

# Unbundled Copper Local Loop Performance Report

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## Consolidated Report

April 2011

Unbundled Copper Local Loop (UCLL) Performance Reports are prepared each month to provide a comprehensive view of our performance over the preceding month. These reports measure our performance against service levels defined in the UCLL Standard Term Determinations.

### Executive summary

There were four Service Level Defaults this month: SL 2 (Notification of Rejection), SL 4 (Order is completed right first time), SL 12 (Notification of Unplanned Outage) and SL 18 (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.

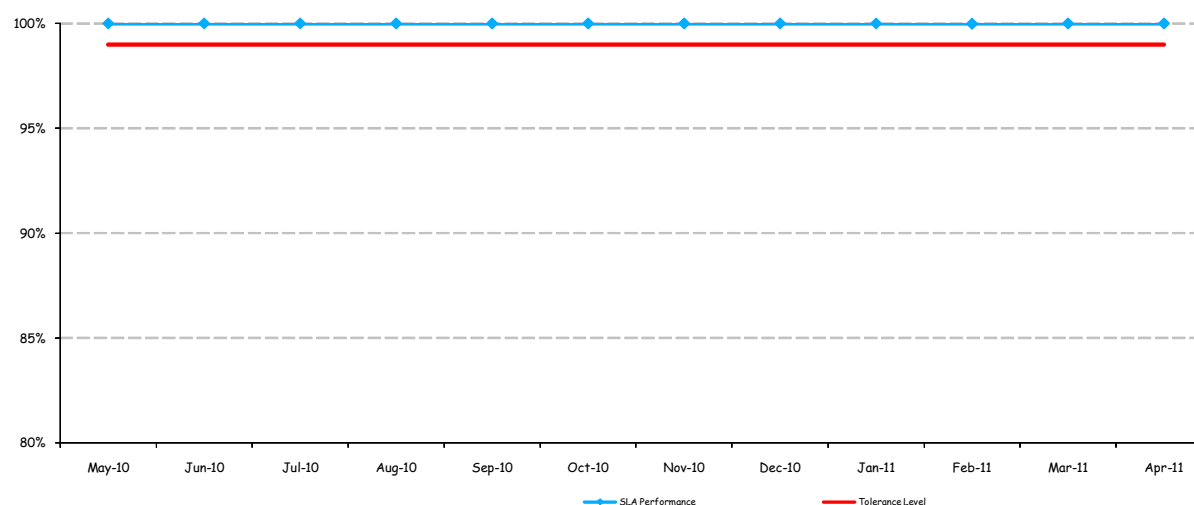


# Provisioning UCLL services

April 2011

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-10 | Jun-10 | Jul-10 | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 |
|-------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 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%    |

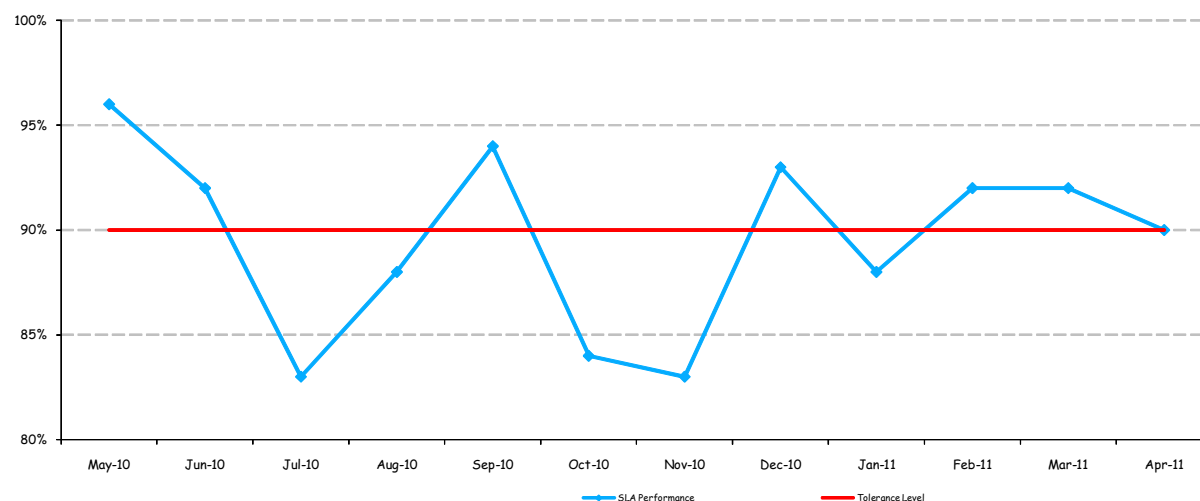
## Consolidated UCLL Performance Report

# Provisioning UCLL services

April 2011

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 orders. See the SL2 Default Report for more information.

|                               | May-10 | Jun-10 | Jul-10 | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 |
|-------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| New Connection                | 93%    | 93%    | 80%    | 86%    | 87%    | 86%    | 94%    | 86%    | 87%    | 85%    | 87%    | 82%    |
| Transfer                      | 100%   | 97%    | 91%    | 74%    | 81%    | 56%    | 63%    | 94%    | 85%    | 97%    | 82%    | 89%    |
| Other Service to MPF Transfer | 93%    | 83%    | 78%    | 80%    | 87%    | 69%    | 77%    | 82%    | 74%    | 85%    | 81%    | 77%    |
| Move Address                  | 97%    | 91%    | 86%    | 89%    | 100%   | 75%    | 72%    | 78%    | 77%    | 95%    | 70%    | 86%    |
| Relinquishment                | 99%    | 98%    | 84%    | 94%    | 98%    | 95%    | 87%    | 100%   | 98%    | 99%    | 100%   | 100%   |

|                 |     |     |     |     |     |     |     |     |     |     |     |     |
|-----------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| SLA Performance | 96% | 92% | 83% | 88% | 94% | 84% | 83% | 93% | 88% | 92% | 92% | 90% |
| Tolerance Level | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% |

