

# Unbundled Copper Local Loop Performance Report

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## Consolidated Report

November 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 (Unplanned Outage) and SL 17 (Availability of OO&T). 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.

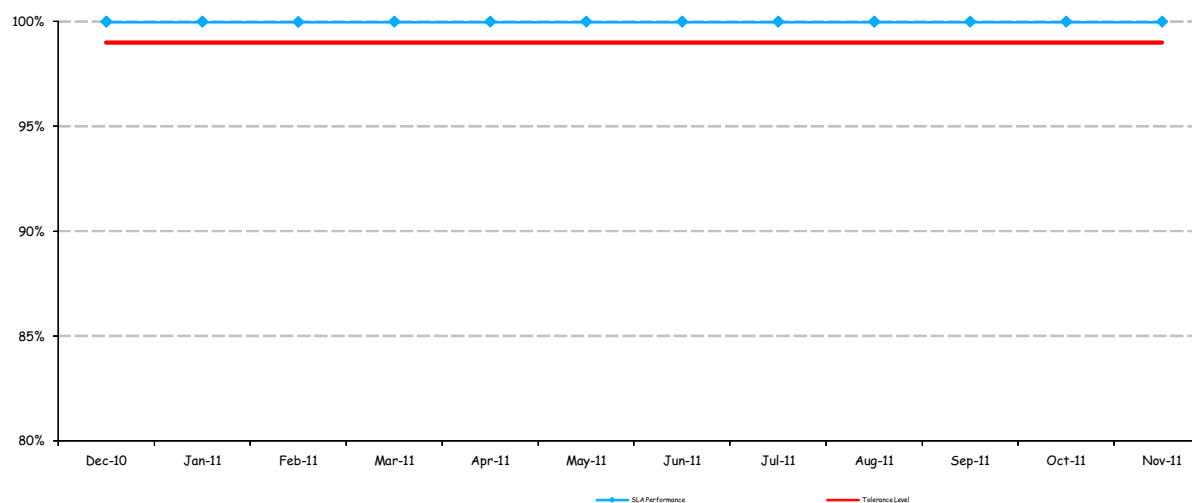


# Provisioning UCLL services

November 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

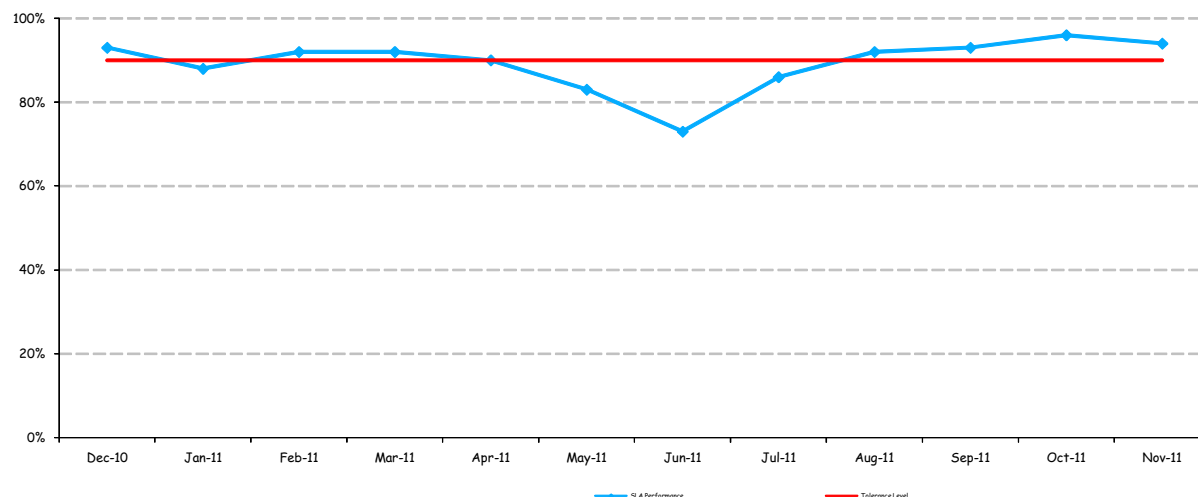
	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11
New Connection	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Transfer	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Other Service to MPF Transfer	100%	100%	100%	100%	100%	100%	100%	100%	100%	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%

# Provisioning UCLL services

November 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 Transfer, Other Service to MPF Transfers and Move Address order types. See the SL2 Default Report for more information.

