business Hours of order receipt - All Orders



### Commentary

Performance has exceeded the required tolerance level

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

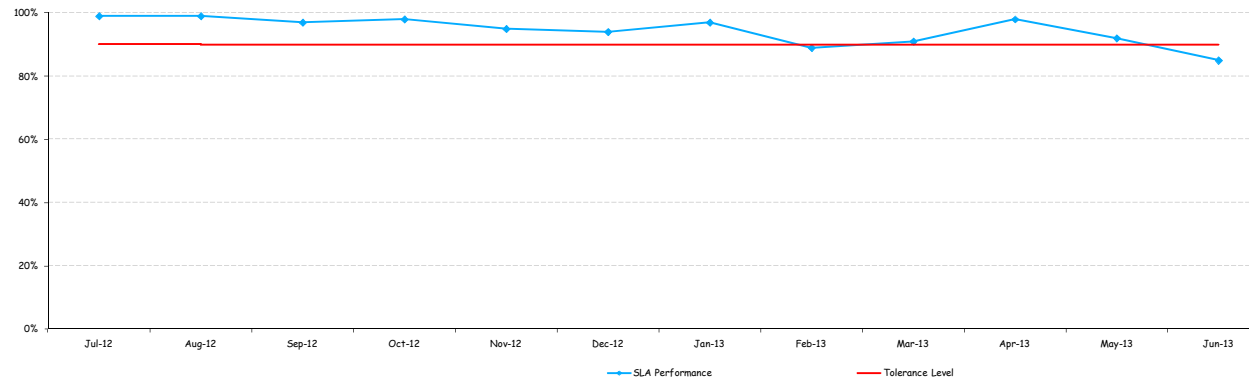


# Provisioning UCLL services

June 2013

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

## SL 2 - Invalid order rejection notifications sent within 4 Business Hours of receipt - All Orders



### Commentary

Performance has not met the required tolerance level for New Connection, Other Services to MPF Transfer and Move Address order types. See the SL2 Default Report for more information.

	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13
New Connection	98%	98%	97%	99%	92%	96%	97%	86%	90%	98%	94%	88%
Transfer	99%	100%	70%	95%	95%	95%	97%	100%	100%	100%	85%	97%
Other Service to MPF Transfer	100%	100%	100%	96%	89%	88%	95%	85%	87%	100%	90%	76%
Move Address	98%	94%	96%	90%	84%	86%	94%	69%	23%	80%	53%	38%
Relinquishment	100%	100%	100%	100%	99%	98%	99%	97%	100%	99%	97%	91%
SLA Performance	99%	99%	97%	98%	95%	94%	97%	89%	91%	98%	92%	85%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

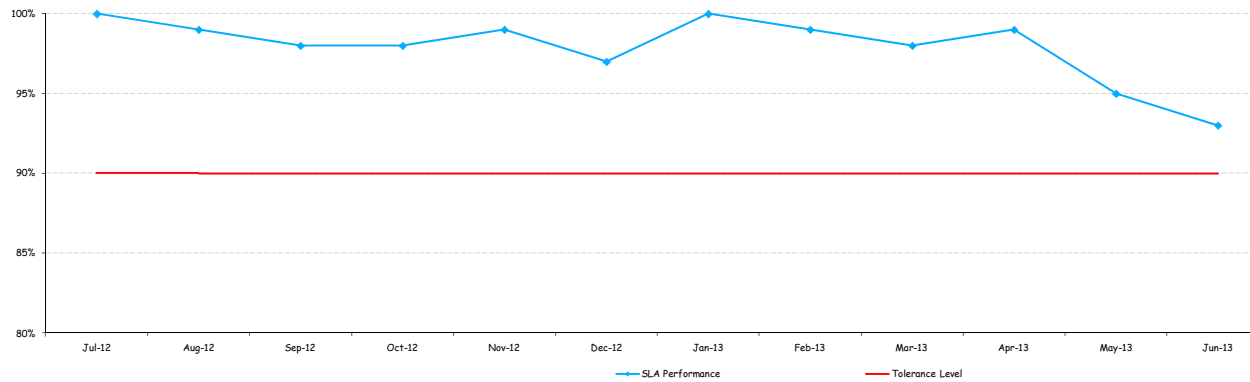


# Provisioning UCLL services

June 2013

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

SL 3 - Notification of expected RFS dates sent within 6 Business Hours of deemed acceptance time - All Orders



## Commentary

Performance has not met the required tolerance level for Other Services to MPF Transfer and Move Address order types. See the SL3 Default Report for more information.

