

Unbundled Copper Local Loop Performance Report

Consolidated Report

July 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 six Service Level Defaults this month: SL 2 (Notification of Rejection), SL 3 (Notification of expected RFS Date), SL 4 (Order is completed right first time), SL 15 (Meet notified expected restoration time), SL 17 (Availability of OO&T) 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.

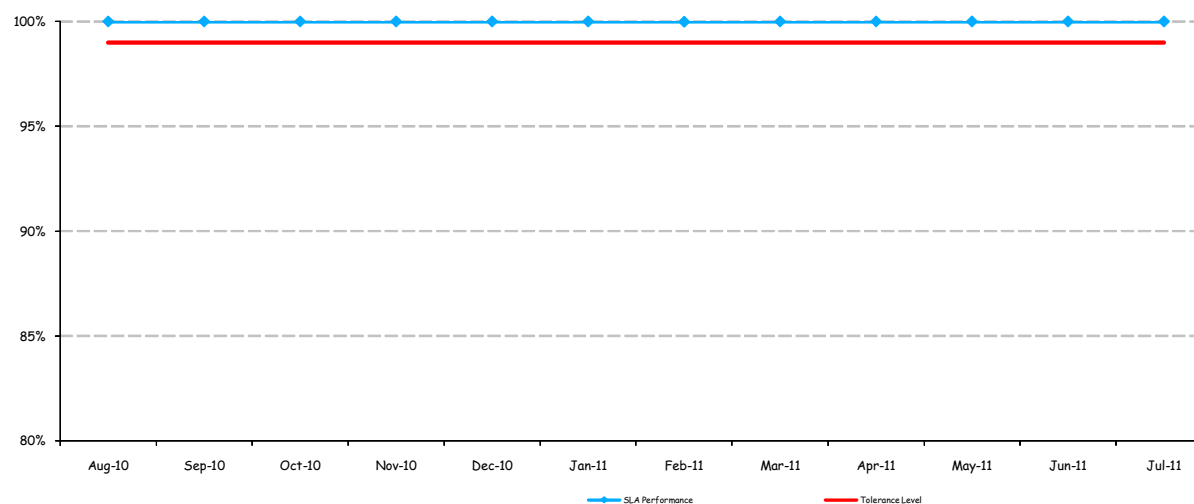


Provisioning UCLL services

July 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

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

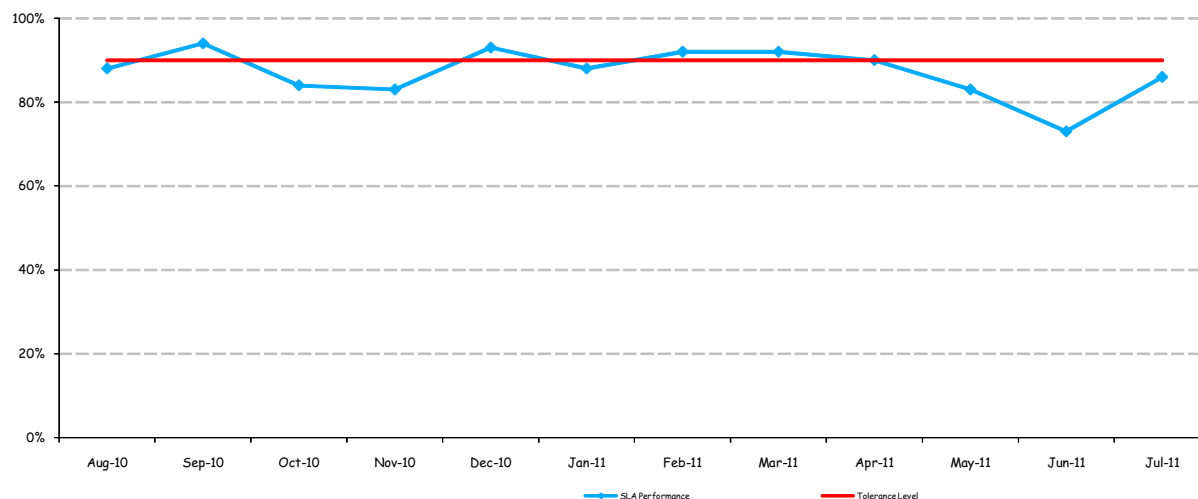
Consolidated UCLL Performance Report

Provisioning UCLL services

July 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.

	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11
New Connection	86%	87%	86%	94%	86%	87%	85%	87%	82%	68%	86%	88%
Transfer	74%	81%	56%	63%	94%	85%	97%	82%	89%	65%	44%	86%
Other Service to MPF Transfer	80%	87%	69%	77%	82%	74%	85%	81%	77%	62%	35%	59%
Move Address	89%	100%	75%	72%	78%	77%	95%	70%	86%	67%	68%	69%
Relinquishment	94%	98%	95%	87%	100%	98%	99%	100%	100%	100%	99%	99%

SLA Performance	88%	94%	84%	83%	93%	88%	92%	92%	90%	83%	73%	86%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Consolidated UCLL Performance Report

