

Unbundled Copper Local Loop Performance Report

Consolidated Report

April 2012

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 4 (Order is completed right first time), SL 12 (Unplanned Outage), SL 17 (System Availability of OO&T) and SL 18 (System Availability of OFM). 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 report.

Further information

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

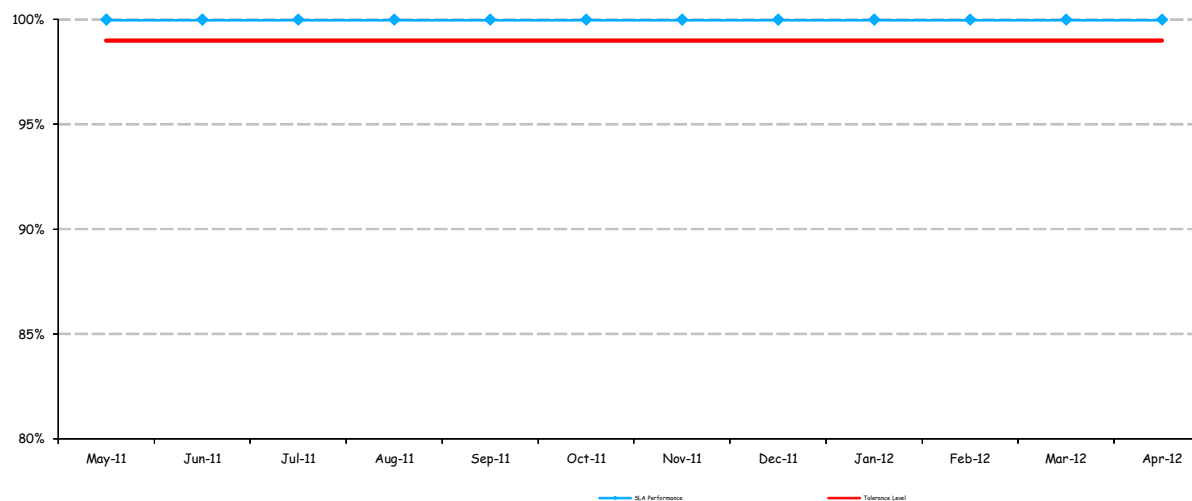


Provisioning UCLL services

April 2012

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

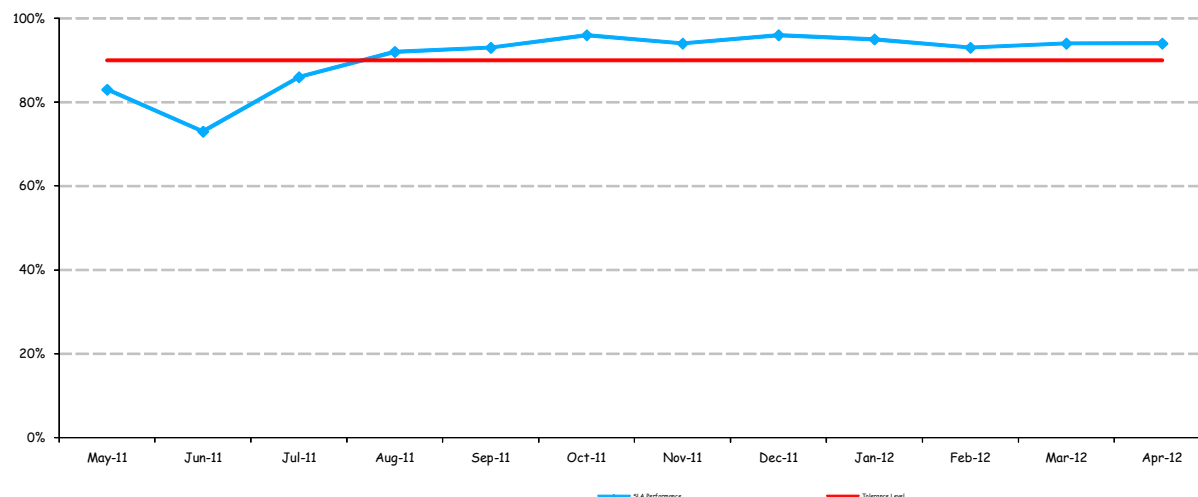
	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12
New Connection	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Transfer	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Other Service to MPF Transfer	100%	100%	100%	100%	100%	100%	100%	100%	100%	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

April 2012

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 all except Relinquishment order type. See the SL2 Default Report for more information.

	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12
New Connection	68%	86%	88%	88%	95%	95%	91%	95%	93%	90%	87%	88%
Transfer	65%	44%	86%	94%	84%	94%	88%	91%	90%	96%	91%	85%
Other Service to MPF Transfer	62%	35%	59%	76%	70%	87%	84%	83%	88%	88%	87%	83%
Move Address	67%	68%	69%	72%	90%	92%	83%	88%	73%	58%	83%	74%
Relinquishment	100%	99%	99%	100%	100%	99%	99%	100%	100%	100%	99%	99%