	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13
New Connection	99%	99%	99%	99%	99%	94%	99%	99%	99%	100%	99%	93%
Transfer	100%	100%	96%	100%	100%	96%	100%	100%	100%	98%	98%	99%
Other Service to MPF Transfer	100%	100%	92%	96%	97%	94%	100%	98%	93%	100%	87%	82%
Move Address	99%	99%	100%	99%	99%	99%	100%	99%	86%	95%	98%	76%
Relinquishment	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%
SLA Performance	100%	99%	98%	98%	99%	97%	100%	99%	98%	99%	95%	93%
Tolerance Level	98%	100%	100%	100%	98%	100%	99%	98%	100%	98%	99%	97%

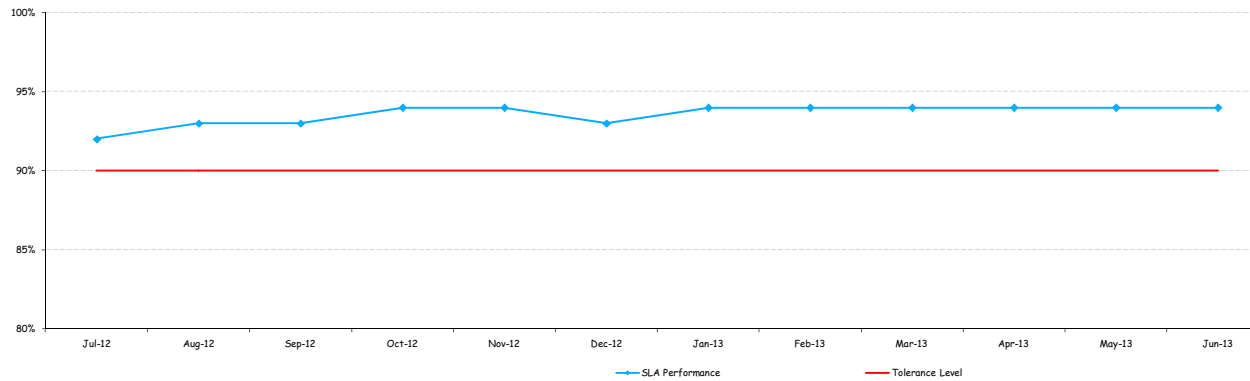


# Provisioning UCLL services

June 2013

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

## SL 4 - Order is completed right first time (level A) - for each service type



### 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.

	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13
New Connection	86%	88%	87%	88%	88%	87%	88%	88%	89%	88%	88%	87%
Transfer	92%	93%	93%	94%	96%	92%	92%	96%	96%	97%	95%	92%
Other Service to MPF Transfer	93%	93%	96%	95%	96%	94%	96%	96%	96%	93%	91%	94%
Move Address	84%	85%	85%	88%	81%	83%	89%	89%	90%	89%	89%	87%
Relinquishment	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
SLA Performance	92%	93%	93%	94%	94%	93%	94%	94%	94%	94%	94%	94%
Tolerance Level	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

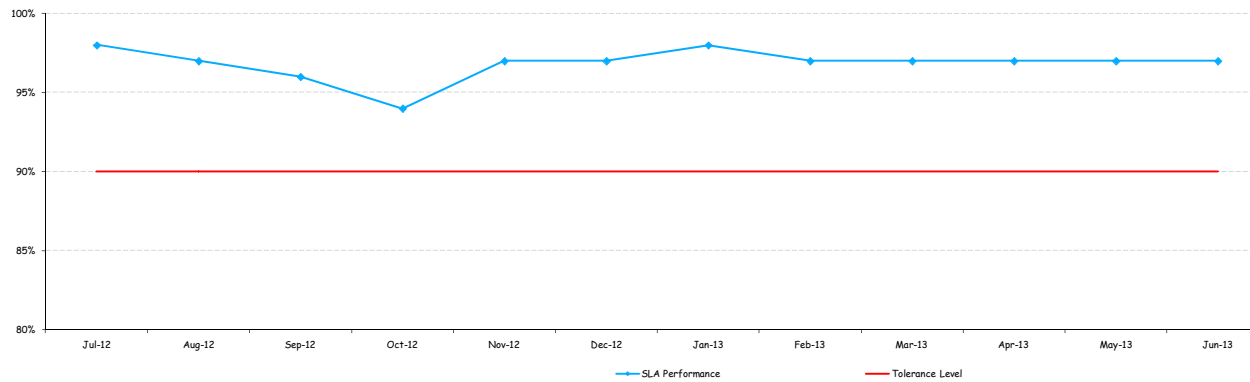


# Provisioning UCLL services

June 2013

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

SL 5 - Order is completed by the notified expected RFS date (level A) - for each service type, excluding Relinquishment orders



