

# UCLL & UCLF Co-location Performance Report

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## Consolidated Report

June 2012

Unbundled Copper Local Loop (UCLL) and Unbundled Copper Low Frequency (UCLF) Co-location 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 Co-location Standard Term Determinations.

### Executive summary

There were two Service Level Defaults this month: SL 15 (Availability of OO&T), SL 16 (Availability of OFM), Service Level Default Reports for these Service Levels can be found in the appendix of this report.

### Points to note

Orders may have been excluded from Service Level calculations where the default was the direct result of an action that is the Access Seeker's responsibility under the UCLL & UCLF Co-location Standard Terms Determinations

Defaults that occur at the Access Seeker level but not at the consolidated level are reported to the relevant Access Seeker, in their individual performance report.

### Further Information

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

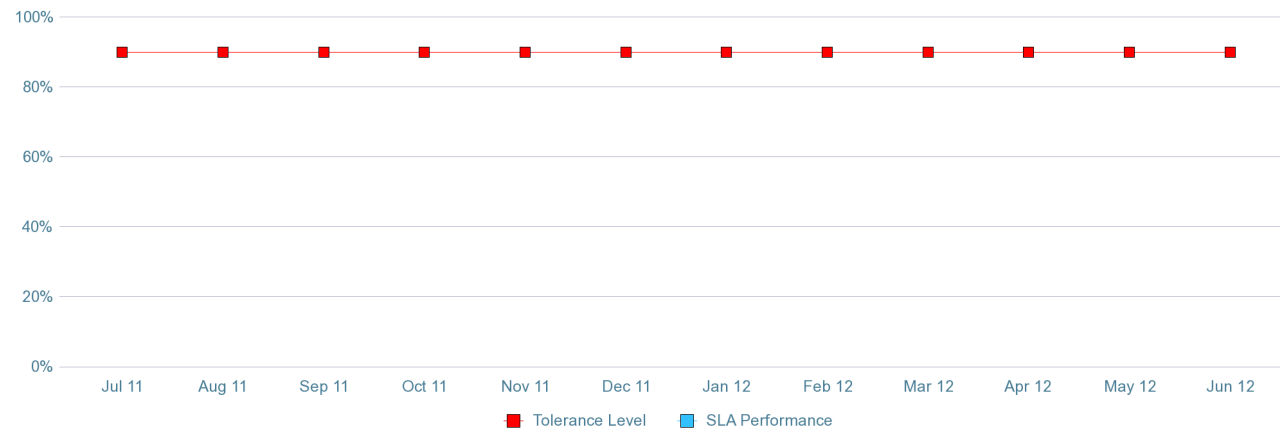


# Site and footprint readiness

June 2012

This section covers initial and full co-location audits completed within SL following order receipt.

## SL 1 - Initial site audits completed within five working days of order



### Commentary

No site audits completed this month

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

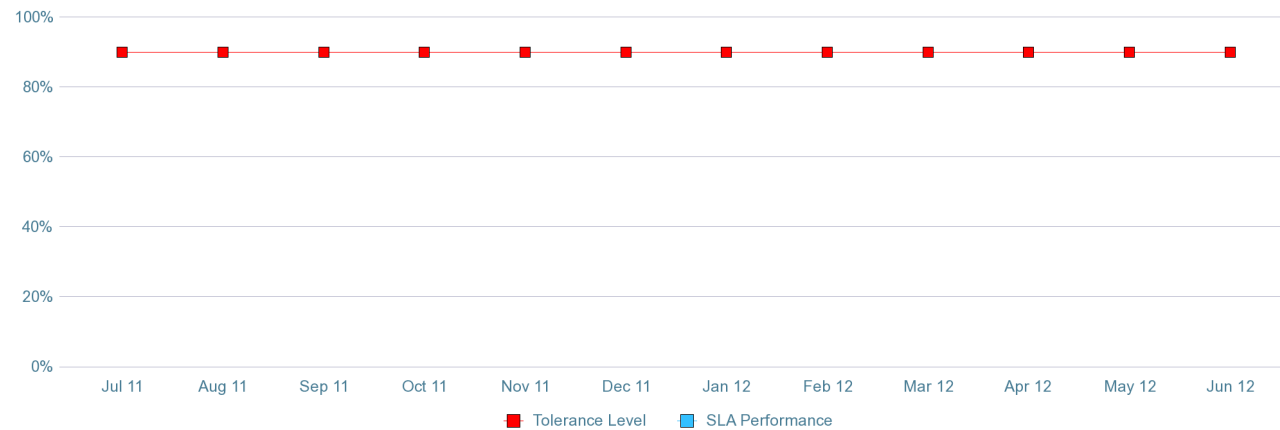


# Site and footprint readiness

June 2012

This section covers initial and full co-location audits completed within SL following order receipt.