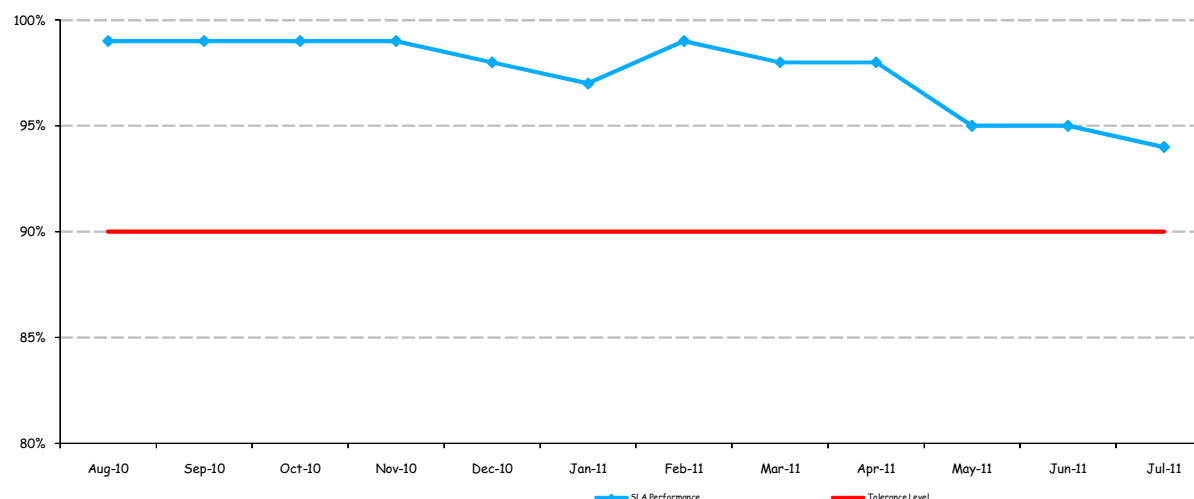


Provisioning UCLL services

July 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 not met the required tolerance level for Other Service to MPF Transfer orders. See the SL3 Default Report for more information.

	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11
New Connection	98%	99%	98%	97%	98%	97%	99%	96%	97%	95%	98%	97%
Transfer	99%	100%	100%	99%	96%	96%	100%	95%	96%	93%	93%	98%
Other Service to MPF Transfer	98%	99%	99%	100%	97%	94%	99%	99%	98%	91%	87%	86%
Move Address	98%	100%	99%	98%	98%	96%	98%	88%	97%	99%	100%	96%
Relinquishment	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%

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

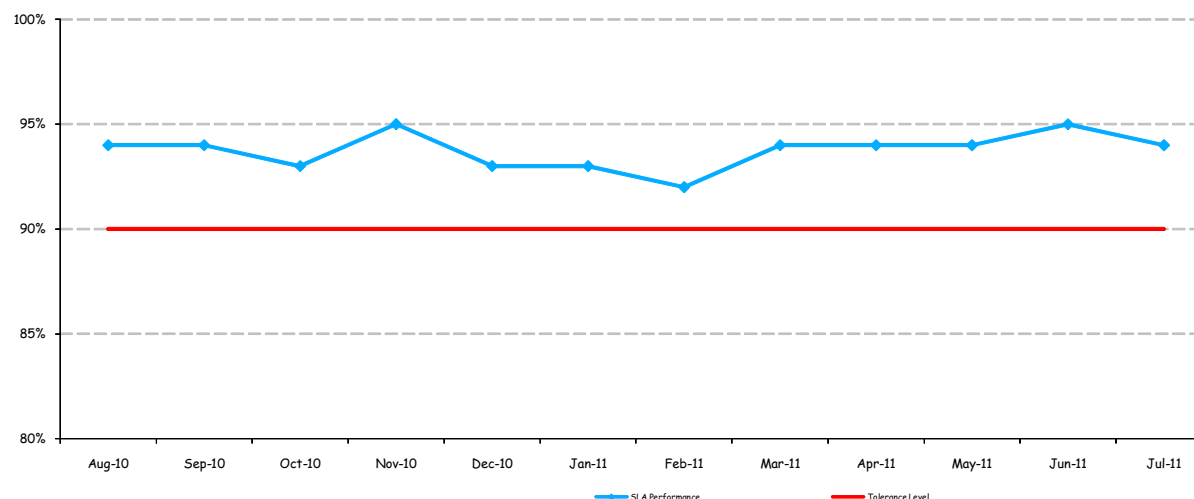
Consolidated UCLL Performance Report

Provisioning UCLL services

July 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.

