

# UCLL Performance Report

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## Consolidated Report

November 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 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.

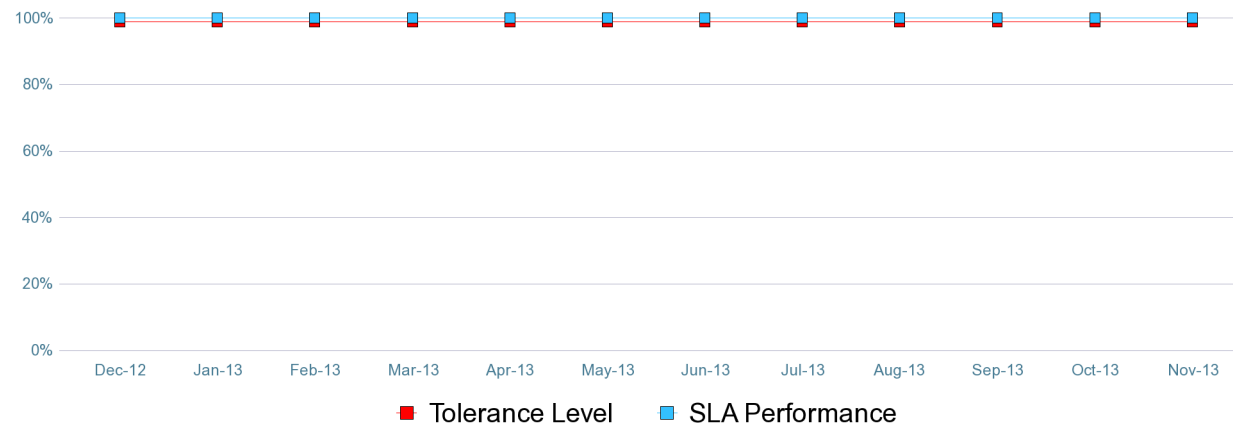


# Provisioning UCLL services

November 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

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

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

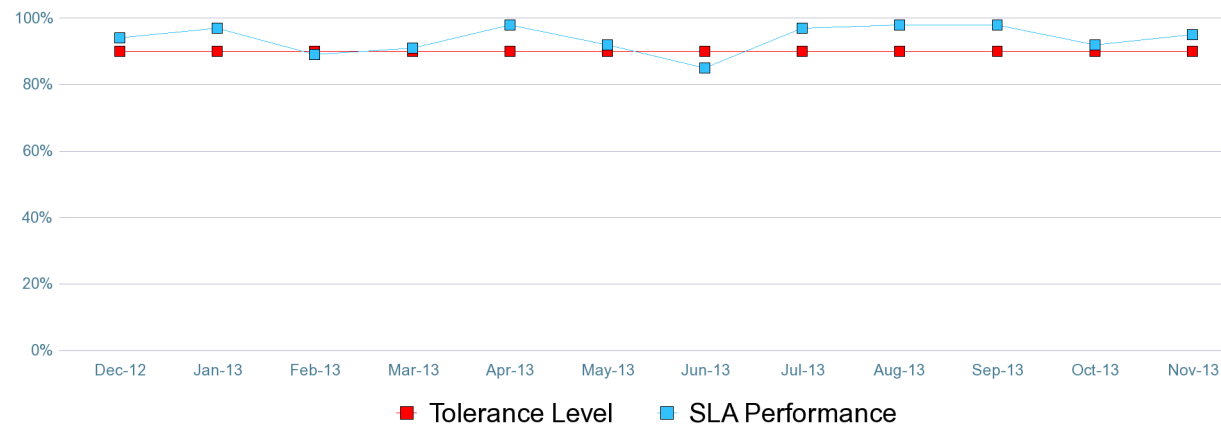


# Provisioning UCLL services

November 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 not met the required tolerance level for Transfer and Move Address orders. See the SL2 Default Report for more information.

	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13
Move Address	86.0%	94.0%	69.0%	23.0%	80.0%	53.0%	38.0%	76.0%	100.0%	91.0%	85.0%	87.0%
New Connection	96.0%	97.0%	86.0%	90.0%	98.0%	94.0%	88.0%	98.0%	97.0%	98.0%	94.0%	94.0%
Other Service to Transfer	88.0%	95.0%	85.0%	87.0%	100.0%	90.0%	76.0%	98.0%	94.0%	98.0%	100.0%	99.0%
Relinquishment	98.0%	99.0%	97.0%	100.0%	99.0%	97.0%	91.0%	99.0%	99.0%	99.0%	94.0%	99.0%
Transfer	95.0%	97.0%	100.0%	100.0%	100.0%	85.0%	97.0%	100.0%	100.0%	100.0%	75.0%	59.0%

