

UCLL Performance Report

Consolidated Report

September 2013

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 2 Service Level Defaults this month: SL 4 (Order is completed right first time), SL 17 (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 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.

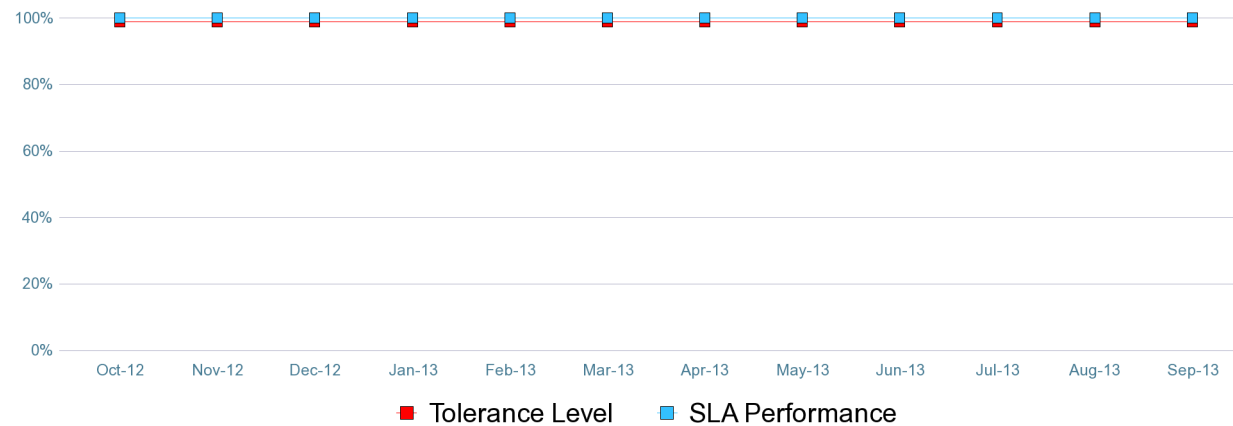


Provisioning UCLL services

September 2013

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

| | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 |
|---------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 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 | 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 | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |

| | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 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 | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% |

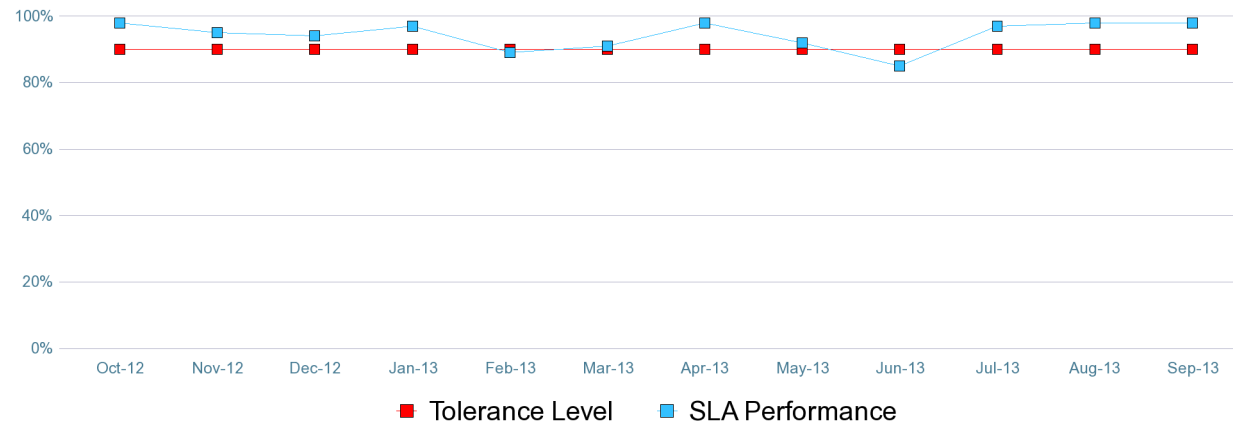


Provisioning UCLL services

September 2013

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

| | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 |
|---------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Move Address | 90.0% | 84.0% | 86.0% | 94.0% | 69.0% | 23.0% | 80.0% | 53.0% | 38.0% | 76.0% | 100.0% | 91.0% |
| New Connection | 99.0% | 92.0% | 96.0% | 97.0% | 86.0% | 90.0% | 98.0% | 94.0% | 88.0% | 98.0% | 97.0% | 98.0% |
| Other Service to Transfer | 96.0% | 89.0% | 88.0% | 95.0% | 85.0% | 87.0% | 100.0% | 90.0% | 76.0% | 98.0% | 94.0% | 98.0% |
| Relinquishment | 100.0% | 99.0% | 98.0% | 99.0% | 97.0% | 100.0% | 99.0% | 97.0% | 91.0% | 99.0% | 99.0% | 99.0% |
| Transfer | 95.0% | 95.0% | 95.0% | 97.0% | 100.0% | 100.0% | 100.0% | 85.0% | 97.0% | 100.0% | 100.0% | 100.0% |

| | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | 98.0% | 95.0% | 94.0% | 97.0% | 89.0% | 91.0% | 98.0% | 92.0% | 85.0% | 97.0% | 98.0% | 98.0% |
| 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% |