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

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

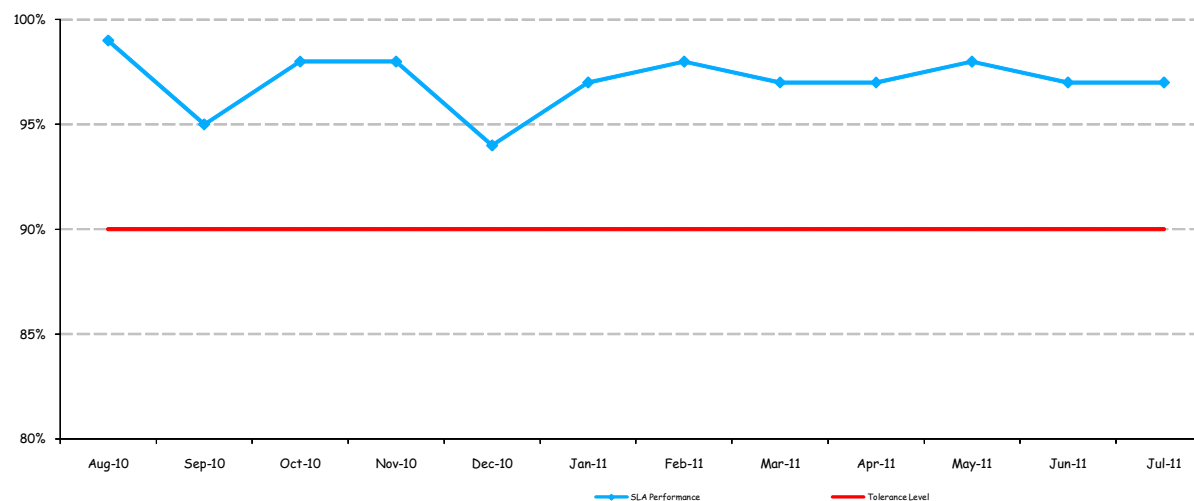
Consolidated UCLL Performance Report

Provisioning UCLL services

July 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

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

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

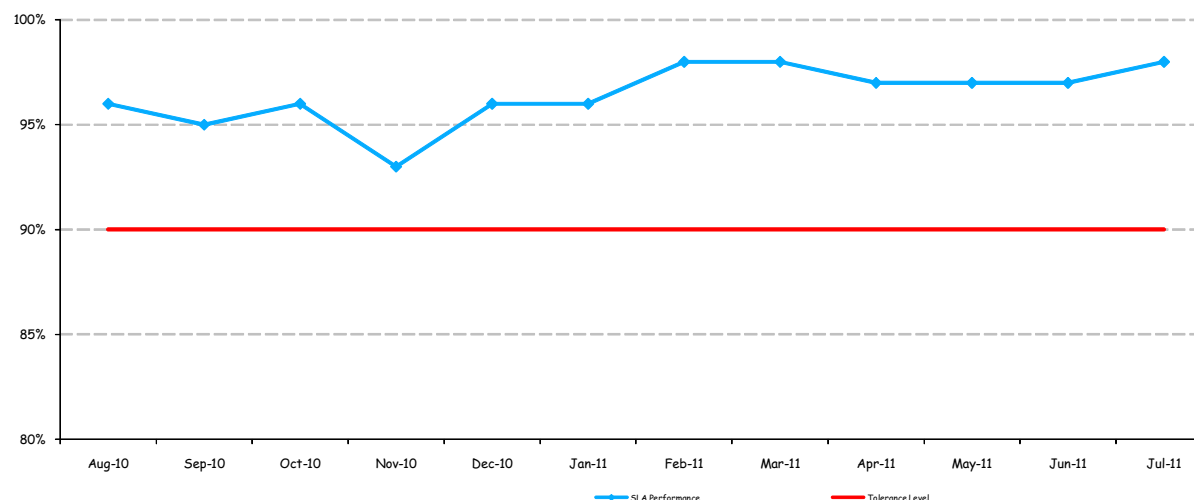
Consolidated UCLL Performance Report

Provisioning UCLL services

July 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

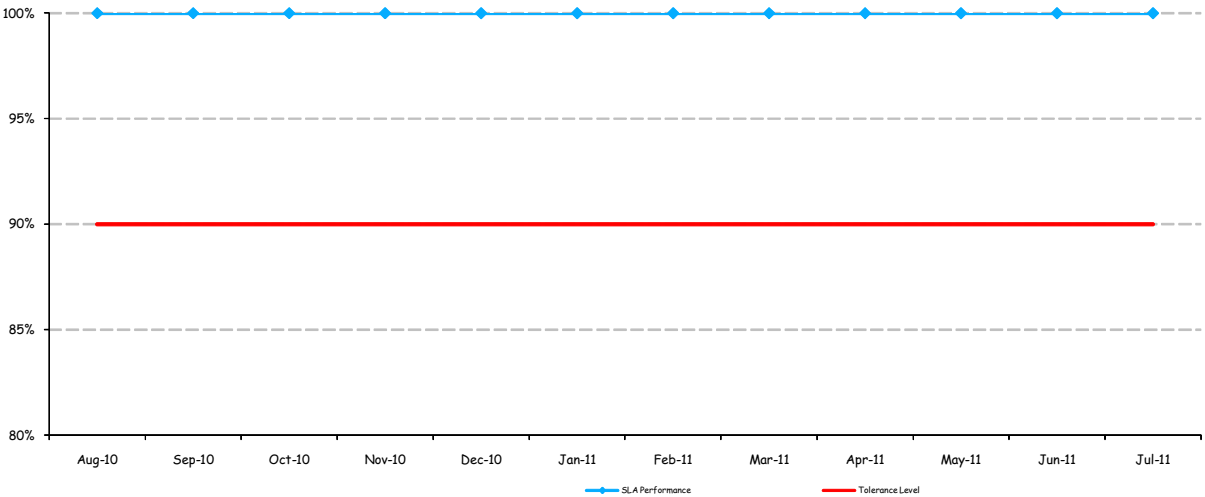
	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11
SLA Performance	96%	95%	96%	93%	96%	96%	98%	98%	97%	97%	97%	98%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UCLL services