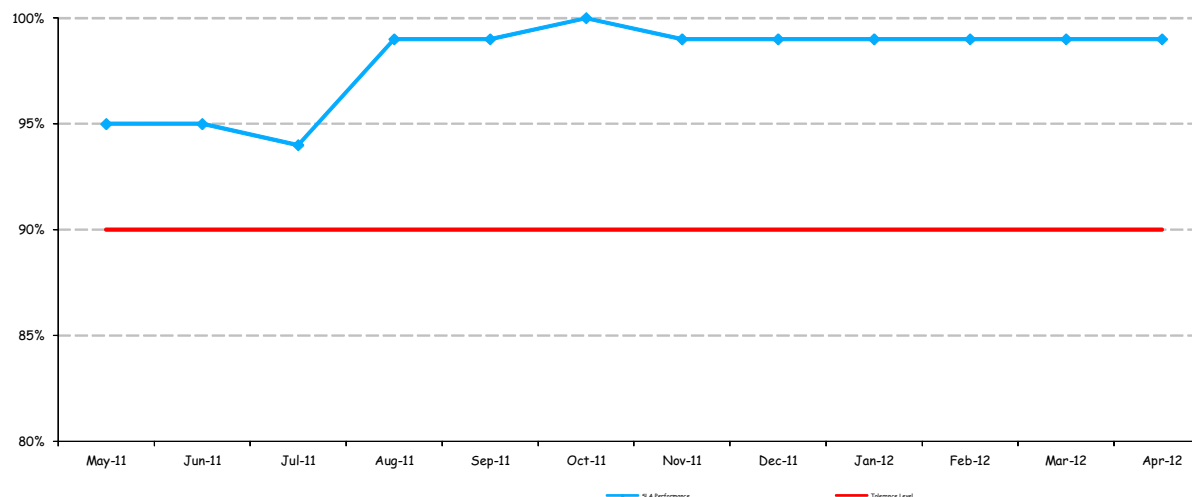
SLA Performance	83%	73%	86%	92%	93%	96%	94%	96%	95%	93%	94%	94%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UCLL services

April 2012

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

	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12
New Connection	95%	98%	97%	99%	99%	99%	99%	99%	100%	99%	99%	99%
Transfer	93%	93%	98%	99%	99%	100%	100%	100%	99%	99%	100%	98%
Other Service to MPF Transfer	91%	87%	86%	99%	99%	99%	99%	99%	99%	99%	99%	99%
Move Address	99%	100%	96%	95%	99%	99%	97%	99%	99%	99%	99%	100%
Relinquishment	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

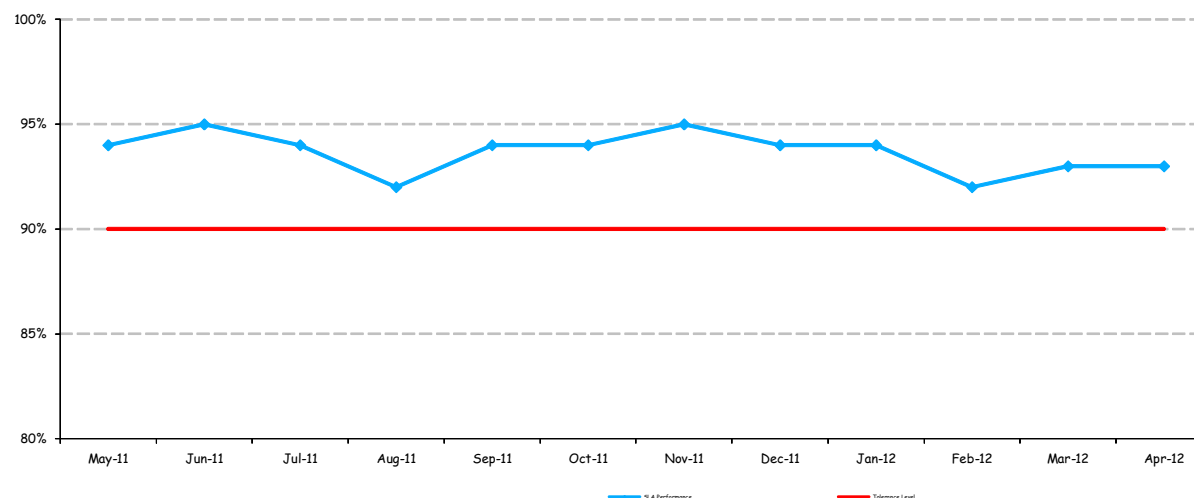
SLA Performance	95%	95%	94%	99%	99%	100%	99%	99%	99%	99%	99%	99%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UCLL services

April 2012

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.

	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12
New Connection	87%	88%	88%	89%	88%	88%	88%	89%	89%	87%	88%	87%
Transfer	93%	93%	93%	95%	93%	94%	95%	93%	94%	92%	91%	94%
Other Service to MPF Transfer	95%	96%	95%	95%	95%	94%	96%	95%	95%	96%	94%	95%
Move Address	89%	87%	85%	90%	86%	86%	89%	86%	86%	84%	85%	85%
Relinquishment	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