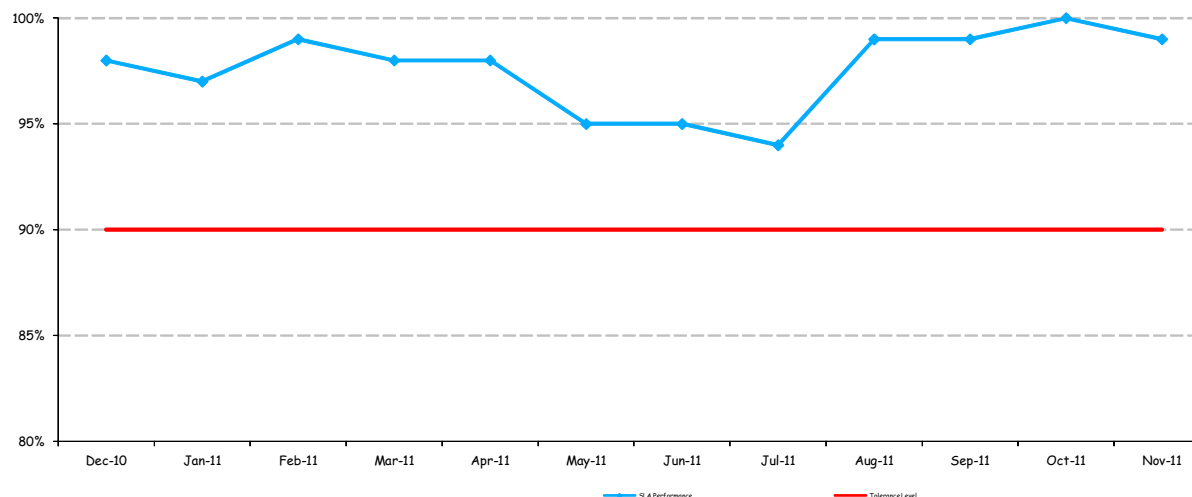
	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11
New Connection	86%	87%	85%	87%	82%	68%	86%	88%	88%	95%	95%	91%
Transfer	94%	85%	97%	82%	89%	65%	44%	86%	94%	84%	94%	88%
Other Service to MPF Transfer	82%	74%	85%	81%	77%	62%	35%	59%	76%	70%	87%	84%
Move Address	78%	77%	95%	70%	86%	67%	68%	69%	72%	90%	92%	83%
Relinquishment	100%	98%	99%	100%	100%	100%	99%	99%	100%	100%	99%	99%
SLA Performance	93%	88%	92%	92%	90%	83%	73%	86%	92%	93%	96%	94%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Provisioning UCLL services

November 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

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

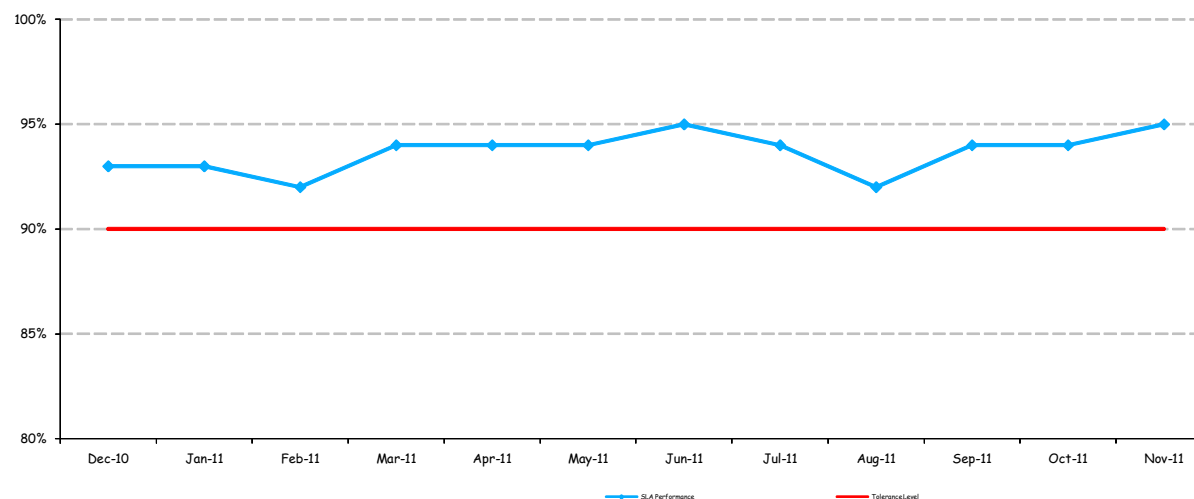
SLA Performance	98%	97%	99%	98%	98%	95%	95%	94%	99%	99%	100%	99%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Provisioning UCLL services

November 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.