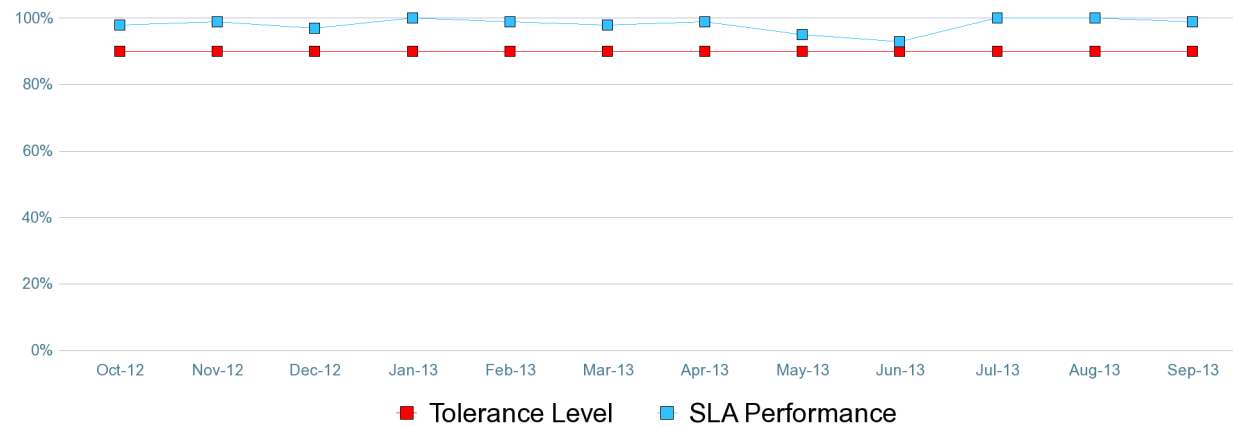
Consolidated UCLL Performance Report

Provisioning UCLL services

September 2013

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

| | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 |
|---------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Move Address | 99.0% | 99.0% | 99.0% | 100.0% | 99.0% | 86.0% | 95.0% | 98.0% | 76.0% | 100.0% | 100.0% | 99.0% |
| New Connection | 99.0% | 99.0% | 94.0% | 99.0% | 99.0% | 99.0% | 100.0% | 99.0% | 93.0% | 99.0% | 100.0% | 99.0% |
| Other Service to Transfer | 96.0% | 97.0% | 94.0% | 100.0% | 98.0% | 93.0% | 100.0% | 87.0% | 82.0% | 99.0% | 99.0% | 99.0% |
| Relinquishment | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 99.0% | 100.0% | 100.0% | 100.0% |
| Transfer | 100.0% | 100.0% | 96.0% | 100.0% | 100.0% | 100.0% | 98.0% | 98.0% | 99.0% | 100.0% | 100.0% | 98.0% |

| | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | 98.0% | 99.0% | 97.0% | 100.0% | 99.0% | 98.0% | 99.0% | 95.0% | 93.0% | 100.0% | 100.0% | 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% |



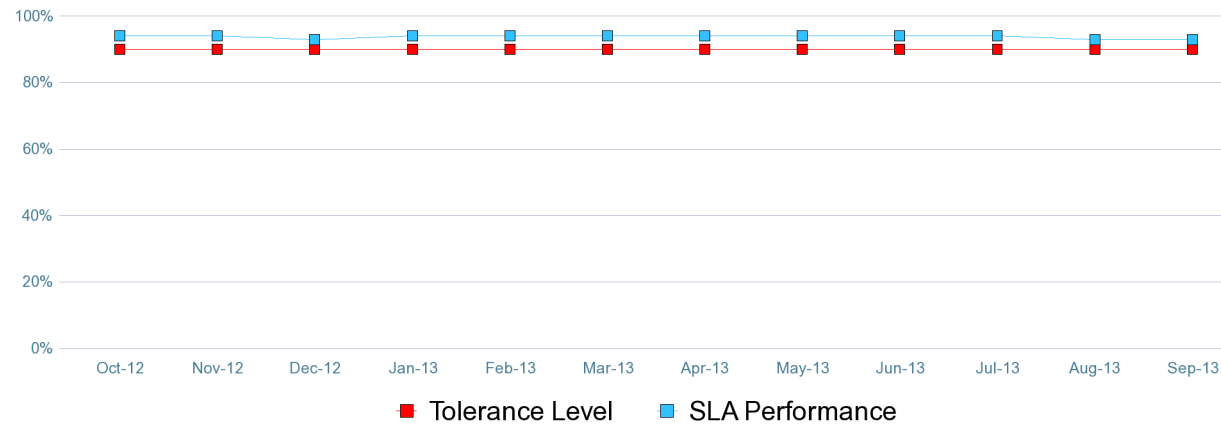
Consolidated UCLL Performance Report

Provisioning UCLL services

September 2013

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 orders. See the SL4 Default Report for more information.

| | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 |
|---------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Move Address | 88.0% | 81.0% | 83.0% | 89.0% | 89.0% | 90.0% | 89.0% | 89.0% | 86.0% | 91.0% | 87.0% | 87.0% |
| New Connection | 88.0% | 88.0% | 87.0% | 88.0% | 88.0% | 89.0% | 88.0% | 88.0% | 86.0% | 86.0% | 86.0% | 88.0% |
| Other Service to Transfer | 95.0% | 96.0% | 94.0% | 96.0% | 96.0% | 96.0% | 93.0% | 91.0% | 94.0% | 95.0% | 95.0% | 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% | 96.0% | 92.0% | 92.0% | 96.0% | 96.0% | 97.0% | 95.0% | 92.0% | 93.0% | 89.0% | 93.0% |

| | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | 94.0% | 94.0% | 93.0% | 94.0% | 94.0% | 94.0% | 94.0% | 94.0% | 94.0% | 94.0% | 93.0% | 93.0% |
| 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% |