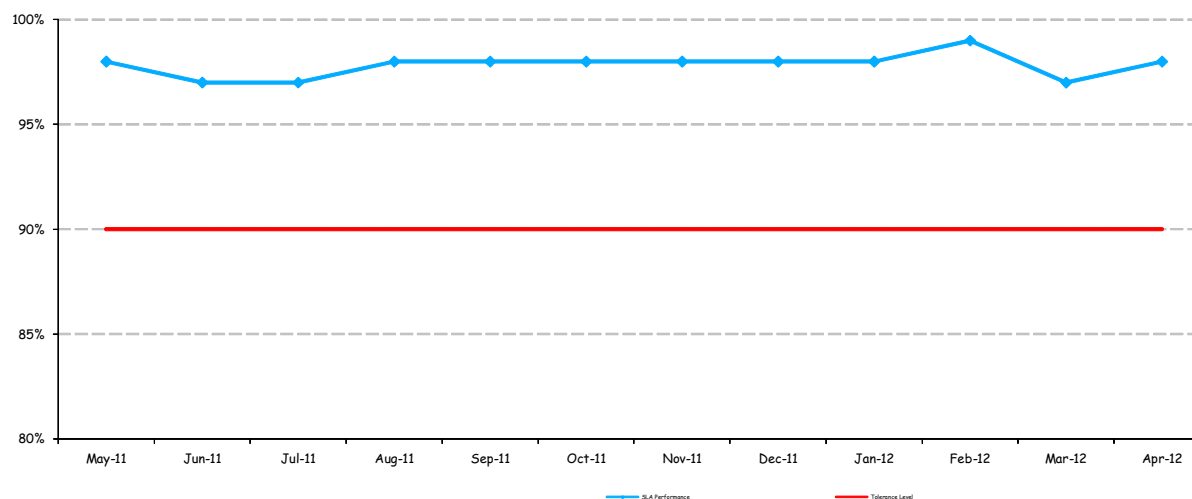
SLA Performance	94%	95%	94%	92%	94%	94%	95%	94%	94%	92%	93%	93%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UCLL services

April 2012

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

	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12
New Connection	96%	96%	95%	97%	96%	96%	98%	97%	98%	98%	97%	97%
Transfer	99%	100%	98%	98%	100%	99%	100%	98%	99%	100%	100%	99%
Other Service to MPF Transfer	99%	99%	98%	98%	100%	99%	99%	99%	99%	100%	99%	99%
Move Address	95%	95%	97%	96%	95%	96%	96%	97%	98%	97%	95%	96%

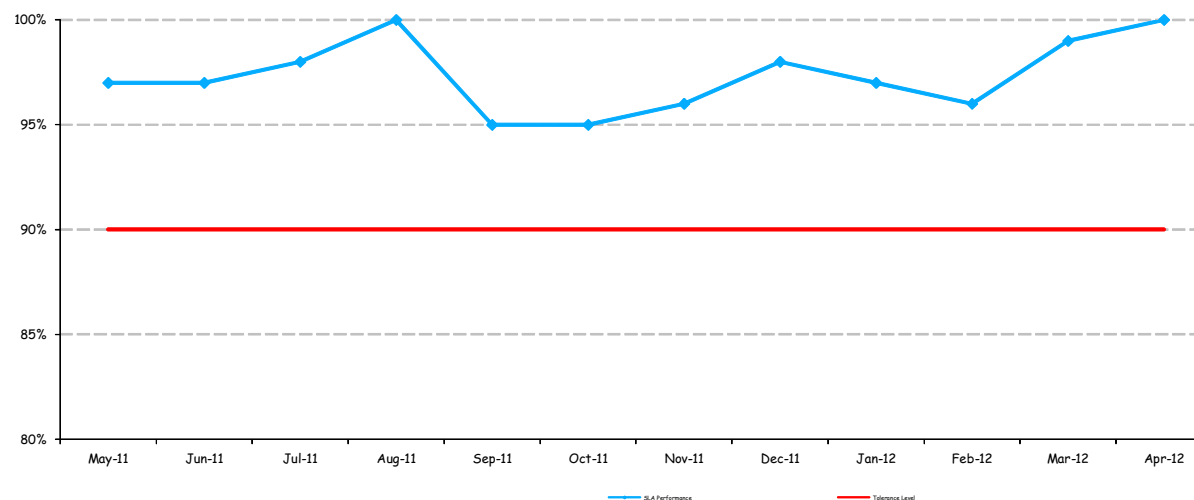
SLA Performance	98%	97%	97%	98%	98%	98%	98%	98%	98%	99%	97%	98%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UCLL services

April 2012

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

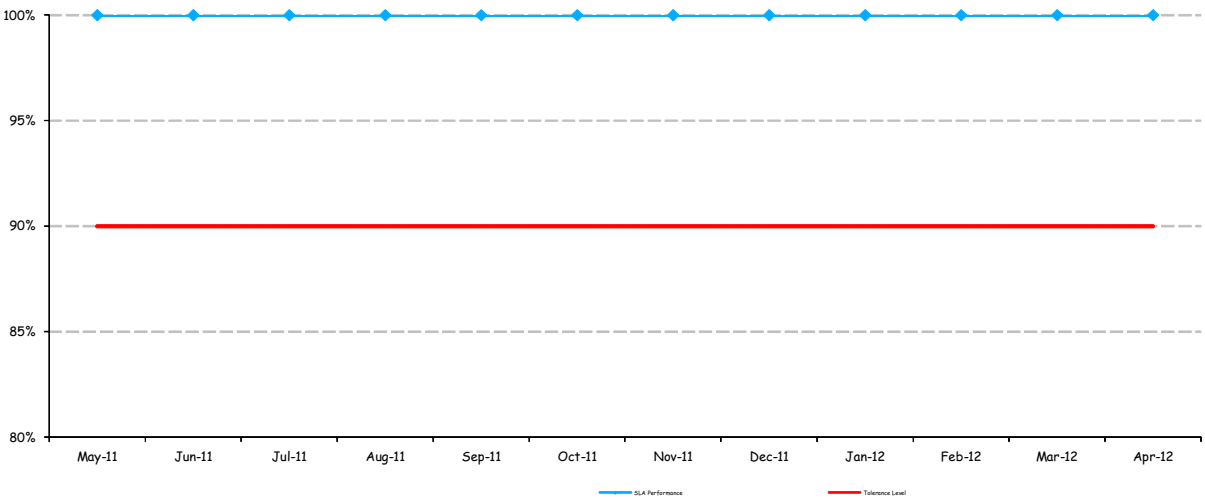
	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12
SLA Performance	97%	97%	98%	100%	95%	95%	96%	98%	97%	96%	99%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UCLL services