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

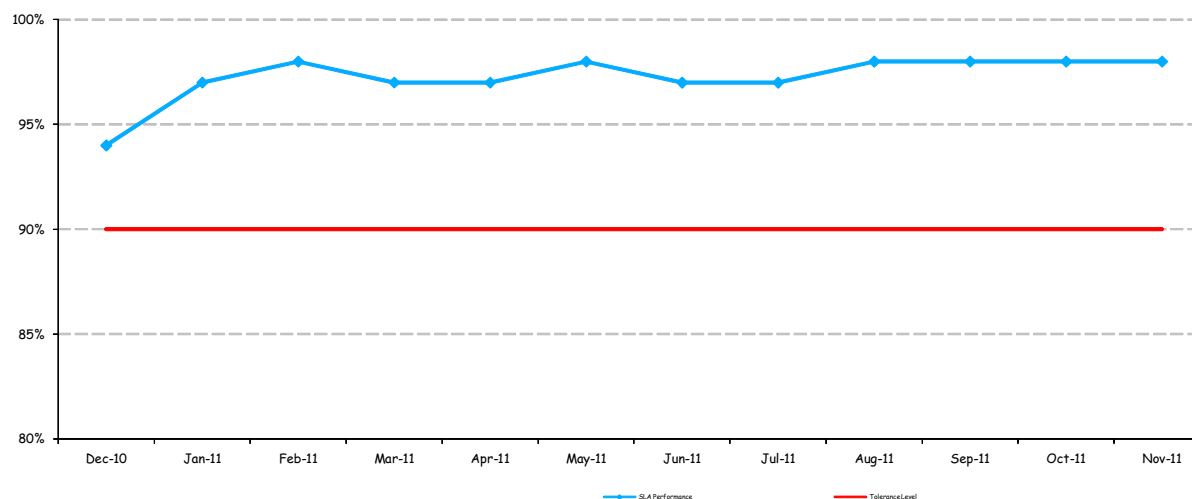
SLA Performance	93%	93%	92%	94%	94%	94%	95%	94%	92%	94%	94%	95%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Provisioning UCLL services

November 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

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

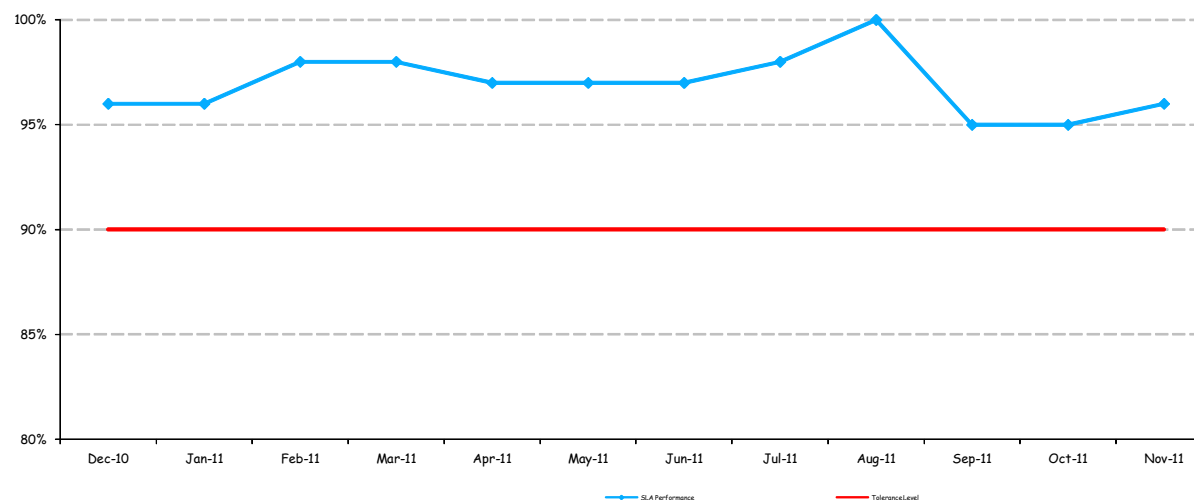
SLA Performance	94%	97%	98%	97%	97%	98%	97%	97%	98%	98%	98%	98%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Provisioning UCLL services

November 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

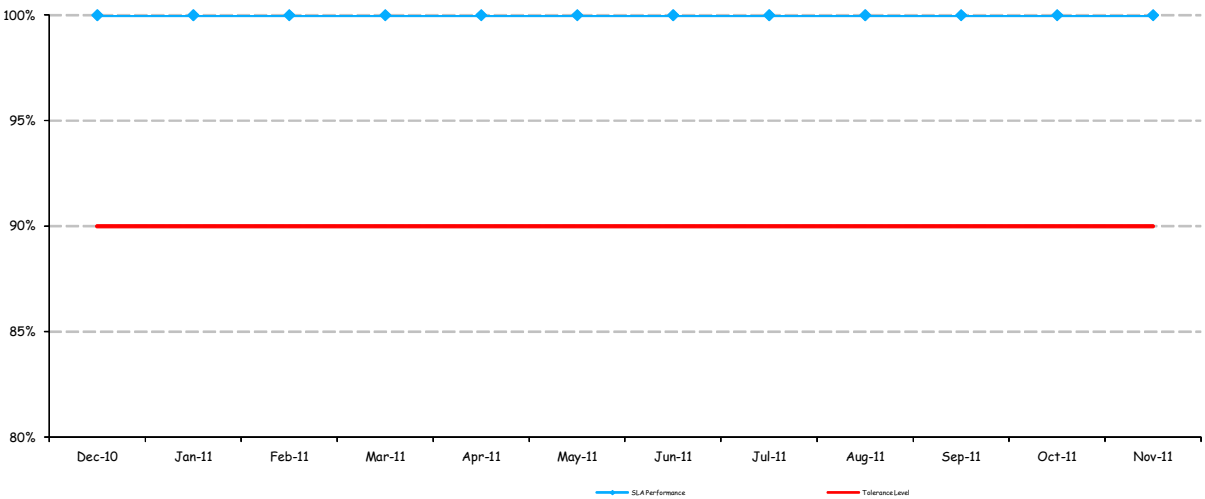
	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11
SLA Performance	96%	96%	98%	98%	97%	97%	97%	98%	100%	95%	95%	96%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Provisioning UCLL services

