

# Unbundled Copper Local Loop Performance Report

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## Consolidated Report

May 2010

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 4 (Order is completed right first time), SL 8 (Pre-qualification Order Completion), SL 15 (Meet notified expected restoration time), SL 17 (Availability of OO&T) and SL 18 (Availability of OFM). Service Level Default Reports for these Service Levels can be found in the appendix of this report.

### Points to note

Orders 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.

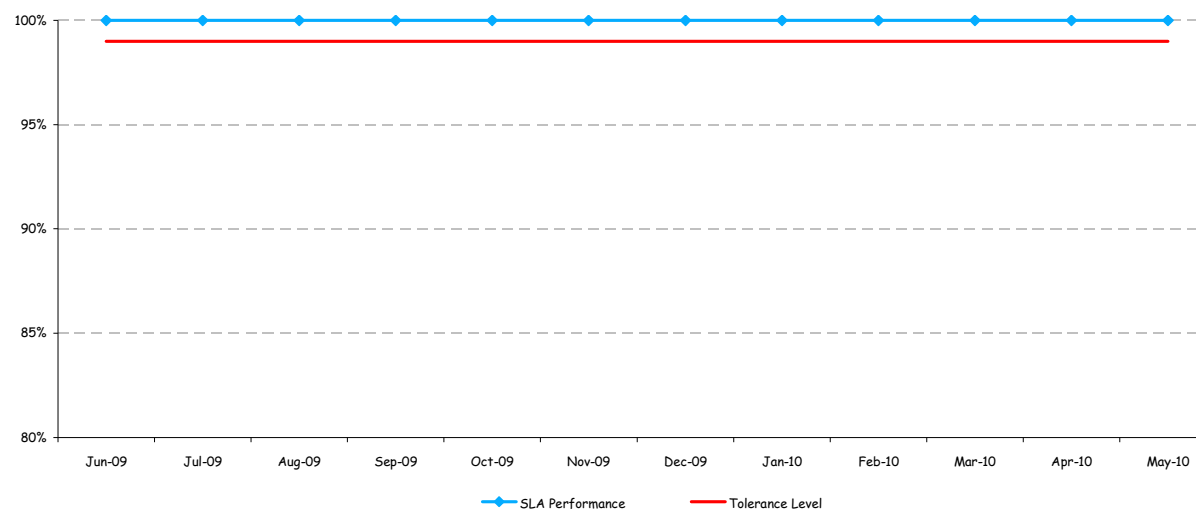


# Provisioning UCLL services

May 2010

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

	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10
New Connection	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Transfer	n/a	n/a	n/a	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%

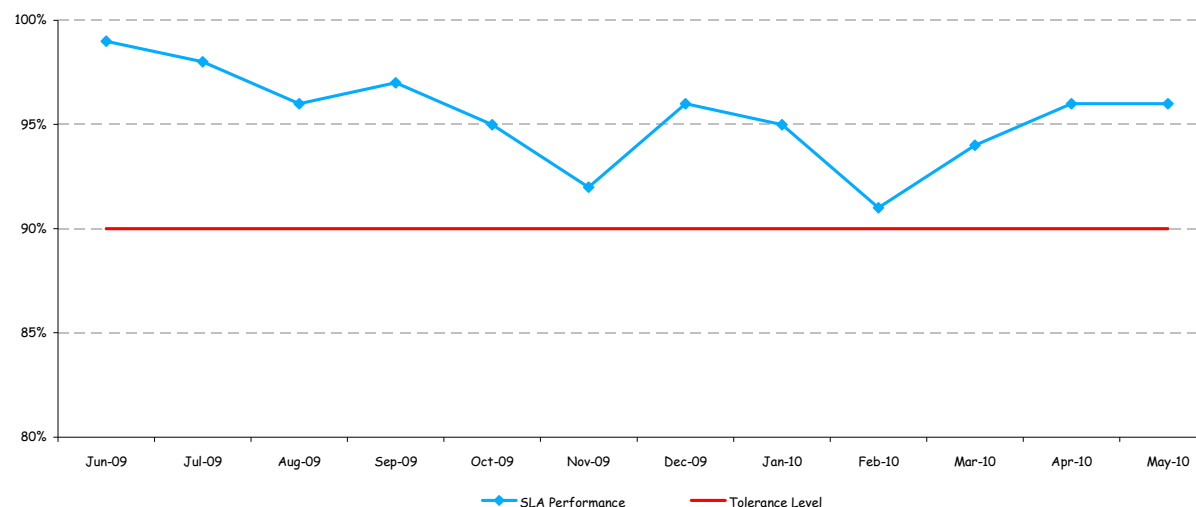


# Provisioning UCLL services

May 2010

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 exceeded the required tolerance level

	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10
New Connection	100%	100%	93%	93%	80%	90%	95%	94%	96%	96%	89%	93%
Transfer	n/a	n/a	n/a	90%	92%	100%	100%	94%	100%	96%	93%	100%
Other Service to MPF Transfer	99%	98%	96%	97%	95%	89%	98%	93%	85%	90%	95%	93%
Move Address	92%	67%	94%	92%	92%	97%	75%	94%	96%	86%	100%	97%
Relinquishment	100%	100%	99%	100%	100%	97%	96%	100%	80%	98%	99%	99%

SLA Performance	99%	98%	96%	97%	95%	92%	96%	95%	91%	94%	96%	96%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