## Consolidated UCLL Performance Report

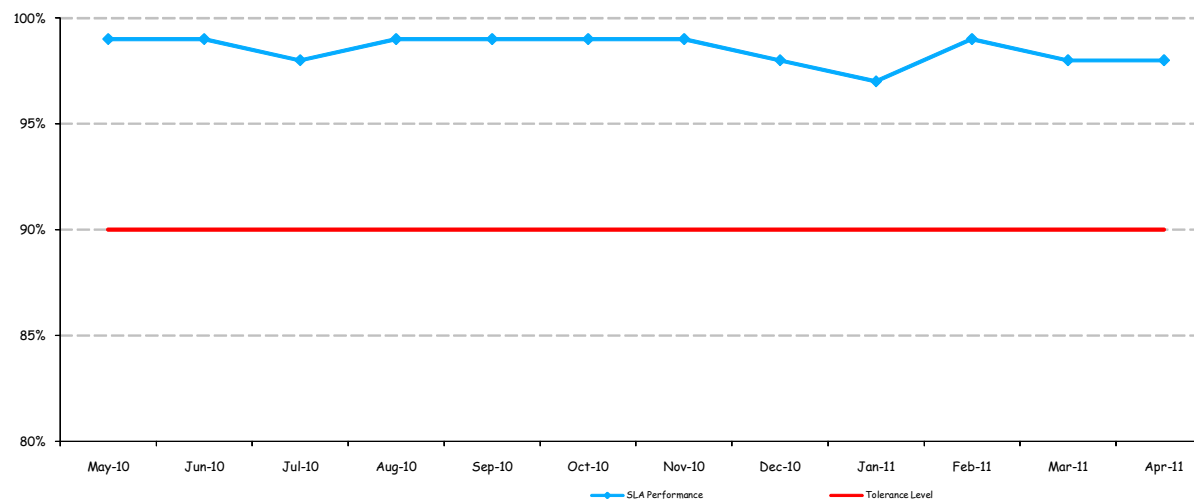


# Provisioning UCLL services

April 2011

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-10 | Jun-10 | Jul-10 | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 |
|-------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| New Connection                | 98%    | 99%    | 97%    | 98%    | 99%    | 98%    | 97%    | 98%    | 97%    | 99%    | 96%    | 97%    |
| Transfer                      | 99%    | 99%    | 100%   | 99%    | 100%   | 100%   | 99%    | 96%    | 96%    | 100%   | 95%    | 96%    |
| Other Service to MPF Transfer | 100%   | 100%   | 99%    | 98%    | 99%    | 99%    | 100%   | 97%    | 94%    | 99%    | 99%    | 98%    |
| Move Address                  | 99%    | 98%    | 99%    | 98%    | 100%   | 99%    | 98%    | 98%    | 96%    | 98%    | 88%    | 97%    |
| Relinquishment                | 99%    | 99%    | 98%    | 100%   | 100%   | 100%   | 100%   | 100%   | 99%    | 100%   | 100%   | 100%   |

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

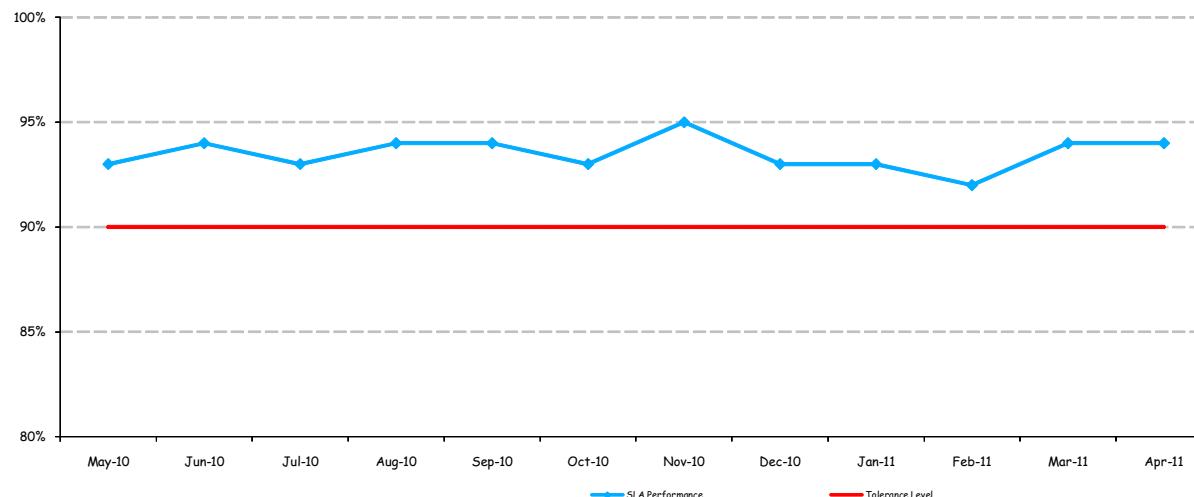
## Consolidated UCLL Performance Report

# Provisioning UCLL services

April 2011

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-10 | Jun-10 | Jul-10 | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 |
|-------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| New Connection                | 87%    | 87%    | 87%    | 88%    | 87%    | 86%    | 88%    | 84%    | 86%    | 87%    | 88%    | 88%    |
| Transfer                      | 89%    | 91%    | 92%    | 94%    | 90%    | 92%    | 96%    | 94%    | 93%    | 95%    | 92%    | 94%    |
| Other Service to MPF Transfer | 93%    | 95%    | 94%    | 95%    | 95%    | 94%    | 96%    | 95%    | 95%    | 95%    | 96%    | 95%    |
| Move Address                  | 85%    | 89%    | 84%    | 87%    | 87%    | 88%    | 87%    | 83%    | 83%    | 84%    | 82%    | 88%    |
| Relinquishment                | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   |