April 2012

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

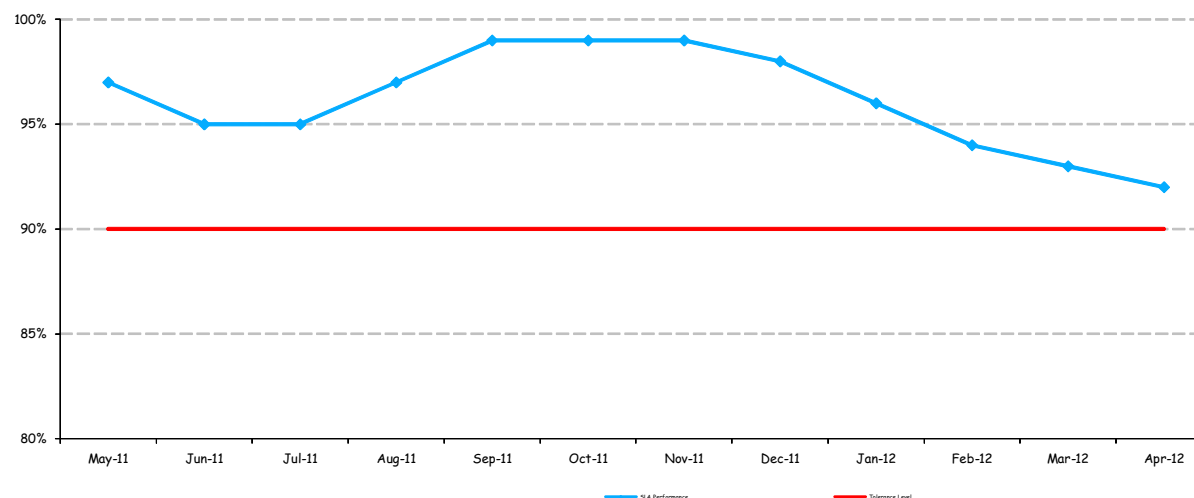
	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12
SLA Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UCLL services

April 2012

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

SL 8 - Authorised & unauthorised automatic pre-qualification order completion acknowledgements made within four consecutive business hours following order receipt and special manual pre-qualification investigation/manual line test within 6 working days following order receipt



Commentary

Performance has exceeded the required tolerance level

	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12
Automatic Prequal	97%	94%	95%	97%	99%	99%	99%	98%	96%	94%	93%	92%
Manual Prequal	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

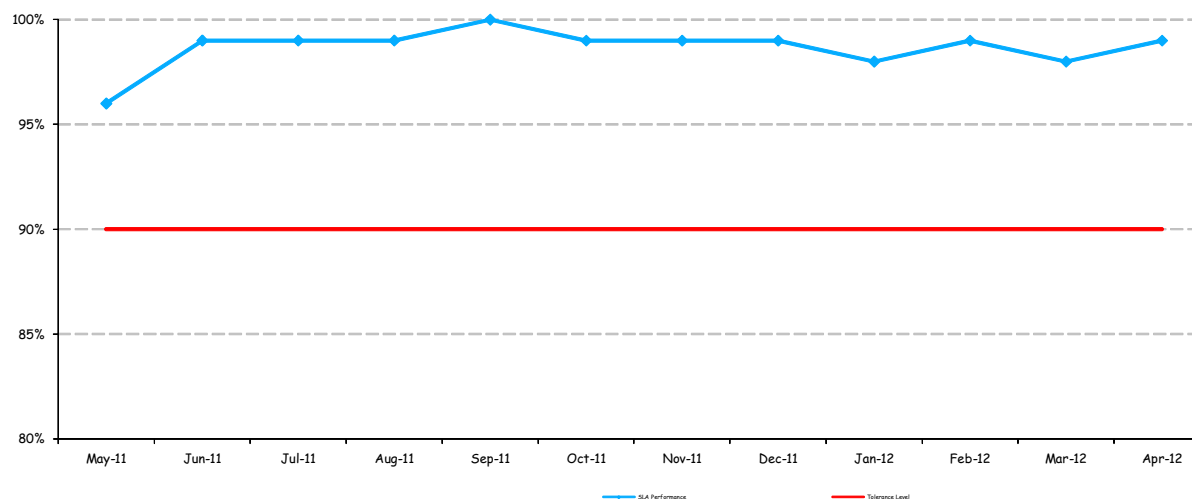
SLA Performance	97%	95%	95%	97%	99%	99%	99%	98%	96%	94%	93%	92%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UCLL services

April 2012

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

	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12
New Connection	96%	98%	98%	98%	100%	99%	99%	99%	96%	98%	98%	98%
Transfer	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Other Service to MPF Transfer	96%	100%	100%	100%	100%	100%	97%	100%	100%	100%	100%	100%
Move Address	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Relinquishment	100%	100%	n/a	100%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