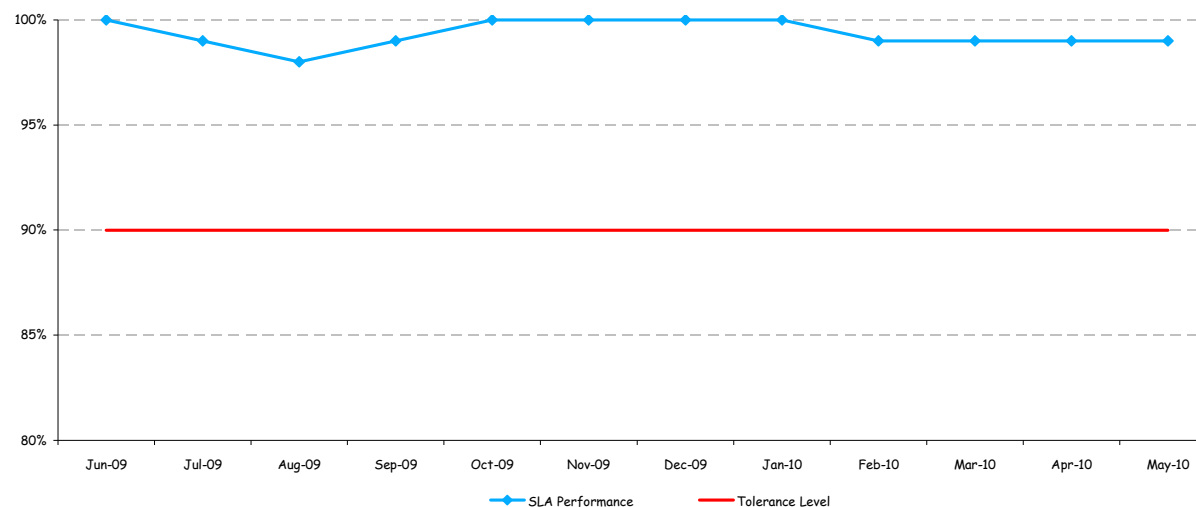


# Provisioning UCLL services

May 2010

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

	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10
New Connection	98%	98%	93%	98%	99%	99%	99%	99%	99%	97%	97%	98%
Transfer	n/a	n/a	n/a	100%	96%	100%	100%	99%	100%	100%	100%	99%
Other Service to MPF Transfer	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	99%	100%
Move Address	100%	99%	98%	99%	99%	99%	99%	100%	100%	99%	100%	99%
Relinquishment	100%	100%	100%	100%	100%	100%	100%	100%	95%	100%	100%	99%

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

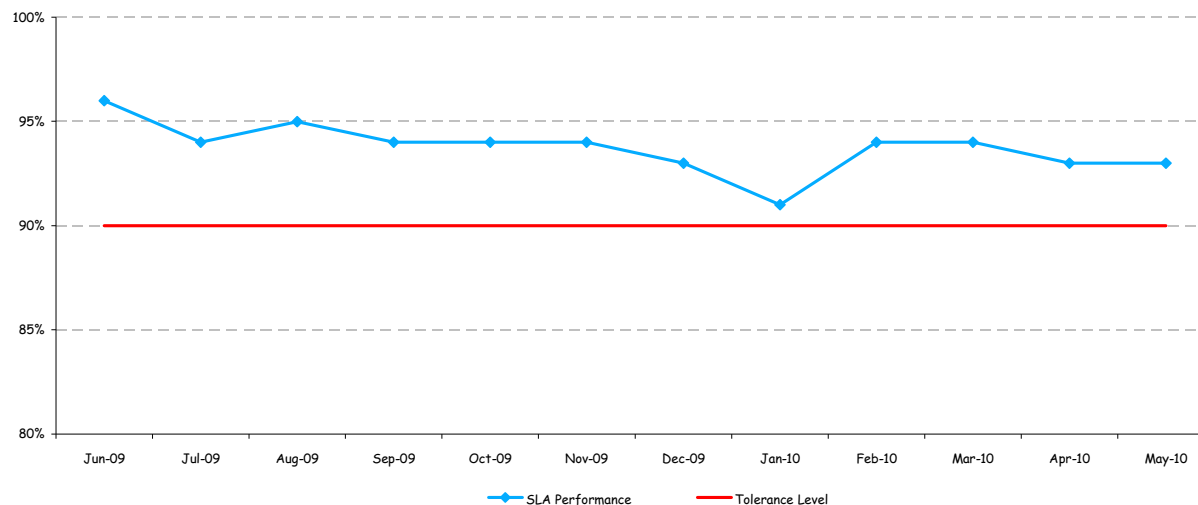


# Provisioning UCLL services

May 2010

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 SL4 for New Connection, Transfers and Move Address order types. See SL4 Default Report for more information.

	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10
New Connection	91%	91%	90%	91%	88%	89%	88%	88%	91%	90%	88%	87%
Transfer	n/a	n/a	n/a	92%	93%	95%	93%	95%	96%	91%	94%	89%
Other Service to MPF Transfer	97%	95%	97%	95%	95%	94%	93%	94%	94%	95%	95%	93%
Move Address	92%	90%	91%	89%	89%	89%	84%	85%	89%	87%	86%	85%
Relinquishment	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

SLA Performance	96%	94%	95%	94%	94%	94%	93%	91%	94%	94%	93%	93%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