## SL 2 - Full site audits completed within ten working days of order (level A)



### Commentary

No site audits completed this month

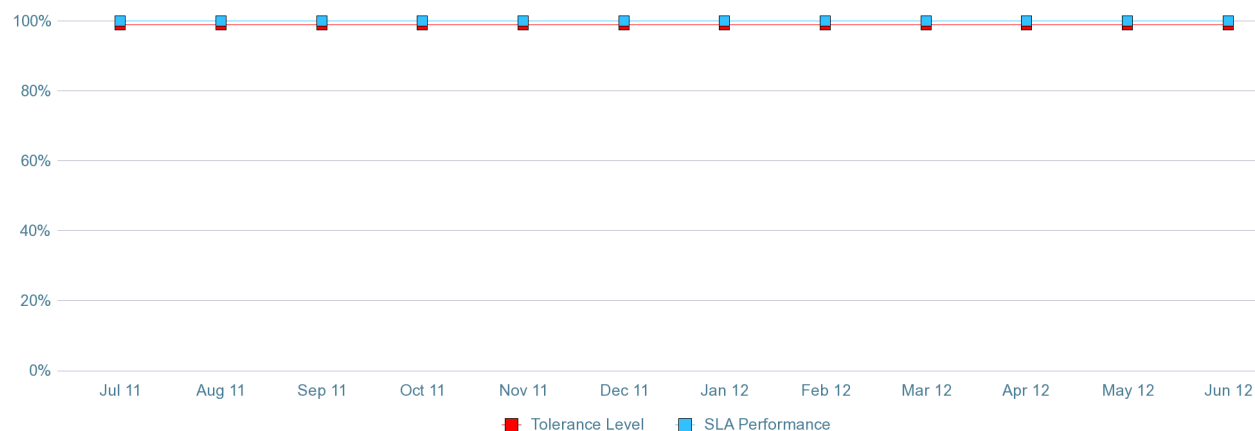
	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Provisioning Co-location services

June 2012

This section covers provisioning service, including order receipts and acknowledgement, quotes, build completion, and outages

## SL 3 - Orders acknowledged within 4 consecutive business hours following receipt



### Commentary

Performance has exceed the required tolerance level

	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12
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%

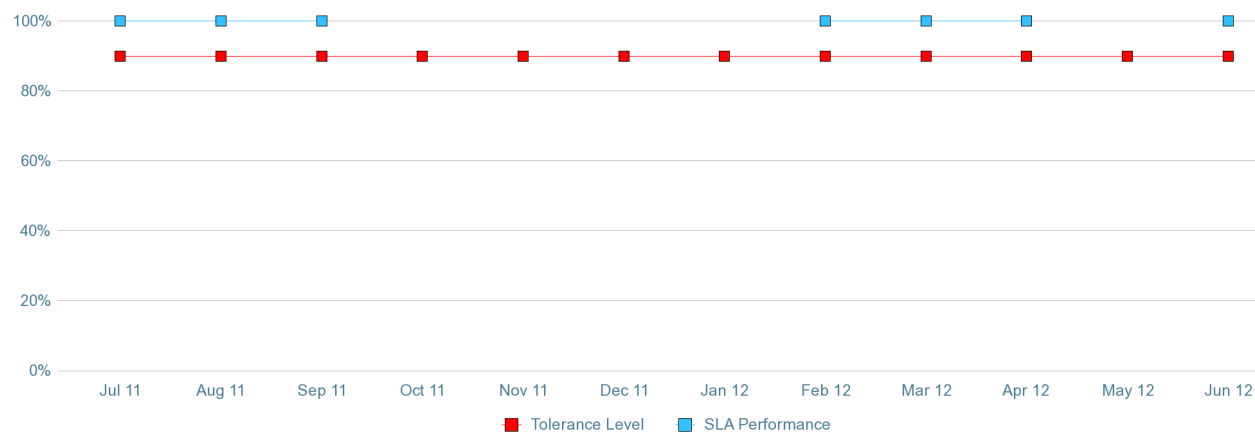


# Provisioning Co-location services

June 2012

This section covers provisioning service, including order receipts and acknowledgement, quotes, build completion, and outages