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

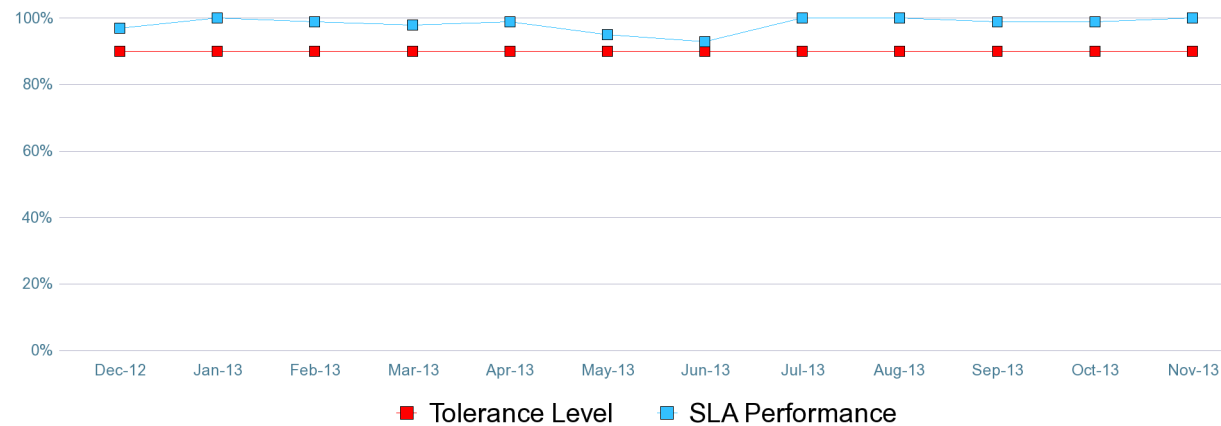


# Provisioning UCLL services

November 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

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

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

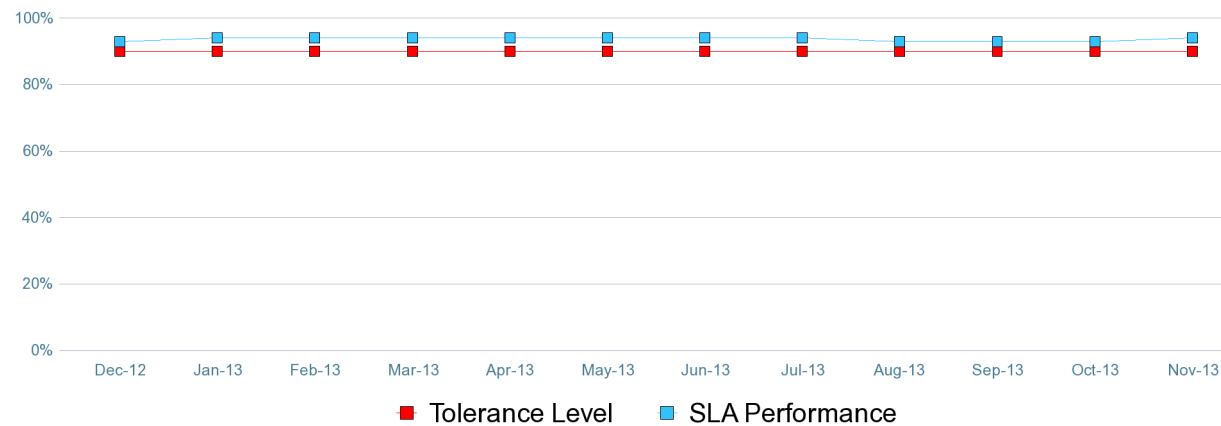


# Provisioning UCLL services

November 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.