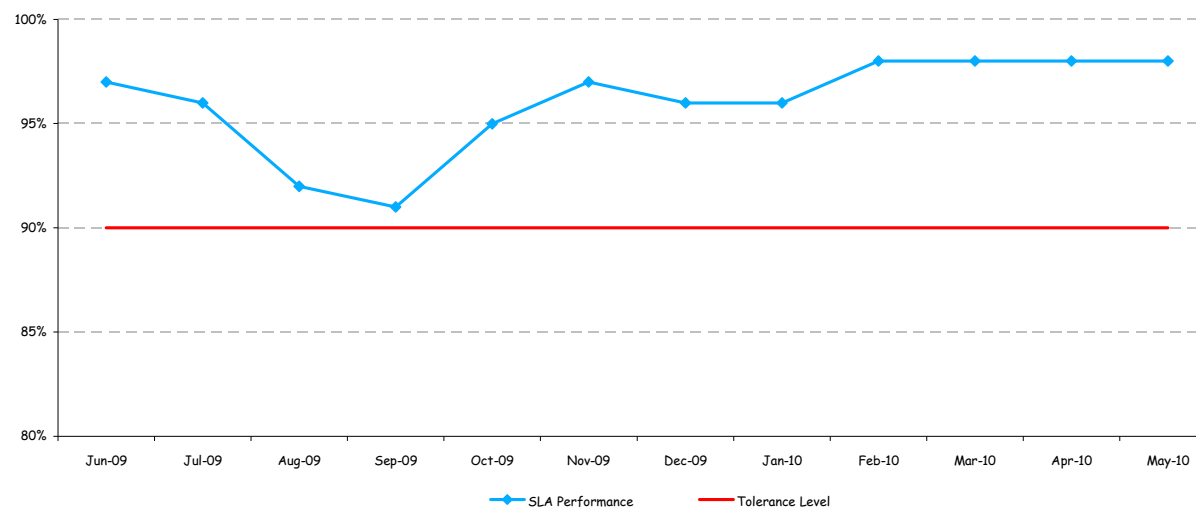


# Provisioning UCLL services

May 2010

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

	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10
New Connection	96%	95%	91%	87%	90%	96%	95%	94%	96%	97%	96%	97%
Transfer	n/a	n/a	n/a	92%	95%	92%	91%	100%	96%	99%	100%	99%
Other Service to MPF Transfer	99%	97%	94%	94%	99%	98%	99%	97%	99%	100%	100%	99%
Move Address	96%	97%	89%	87%	91%	95%	93%	93%	97%	97%	98%	97%

SLA Performance	97%	96%	92%	91%	95%	97%	96%	96%	98%	98%	98%	98%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

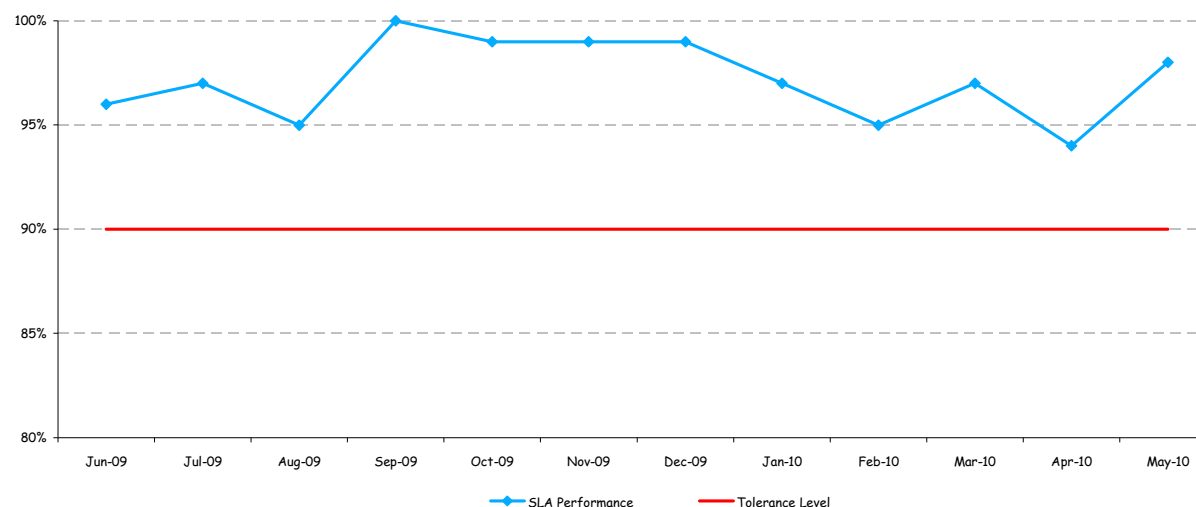


# Provisioning UCLL services

May 2010

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

	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10
SLA Performance	96%	97%	95%	100%	99%	99%	99%	97%	95%	97%	94%	98%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

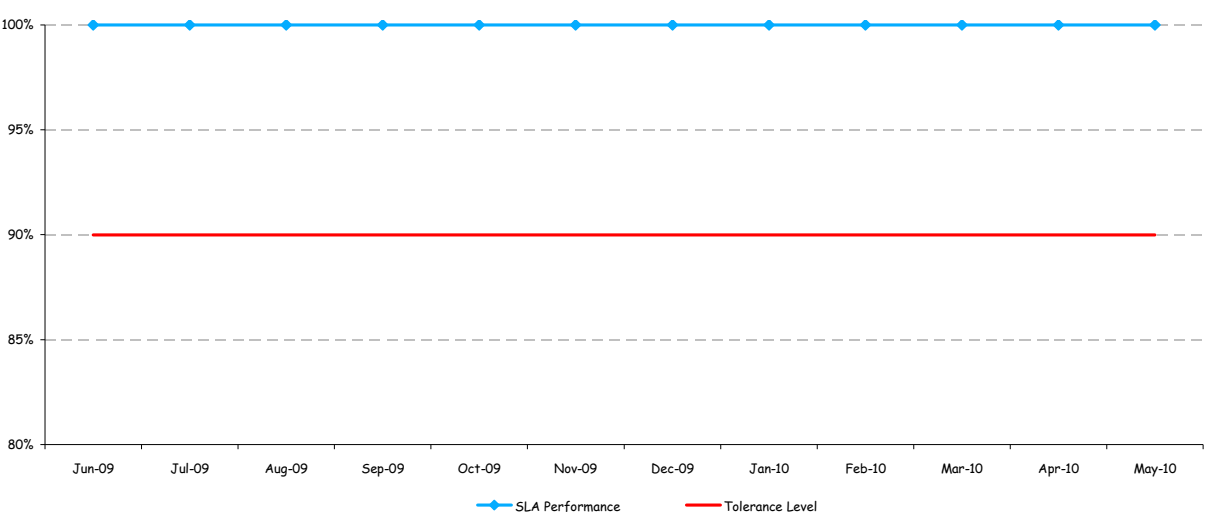


# Provisioning UCLL services

May 2010

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

	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10
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%