November 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

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

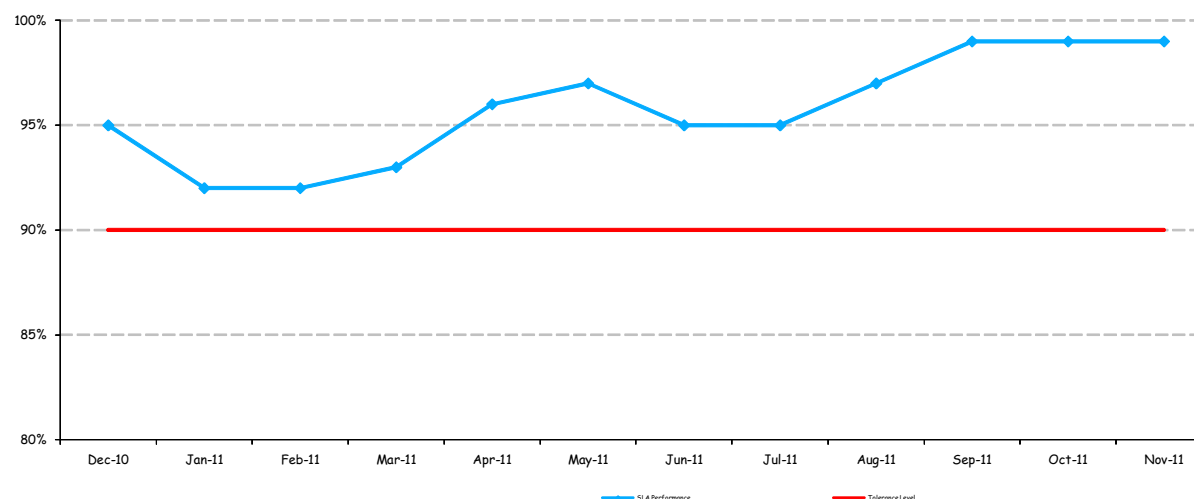


# Provisioning UCLL services

November 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

	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11
Automatic Prequal	95%	91%	92%	93%	96%	97%	94%	95%	97%	99%	99%	99%
Manual Prequal	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

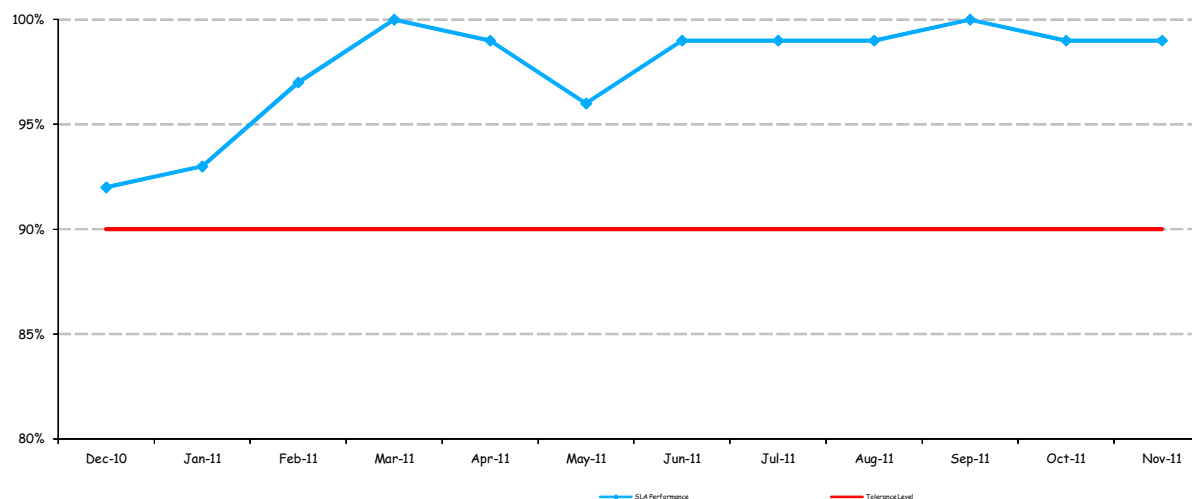
SLA Performance	95%	92%	92%	93%	96%	97%	95%	95%	97%	99%	99%	99%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Provisioning UCLL services