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

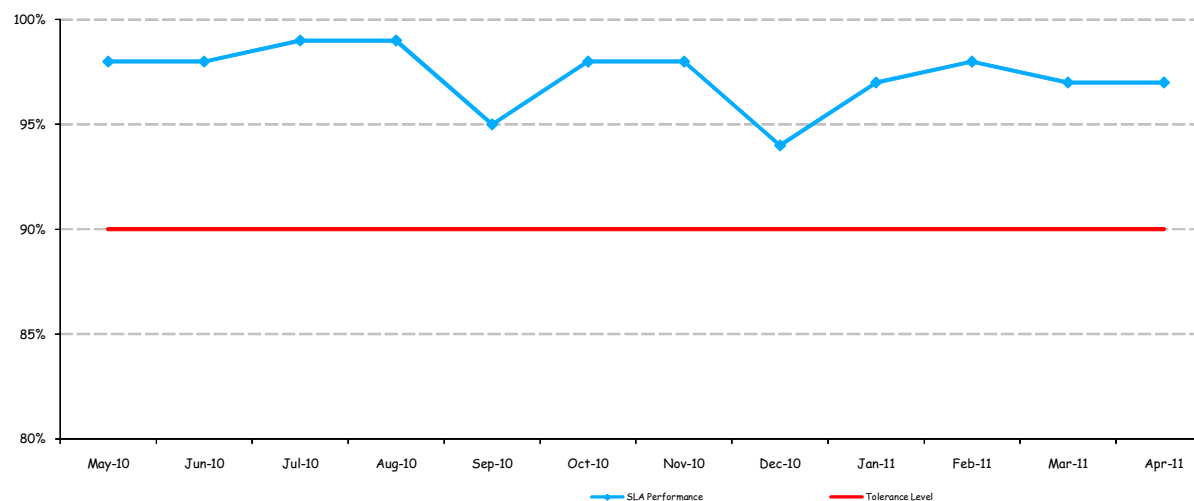
## Consolidated UCLL Performance Report

# Provisioning UCLL services

April 2011

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-10 | Jun-10 | Jul-10 | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 |
|-------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| New Connection                | 97%    | 97%    | 98%    | 98%    | 94%    | 96%    | 97%    | 93%    | 95%    | 97%    | 95%    | 98%    |
| Transfer                      | 99%    | 100%   | 99%    | 98%    | 97%    | 99%    | 99%    | 96%    | 98%    | 99%    | 98%    | 97%    |
| Other Service to MPF Transfer | 99%    | 99%    | 100%   | 100%   | 97%    | 100%   | 100%   | 97%    | 99%    | 99%    | 100%   | 96%    |
| Move Address                  | 97%    | 98%    | 98%    | 97%    | 91%    | 98%    | 96%    | 87%    | 94%    | 94%    | 97%    | 93%    |

|                 |     |     |     |     |     |     |     |     |     |     |     |     |
|-----------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| SLA Performance | 98% | 98% | 99% | 99% | 95% | 98% | 98% | 94% | 97% | 98% | 97% | 97% |
| Tolerance Level | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% |

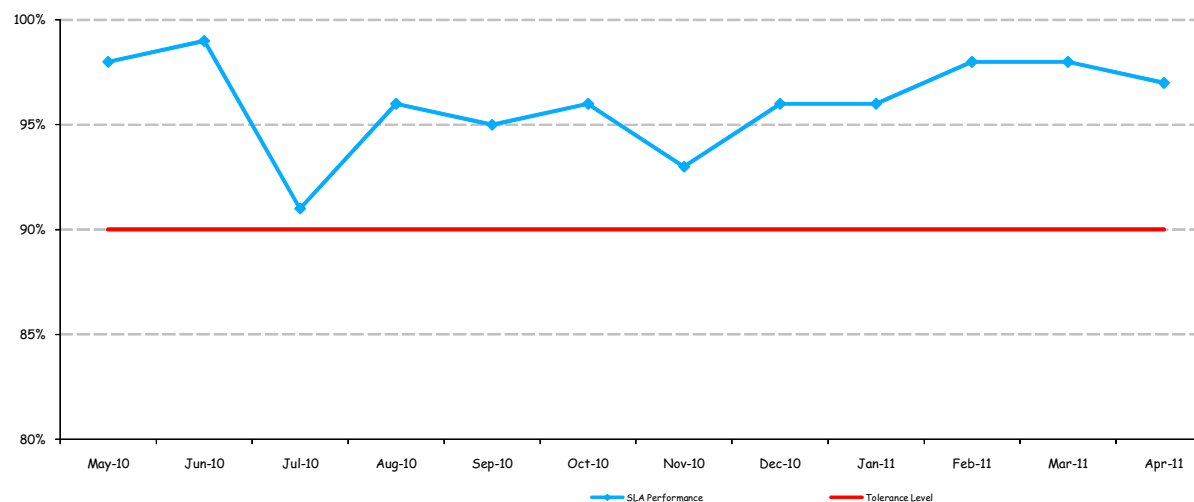
## Consolidated UCLL Performance Report

# Provisioning UCLL services

April 2011

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-10 | Jun-10 | Jul-10 | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | 98%    | 99%    | 91%    | 96%    | 95%    | 96%    | 93%    | 96%    | 96%    | 98%    | 98%    | 97%    |
| Tolerance Level | 90%    | 90%    | 90%    | 90%    | 90%    | 90%    | 90%    | 90%    | 90%    | 90%    | 90%    | 90%    |

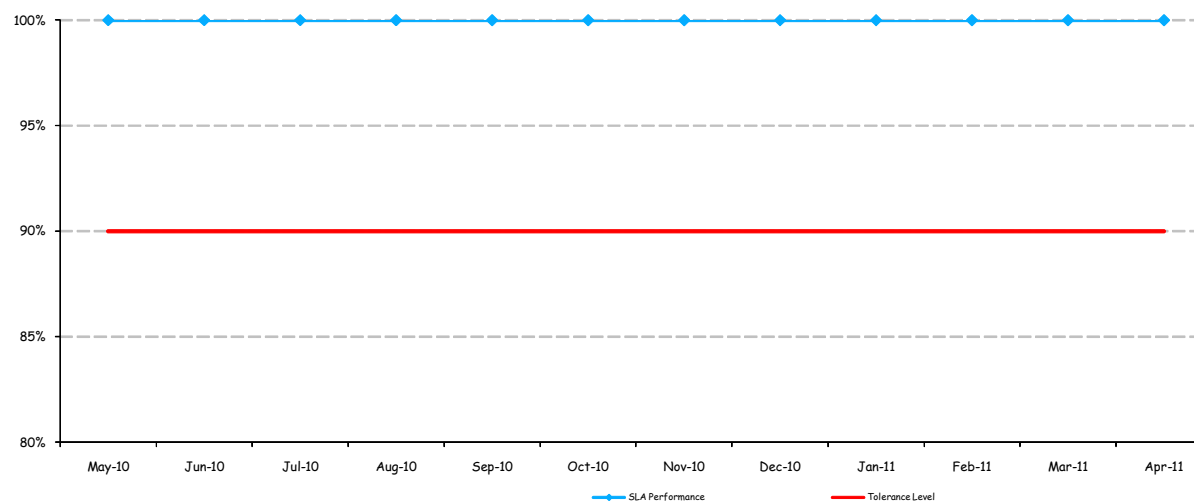


# Provisioning UCLL services

April 2011

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-10 | Jun-10 | Jul-10 | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 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%    |