July 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

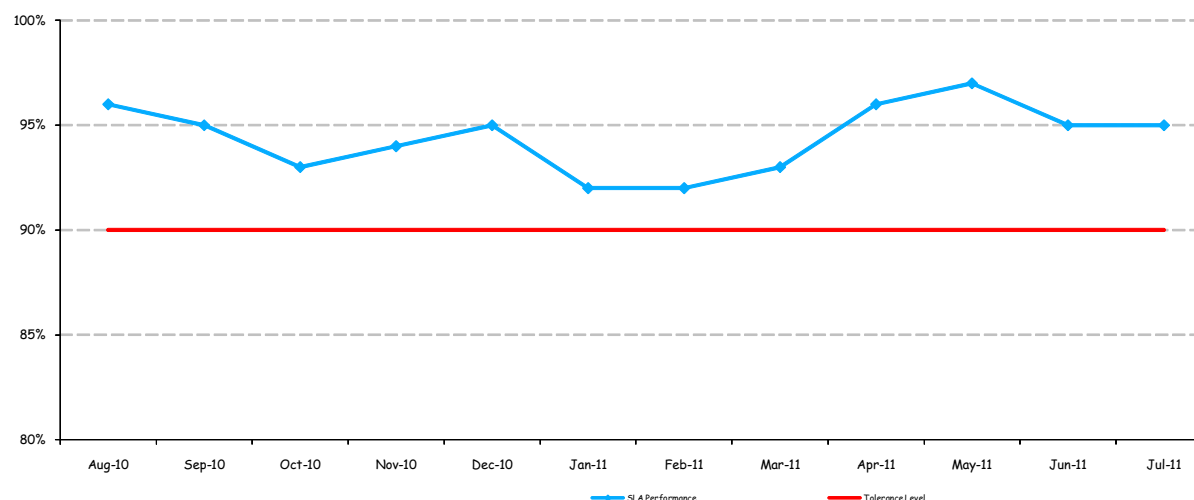
	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11
SLA Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UCLL services

July 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

	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11
Automatic Prequal	96%	95%	92%	94%	95%	91%	92%	93%	96%	97%	94%	95%
Manual Prequal	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

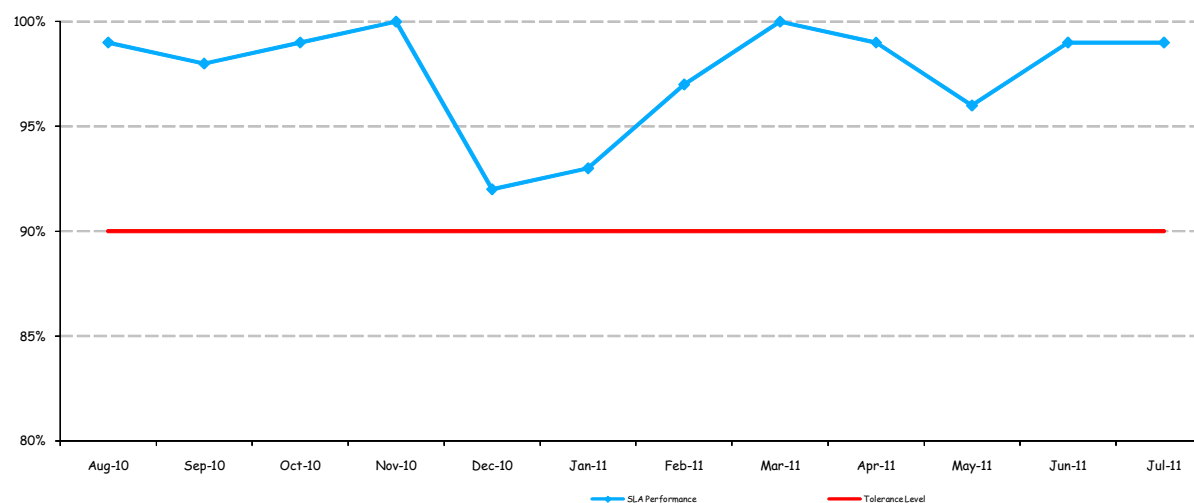
Consolidated UCLL Performance Report

Provisioning UCLL services

July 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

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

SLA Performance	99%	98%	99%	100%	92%	93%	97%	100%	99%	96%	99%	99%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