## SL 4 - Invalid order rejection notifications sent within 3 consecutive working days following receipt



### Commentary

Performance has exceeded the required tolerance level

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

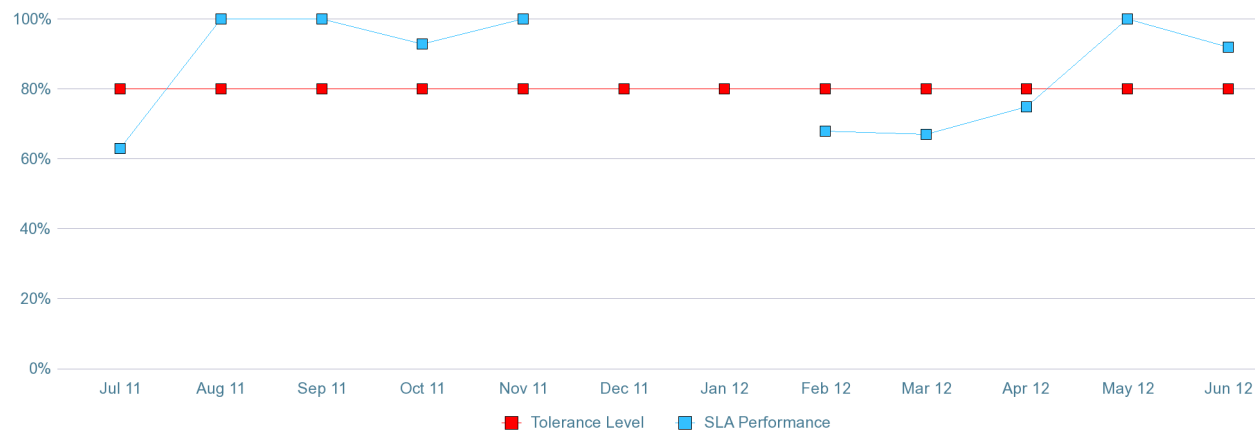


# Provisioning Co-location services

June 2012

This section covers provisioning service, including order receipts and acknowledgement, quotes, build completion, and outages

## SL 5 - Quotes provided within 10 working days of order receipt



### Commentary

Performance has exceeded the required tolerance level

	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12
SLA Performance	63%	100%	100%	93%	100%	n/a	n/a	68%	67%	75%	100%	92%
Tolerance Level	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%

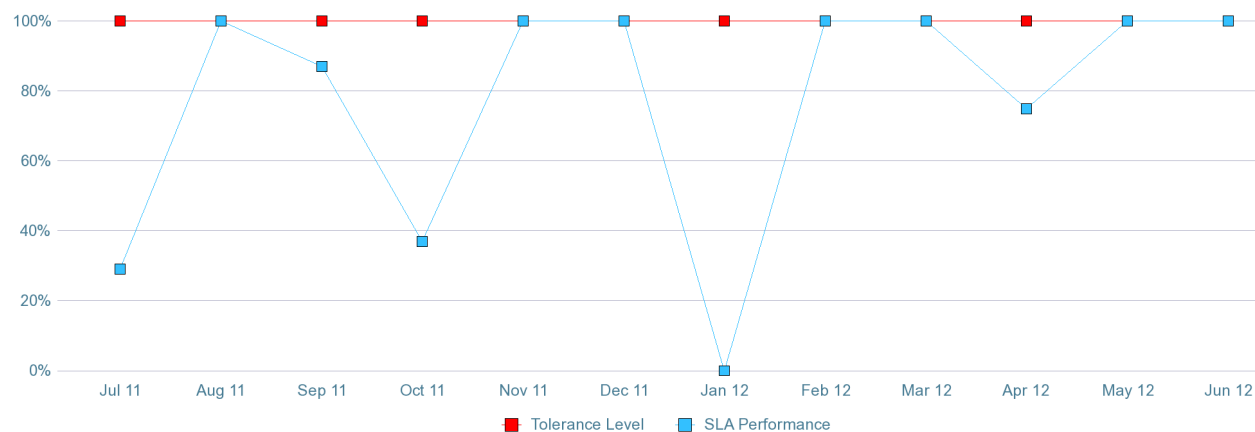


# Provisioning Co-location services

June 2012

This section covers provisioning service, including order receipts and acknowledgement, quotes, build completion, and outages