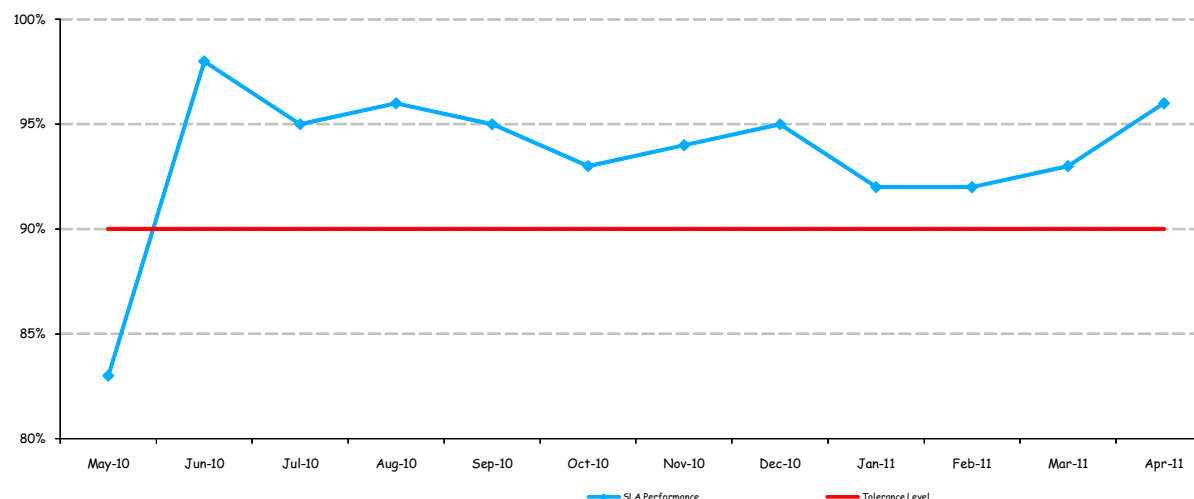


# Provisioning UCLL services

April 2011

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-10 | Jun-10 | Jul-10 | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 |
|-------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Automatic Prequal | 83%    | 98%    | 95%    | 96%    | 95%    | 92%    | 94%    | 95%    | 91%    | 92%    | 93%    | 96%    |
| Manual Prequal    | 100%   | 100%   | 92%    | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   |

|                 |     |     |     |     |     |     |     |     |     |     |     |     |
|-----------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| SLA Performance | 83% | 98% | 95% | 96% | 95% | 93% | 94% | 95% | 92% | 92% | 93% | 96% |
| Tolerance Level | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% |

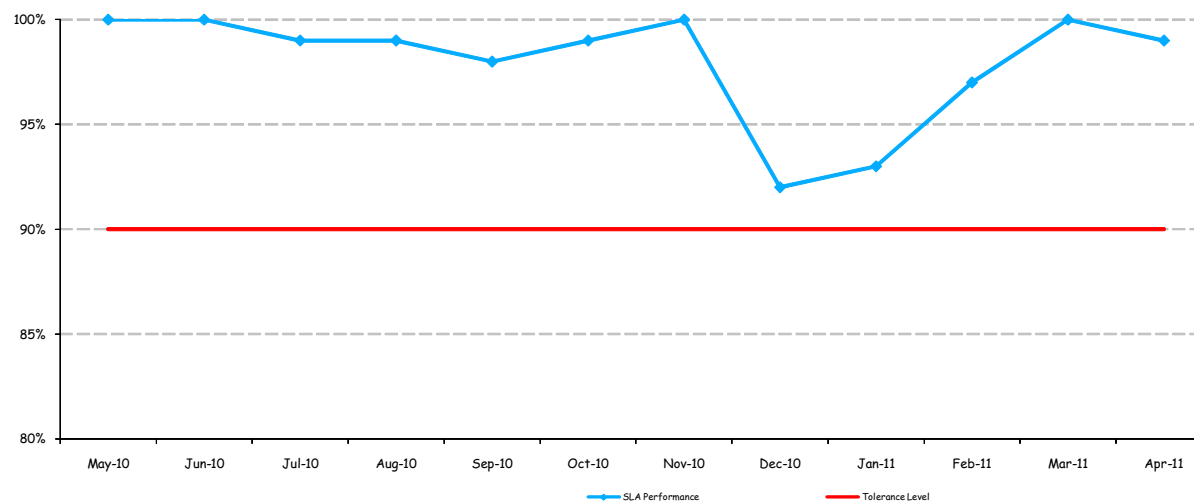
Consolidated UCLL Performance Report

# Provisioning UCLL services

April 2011

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-10 | Jun-10 | Jul-10 | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 |
|-------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| New Connection                | 100%   | 100%   | 98%    | 100%   | 95%    | 97%    | 100%   | 94%    | 98%    | 94%    | 100%   | 98%    |
| Transfer                      | 100%   | 100%   | 100%   | n/a    | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   |
| Other Service to MPF Transfer | 100%   | 100%   | 100%   | 96%    | 100%   | 100%   | 100%   | 88%    | 94%    | 98%    | 100%   | 100%   |
| Move Address                  | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 90%    | 67%    | 100%   | 100%   | 100%   |
| Relinquishment                | 100%   | n/a    | n/a    | n/a    | n/a    | n/a    | 100%   | 100%   | 100%   | n/a    | n/a    | n/a    |

|                 |      |      |     |     |     |     |      |     |     |     |      |     |
|-----------------|------|------|-----|-----|-----|-----|------|-----|-----|-----|------|-----|
| SLA Performance | 100% | 100% | 99% | 99% | 98% | 99% | 100% | 92% | 93% | 97% | 100% | 99% |
| Tolerance Level | 90%  | 90%  | 90% | 90% | 90% | 90% | 90%  | 90% | 90% | 90% | 90%  | 90% |