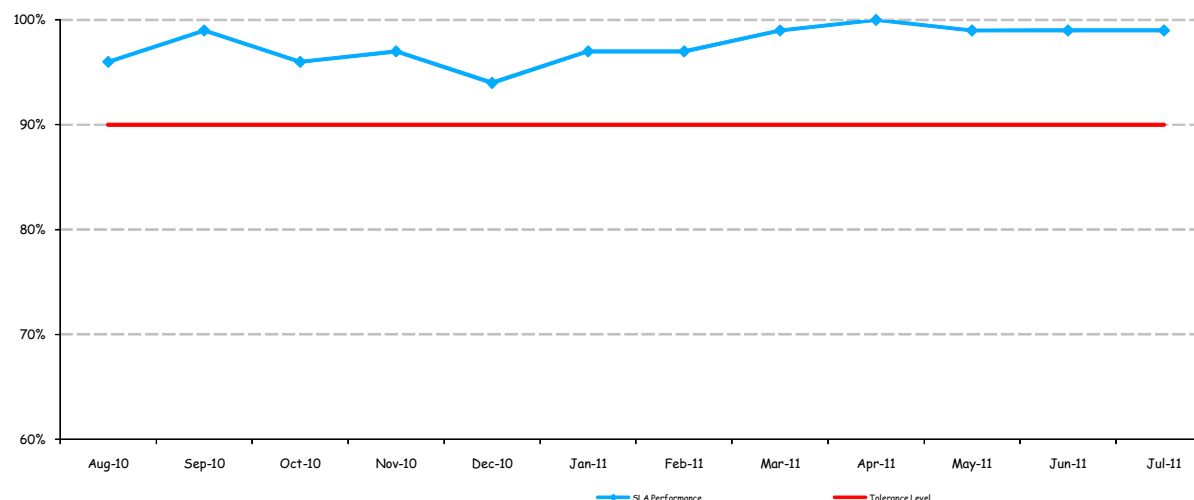
Consolidated UCLL Performance Report

Provisioning UCLL services

July 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

	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11
New Connection	97%	99%	95%	97%	93%	98%	97%	99%	100%	99%	99%	99%
Transfer	94%	100%	98%	96%	97%	97%	98%	100%	100%	100%	90%	100%
Other Service to MPF Transfer	95%	100%	95%	94%	91%	94%	96%	100%	100%	100%	100%	100%
Move Address	97%	98%	97%	94%	86%	93%	96%	97%	100%	98%	99%	98%
Relinquishment	97%	99%	98%	99%	98%	99%	97%	99%	99%	100%	99%	99%

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

Consolidated UCLL Performance Report

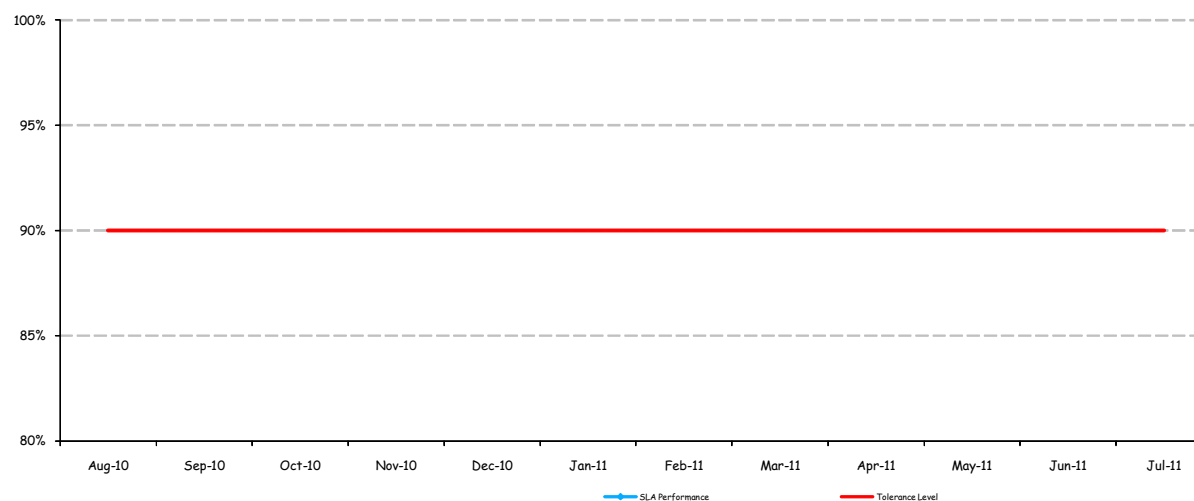


Provisioning UCLL services

July 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

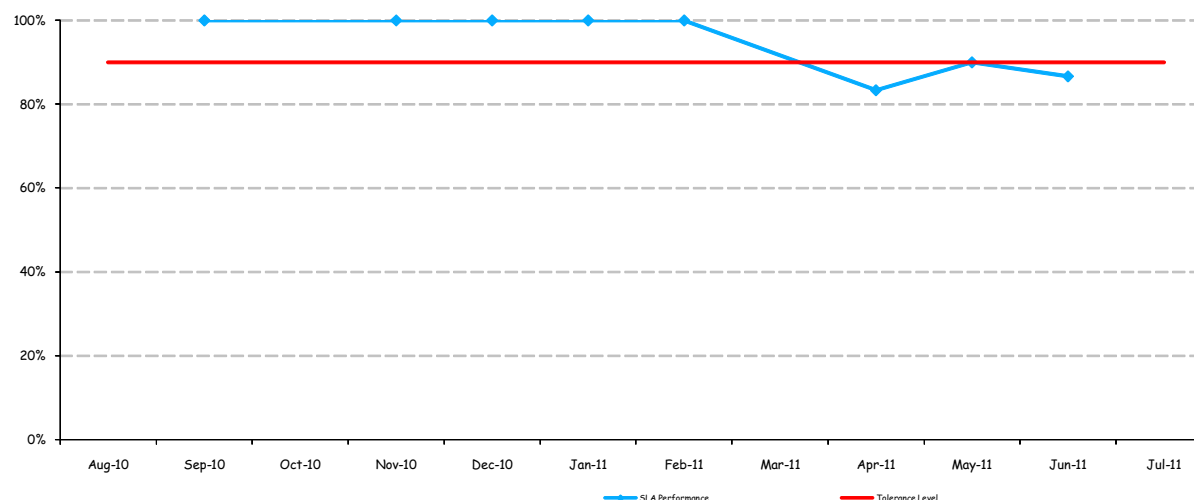
	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UCLL services