November 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

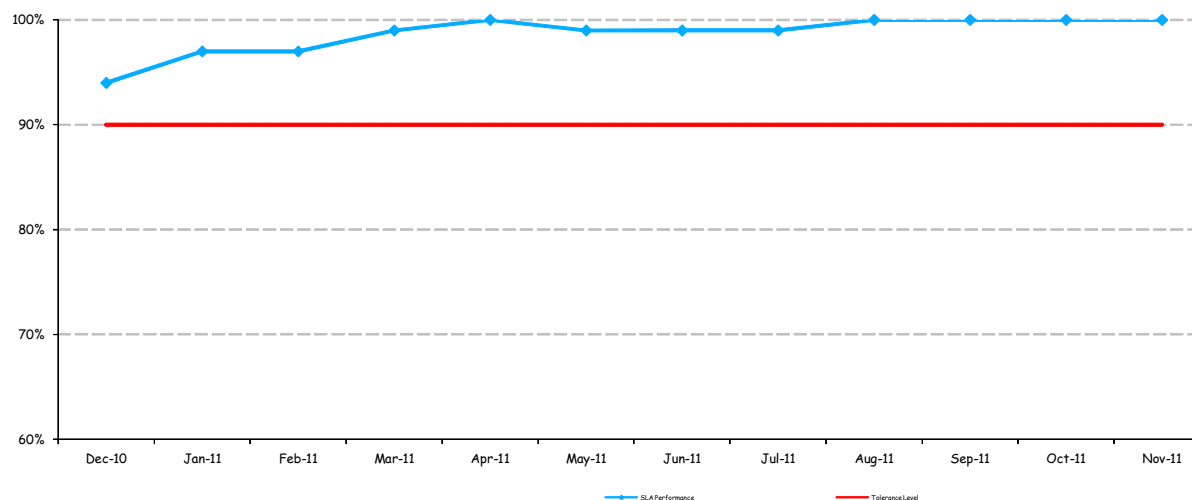
	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11
New Connection	94%	98%	94%	100%	98%	96%	98%	98%	98%	100%	99%	99%
Transfer	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Other Service to MPF Transfer	88%	94%	98%	100%	100%	96%	100%	100%	100%	100%	100%	97%
Move Address	90%	67%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Relinquishment	100%	100%	n/a	n/a	n/a	100%	100%	n/a	100%	n/a	n/a	n/a
SLA Performance	92%	93%	97%	100%	99%	96%	99%	99%	99%	100%	99%	99%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Provisioning UCLL services

November 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

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

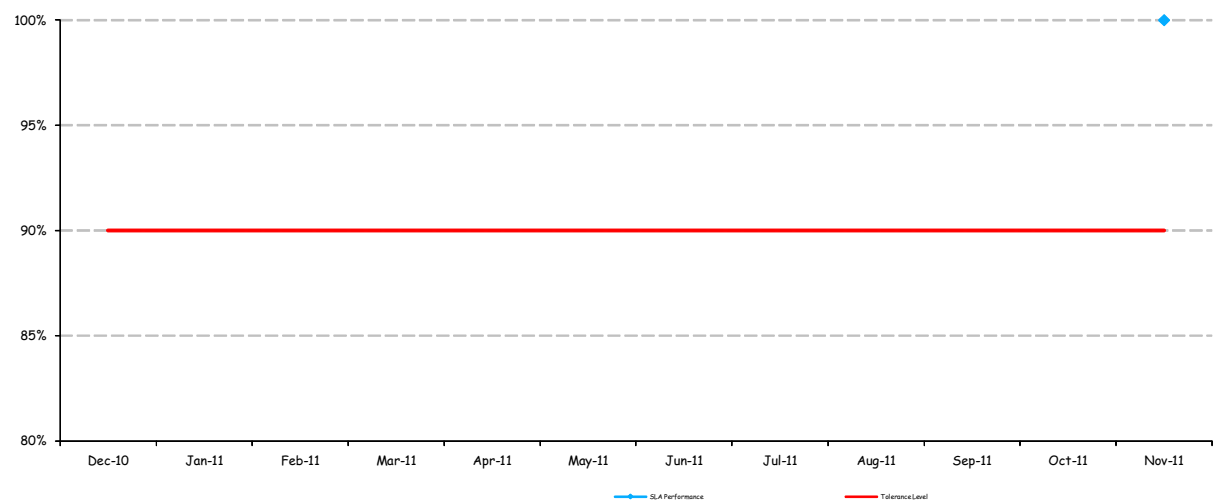
SLA Performance	94%	97%	97%	99%	100%	99%	99%	99%	100%	100%	100%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Provisioning UCLL services