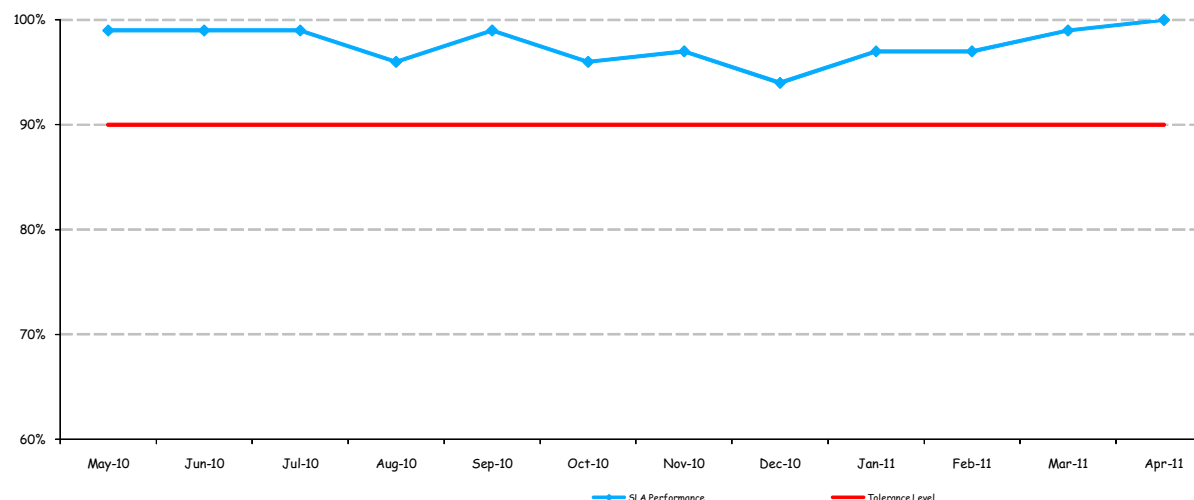
## Consolidated UCLL Performance Report

# Provisioning UCLL services

April 2011

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-10 | Jun-10 | Jul-10 | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 |
|-------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| New Connection                | 99%    | 99%    | 100%   | 97%    | 99%    | 95%    | 97%    | 93%    | 98%    | 97%    | 99%    | 100%   |
| Transfer                      | 99%    | 100%   | 100%   | 94%    | 100%   | 98%    | 96%    | 97%    | 97%    | 98%    | 100%   | 100%   |
| Other Service to MPF Transfer | 99%    | 100%   | 100%   | 95%    | 100%   | 95%    | 94%    | 91%    | 94%    | 96%    | 100%   | 100%   |
| Move Address                  | 98%    | 97%    | 100%   | 97%    | 98%    | 97%    | 94%    | 86%    | 93%    | 96%    | 97%    | 100%   |
| Relinquishment                | 100%   | 99%    | 96%    | 97%    | 99%    | 98%    | 99%    | 98%    | 99%    | 97%    | 99%    | 99%    |

|                 |     |     |     |     |     |     |     |     |     |     |     |      |
|-----------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|
| SLA Performance | 99% | 99% | 99% | 96% | 99% | 96% | 97% | 94% | 97% | 97% | 99% | 100% |
| Tolerance Level | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90%  |