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

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

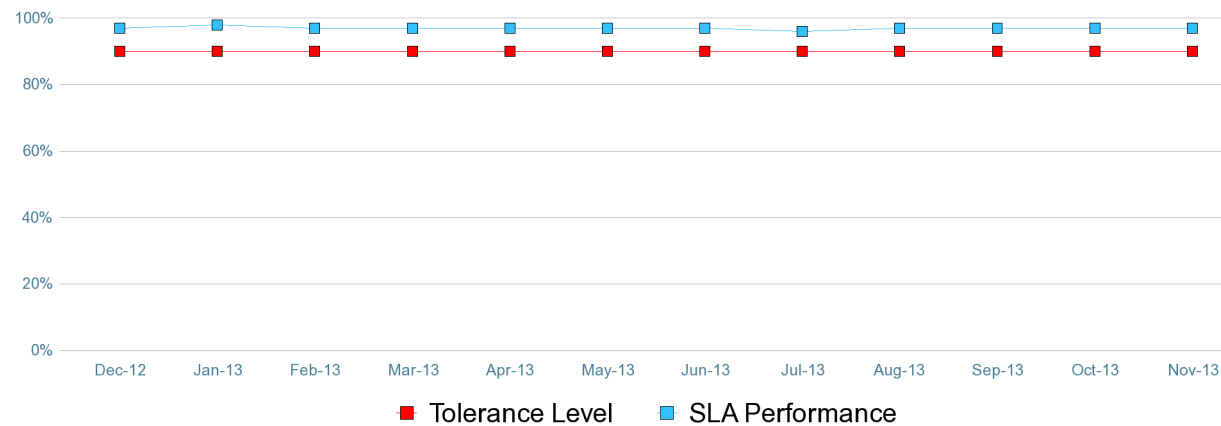


# Provisioning UCLL services

November 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

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

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

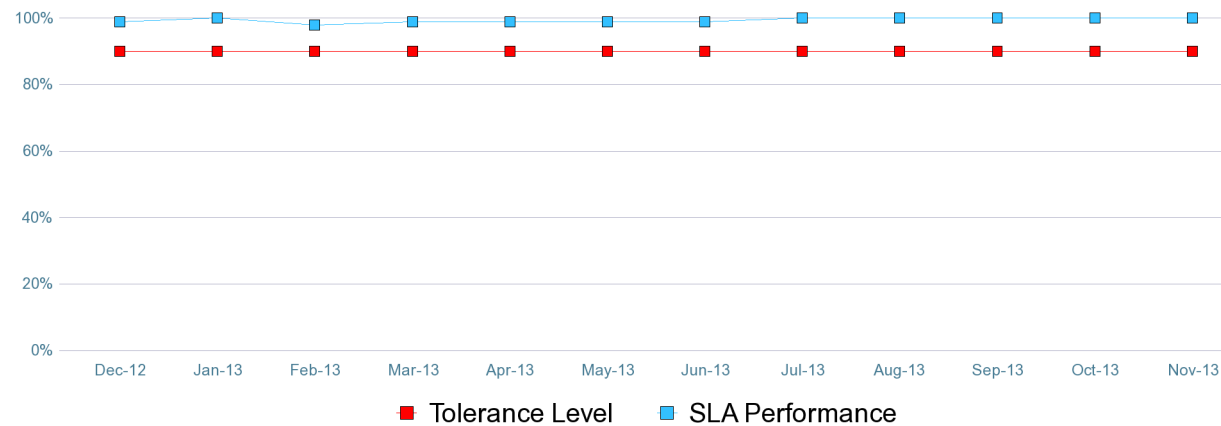


# Provisioning UCLL services

November 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

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

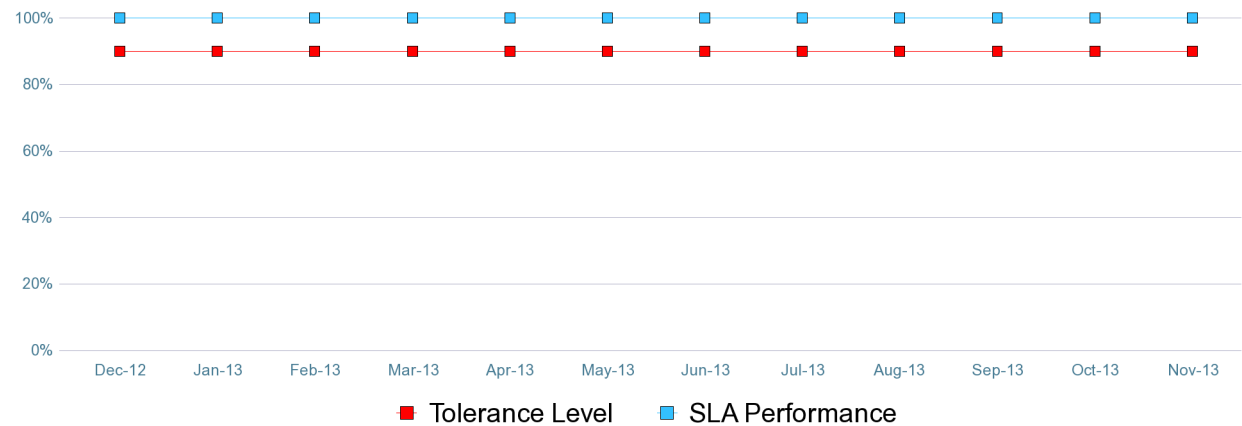