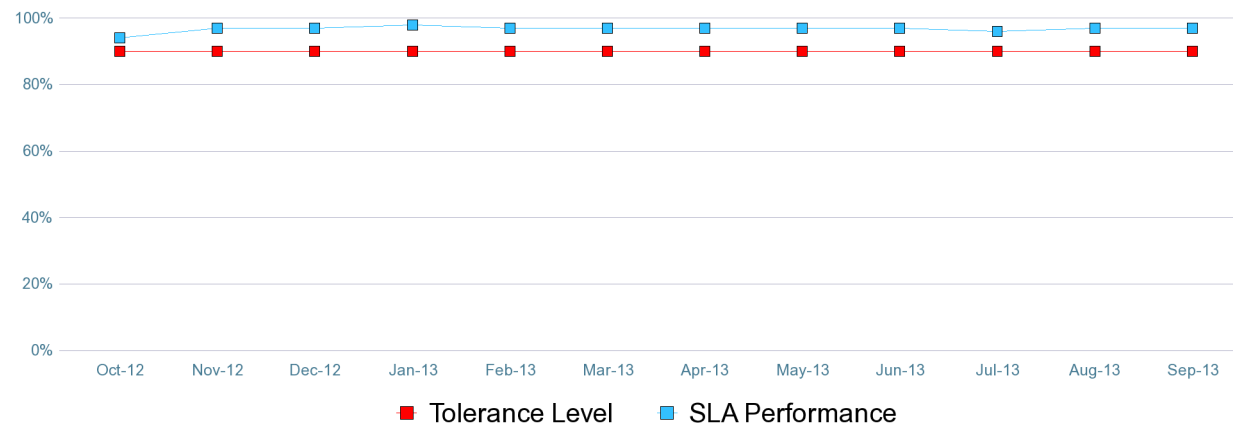


Provisioning UCLL services

September 2013

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

| | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 |
|---------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Move Address | 95.0% | 96.0% | 96.0% | 97.0% | 97.0% | 96.0% | 95.0% | 96.0% | 95.0% | 94.0% | 95.0% | 98.0% |
| New Connection | 96.0% | 96.0% | 97.0% | 98.0% | 97.0% | 96.0% | 97.0% | 97.0% | 96.0% | 95.0% | 96.0% | 96.0% |
| Other Service to Transfer | 90.0% | 98.0% | 98.0% | 99.0% | 99.0% | 99.0% | 99.0% | 98.0% | 99.0% | 98.0% | 99.0% | 99.0% |
| Transfer | 99.0% | 100.0% | 100.0% | 99.0% | 99.0% | 99.0% | 98.0% | 99.0% | 99.0% | 98.0% | 99.0% | 99.0% |

| | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | 94.0% | 97.0% | 97.0% | 98.0% | 97.0% | 97.0% | 97.0% | 97.0% | 97.0% | 96.0% | 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% |

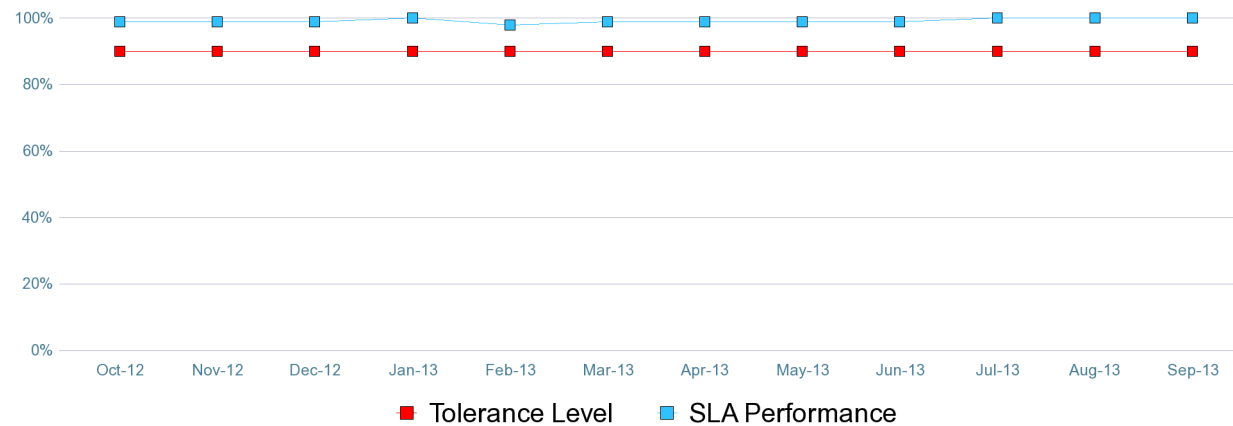


Provisioning UCLL services

September 2013

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 exceed the required tolerance level

| | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | 99.0% | 99.0% | 99.0% | 100.0% | 98.0% | 99.0% | 99.0% | 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% |