## Consolidated UCLL Performance Report

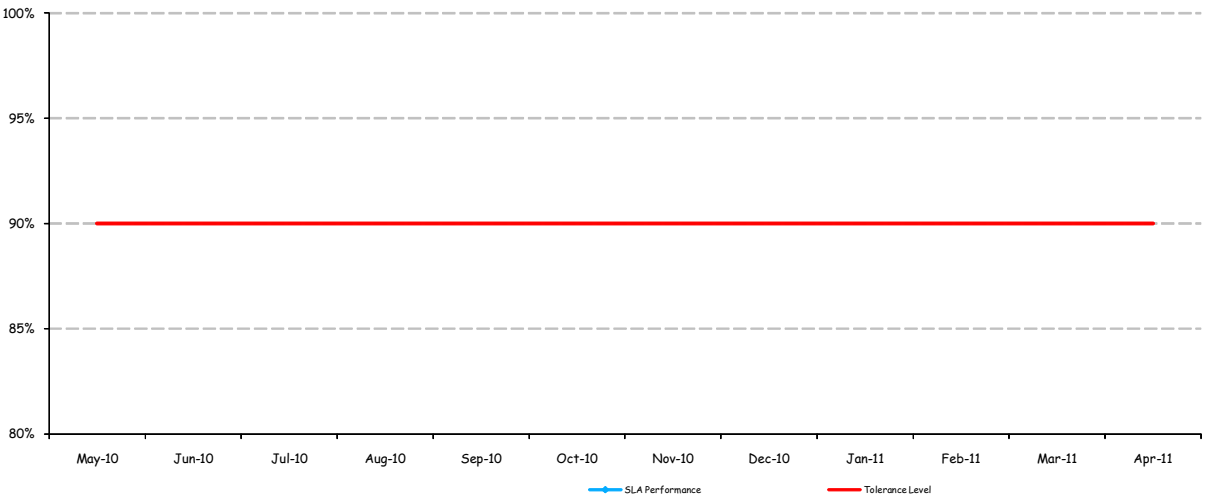


# Provisioning UCLL services

April 2011

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

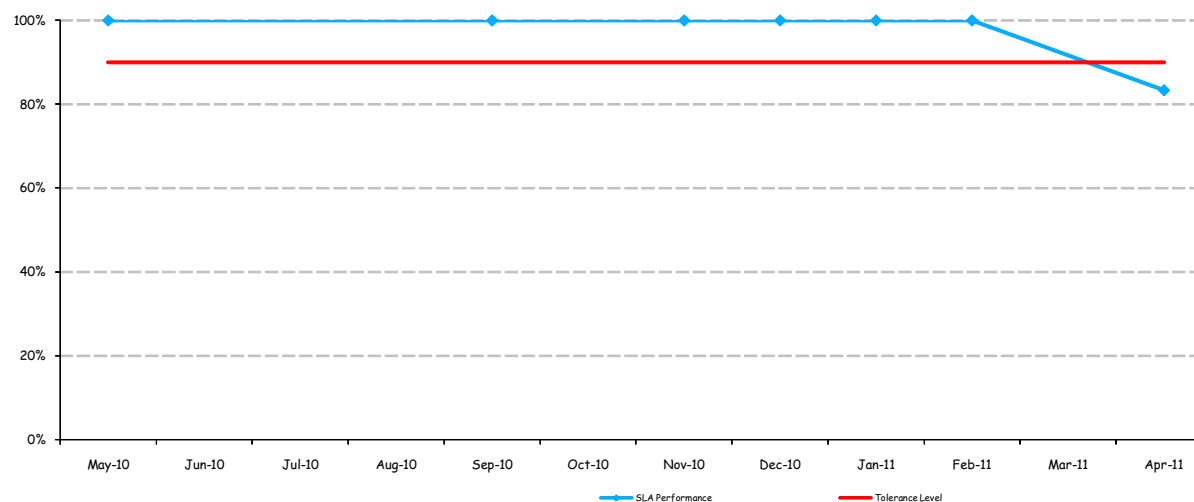
|                 | May-10 | Jun-10 | Jul-10 | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | n/a    | n/a    | n/a    | 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

April 2011

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

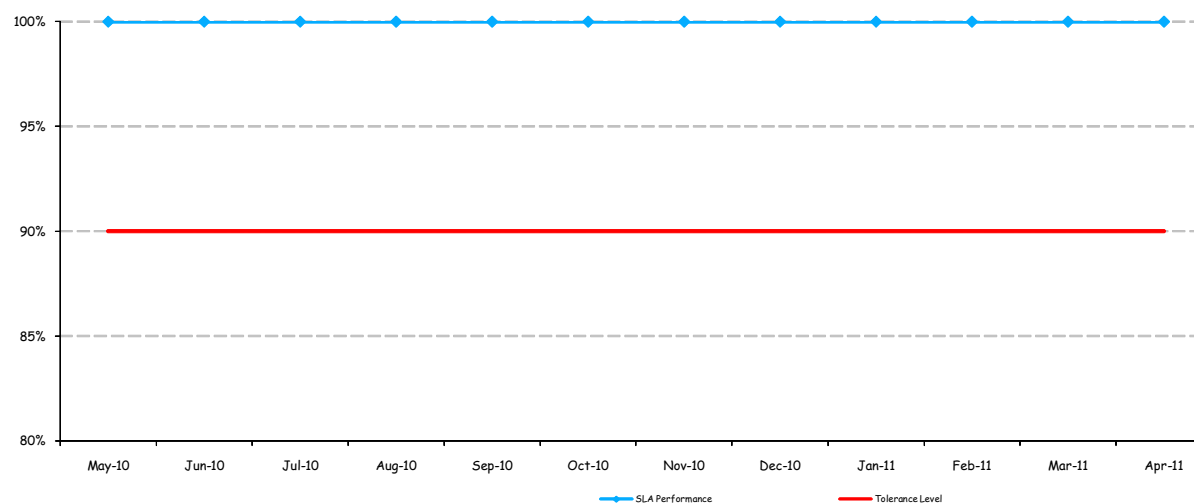
|                 | May-10 | Jun-10 | Jul-10 | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | 100%   | n/a    | n/a    | n/a    | 100%   | n/a    | 100%   | 100%   | 100%   | 100%   | n/a    | 83%    |
| Tolerance Level | 90%    | 90%    | 90%    | 90%    | 90%    | 90%    | 90%    | 90%    | 90%    | 90%    | 90%    | 90%    |

# Fault Management

April 2011

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

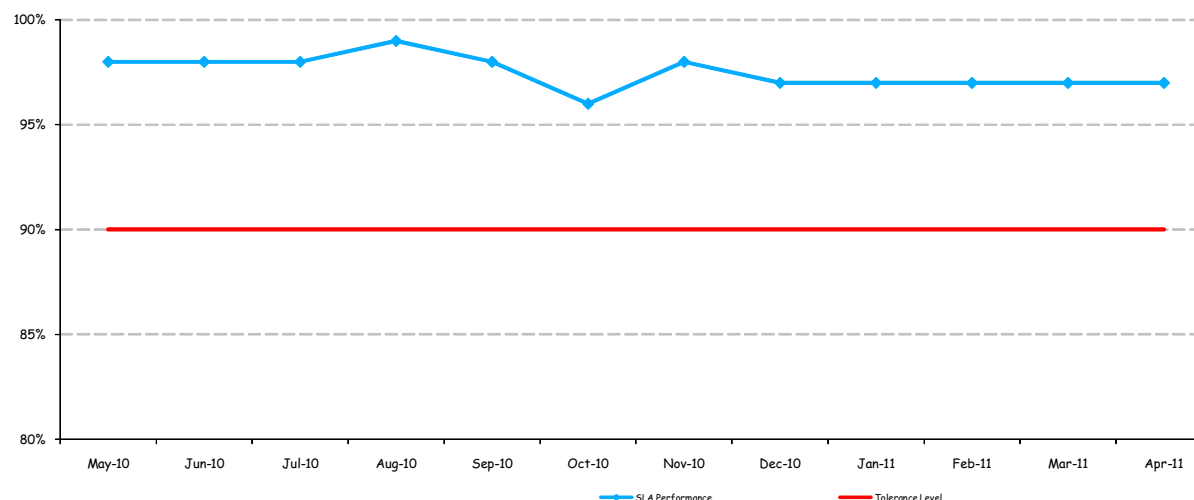
|                 | May-10 | Jun-10 | Jul-10 | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | 100%   | 100%   | 100%   | 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 2011