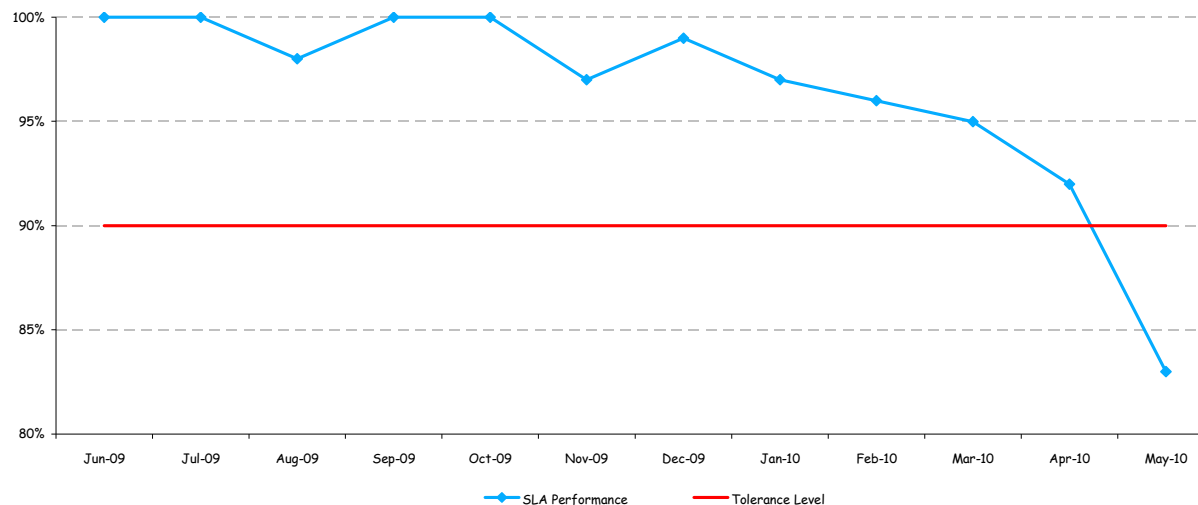


# Provisioning UCLL services

May 2010

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 not met the required tolerance level. See the SL 8 Service Default Report for more information

	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10
Automatic Prequal	100%	100%	98%	100%	100%	97%	99%	97%	96%	95%	92%	83%
Manual Prequal	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

SLA Performance	100%	100%	98%	100%	100%	97%	99%	97%	96%	95%	92%	83%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

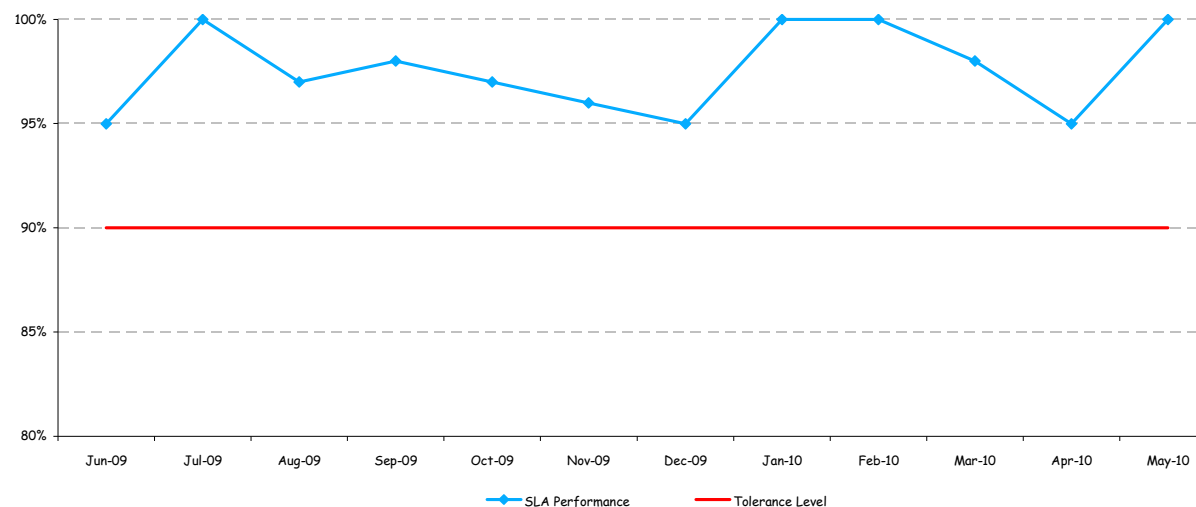


# Provisioning UCLL services

May 2010

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

	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10
New Connection	100%	100%	97%	100%	92%	100%	96%	100%	100%	98%	91%	100%
Transfer	n/a	n/a	n/a	100%	100%	100%	100%	100%	100%	80%	100%	100%
Other Service to MPF Transfer	100%	100%	100%	95%	100%	93%	100%	100%	100%	100%	100%	100%
Move Address	67%	100%	95%	100%	100%	100%	80%	100%	100%	100%	100%	100%
Relinquishment	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	100%

SLA Performance	95%	100%	97%	98%	97%	96%	95%	100%	100%	98%	95%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