## Commentary

Performance has exceeded the required tolerance level

	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13
New Connection	98%	96%	95%	96%	96%	97%	98%	97%	96%	97%	97%	96%
Transfer	100%	99%	97%	99%	100%	100%	99%	99%	99%	98%	99%	99%
Other Service to MPF Transfer	99%	98%	99%	90%	98%	98%	99%	99%	99%	99%	98%	99%
Move Address	97%	94%	96%	95%	96%	96%	97%	97%	96%	95%	96%	95%
SLA Performance	98%	97%	96%	94%	97%	97%	98%	97%	97%	97%	97%	97%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

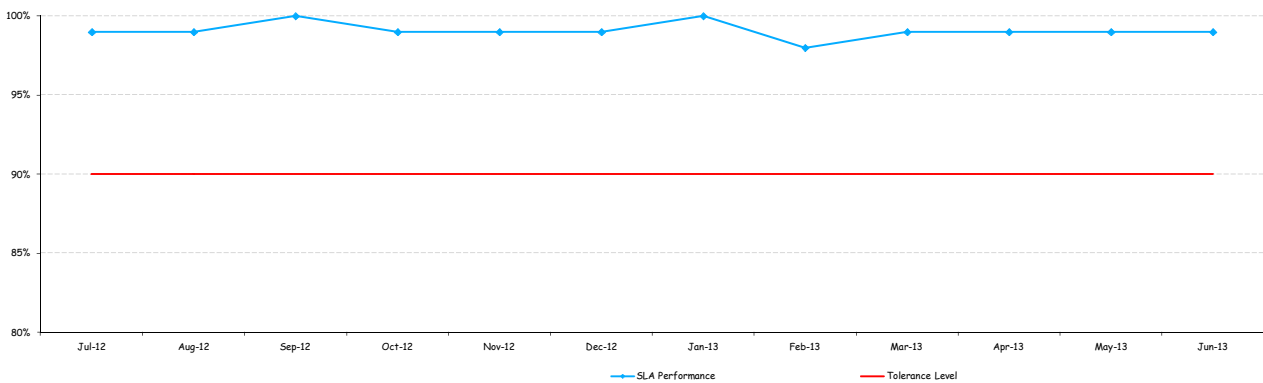


# Provisioning UCLL services

June 2013

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

SL 6 - Order is completed by the notified expected RFS date - Relinquishment orders



**Commentary**

Performance has exceeded the required tolerance level

	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13
SLA Performance	99%	99%	100%	99%	99%	99%	100%	98%	99%	99%	99%	99%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

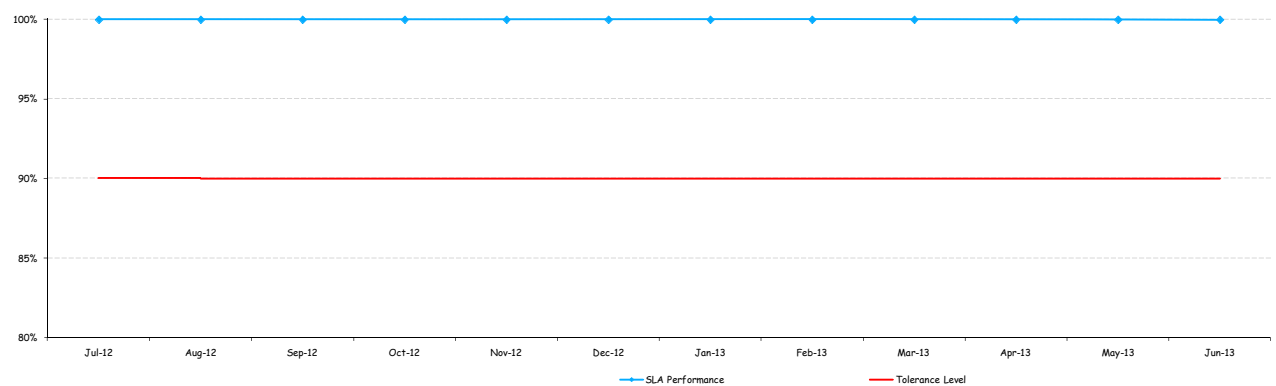


# Provisioning UCLL services

June 2013

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

SL 7 - Pre-qualification orders acknowledged within 4 Business Hours following order receipt