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

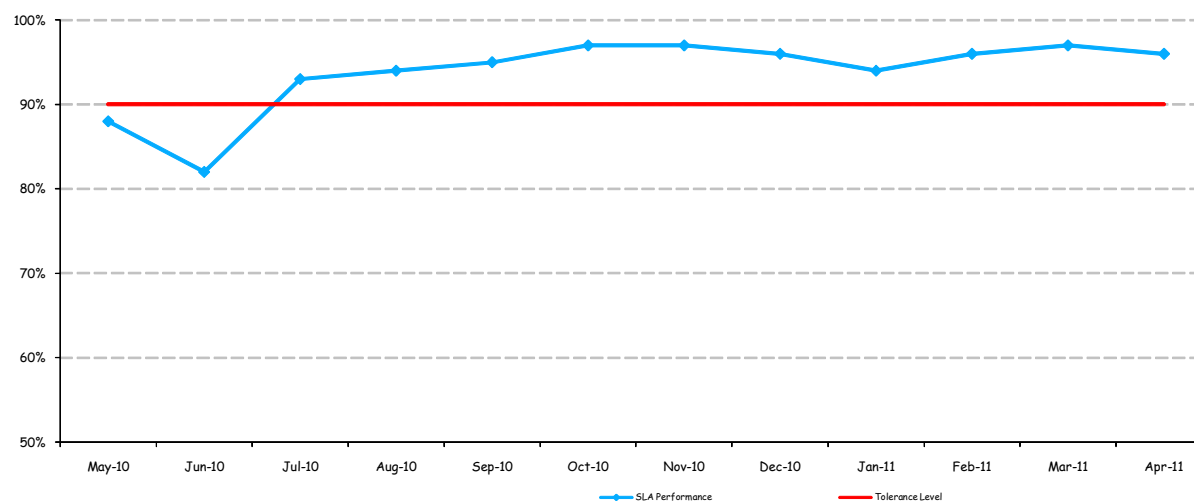
|                 | May-10 | Jun-10 | Jul-10 | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | 98%    | 98%    | 98%    | 99%    | 98%    | 96%    | 98%    | 97%    | 97%    | 97%    | 97%    | 97%    |
| Tolerance Level | 90%    | 90%    | 90%    | 90%    | 90%    | 90%    | 90%    | 90%    | 90%    | 90%    | 90%    | 90%    |

# Fault Management

April 2011

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-10 | Jun-10 | Jul-10 | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | 88%    | 82%    | 93%    | 94%    | 95%    | 97%    | 97%    | 96%    | 94%    | 96%    | 97%    | 96%    |
| Tolerance Level | 90%    | 90%    | 90%    | 90%    | 90%    | 90%    | 90%    | 90%    | 90%    | 90%    | 90%    | 90%    |

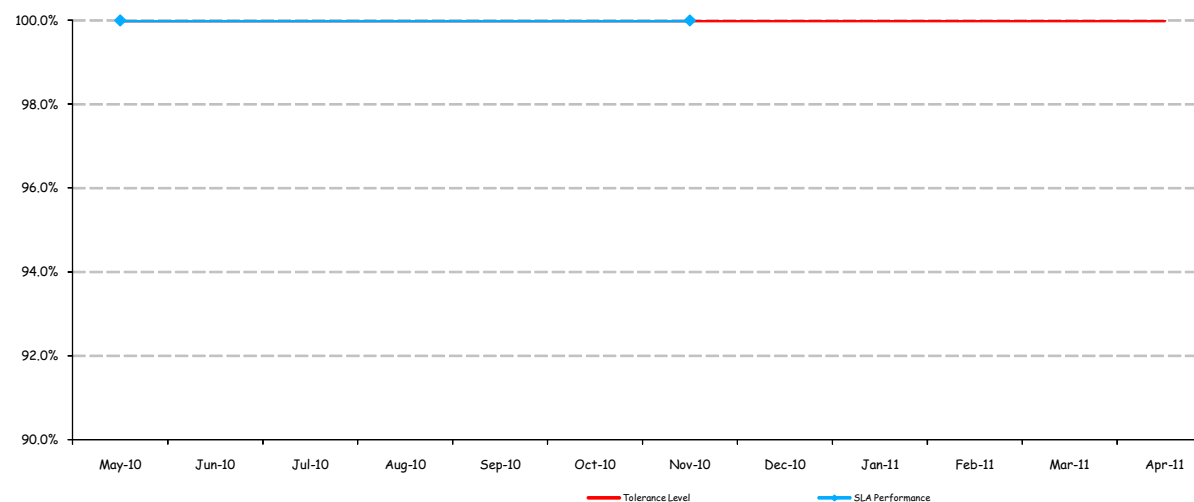


# UCLL forecasting

April 2011

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

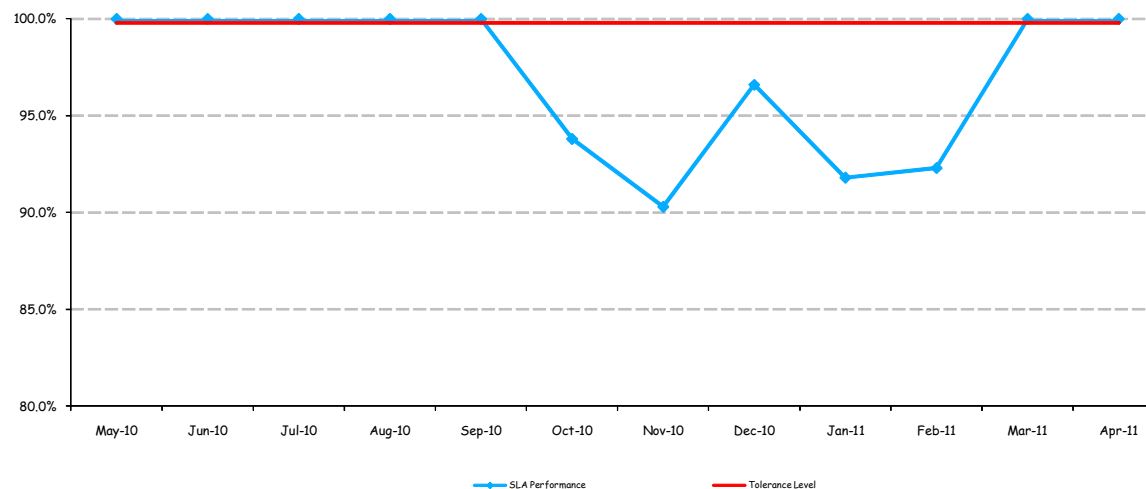
|                 | May-10 | Jun-10 | Jul-10 | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | 100%   | n/a    | n/a    | 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%   |