# Provisioning UCLL services

November 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

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



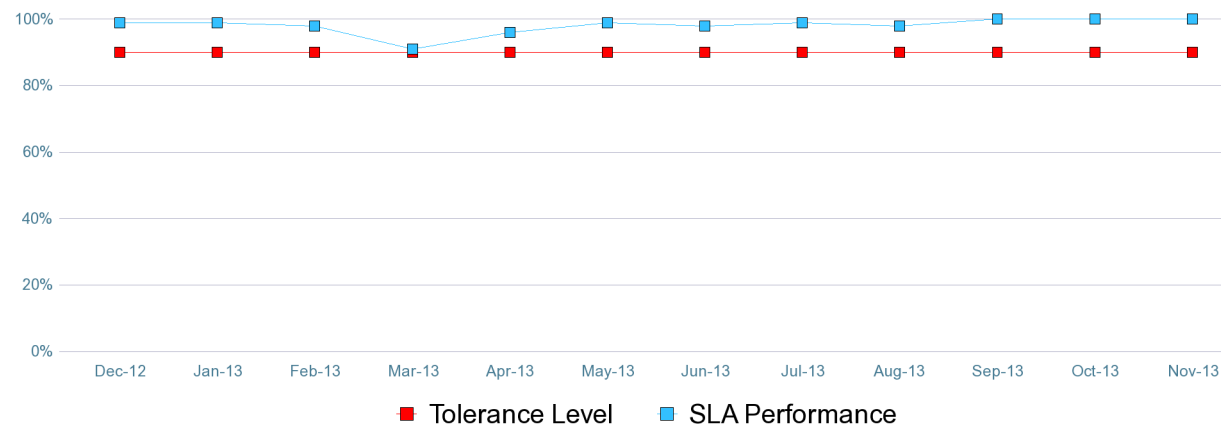


# Provisioning UCLL services

November 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

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

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

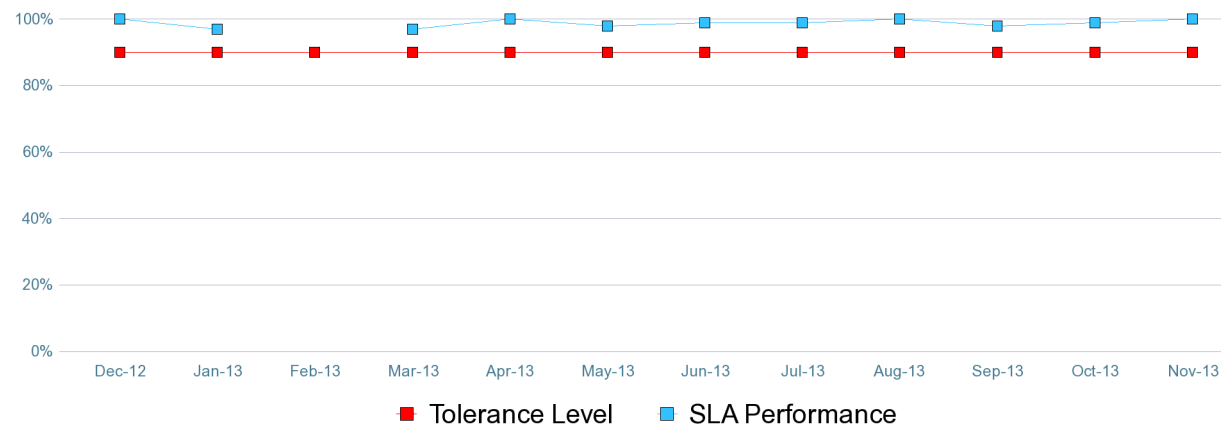


# Provisioning UCLL services

November 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

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

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