**Commentary**  
Performance has exceeded the required tolerance level

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



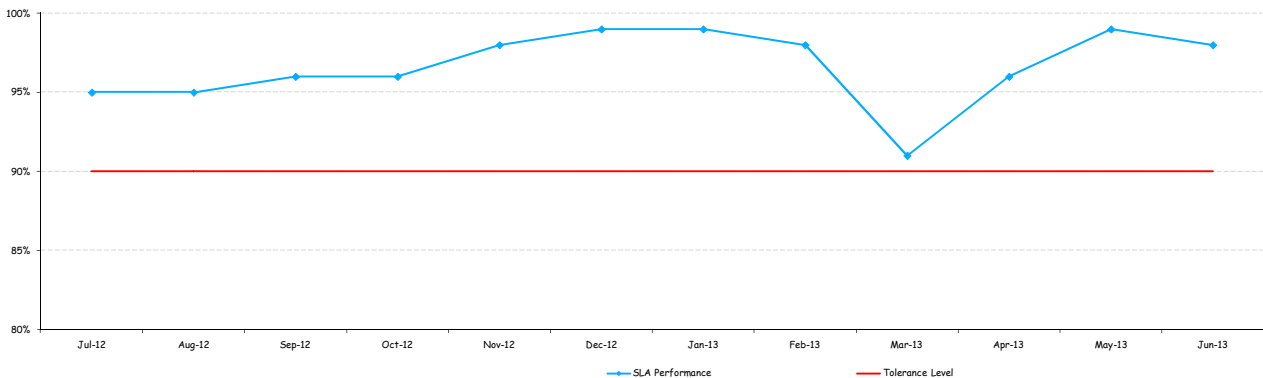


# Provisioning UCLL services

June 2013

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

	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13
Automatic Prequal	95%	95%	96%	96%	98%	99%	99%	98%	91%	96%	99%	98%
Manual Prequal	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
SLA Performance	95%	95%	96%	96%	98%	99%	99%	98%	91%	96%	99%	98%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

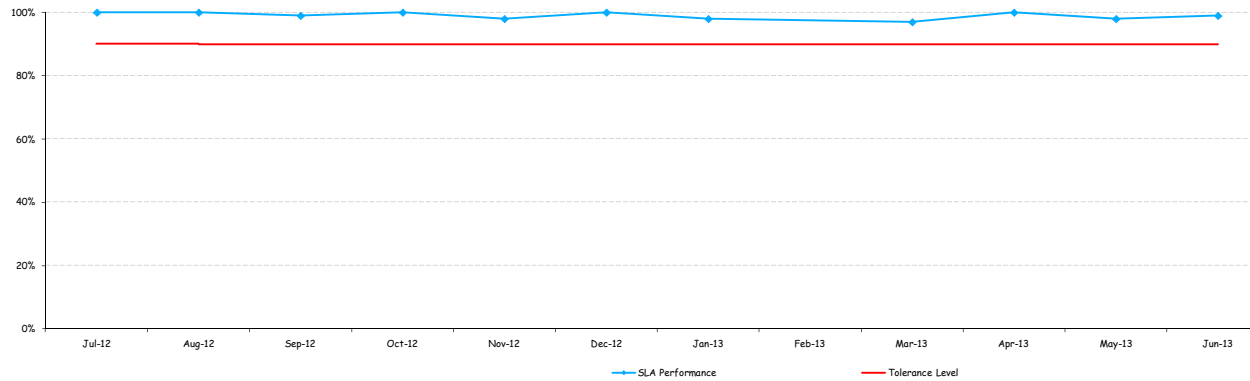


# Provisioning UCLL services

June 2013

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

SL 9 - Notification of RFS date changes provided within six Business Hours of change request receipt - All Orders



## Commentary

Performance has exceeded the required tolerance level

	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13
New Connection	100%	100%	98%	99%	96%	99%	97%	n/a	96%	100%	97%	98%
Transfer	100%	100%	100%	100%	100%	100%	100%	n/a	100%	100%	100%	100%
Other Service to MPF Transfer	100%	100%	100%	100%	100%	100%	100%	n/a	100%	100%	100%	100%
Move Address	100%	100%	100%	100%	100%	100%	100%	n/a	100%	100%	100%	100%
Relinquishment	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	100%	n/a	n/a
SLA Performance	100%	100%	99%	100%	98%	100%	98%	n/a	97%	100%	98%	99%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