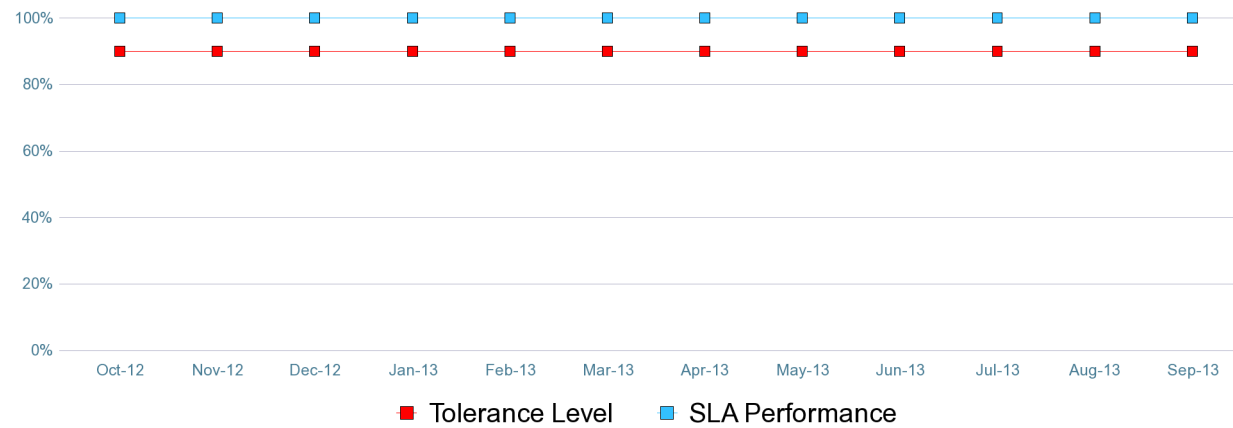


Provisioning UCLL services

September 2013

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 exceed the required tolerance level

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

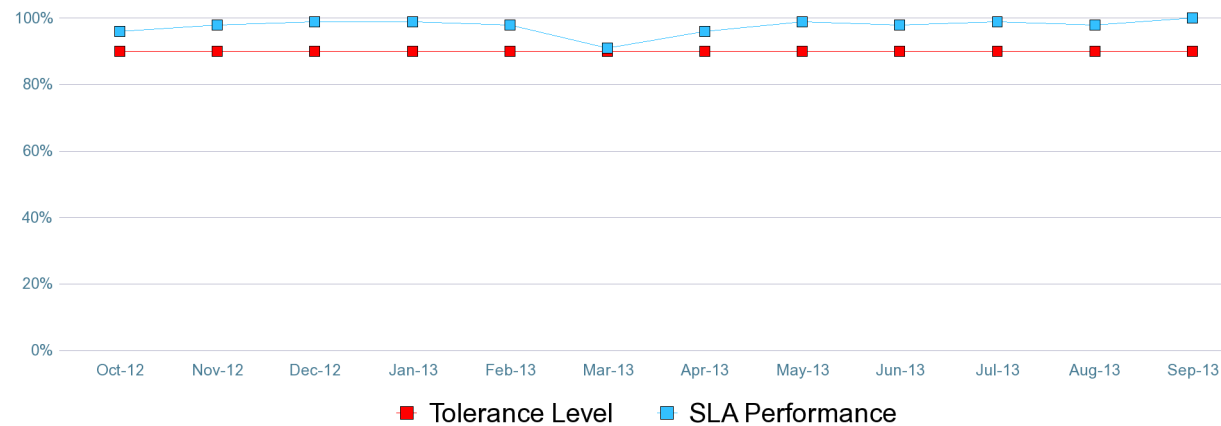


Provisioning UCLL services

September 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 exceed the required tolerance level

| | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 |
|-------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Automatic Prequal | 96.0% | 98.0% | 99.0% | 99.0% | 98.0% | 91.0% | 96.0% | 99.0% | 98.0% | 99.0% | 98.0% | 100.0% |
| 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% |

| | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | 96.0% | 98.0% | 99.0% | 99.0% | 98.0% | 91.0% | 96.0% | 99.0% | 98.0% | 99.0% | 98.0% | 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% |