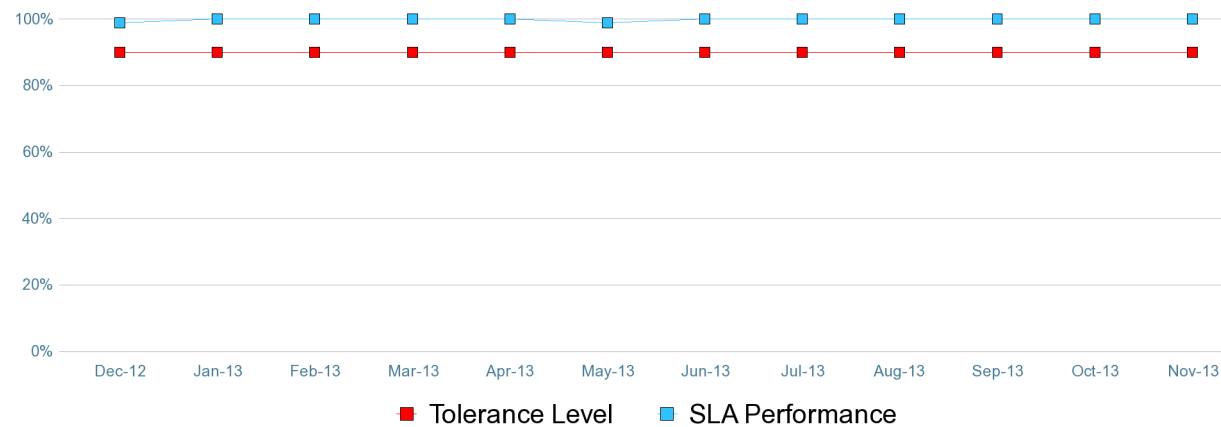


# Provisioning UCLL services

November 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

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

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

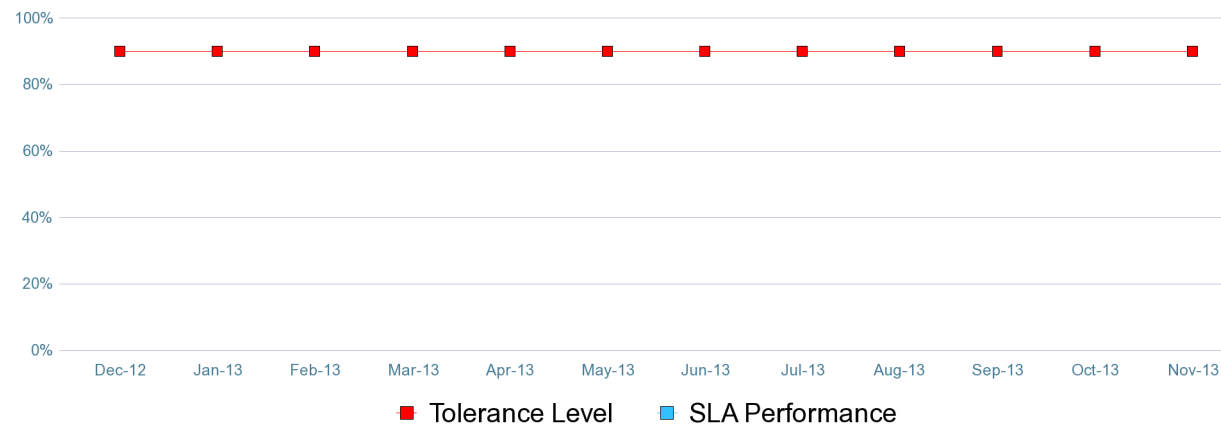


# Provisioning UCLL services

November 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

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

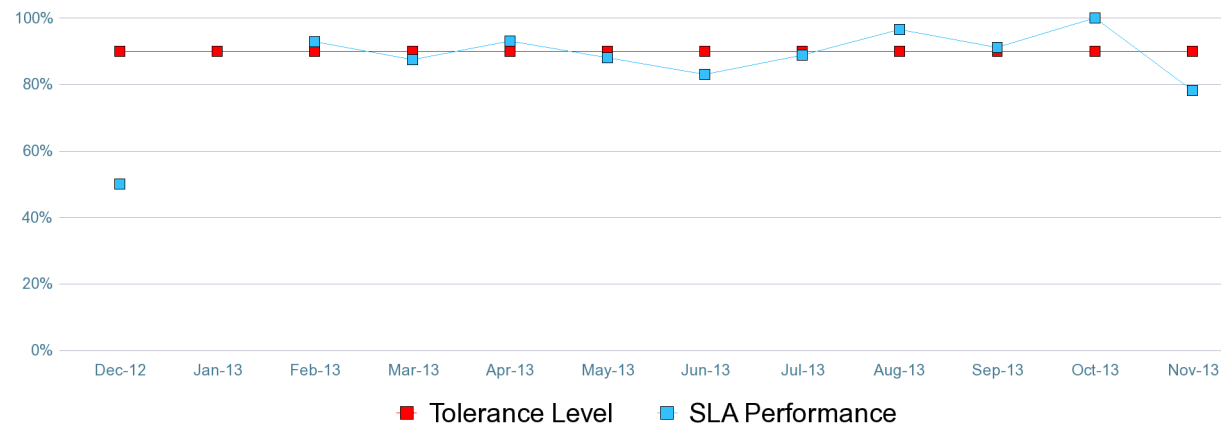


# Provisioning UCLL services

November 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 SL12 Service Default Report for more information