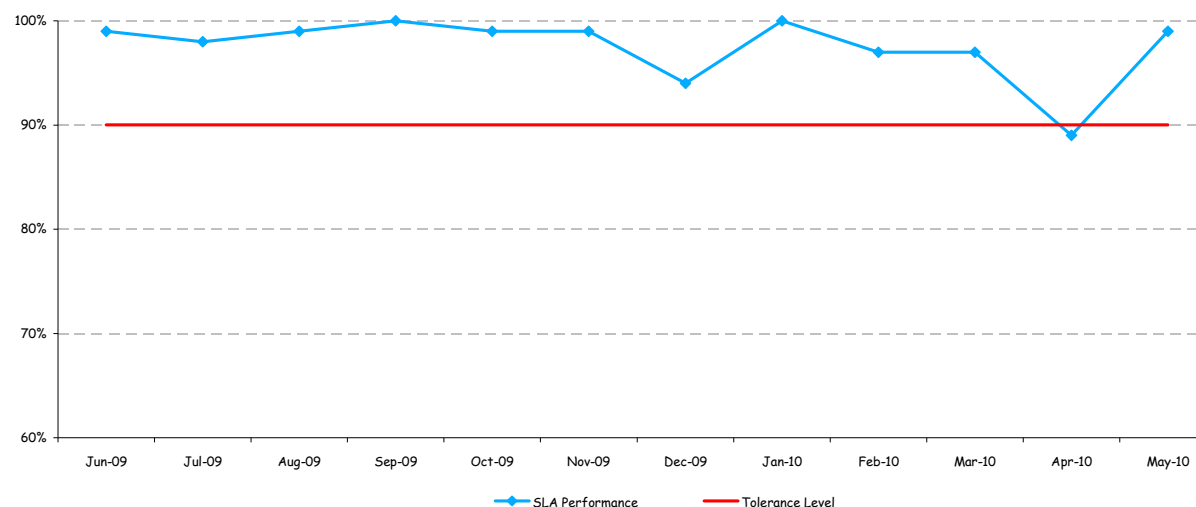


# Provisioning UCLL services

May 2010

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

	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10
New Connection	99%	99%	99%	99%	99%	99%	90%	100%	97%	98%	84%	99%
Transfer	n/a	n/a	n/a	98%	98%	100%	96%	100%	98%	100%	96%	99%
Other Service to MPF Transfer	99%	99%	99%	100%	99%	99%	95%	100%	99%	98%	89%	99%
Move Address	99%	97%	99%	100%	98%	99%	91%	99%	96%	96%	83%	98%
Relinquishment	99%	97%	99%	100%	99%	99%	95%	100%	96%	95%	98%	100%

SLA Performance	99%	98%	99%	100%	99%	99%	94%	100%	97%	97%	89%	99%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%



# Provisioning UCLL services

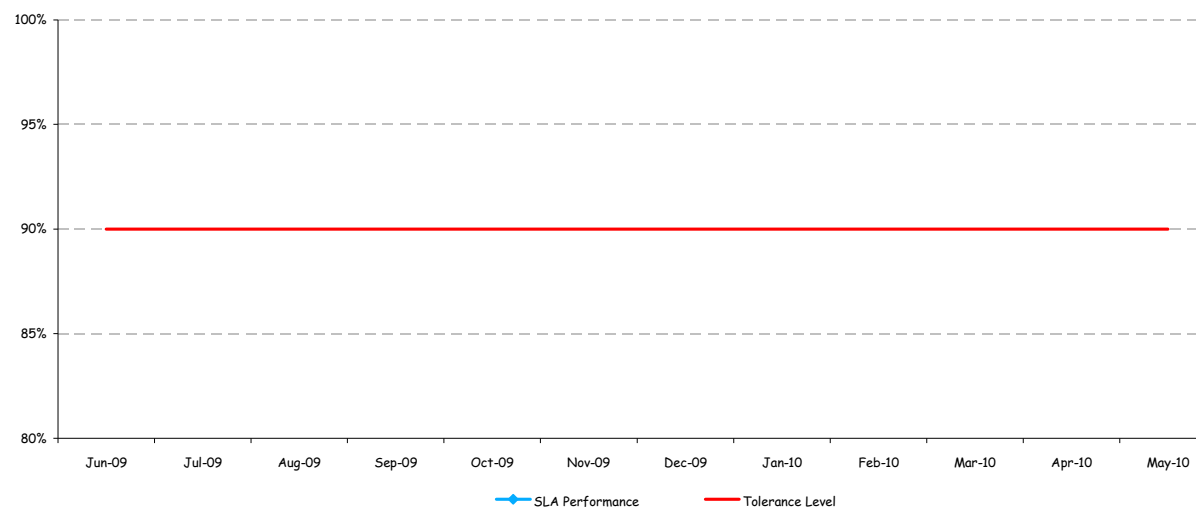
May 2010

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



	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10
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%