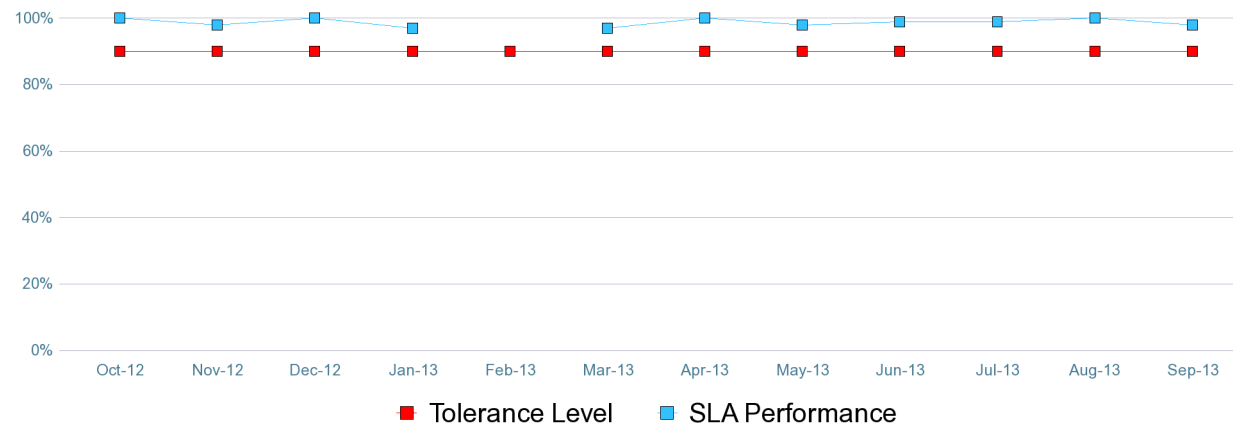


Provisioning UCLL services

September 2013

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

| | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 |
|---------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Move Address | 100.0% | 100.0% | 100.0% | 100.0% | n/a | 95.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| New Connection | 99.0% | 96.0% | 99.0% | 96.0% | n/a | 97.0% | 100.0% | 97.0% | 98.0% | 99.0% | 100.0% | 96.0% |
| Other Service to Transfer | 100.0% | 100.0% | 100.0% | 100.0% | n/a | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Relinquishment | n/a | n/a | n/a | n/a | n/a | n/a | 100.0% | n/a | n/a | n/a | n/a | n/a |
| Transfer | 100.0% | 100.0% | 100.0% | 100.0% | n/a | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |

| | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | 100.0% | 98.0% | 100.0% | 97.0% | n/a | 97.0% | 100.0% | 98.0% | 99.0% | 99.0% | 100.0% | 98.0% |
| 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% |



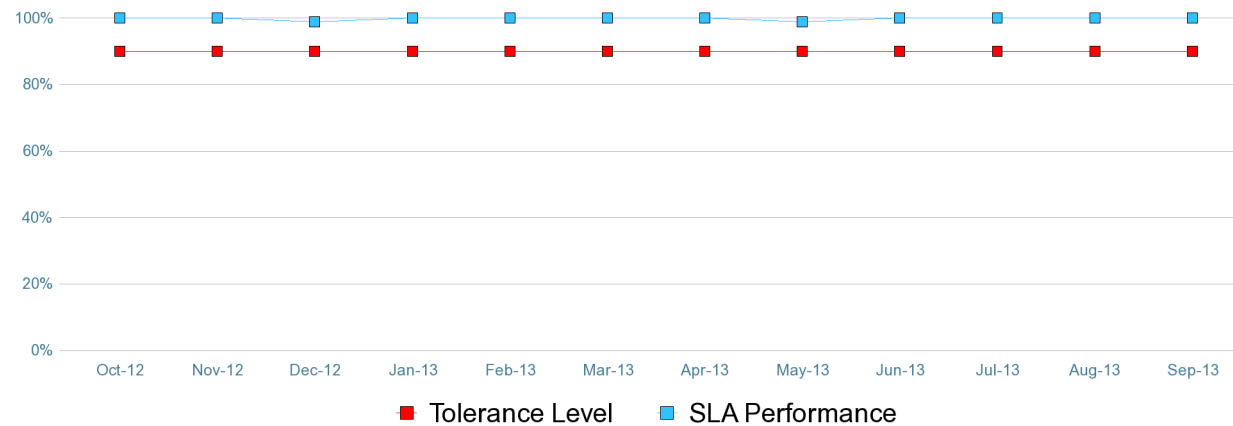
Consolidated UCLL Performance Report

Provisioning UCLL services

September 2013

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

| | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 |
|---------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Move Address | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% |
| New Connection | 100.0% | 100.0% | 100.0% | 100.0% | 99.0% | 99.0% | 100.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% |
| Other Service to Transfer | 99.0% | 100.0% | 99.0% | 100.0% | 100.0% | 100.0% | 100.0% | 98.0% | 100.0% | 100.0% | 99.0% | 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 | 100.0% | 98.0% | 100.0% | 99.0% | 98.0% | 100.0% | 98.0% | 99.0% | 97.0% | 98.0% | 99.0% | 99.0% |

| | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | 100.0% | 100.0% | 99.0% | 100.0% | 100.0% | 100.0% | 100.0% | 99.0% | 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% |



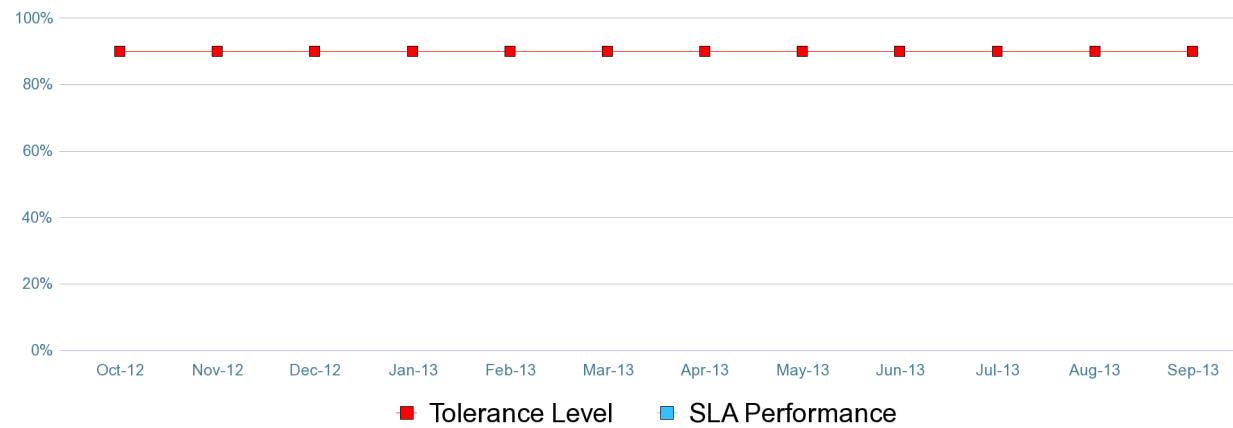
Consolidated UCLL Performance Report

Provisioning UCLL services

September 2013

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

| | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-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 | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% |