## SL 6 - Builds competed by time specified in firm order (level A)



### Commentary

Performance has met the required tolerance level

	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12
SLA Performance	29%	100%	87%	37%	100%	100%	0%	100%	100%	75%	100%	100%
Tolerance Level	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

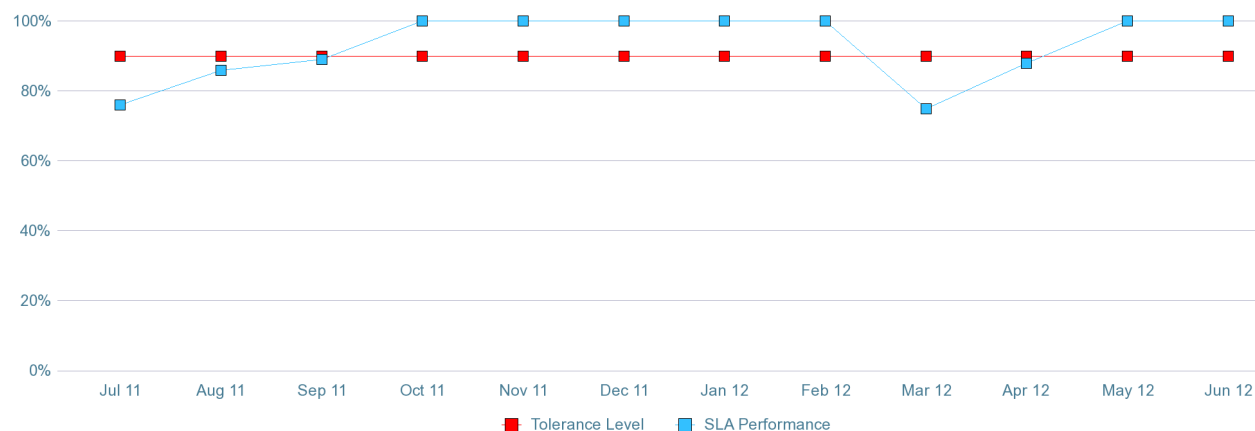


# Provisioning Co-location services

June 2012

This section covers provisioning service, including order receipts and acknowledgement, quotes, build completion, and outages

## SL 7 - Build completion confirmations sent within 2 consecutive working days of Chorus build completion



### Commentary

Performance has exceed the required tolerance level

	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12
SLA Performance	76%	86%	89%	100%	100%	100%	100%	100%	75%	88%	100%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

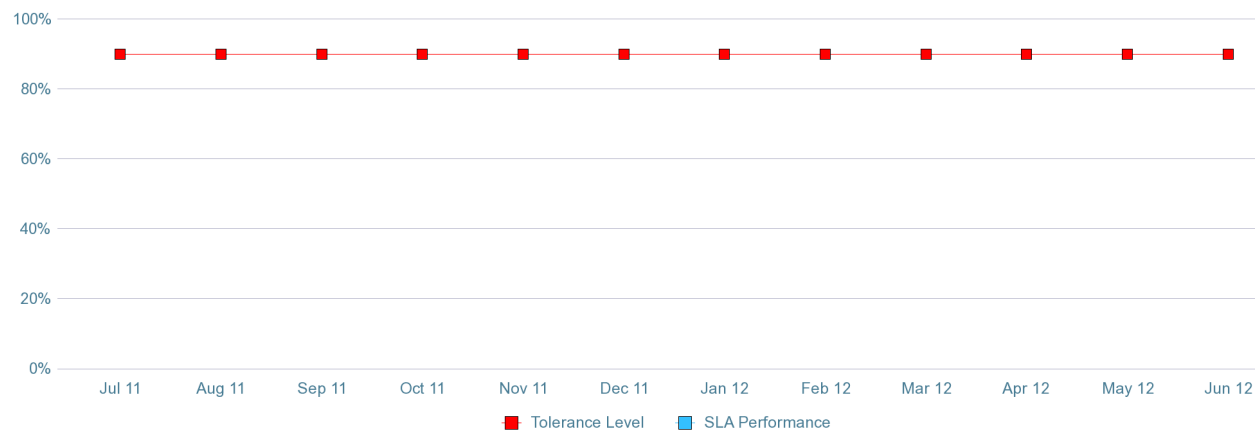


# Provisioning Co-location services

June 2012

This section covers provisioning service, including order receipts and acknowledgement, quotes, build completion, and outages