July 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

No Unplanned Outages this month

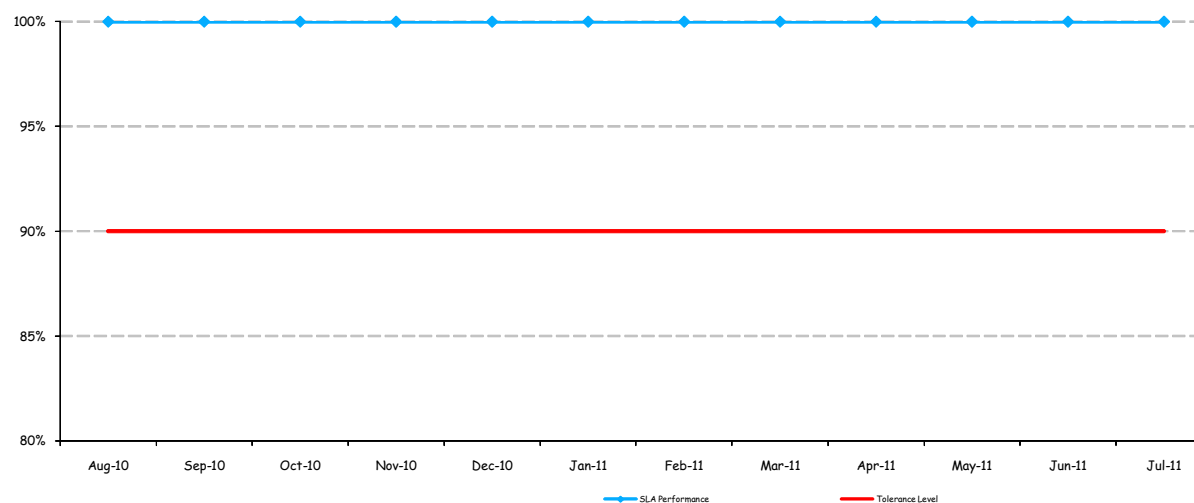
	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11
SLA Performance	n/a	100%	n/a	100%	100%	100%	100%	n/a	83%	90%	87%	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Fault Management

July 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

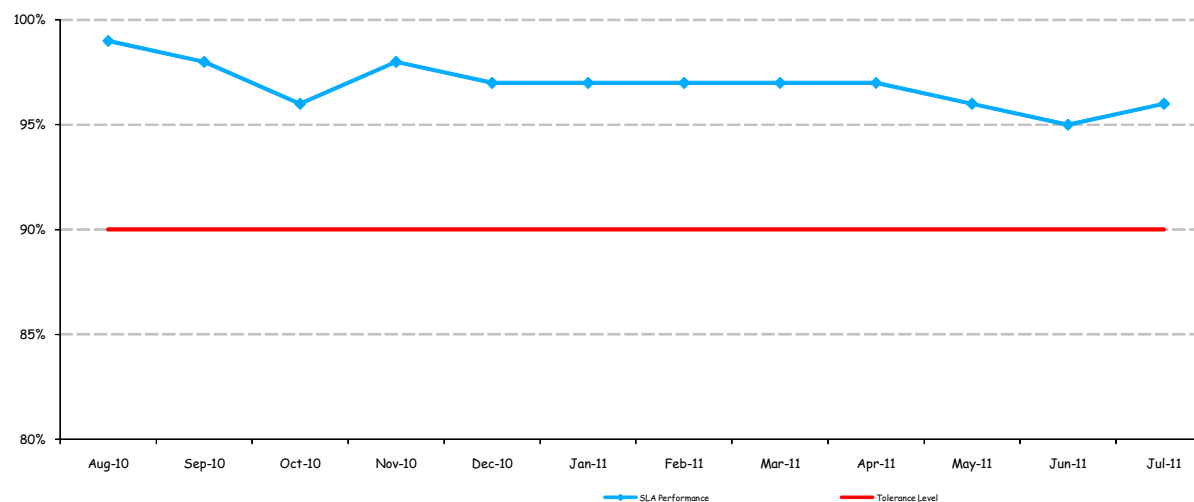
	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11
SLA Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Fault Management

July 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

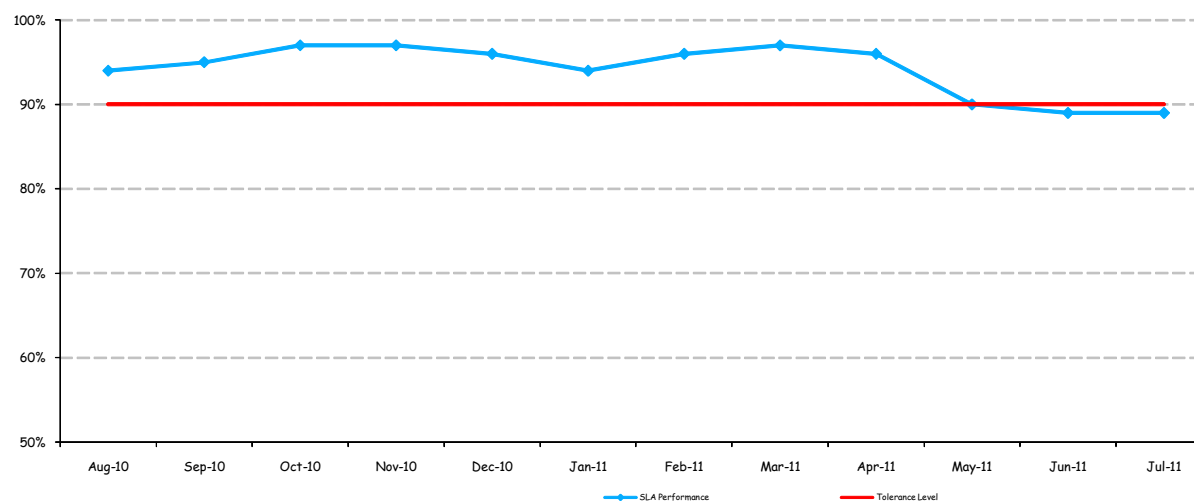
	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11
SLA Performance	99%	98%	96%	98%	97%	97%	97%	97%	97%	96%	95%	96%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Fault Management