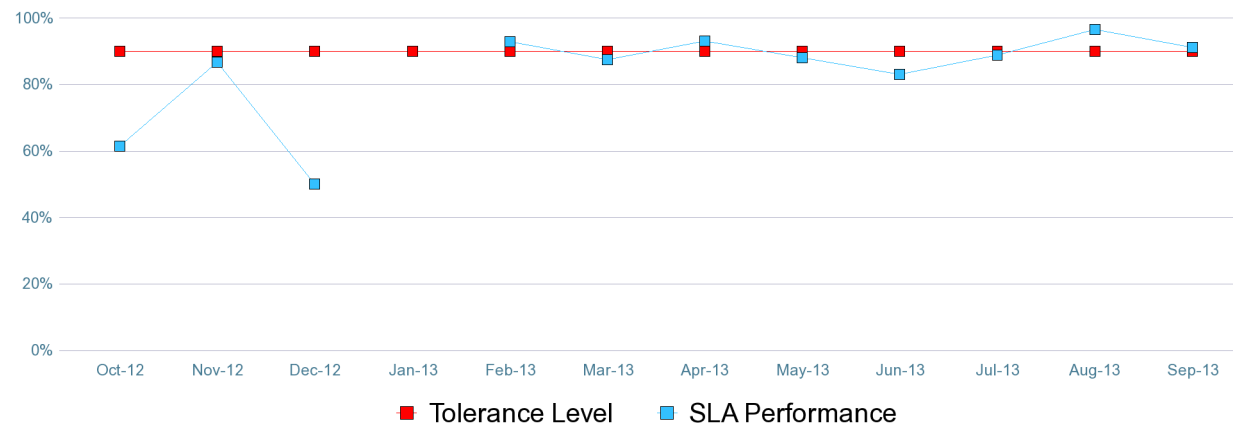


Provisioning UCLL services

September 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 exceed the required tolerance level

| | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | 61.5% | 86.8% | 50.0% | n/a | 92.9% | 87.5% | 93.1% | 88.1% | 83.0% | 88.9% | 96.5% | 91.2% |
| 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% |

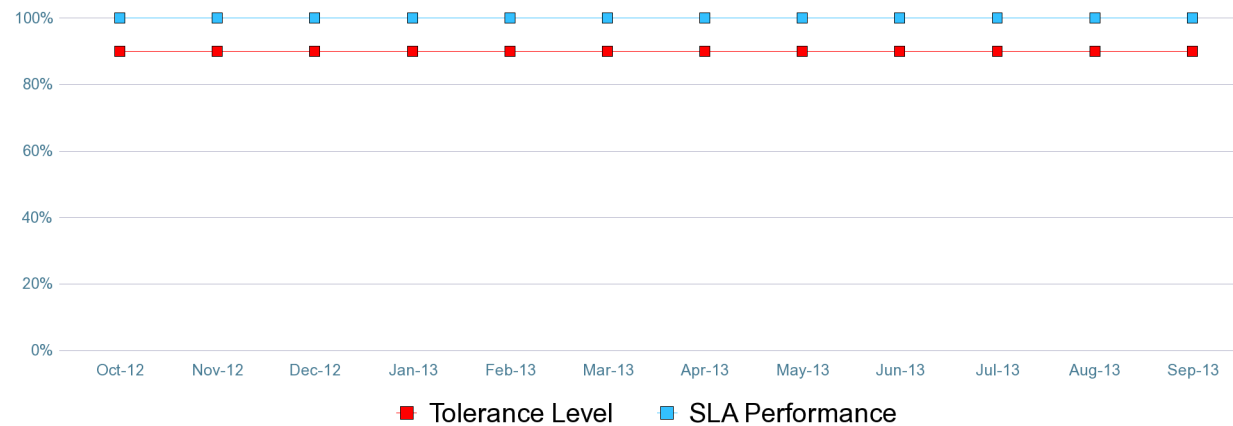


Fault Management

September 2013

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 exceed the required tolerance level