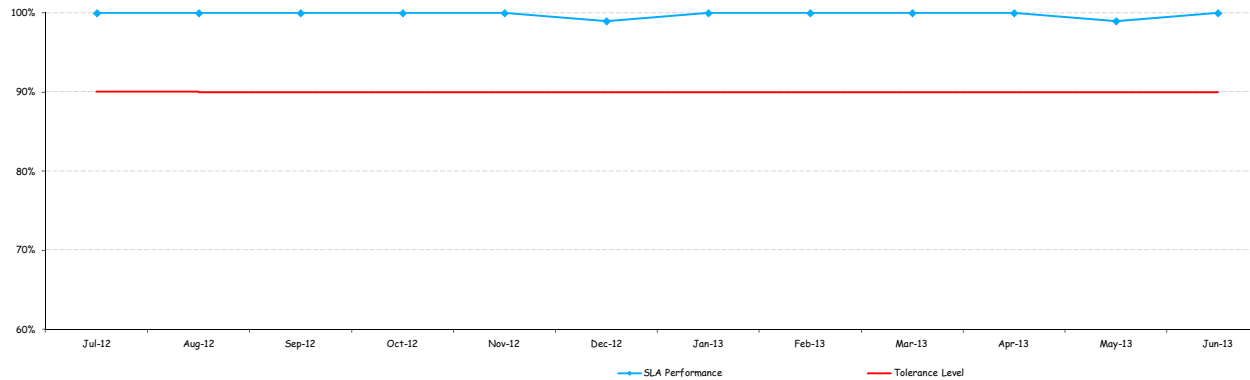


# Provisioning UCLL services

June 2013

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

SL 10 - Completion of Order confirmation sent within four Business Hours after Order completion - All Orders



## Commentary

Performance has exceeded the required tolerance level

	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13
New Connection	100%	100%	100%	100%	100%	100%	100%	99%	99%	100%	99%	99%
Transfer	98%	100%	100%	100%	98%	100%	99%	98%	100%	98%	99%	97%
Other Service to MPF Transfer	100%	100%	99%	99%	100%	99%	100%	100%	100%	100%	98%	100%
Move Address	99%	100%	100%	99%	99%	99%	99%	99%	99%	99%	99%	99%
Relinquishment	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
SLA Performance	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	99%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

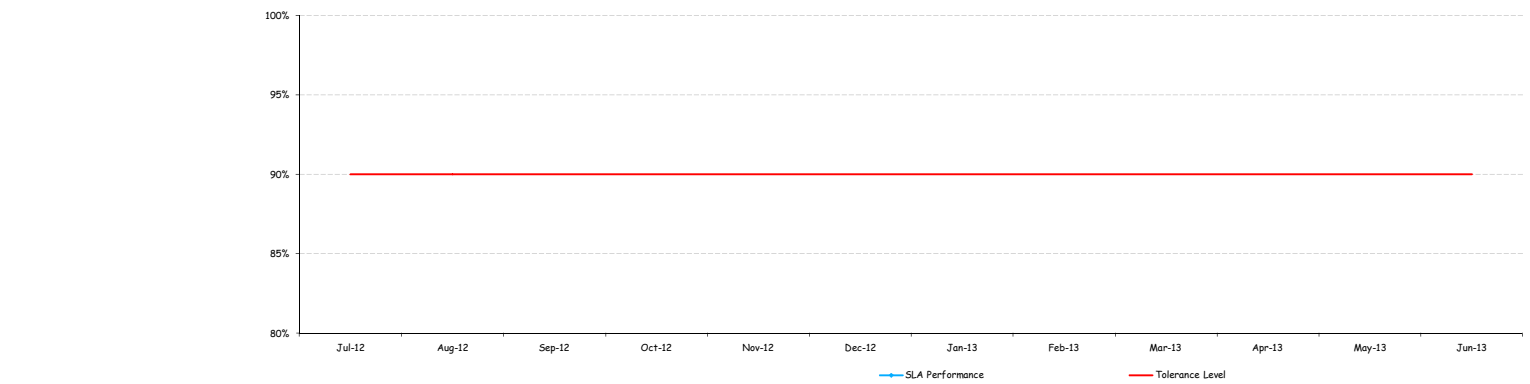


# Provisioning UCLL services

June 2013

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

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

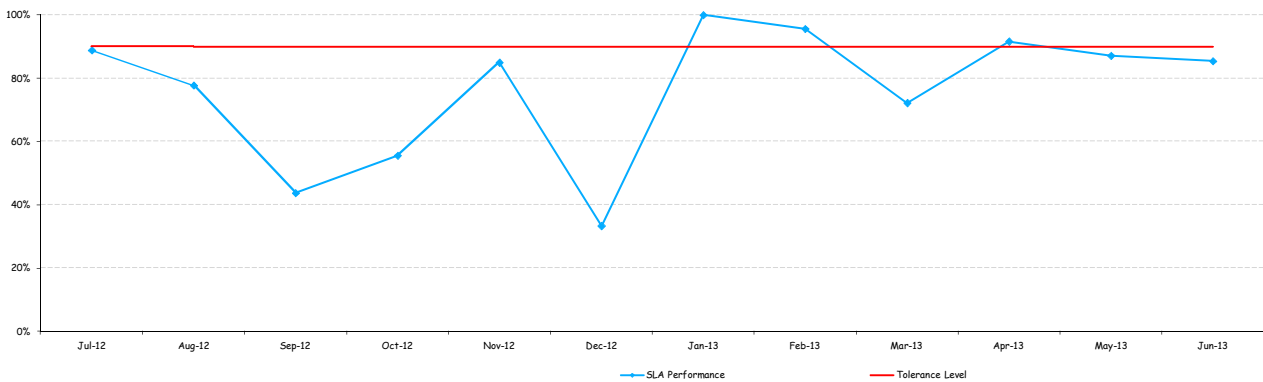


# Provisioning UCLL services

June 2013

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 SL 12 Service Default Report for more information