	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13
SLA Performance	50.0%	n/a	92.9%	87.5%	93.1%	88.1%	83.0%	88.9%	96.5%	91.2%	100.0%	78.3%
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%

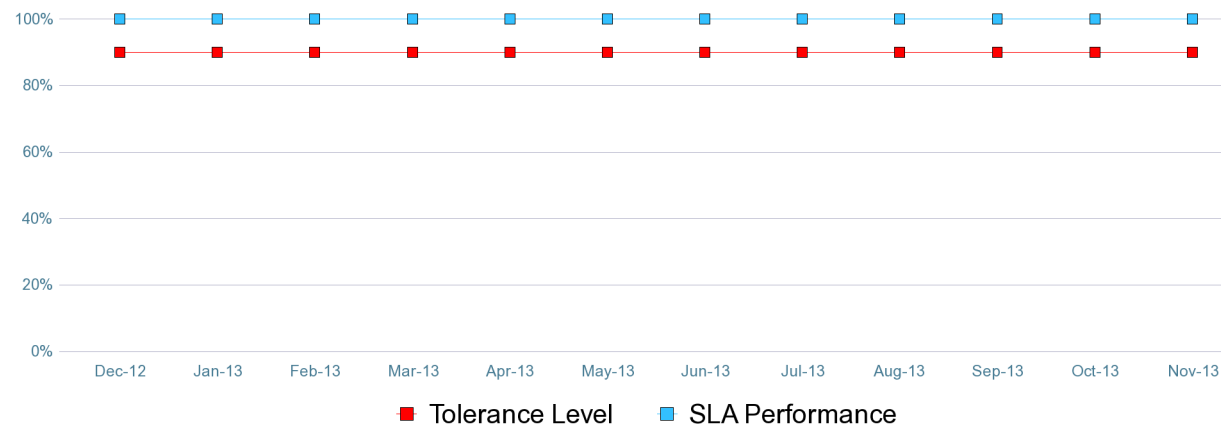


# Fault Management

November 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

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

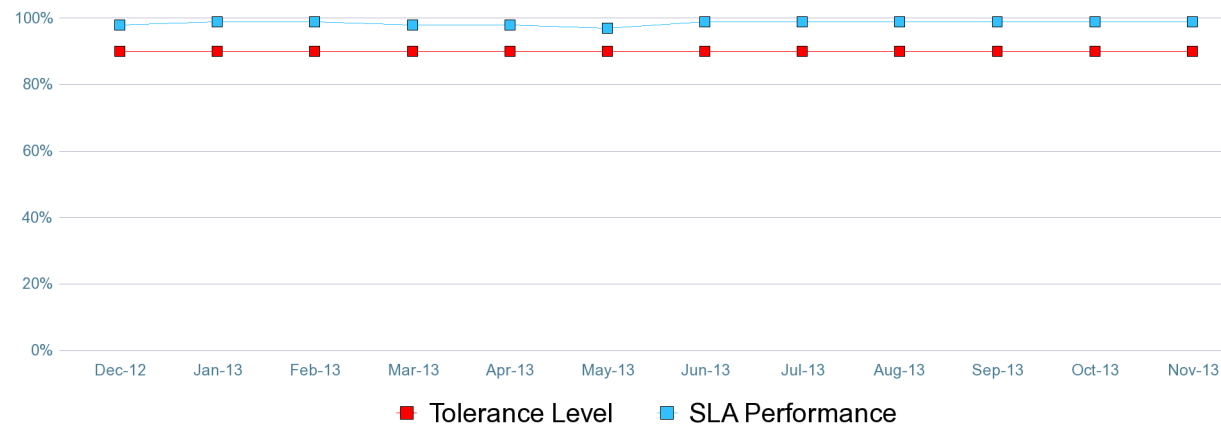


# Fault Management

November 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

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

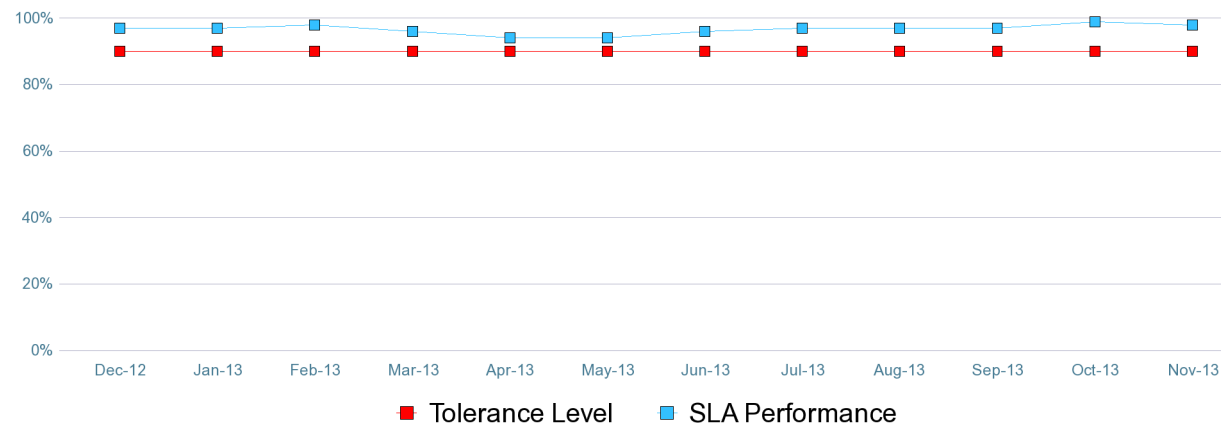


# Fault Management

November 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