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

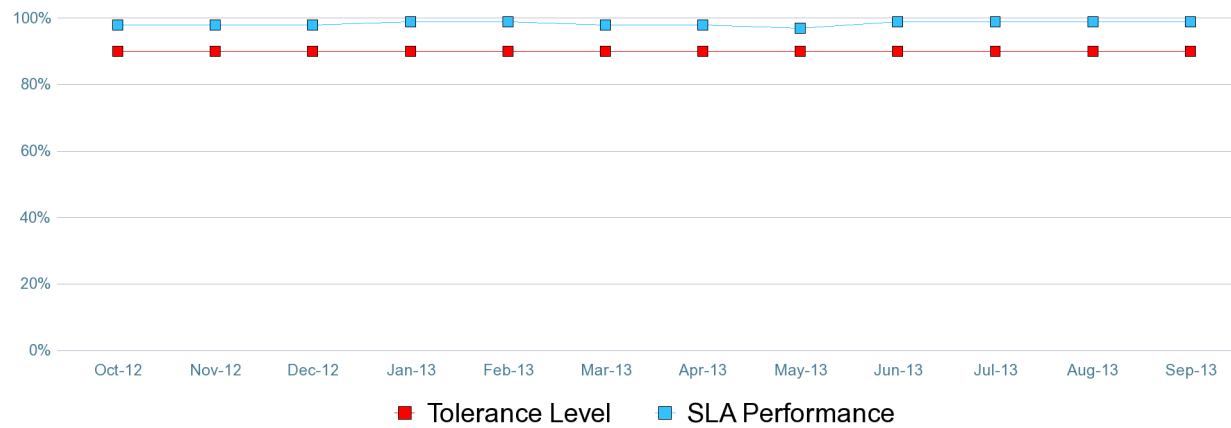


Fault Management

September 2013

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 exceed the required tolerance level

| | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | 98.0% | 98.0% | 98.0% | 99.0% | 99.0% | 98.0% | 98.0% | 97.0% | 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% |

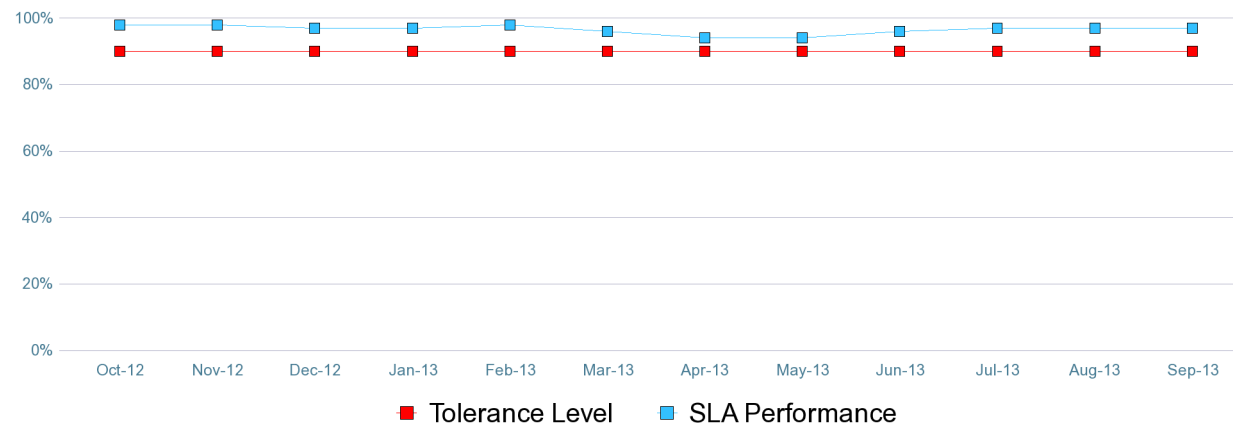


Fault Management

September 2013

This section covers fault receipt acknowledgement, notification, restoration

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



Commentary

Performance has exceed the required tolerance level

| | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | 98.0% | 98.0% | 97.0% | 97.0% | 98.0% | 96.0% | 94.0% | 94.0% | 96.0% | 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% |

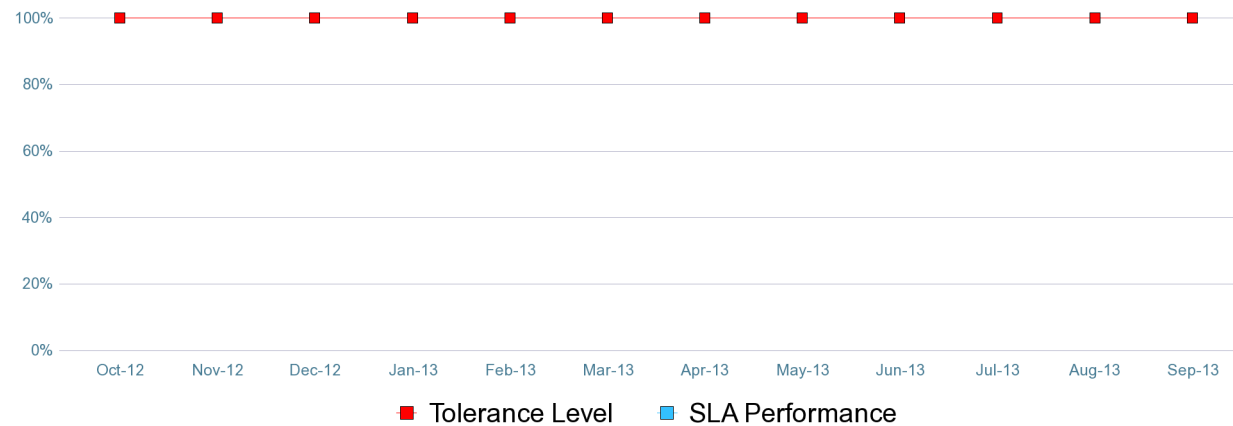


UCLL forecasting

September 2013

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

| | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-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 | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |