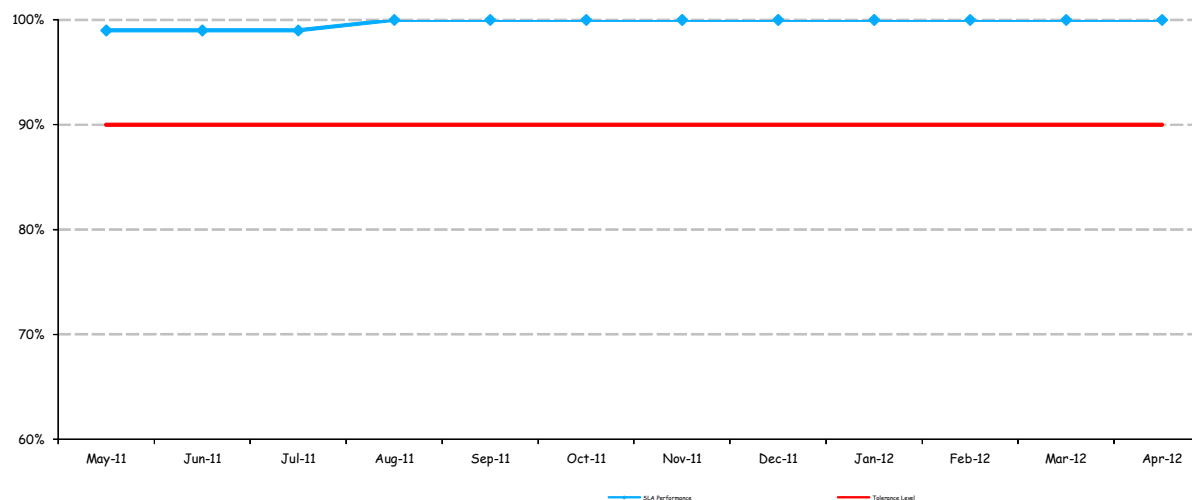
SLA Performance	96%	99%	99%	99%	100%	99%	99%	99%	98%	99%	98%	99%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UCLL services

April 2012

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

	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12
New Connection	99%	99%	99%	100%	100%	99%	100%	100%	100%	100%	100%	100%
Transfer	100%	90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%
Other Service to MPF Transfer	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Move Address	98%	99%	98%	100%	98%	99%	100%	100%	100%	100%	100%	99%
Relinquishment	100%	99%	99%	100%	100%	100%	99%	100%	100%	100%	100%	100%

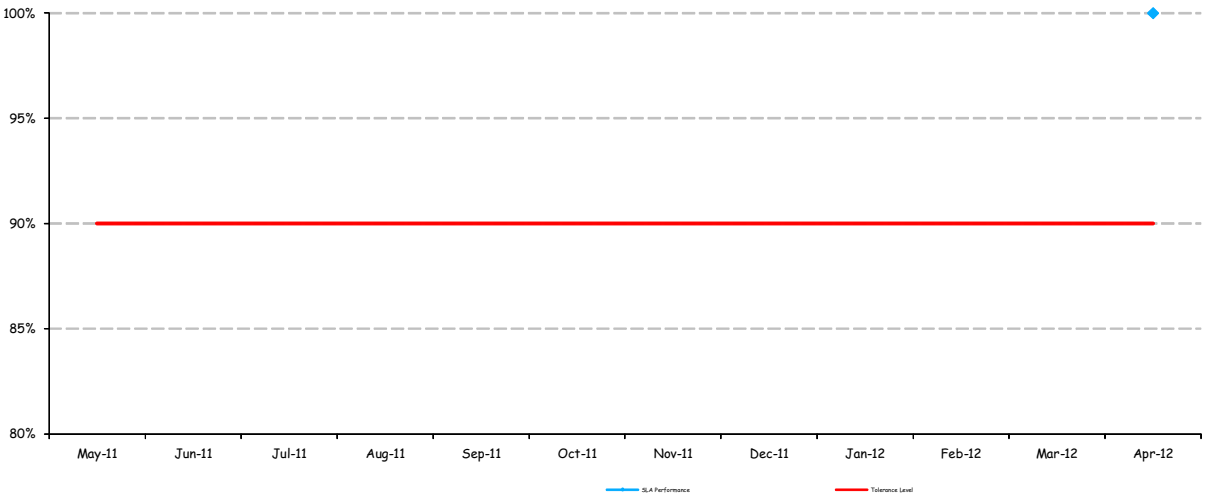
SLA Performance	99%	99%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UCLL services

April 2012

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

Performance has exceeded the required tolerance level

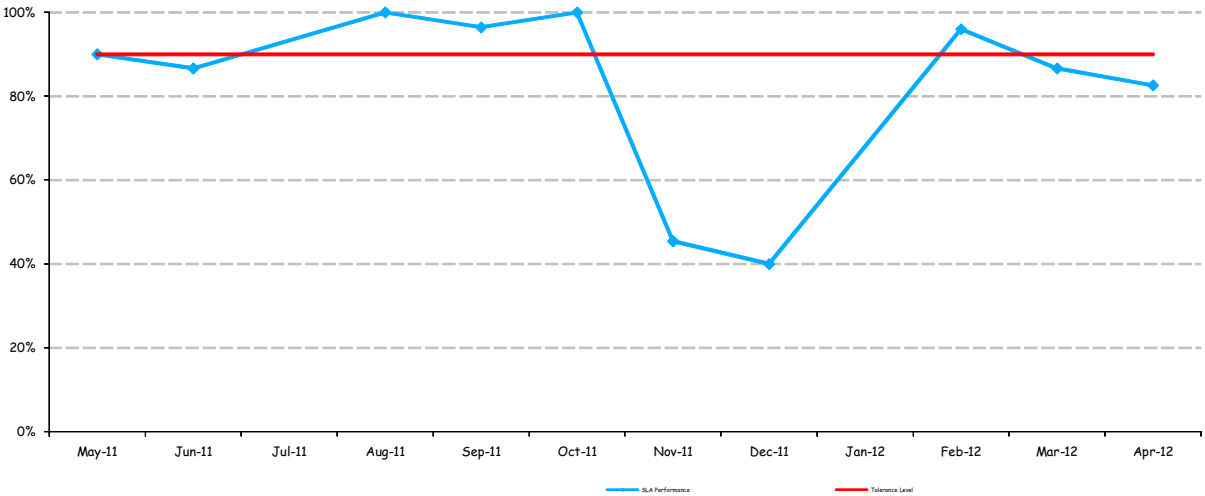
	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UCLL services