	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13
SLA Performance	97.0%	97.0%	98.0%	96.0%	94.0%	94.0%	96.0%	97.0%	97.0%	97.0%	99.0%	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%



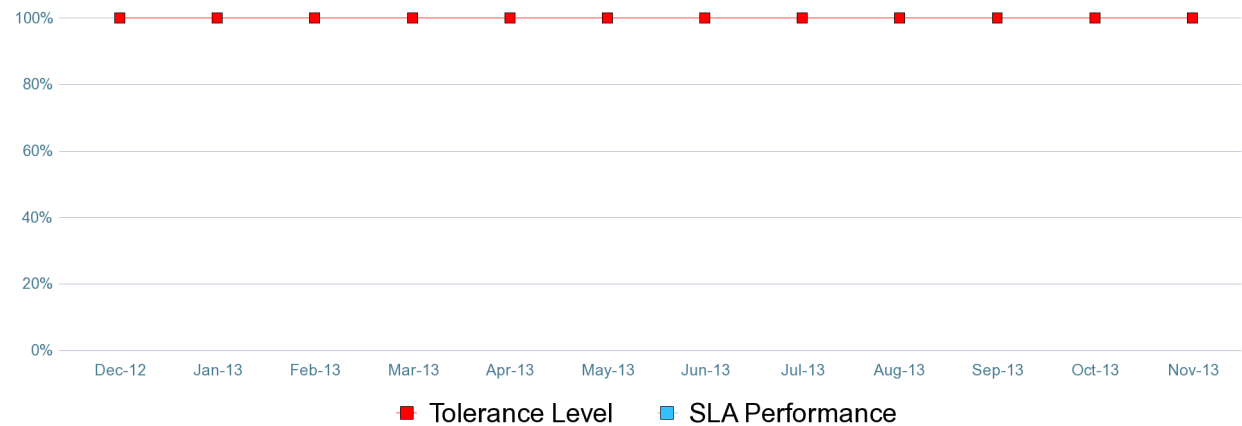


# UCLL forecasting

November 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

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

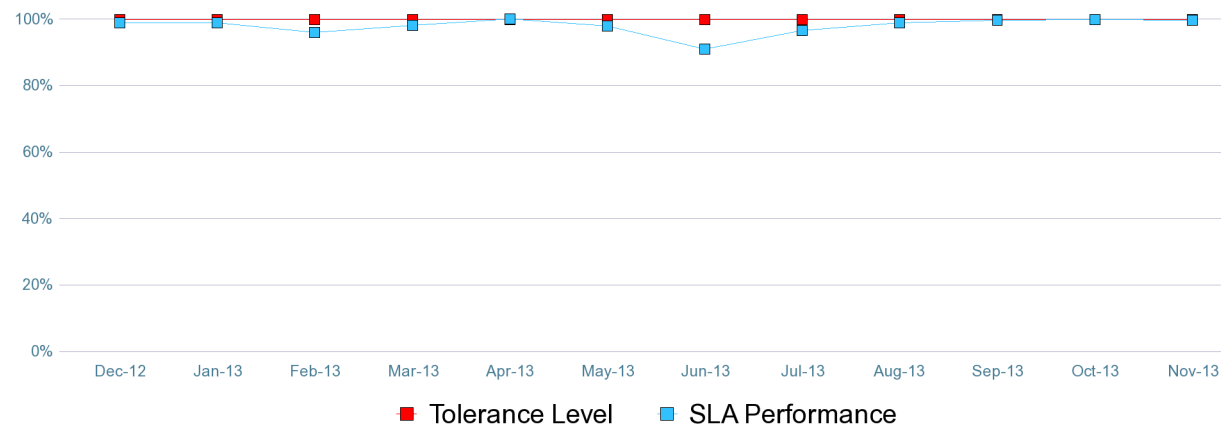


# Operational support systems

November 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

	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13
SLA Performance	99.0%	98.9%	96.0%	98.2%	100.0%	98.0%	90.9%	96.5%	99.0%	99.6%	99.9%	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%