## SL 8 - Planned outage notifications advised at least five working days before outage occurring



### Commentary

No Planned Outages this month

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

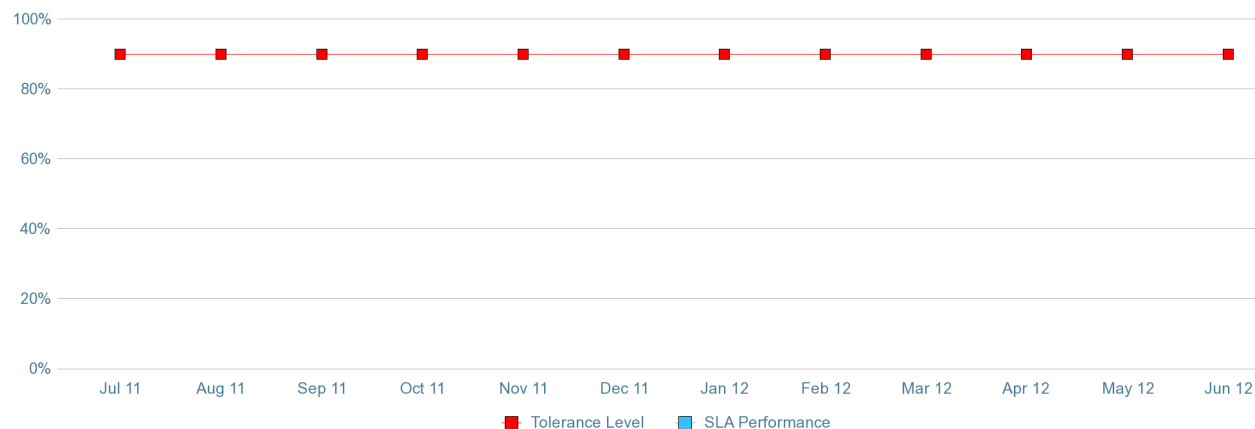


# Provisioning Co-location services

June 2012

This section covers provisioning service, including order receipts and acknowledgement, quotes, build completion, and outages

## SL 9 - Unplanned outage notifications advised within two hours of Chorus discovering or receiving outage notice (24x7 basis)



### Commentary

No Unplanned Outages this month

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

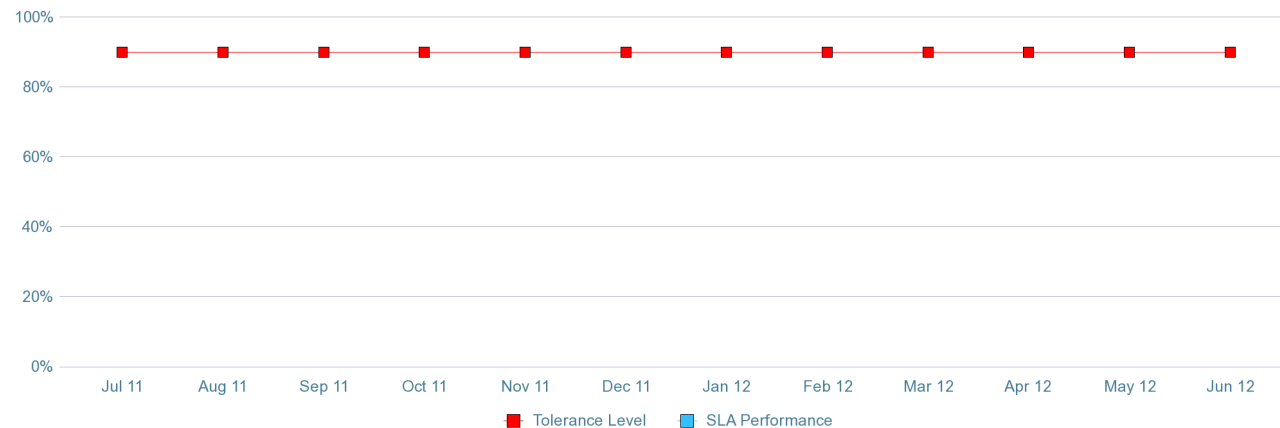


# Fault Management

June 2012

This section covers fault receipt acknowledgement, notification, restoration and escort availability