July 2011

This section covers fault receipt acknowledgement, notification and restoration

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



Commentary

Performance has not met the required tolerance level. See the SL 15 Service Default Report for more information.

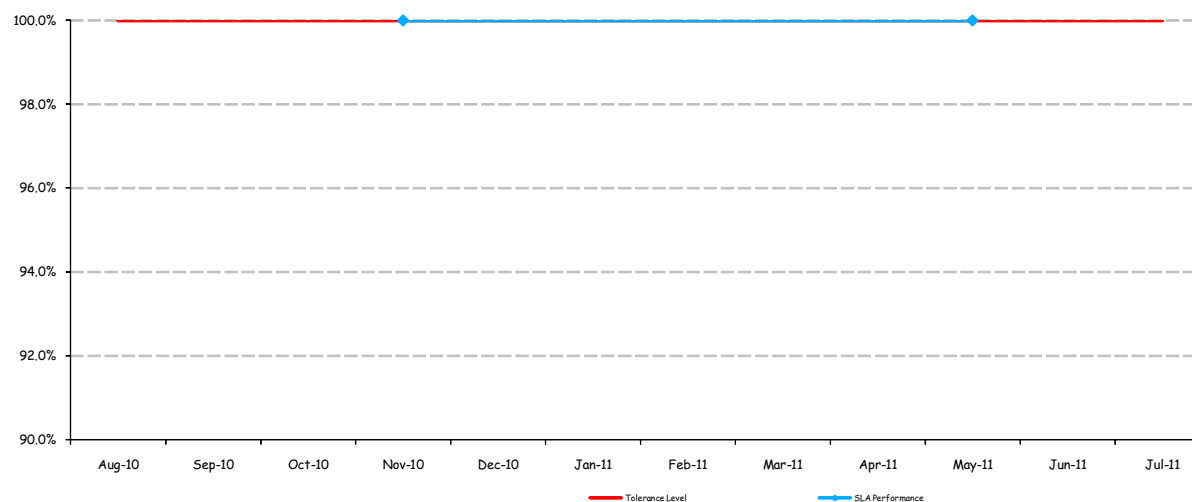
	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11
SLA Performance	94%	95%	97%	97%	96%	94%	96%	97%	96%	90%	89%	89%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

UCLL forecasting

July 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

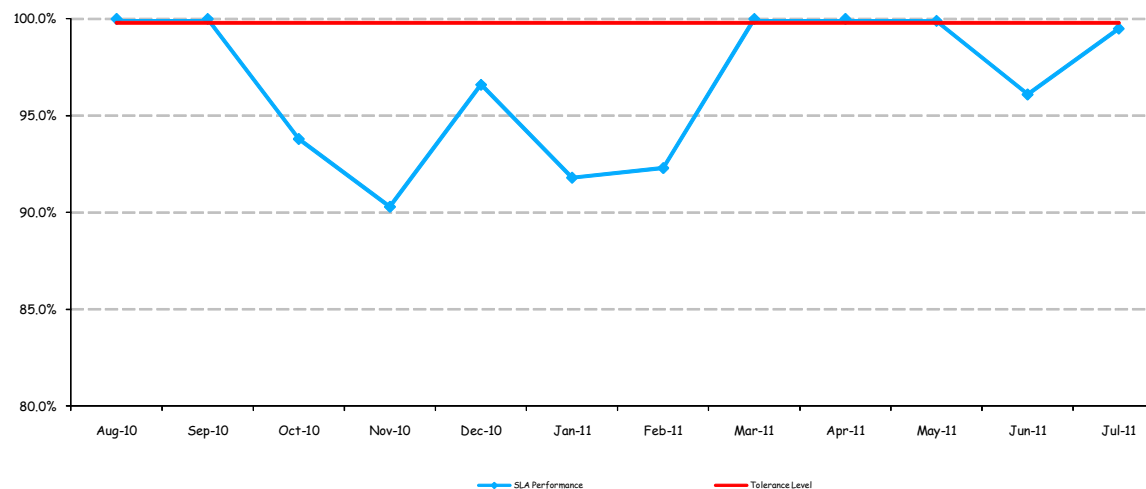
	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11
SLA Performance	n/a	n/a	n/a	100%	n/a	n/a	n/a	n/a	n/a	100%	n/a	n/a
Tolerance Level	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Operational support systems