	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13
SLA Performance	89%	78%	44%	56%	85%	33%	100%	96%	72%	92%	87%	85%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

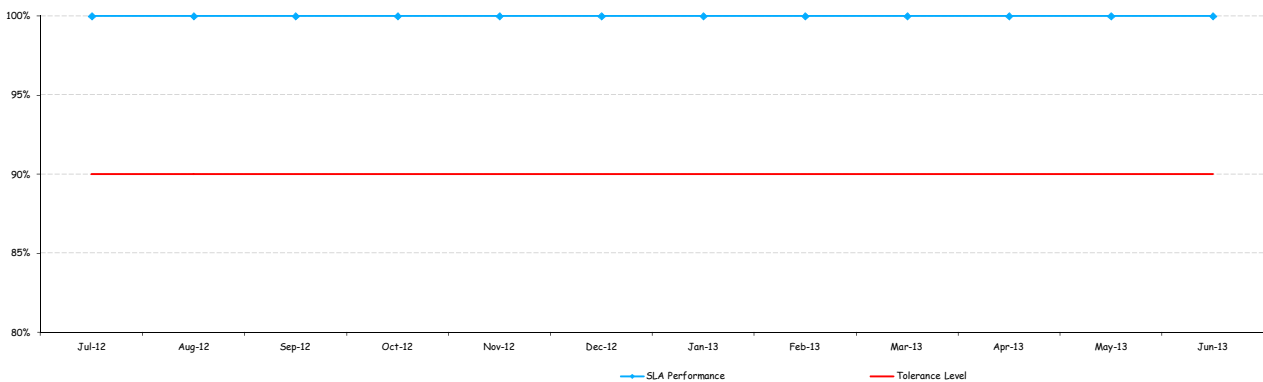


# Provisioning UCLL services

June 2013

This section covers fault receipt acknowledgement, 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

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

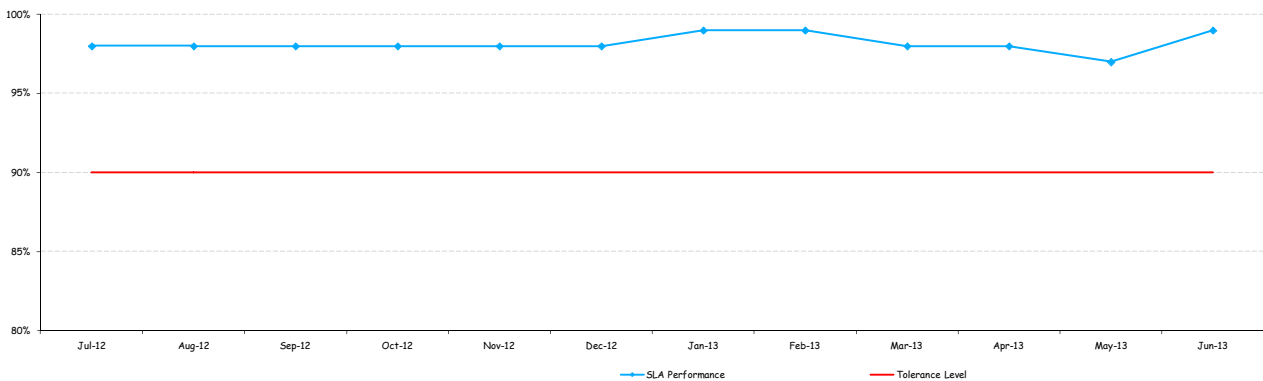


# Provisioning UCLL services

June 2013

This section covers fault receipt acknowledgement, notification and restoration.

SL 14 - Expected fault restoration time notifications sent within 8 Fault Restoration Hours of fault report



**Commentary**  
Performance has exceeded the required tolerance level

	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13
SLA Performance	98%	98%	98%	98%	98%	98%	99%	99%	98%	98%	97%	99%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