April 2012

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

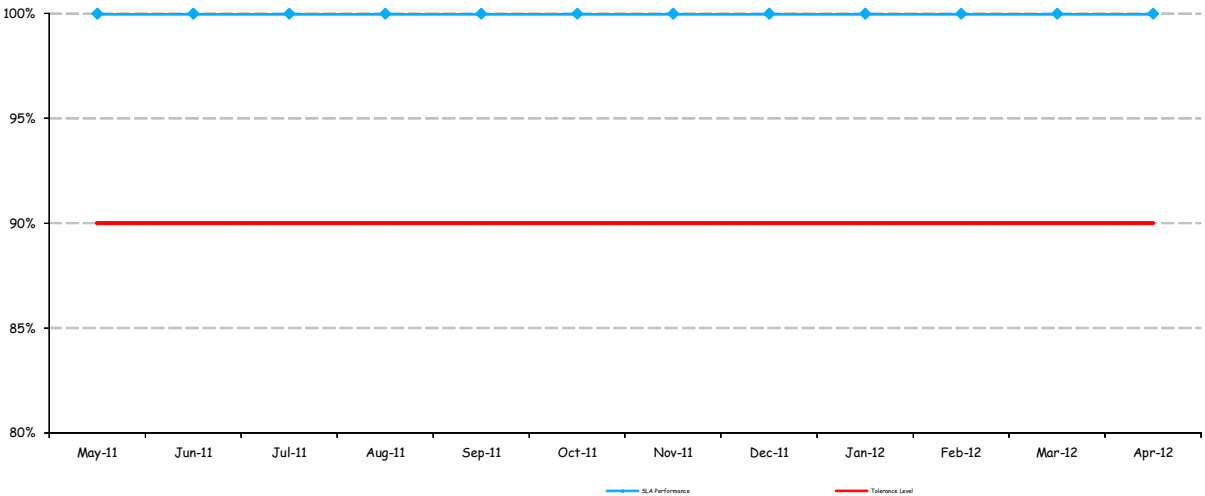
	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12
SLA Performance	90%	87%	n/a	100%	96%	100%	45%	40%	n/a	96%	87%	83%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Fault Management

April 2012

This section covers fault receipt acknowledgements, 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

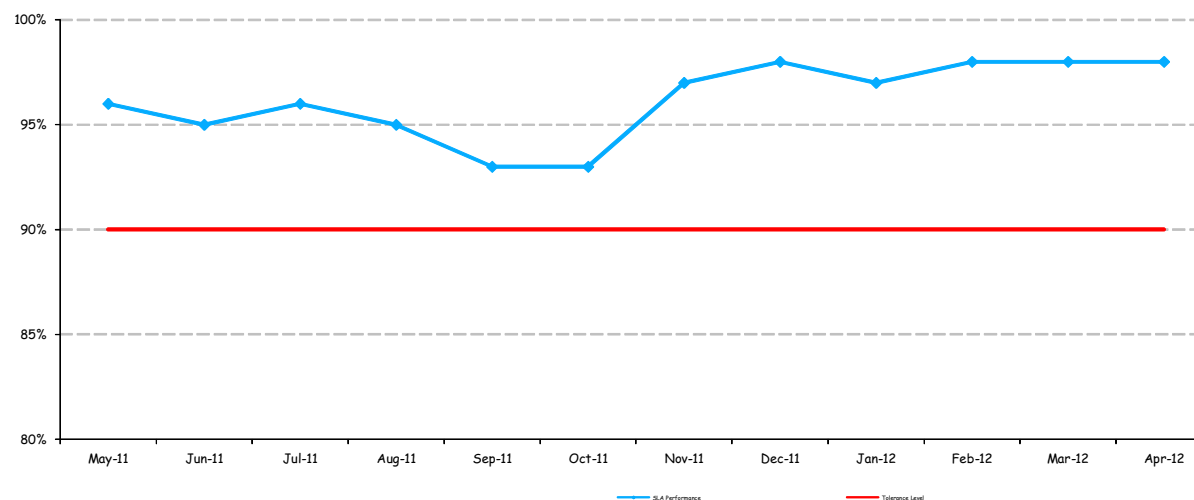
	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12
SLA Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Fault Management