# Operational support systems

April 2011

This section covers operational support systems availability

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



### Commentary

Performance has exceeded the required tolerance level

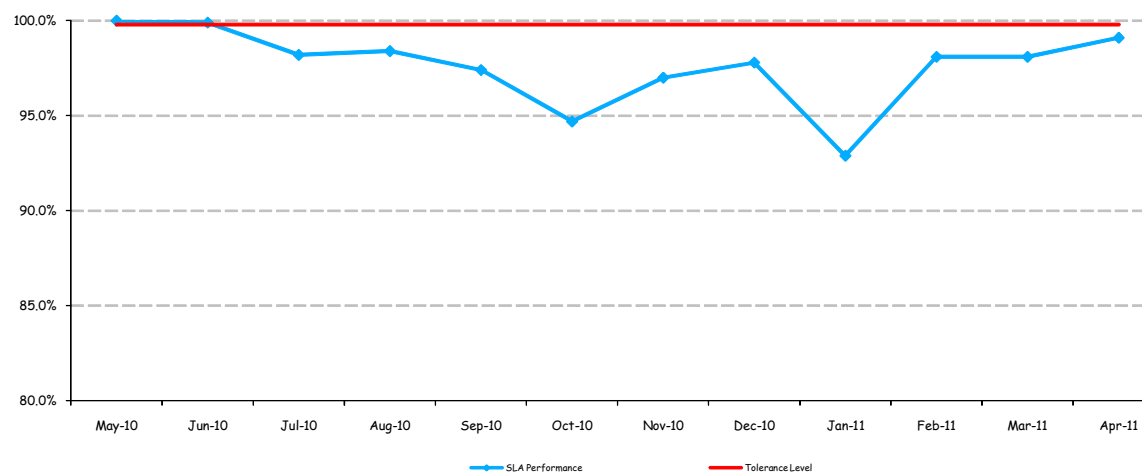
|                 | May-10 | Jun-10 | Jul-10 | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 93.8%  | 90.3%  | 96.6%  | 91.8%  | 92.3%  | 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%  |

# Operational support systems

April 2011

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-10 | Jun-10 | Jul-10 | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | 100.0% | 99.9%  | 98.2%  | 98.4%  | 97.4%  | 94.7%  | 97.0%  | 97.8%  | 92.9%  | 98.1%  | 98.1%  | 99.1%  |
| 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 2011

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

April 2011

|   |   |                        |     |
|---|---|------------------------|-----|
| <b>Item No.</b>                         | 2   | <b>Tolerance Level</b> | 90% |
| <b>Service Attribute</b>                | Notification of Rejection – All except Relinquishment   |                        |     |
| <b>Cause of default</b>                 | An automation error and slow system performance impacted the ability to process orders in a timely fashion, causing delays in checking order information. As a result, requests were not rejected within the allowed timeframe. |                        |     |
| <b>Procedure for correcting default</b> | Notification of rejection has taken place.  |                        |     |
| <b>Steps taken to remedy default</b>    | System faults were logged and have now been resolved.   |                        |     |
| <b>Effectiveness of steps taken</b>     | Effective   |                        |     |
| <b>Date of previous defaults</b>        | October 2010, November 2010, December 2010, January 2011, February 2011, March 2011   |                        |     |

# UCLL Service Level Default

April 2011

|                                  |  |                 |     |
|----------------------------------|--|-----------------|-----|
| 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    | Analysis has been delivered to the Quality Assurance (QA) team to provide coaching and feedback to the service technicians                   |                 |     |
| Effectiveness of steps taken     | The targeted analysis is providing for some improvements, but continued efforts are required to ensure this Service Level is achieved.       |                 |     |
| Date of previous defaults        | October 2010, November 2010, December 2010, January 2011, February 2011, March 2011  |                 |     |

# UCLL Service Level Default

April 2011

|                   |                                  |                 |     |
|-------------------|----------------------------------|-----------------|-----|
| Item No.          | 12                               | Tolerance Level | 90% |
| Service Attribute | Notification of Unplanned Outage |                 |     |

|                                  |  |
|----------------------------------|--|
| Cause of default                 | Failure to adhere to the required communication process resulting in failure to notify the customers within the timeframe required.                              |
| Procedure for correcting default | Customers were notified of the outage  |
| Steps taken to remedy default    | Investigation is currently underway to improve the existing communication process. A trial of the new process is underway and, if successful will be rolled out. |
| Effectiveness of steps taken     | Unknown – To be determined following the outcome of the trial  |
| Date of previous defaults        | N/A  |

# UCLL Service Level Default

April 2011

|                                  |  |                 |       |
|----------------------------------|--|-----------------|-------|
| Item No.                         | 18   | Tolerance Level | 99.8% |
| Service Attribute                | Availability of OFM  |                 |       |
| Cause of default                 | There were two outages in April that contributed to the failure of this Service Level. These outages were related to system connectivity failure and a software bug. These outages resulted in delays in processing customer faults.   |                 |       |
| Procedure for correcting default | System Availability was restored following the each outage.  |                 |       |
| Steps taken to remedy default    | <p>In each instance the relevant steps were taken :</p> <ol style="list-style-type: none"> <li>1) Full service was restored on another server and customer faults were then re-routed through this channel, with longer term solution to be determined.</li> <li>2) System connectivity was re-established via a restart and a fix was implemented for the software bug</li> </ol> |                 |       |
| Effectiveness of steps taken     | <p>Partially effective –</p> <ol style="list-style-type: none"> <li>1) To be determined</li> <li>2) Effective</li> </ol>   |                 |       |
| Date of previous defaults        | October 2010, November 2010, December 2010, January 2011, February 2011, March 2011  |                 |       |