July 2011

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

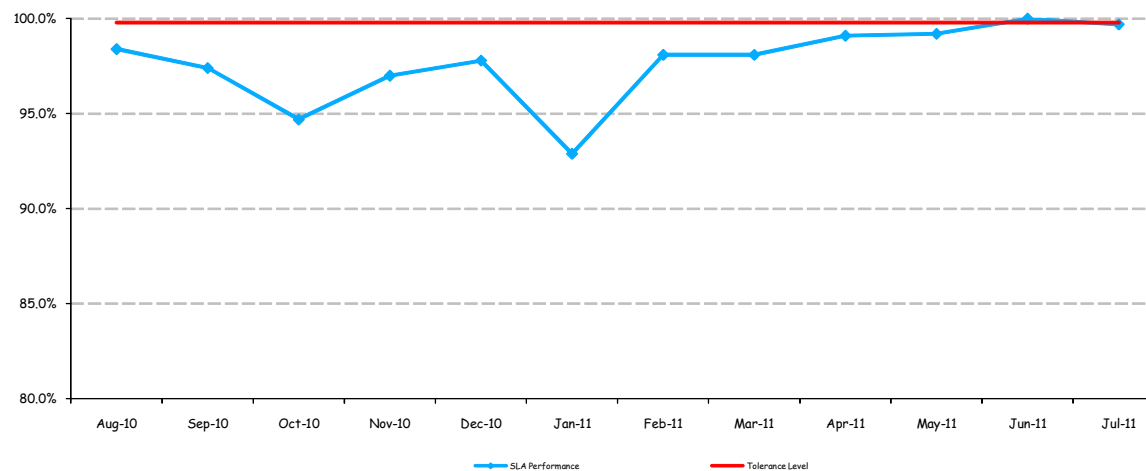
	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11
SLA Performance	100.0%	100.0%	93.8%	90.3%	96.6%	91.8%	92.3%	100.0%	100.0%	99.9%	96.1%	99.5%
Tolerance Level	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%

Operational support systems

July 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

	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11
SLA Performance	98.4%	97.4%	94.7%	97.0%	97.8%	92.9%	98.1%	98.1%	99.1%	99.2%	100.0%	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%

Full explanation of terms used in this report

July 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.

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

July 2011

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 high unplanned absenteeism. This resulted in fewer staff being available to process orders in the manual support queue, and hence there were delays in providing rejection notifications.		
Procedure for correcting default	Notification of rejection has been provided.		
Steps taken to remedy default	Increased capacity by offering overtime to clear queues in timely manner		
Effectiveness of steps taken	Partially effective, overtime minimised impact. Absenteeism has now returned to levels in line with resource planning allowances.		
Date of previous defaults	October 2010, November 2010, December 2010, January 2011, February 2011, March 2011, April 2011, May 2011, June 2011		

UCLL Service Level Default

July 2011

Item No.	3	Tolerance Level	90%
Service Attribute	Notification of expected RFS Date – Other Service to MPF Transfers		
Cause of default	Delays in proving RFS dates have occurred due to high unplanned absenteeism. This resulted in fewer staff being available to process orders in the manual support queue, and hence there were delays in providing expected RFS Date notifications.		
Procedure for correcting default	Expected RFS Dates have been provided		
Steps taken to remedy default	Increased capacity by offering overtime to clear queues in timely manner		
Effectiveness of steps taken	Partially effective, overtime minimised impact. Absenteeism has now returned to levels in line with resource planning allowances.		
Date of previous defaults	May 2011		

UCLL Service Level Default

July 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, April 2011, May 2011, June 2011		

UCLL Service Level Default

July 2011

Item No.	15	Tolerance Level	90%
Service Attribute	Faults restored within notified expected restoration time		
Cause of default	Bad weather conditions resulted in major fault related events which have accounted for many of the individual failures.		
Procedure for correcting default	Service has been restored in each instance		
Steps taken to remedy default	There are robust procedures in place for the management of Fault Related Events. These procedures are designed to ensure Fault Related Events are well managed and keep customer impact to a minimum.		
Effectiveness of steps taken	Effective – all impact of significant fault related events were minimised		
Date of previous defaults	May 2011		

UCLL Service Level Default

July 2011

Item No.	17	Tolerance Level	99.8%
Service Attribute	Availability of OO&T		
Cause of default	There was one major outage in July that contributed to the failure of this Service Level. This outage was due to a system component failure. This outage resulted in delays in processing customer orders.		
Procedure for correcting default	System Availability was restored.		
Steps taken to remedy default	To address the immediate issue, the system component was restarted and service restored.		
Effectiveness of steps taken	Effective – system alerts and improved logging of the system component in question have been implemented, to reduce the likelihood of a repeat occurrence		
Date of previous defaults	October 2010, November 2010, December 2010, January 2011, February 2011, June 2011		

UCLL Service Level Default

July 2011

Item No.	18	Tolerance Level	99.8%
Service Attribute	Availability of OFM		

Cause of default	There was one outage in July that contributed to the failure of this Service Level. This outage was due to an unplanned restart of system components which resulted in customers receiving incorrect commit times.
Procedure for correcting default	System Availability was restored
Steps taken to remedy default	Once the system components finished restarting, system availability was restored. Enhanced tracing has been implemented to allow for quicker diagnosis of such occurrences, to minimise impacts.
Effectiveness of steps taken	TBC
Date of previous defaults	October 2010, November 2010, December 2010, January 2011, February 2011, March 2011, April 2011, May 2011