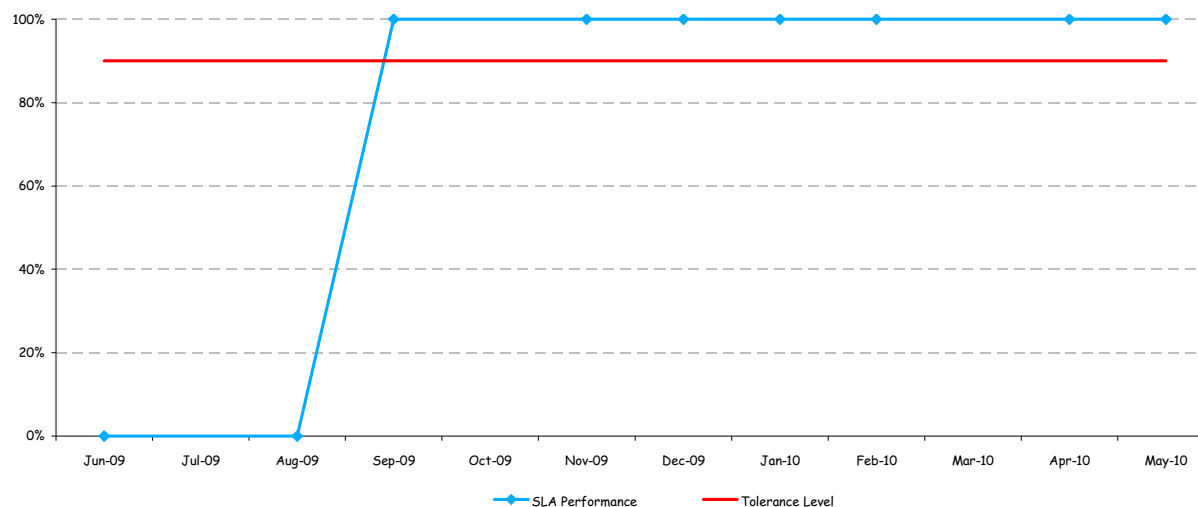


# Provisioning UCLL services

May 2010

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 exceeded the required tolerance level

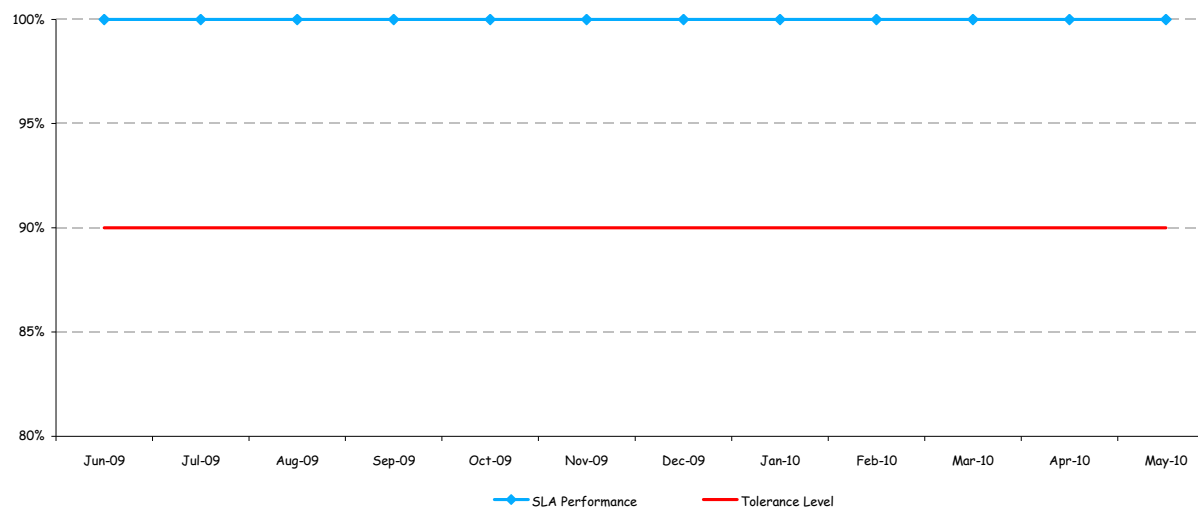
	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10
SLA Performance	0%	n/a	0%	100%	n/a	100%	100%	100%	100%	n/a	100%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Fault Management

May 2010

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

	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10
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%

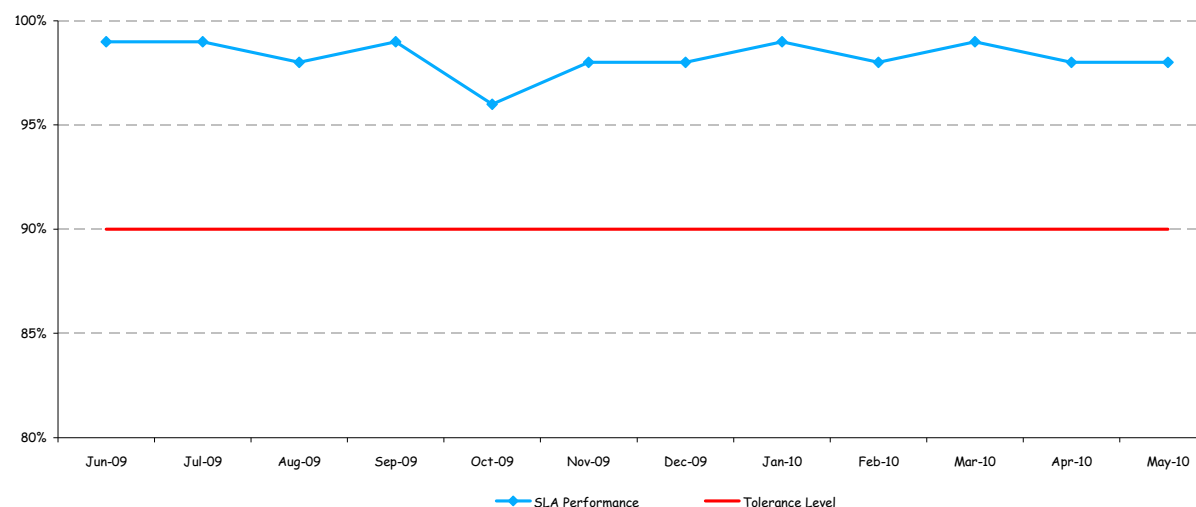


# Fault Management

May 2010

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

	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10
SLA Performance	99%	99%	98%	99%	96%	98%	98%	99%	98%	99%	98%	98%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