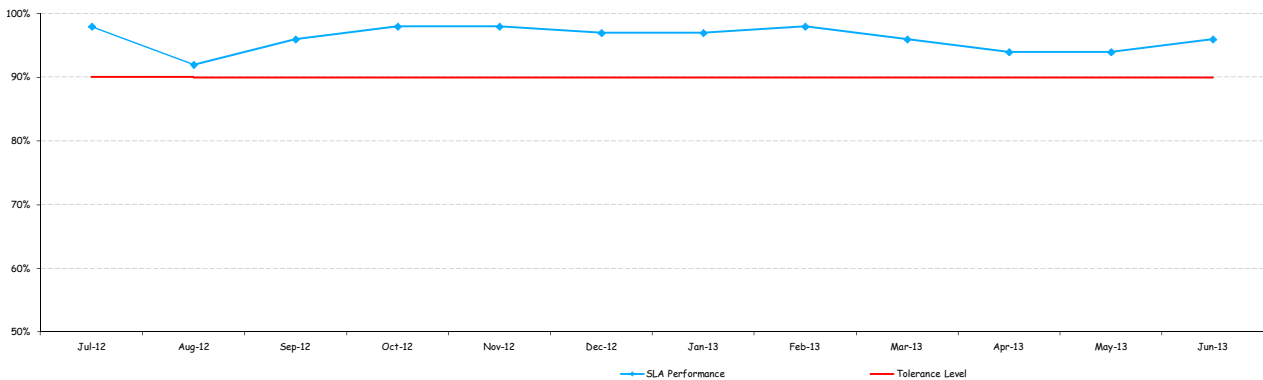


# Provisioning UCLL services

June 2013

This section covers fault receipt acknowledgement, notification and restoration.

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



**Commentary**

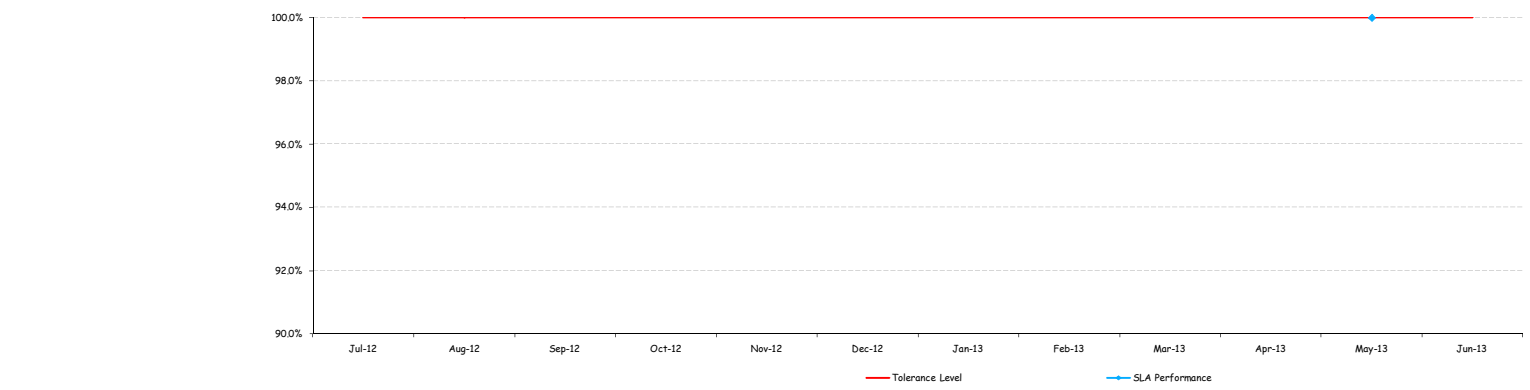
Performance has exceeded the required tolerance level

	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13
SLA Performance	98%	92%	96%	98%	98%	97%	97%	98%	96%	94%	94%	96%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%





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



[Commentary](#)  
No forecast required this month

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

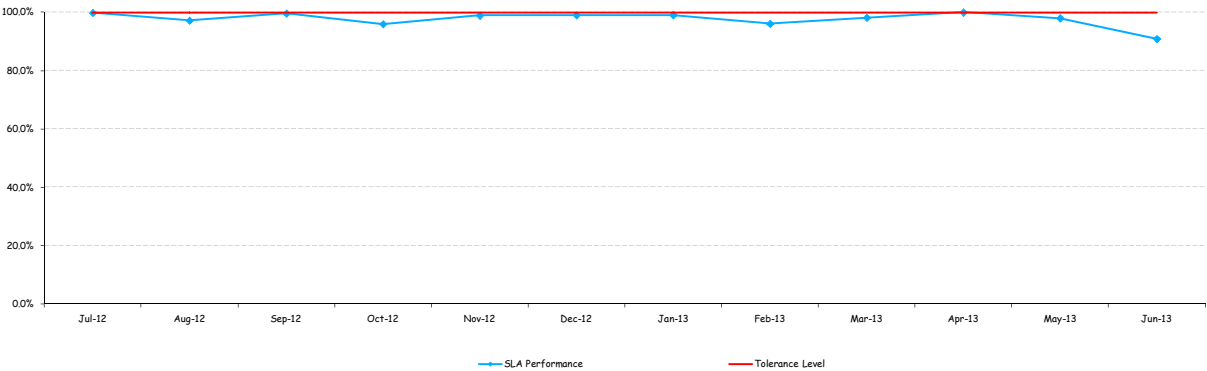


# Provisioning UCLL services

This section covers operational support systems for Access Seekers

June 2013

SL 17 - Online Fault Management availability (24/7)