November 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

Performance has exceeded the required tolerance level

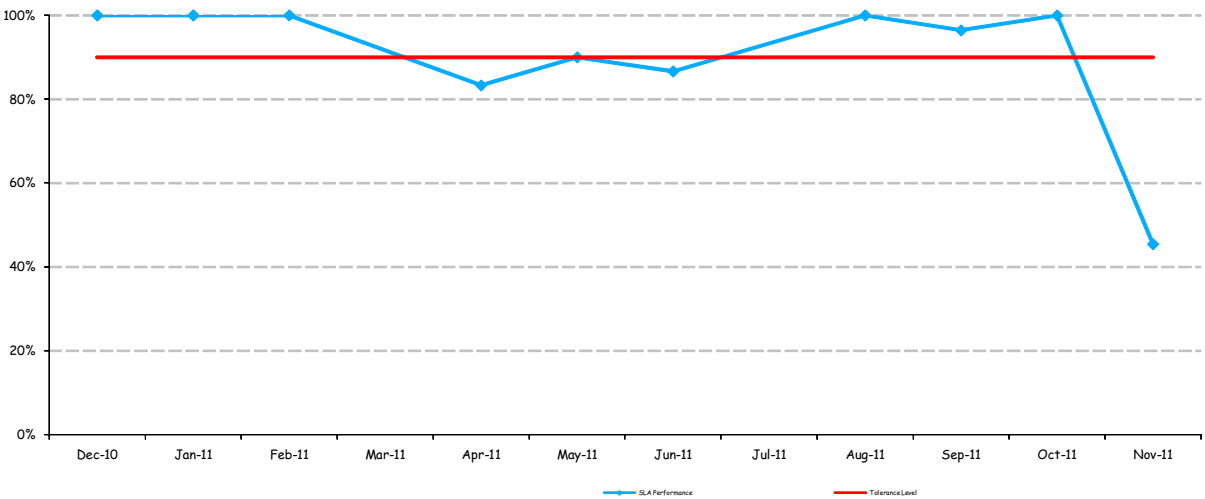
	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Provisioning UCLL services

November 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

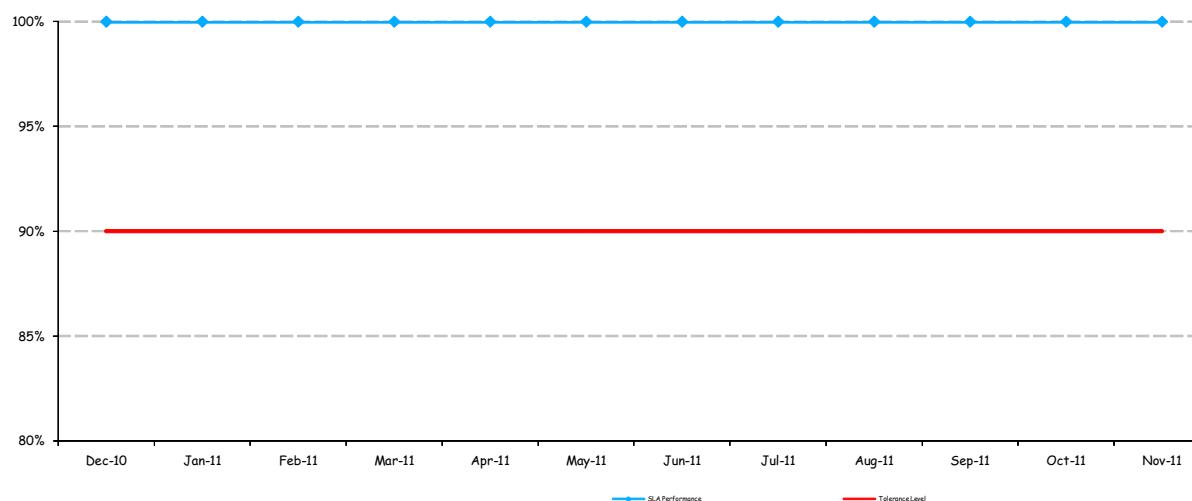
	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11
SLA Performance	100%	100%	100%	n/a	83%	90%	87%	n/a	100%	96%	100%	45%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Fault Management

November 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

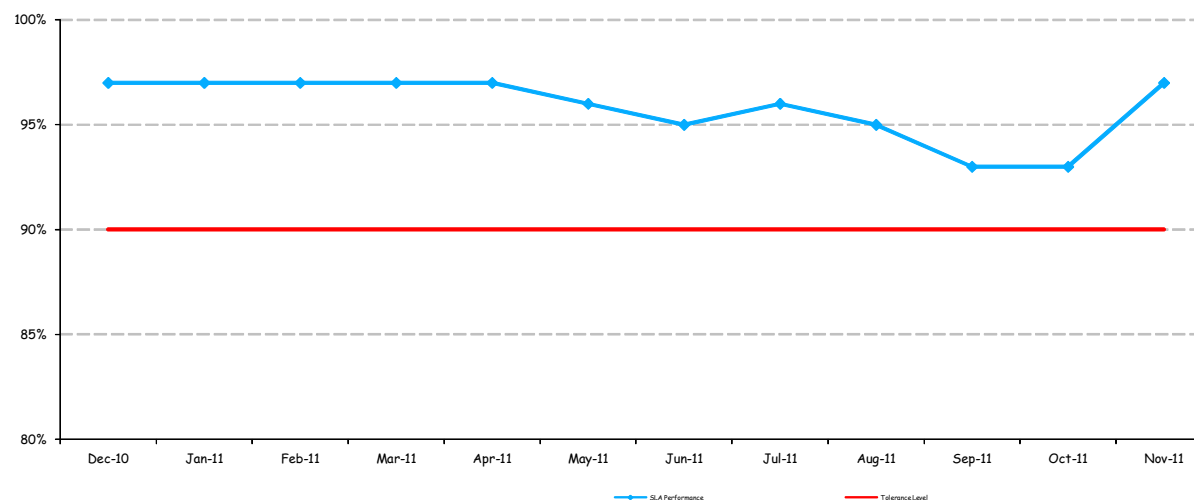
	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11
SLA Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Fault Management