## SL 10 – Fault report receipt acknowledgements provided within half a fault restoration hour of fault report



**Commentary**  
No faults were reported this month

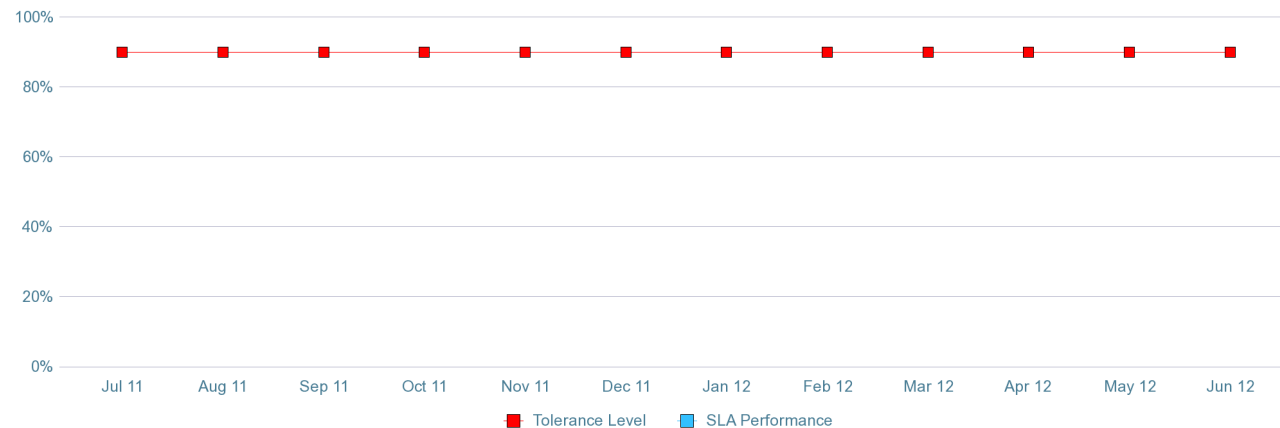
	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Fault Management

June 2012

This section covers fault receipt acknowledgement, notification, restoration and escort availability

## SL 11 - Expected fault restoration time notifications sent within 8 fault restoration hours of fault report



**Commentary**  
No faults were reported this month

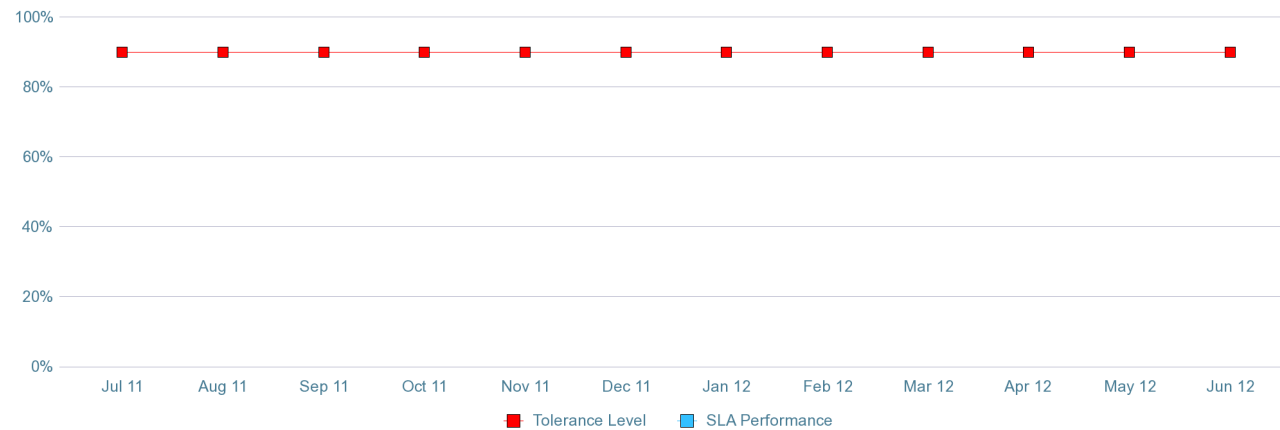
	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Fault Management