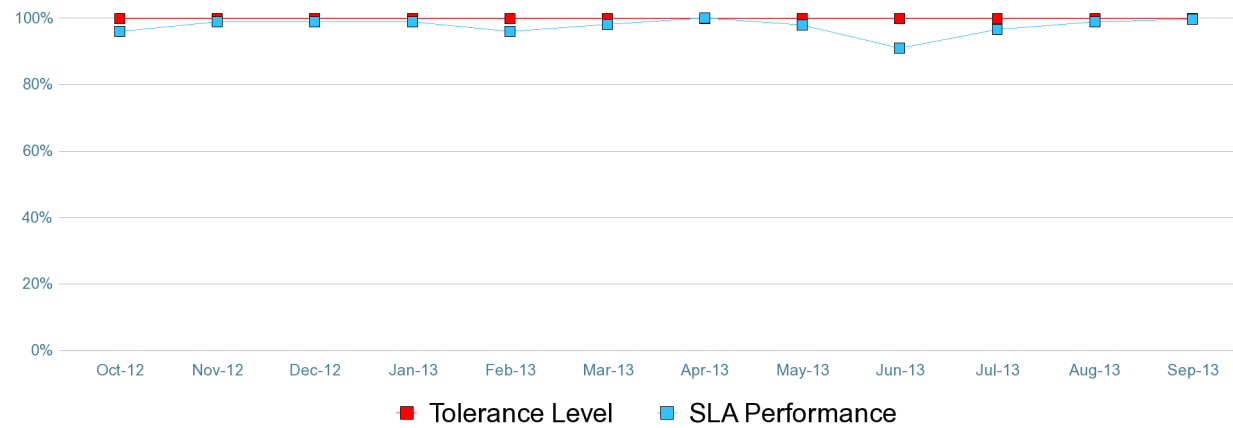
Consolidated UCLL Performance Report

Operational support systems

September 2013

This section covers operational support systems for access seekers

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



Commentary

Performance has not met the required tolerance level. See the SL17 Service Default Report for more information

| | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | 96.0% | 98.9% | 99.0% | 98.9% | 96.0% | 98.2% | 100.0% | 98.0% | 90.9% | 96.5% | 99.0% | 99.6% |
| 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% |



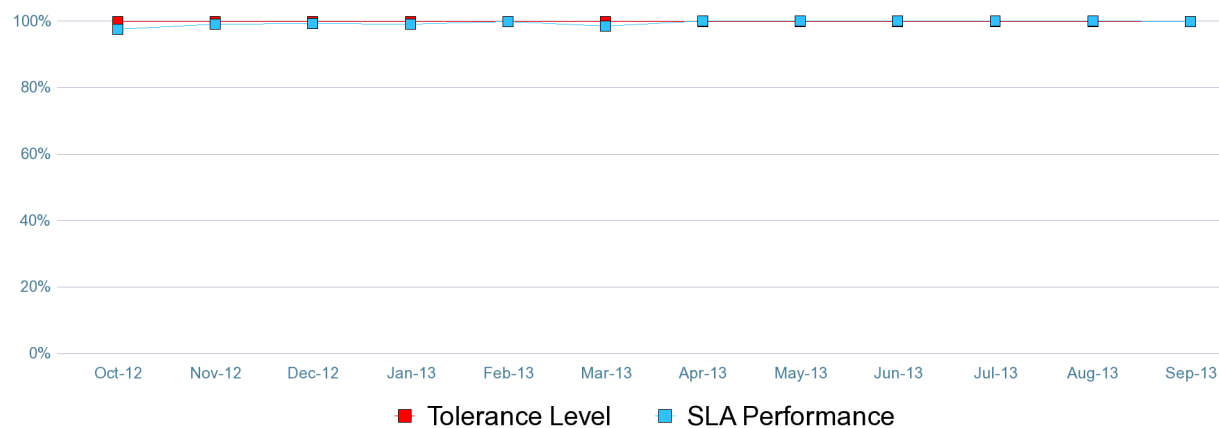
Consolidated UCLL Performance Report

Operational support systems

September 2013

This section covers operational support systems for access seekers

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



Commentary

Performance has exceed the required tolerance level

| | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | 97.6% | 99.1% | 99.3% | 99.1% | 99.8% | 98.6% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 99.9% |
| 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% |



Consolidated UCLL Performance Report

Full explanation of terms used in this report

September 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.

- 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

September 2013

| | | | |
|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-----|
| Item No. | 4 | Item No. | 90% |
| Service Attribute | Order is completed right first time | | |
| Cause of default | There reasons for failure vary e.g. incorrect information; incorrect intact allocated, incorrect tie pair allocated but at a high levels 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 | Currently investigating these issues by doing a deep dive to understand what is driving these failures and accordingly take an effective steps to improve the Service Level performance | | |
| Effectiveness of steps taken | Effectiveness of these steps taken will be known from the deep dive work as highlighted above. | | |
| Date of previous default | November 2012, December 2012, January 2013, February 2013, March 2013, April 2013, May 2013, June 2013, July 2013, August 2013, September 2013 | | |



UCLL Default Report

September 2013

| | | | |
|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|----------|------|
| Item No. | 17 | Item No. | 100% |
| Service Attribute | Availability of OO&T | | |
| Cause of default | There were eight incidents in September 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 | November 2012, December 2012, January 2013, February 2013, March 2013, May 2013, June 2013, July 2013, August 2013, September 2013 | | |