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

	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13
SLA Performance	99.8%	97.2%	99.6%	96.0%	98.9%	99.0%	99.1%	96.1%	98.2%	100.0%	98.0%	90.9%
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%

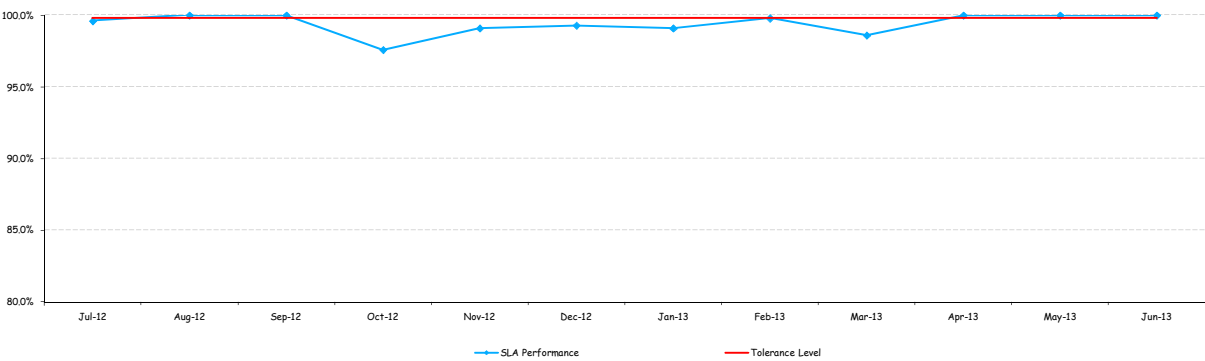


# Provisioning UCLL services

This section covers operational support systems for Access Seekers

June 2013

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



**Commentary**

Performance has exceeded the required tolerance level

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



# Provisioning UCLL services

June 2013

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](http://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



## UCLL Service Level Default

June 2013

Item No.	2
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Tolerance Level	90%
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Service Attribute	Notification of Rejection - New Connection, Other Services to MPF Transfer, Move Address
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Cause of default	Delays in confirmation of RFS have occurred due to a) High absenteeism and b) Existing resource being dedicated on project work This in turn led to reduced staff numbers. This resulted in failing to meet this service level.
Procedure for correcting default	Notifications of rejection have been provided.
Steps taken to remedy default	Once project work will be finished; resource will be allocated back to their original work
Effectiveness of steps taken	Unknown yet
Date of previous defaults	December 2012, February 2013, March 2013, April 2013, May 2013



## UCLL Service Level Default

June 2013

Item No.	3
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Tolerance Level	90%
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Service Attribute	Notification of expected RFS Date - Other Services to MPF, Move Address
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Cause of default	Delays in confirmation of RFS have occurred due to a) High absenteeism and b) Existing resource being dedicated on project work This in turn led to reduced staff numbers. This resulted in failing to meet this service level.
Procedure for correcting default	Notifications of rejection have been provided.
Steps taken to remedy default	Once project work will be finished; resource will be allocated back to their original work
Effectiveness of steps taken	Unknown yet
Date of previous defaults	March 2013, May 2013



## UCLL Service Level Default

June 2013

Item No.	4
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Tolerance Level	90%
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Service Attribute	Order is completed right first time - New Connection and Move Address
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Cause of default	Reasons for failure vary e.g. incorrect information; incorrect intact allocated, incorrect tie pair allocated but at a high level the primary driver is 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	Investigating these issues by doing a deep dive to understand what is driving these failures and accordingly take an effective steps
Effectiveness of steps taken	Effectiveness of these steps taken will be known from the deep dive work as highlighted above.
Date of previous defaults	December 2012, January 2013, February 2013, March 2013, April 2013, May 2013



## UCLL Service Level Default

June 2013

Item No.	12
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Tolerance Level	90%
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Service Attribute	Unplanned Outage
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Cause of default	Failure to adhere to process and notify the Service Events Team in a timely manner.
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 yet
Date of previous defaults	December 2012, March 2013, May 2013





## UCLL Service Level Default

June 2013

Item No.	17
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Tolerance Level	90%
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Service Attribute	System Availability of OO&T
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Cause of default	There were three incidents in May 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 defaults	December 2012, January 2013, February 2013, March 2013, May 2013