November 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

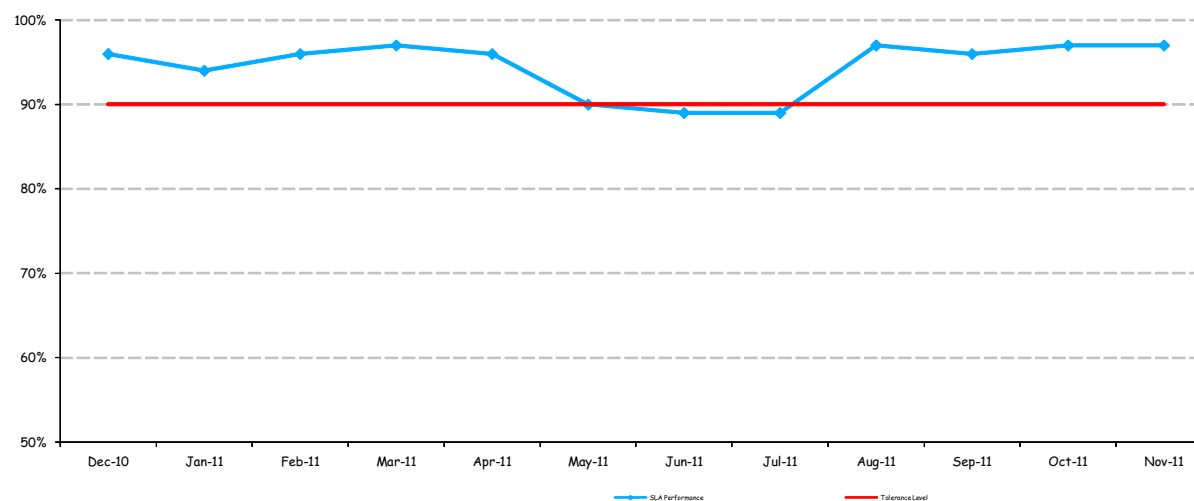
	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11
SLA Performance	97%	97%	97%	97%	97%	96%	95%	96%	95%	93%	93%	97%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Fault Management

November 2011

This section covers fault receipt acknowledgement, notification and restoration

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



### Commentary

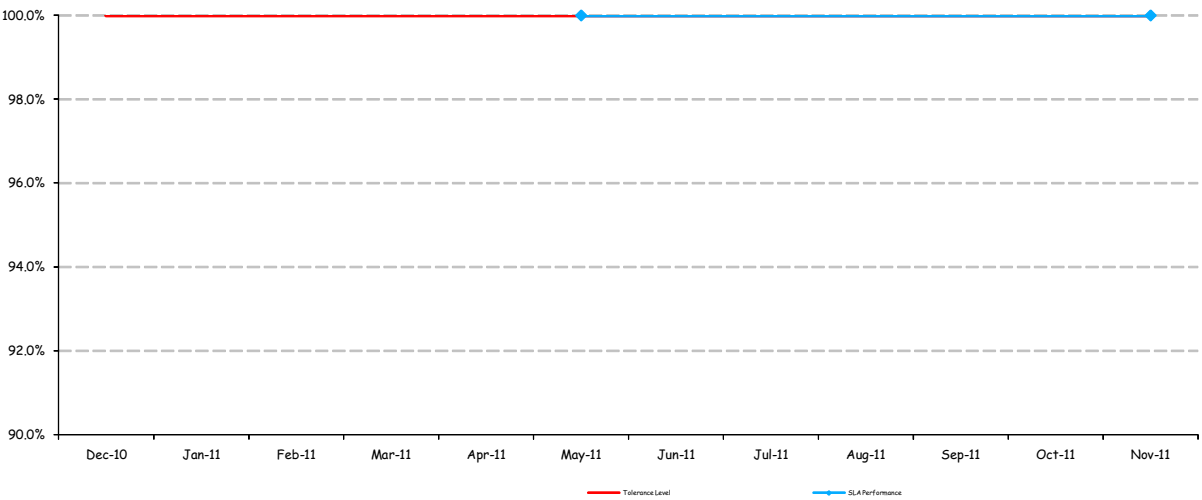
Performance has exceeded the required tolerance level