April 2012

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

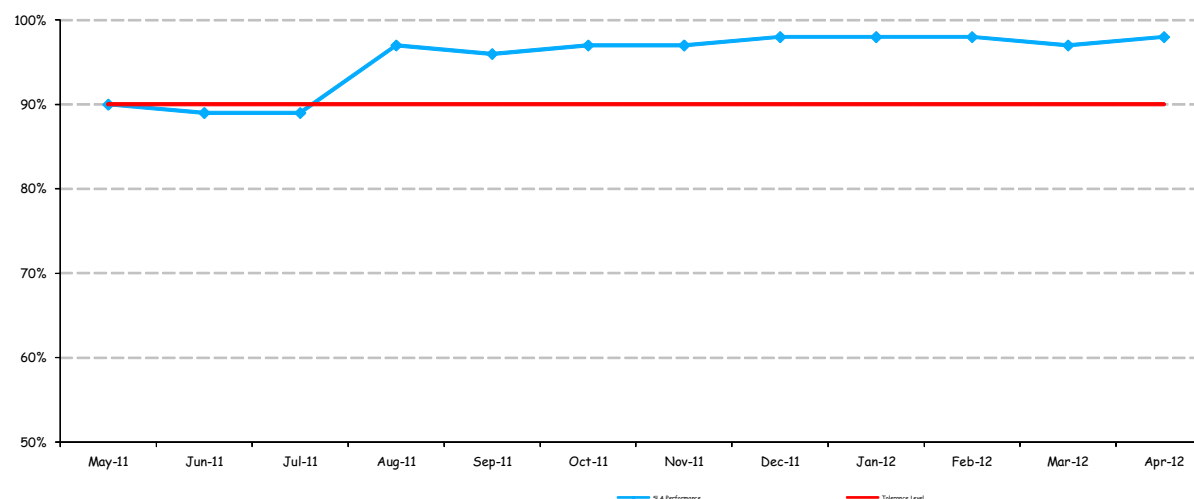
	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12
SLA Performance	96%	95%	96%	95%	93%	93%	97%	98%	97%	98%	98%	98%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Fault Management

April 2012

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

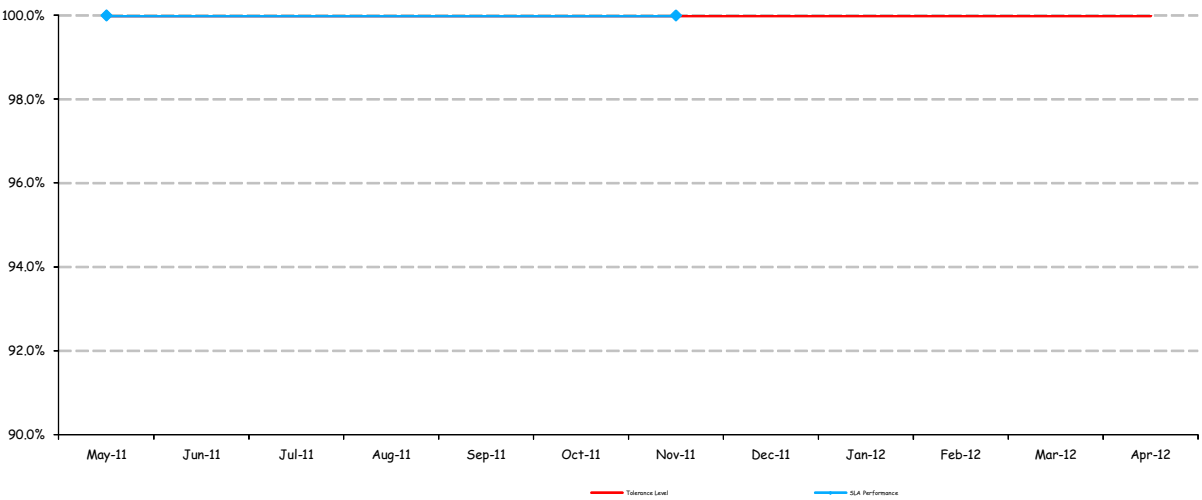
	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12
SLA Performance	90%	89%	89%	97%	96%	97%	97%	98%	98%	98%	97%	98%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

UCLL forecasting

April 2012

This section covers UCLL forecasting

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



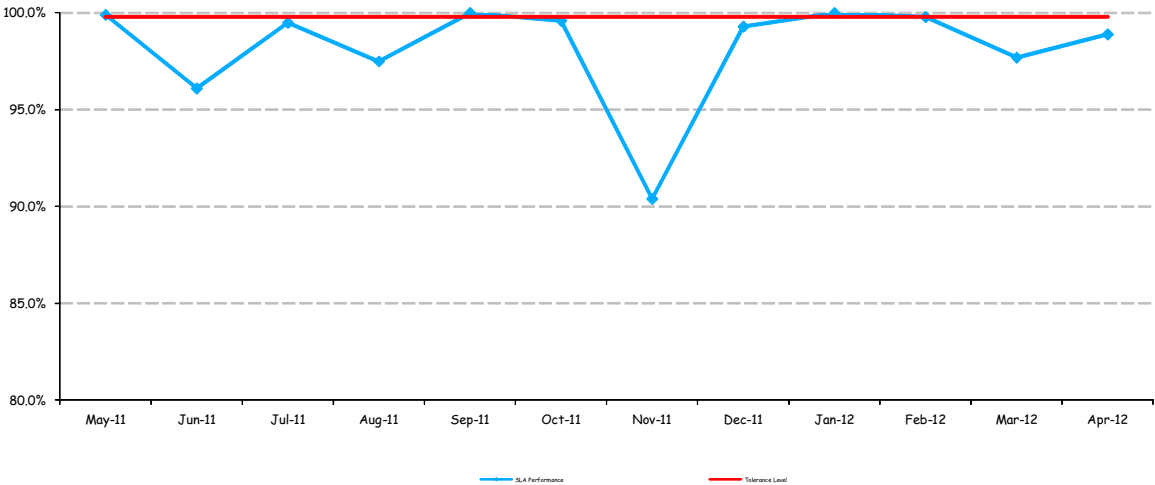
Commentary

No forecast required this month

	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12
SLA Performance	100%	n/a	n/a	n/a	n/a	n/a	100%	n/a	n/a	n/a	n/a	n/a
Tolerance Level	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