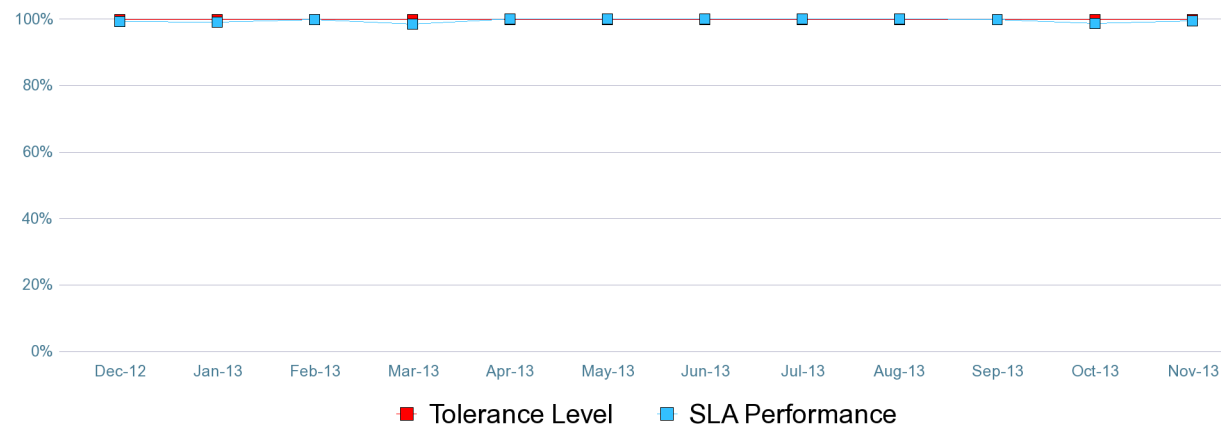


# Operational support systems

November 2013

This section covers operational support systems for access seekers

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



### Commentary

Performance has not met the required tolerance level. See the SL18 Service Default Report for more information

	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13
SLA Performance	99.3%	99.1%	99.8%	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	98.7%	99.4%
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

November 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).

- 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

November 2013

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 shortage of resource due to staff going to ongoing development training courses for continuous improvement and some staff being away on leave As a result delays in notifications of rejections were not provided within the allocated timeframe.		
Procedure for correcting default	Notification of completion have been provided albeit delayed		
Steps taken to remedy default	There has been discussion for a better way to manage the ongoing development training courses for continuous improvement so that resource is available to provision the work within allocated timeframe		
Effectiveness of steps taken	Once the full system enhancements are in place, failures will no longer occur for this reason		
Date of previous default	June 2013, November 2013		



# UCLL Default Report

November 2013

Item No.	3	Item No.	90%
Service Attribute	Notification of expected RFS Date		
Cause of default	n/a		
Procedure for correcting default	n/a		
Steps taken to remedy default	n/a		
Effectiveness of steps taken	n/a		
Date of previous default	November 2013		



# UCLL Default Report

November 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	May 2013, June 2013, July 2013, August 2013, September 2013, October 2013, November 2013		



# UCLL Default Report

November 2013

Item No.	12	Item No.	90%
Service Attribute	Notification of Unplanned Outages		
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 default	May 2013, June 2013, July 2013, November 2013		





# UCLL Default Report

November 2013

Item No.	17	Item No.	100%
Service Attribute	Availability of OO&T		
Cause of default	There was one incident in November which resulted in delays in processing orders due to degradation of Fulfil component systems.		
Procedure for correcting default	Full System Availability and functionality was restored following each outage.		
Steps taken to remedy default	The relevant steps were taken to restore service including restart of system components.		
Effectiveness of steps taken	Effective		
Date of previous default	May 2013, June 2013, July 2013, August 2013, September 2013, November 2013		



# UCLL Default Report

November 2013

Item No.	18	Item No.	100%
Service Attribute	Availability of OFM		
Cause of default	There was one incident in November which resulted in delays in processing orders due to degradation of Fulfil component systems.		
Procedure for correcting default	Full System Availability and functionality was restored following each outage.		
Steps taken to remedy default	The relevant steps were taken to restore service including restart of system components.		
Effectiveness of steps taken	Effective		
Date of previous default	October 2013, November 2013		