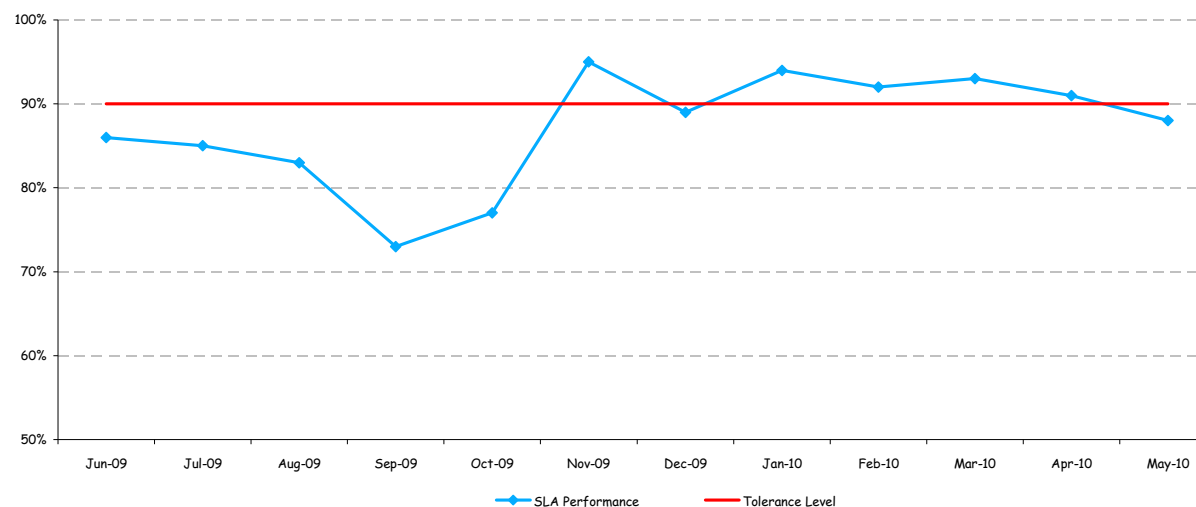


# Fault Management

May 2010

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.

	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10
SLA Performance	86%	85%	83%	73%	77%	95%	89%	94%	92%	93%	91%	88%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

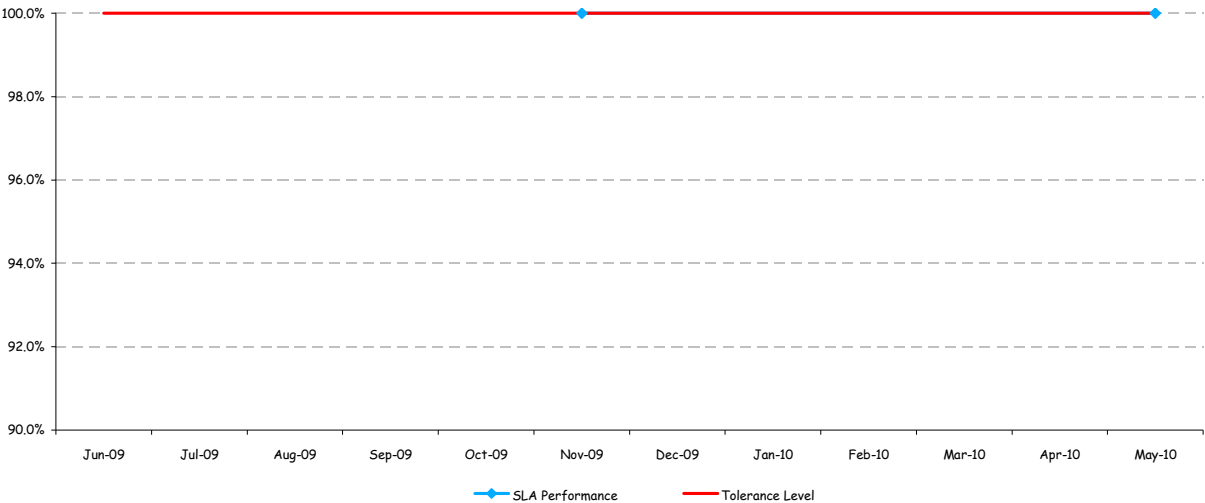


# UCLL forecasting

May 2010

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

	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10
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%

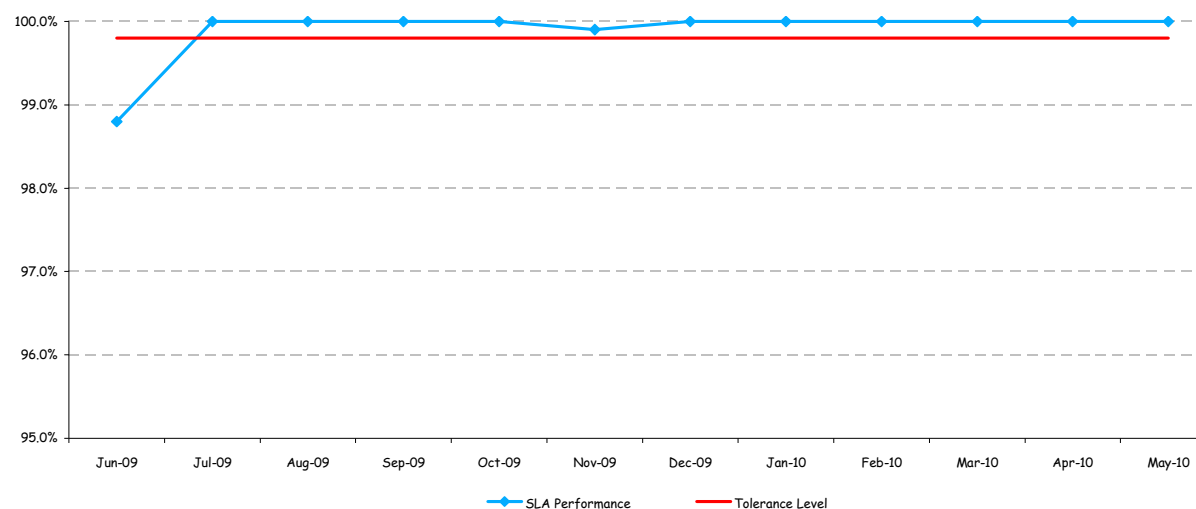


# Operational support systems

May 2010

This section covers operational support systems availability

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



### Commentary

Result only reflective of OO&T System Availability, not Netcracker (EOI Fulfil System). See SL 17 Default Report for more information.