This section covers operational support systems availability

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



Commentary

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

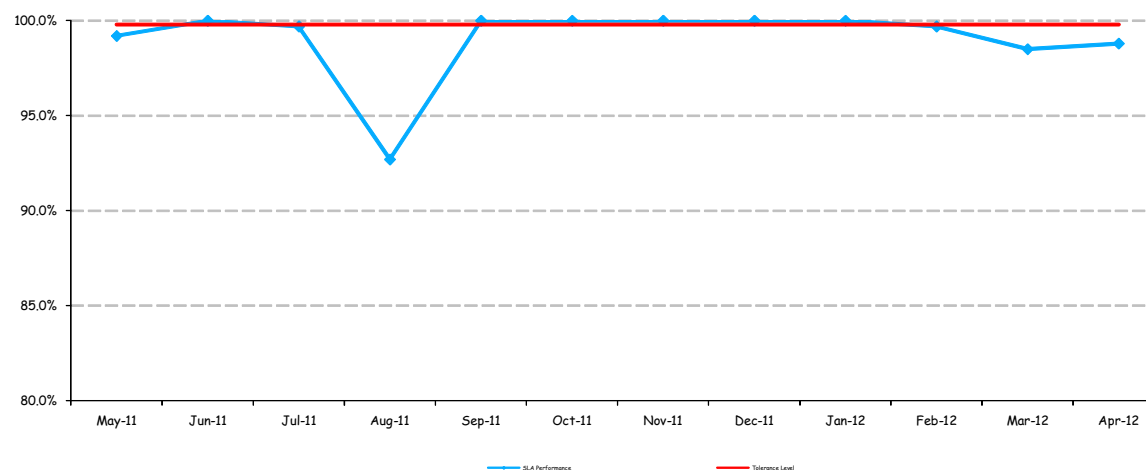
	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12
SLA Performance	99.9%	96.1%	99.5%	97.5%	100.0%	99.6%	90.4%	99.3%	100.0%	99.8%	97.7%	98.9%
Tolerance Level	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%

Operational support systems

April 2012

This section covers operational support systems availability

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



Commentary

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

	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12
SLA Performance	99.2%	100.0%	99.7%	92.7%	100.0%	100.0%	100.0%	100.0%	100.0%	99.7%	98.5%	98.8%
Tolerance Level	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%

Full explanation of terms used in this report

April 2012

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

UCLL Service Level Default

April 2012

Item No.	2	Tolerance Level	90%
Service Attribute	Notification of Rejection – All except Relinquishment		
Cause of default	Delays in order rejection have occurred due to orders dropping into a manual support queue. As a result notifications of rejections were not provided within the allocated timeframe.		
Procedure for correcting default	Notifications of rejection have been provided.		
Steps taken to remedy default	Multiple system enhancements have been requested to reduce manual activities undertaken by the provisioning team. Partial delivery of these system enhancements had occurred in December 2011; and our technology partners are currently working to fully implement the solutions		
Effectiveness of steps taken	Once the full system enhancements are in place, failures will no longer occur for this reason.		
Date of previous defaults	October 2011, November 2011, December 2011, January 2012, February 2012, March 2012		

UCLL Service Level Default

April 2012

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 circumstance and service has been restored for the customer		
Steps taken to remedy default	In this space, initiatives have been undertaken to reduce the likelihood of failures occurring. This includes developing a policy regarding the use of intact circuits; clarifying what services are provided for each order type; and reiterating testing standards with the Service Company.		
Effectiveness of steps taken	This approach is providing some improvements, but continued efforts are required to ensure this Service Level is achieved.		
Date of previous defaults	October 2011, November 2011, December 2011, January 2012, February 2012, March 2012		

UCLL Service Level Default

April 2012

Item No.	12	Tolerance Level	90%
Service Attribute	Unplanned Outage		
Cause of default	Failure to adhere to process and notify the Service Events Team in a timely manner.		
Procedure for correcting default	Customers were notified of the outage		
Steps taken to remedy default	Feedback and examples have been provided to Chorus representatives to ensure correct process is followed and immediate steps were taken to resolve the issue.		
Effectiveness of steps taken	Effective		
Date of previous defaults	November 2011, December 2011		

UCLL Service Level Default

April 2012

Item No.	17	Tolerance Level	99.8%
Service Attribute	Availability of OO&T		
Cause of default	There were two outages in April that resulted in delay in provisioning orders which were due to 1) A system change. 2) software code error		
Procedure for correcting default	System Availability was restored.		
Steps taken to remedy default	1) The application was moved to another server which had capacity to keep the system running 2) Restart of processes within the system which restored the services		
Effectiveness of steps taken	1) The application was moved to another server which had capacity to keep the system running 2) Restart of processes within the system which restored the services		
Date of previous defaults	October 2011, November 2011, December 2011, March 2012		

UCLL Service Level Default

April 2012

Item No.	18	Tolerance Level	99.8%
Service Attribute	Availability of OFM		
Cause of default	There were two outages in April that resulted in delay in provisioning orders which were due to 1) Software Code error 2) Degradation of storage area network		
Procedure for correcting default	System Availability was restored.		
Steps taken to remedy default	1) Restart of processes within the system which restored the services 2) Servers were restarted and connectivity to storage was restored after the card was replaced		
Effectiveness of steps taken	Partially effective : 1) Monitoring of the system queries was implemented and to document vendors escalation process Under investigation 2) Under Investigation		
Date of previous defaults	February 2012, March 2012		