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



This section covers UCLL forecasting

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



### Commentary

Performance has met the required tolerance level

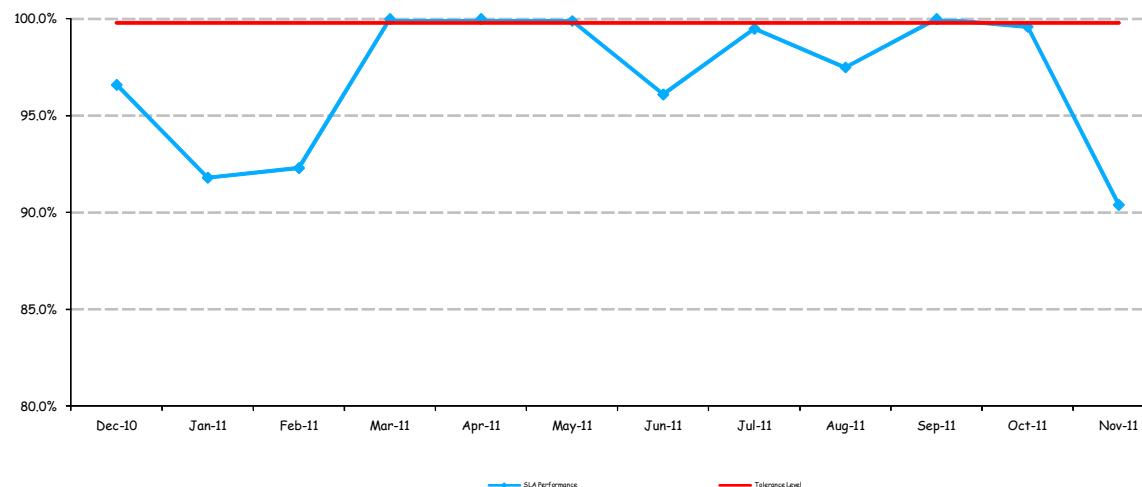
	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11
SLA Performance	n/a	n/a	n/a	n/a	n/a	100%	n/a	n/a	n/a	n/a	n/a	100%
Tolerance Level	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

# Operational support systems

November 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

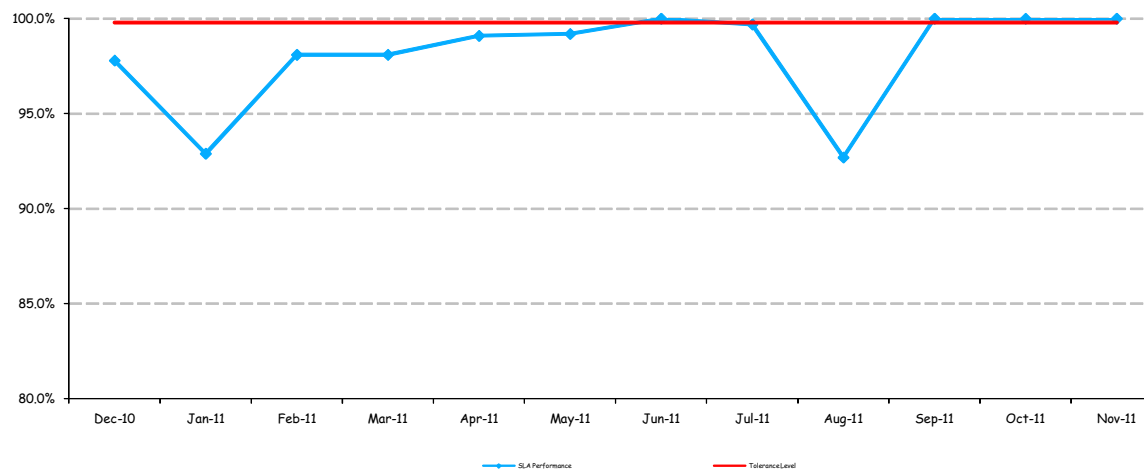
	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11
SLA Performance	96.6%	91.8%	92.3%	100.0%	100.0%	99.9%	96.1%	99.5%	97.5%	100.0%	99.6%	90.4%
Tolerance Level	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%

# Operational support systems

November 2011

This section covers operational support systems availability

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



### Commentary

Performance has exceeded the required tolerance level

	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11
SLA Performance	97.8%	92.9%	98.1%	98.1%	99.1%	99.2%	100.0%	99.7%	92.7%	100.0%	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%

# Full explanation of terms used in this report

November 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

November 2011

Item No.	2	Tolerance Level	90%
Service Attribute	Notification of Rejection – Transfer, Other Service to MPF Transfers and Move Address		
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. These are currently under action by our technology partners and are expected to be delivered in December 2011		
Effectiveness of steps taken	Once the required system enhancements are in place, failures will no longer occur for this reason		
Date of previous defaults	April 2011, May 2011, June 2011, July 2011, August 2011, September 2011, October 2011		

# UCLL Service Level Default

November 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	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	April 2011, May 2011, June 2011, July 2011, August 2011, September 2011, October 2011		

# UCLL Service Level Default

November 2011

Item No.	12	Tolerance Level	99.8%
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.		
Effectiveness of steps taken	TBC		
Date of previous defaults	April 2011, June 2011		

# UCLL Service Level Default

November 2011

Item No.	17	Tolerance Level	99.8%
Service Attribute	Availability of OO&T		
Cause of default	There were two outages in November that resulted in delays in provisioning orders which were due to system faults.		
Procedure for correcting default	System Availability was restored		
Steps taken to remedy default	1) The faults were escalated to the vendor 2) System components were rebuilt to fix the faults.		
Effectiveness of steps taken	Partially effective, TBC		
Date of previous defaults	June 2011, July 2011, August 2011, October 2011		