	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10
SLA Performance	98.8%	100.0%	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%	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%

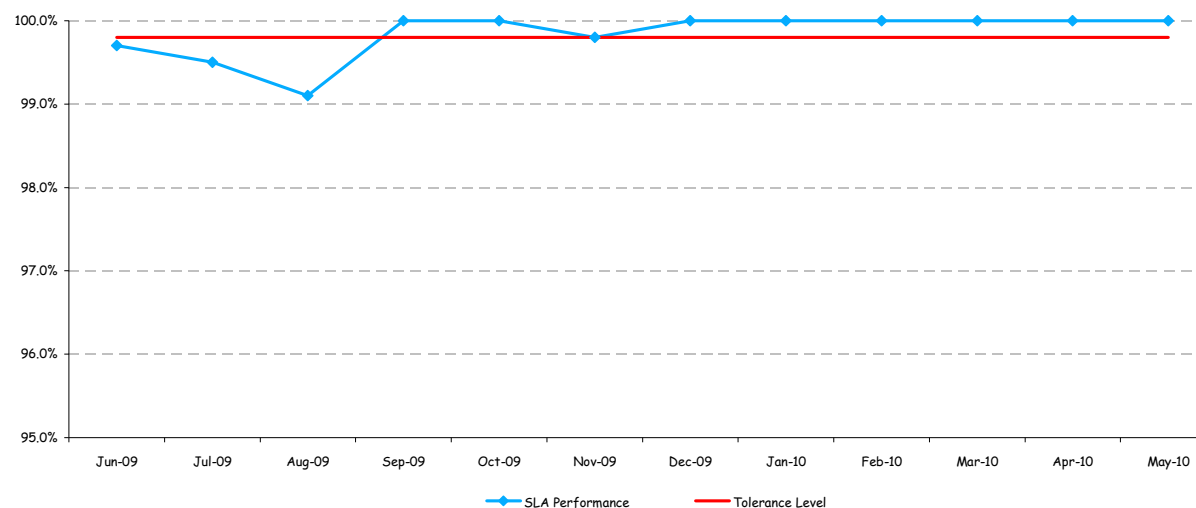


# Operational support systems

May 2010

This section covers operational support systems availability

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



### Commentary

Result only reflective of OFM System Availability not HPSM (EOI Assure System). See SL 18 Default Report for more information

	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10
SLA Performance	99.7%	99.5%	99.1%	100.0%	100.0%	99.8%	100.0%	100.0%	100.0%	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

May 2010

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

May 2010

Item No.	4	Tolerance Level	90%
Service Attribute	Order is completed right first time – New Connection, Transfer and Move Address		
Cause of default	The primary driver of failure of this Service Level was 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	Additional training and QA work have improved performance against this Service Level, but continued efforts are required to ensure this Service Level is achieved.		
Date of previous defaults	October 2009, November 2009, December 2009, January 2010, February 2010, March 2010, April 2010		



# UCLL Service Level Default

May 2010

Item No.	8	Tolerance Level	90%
Service Attribute	Pre-qualification Order Completion		
Cause of default	Increased volumes of MPF Prequalification orders have been falling to the feasibility queue due to issues with a data feed. This has impacted on the processing times of MPF Prequalification order requests.		
Procedure for correcting default	Orders have been completed		
Steps taken to remedy default	A fault was logged and refresh of the data feed has been implemented. Additional resource was brought in to handle the increased volumes of orders falling to manual provisioning.		
Effectiveness of steps taken	This fault has now been resolved		
Date of previous defaults	n/a		



# UCLL Service Level Default

May 2010

Item No.	15	Tolerance Level	90%
Service Attribute	Meet notified expected restoration time		
Cause of default	A higher than normal number of network events, primarily as a result of adverse weather conditions. This meant there were challenges in ensuring existing resources could cope with volumes		
Procedure for correcting default	Service has been restored for each reported fault raised.		
Steps taken to remedy default	The Peak Fault Management Plan was invoked, greatly reducing the potential impact of any major restoration spikes. This includes mobilising staff from various parts of the country to get to the hot spot areas, thus keeping ahead of the incoming load.		
Effectiveness of steps taken	Effective - service has returned to normal levels		
Date of previous defaults	October 2009, December 2009		



# UCLL Service Level Default

May 2010

Item No.	17	Tolerance Level	99.8%
Service Attribute	Availability of OO&T		
Cause of default	No capability available to deliver accurate 'Availability of OO&T' reporting, on new fulfill system		
Procedure for correcting default	Failure of this Service Level, as unable to report as required		
Steps taken to remedy default	A reporting solution is currently being investigated		
Effectiveness of steps taken	Unknown as yet.		
Date of previous defaults	n/a		





# UCLL Service Level Default

May 2010

Item No.	18	Tolerance Level	99.8%
Service Attribute	Availability of OFM		
Cause of default	No capability available to deliver accurate 'Availability of OFM' reporting, on new assure system		
Procedure for correcting default	Failure of this Service Level, as unable to report as required		
Steps taken to remedy default	A reporting solution is currently being investigated		
Effectiveness of steps taken	Unknown as yet.		
Date of previous defaults	n/a		