June 2012

This section covers fault receipt acknowledgement, notification, restoration and escort availability

## SL 12 - Faults restored within notified expected restoration period (level A)



### Commentary

No faults were reported/restored this month

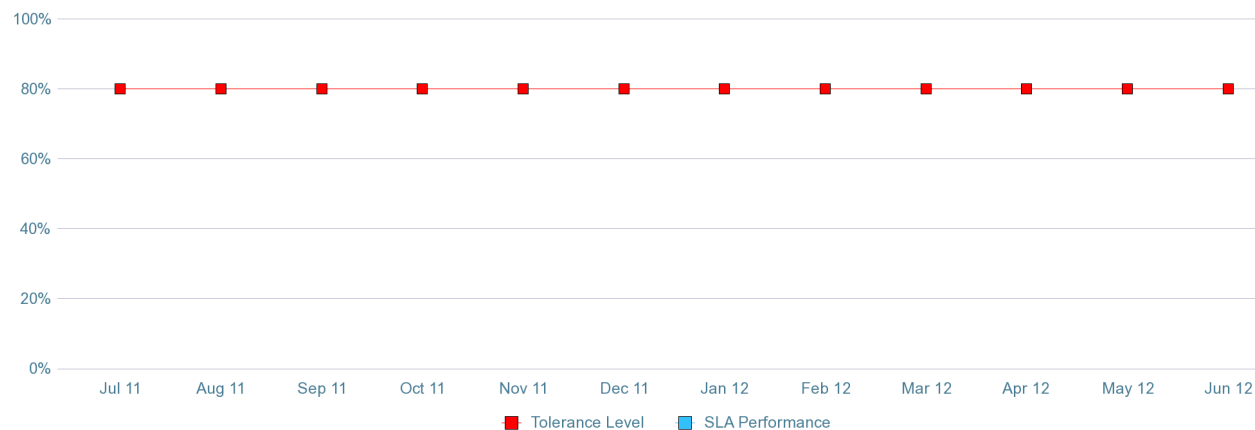
	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Provisioning Co-location services

June 2012

This section covers fault receipt acknowledgement, notification, restoration and escort availability

## SL 13 - Times during BAU period Chorus made escort available within two consecutive working days of request



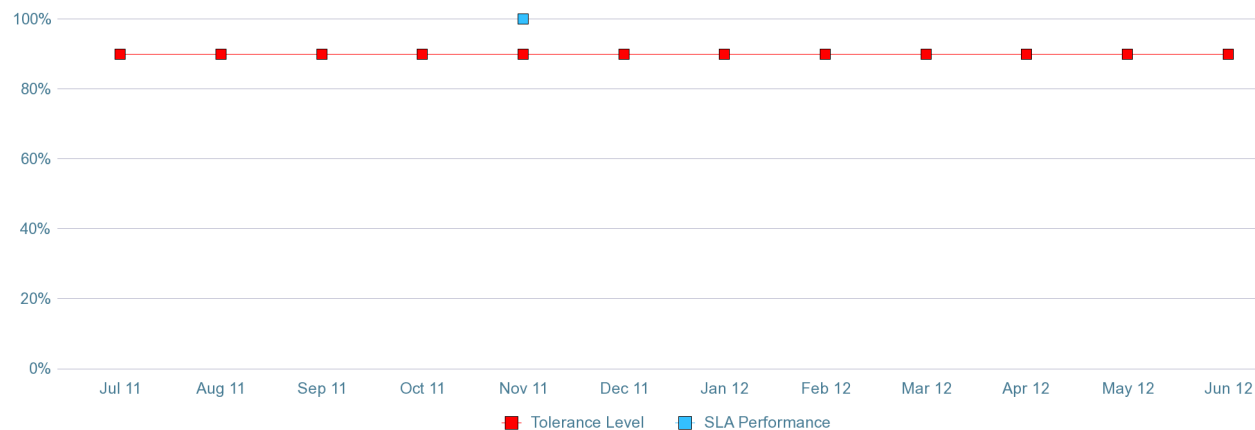
	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%

# Co-location forecasting

June 2012

This section covers co-location forecasting

## SL 14 - Cabinetisation forecasts provided within 10 working days of 6 month anniversaries from 7 November 2007



### Commentary

No forecast required this month

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

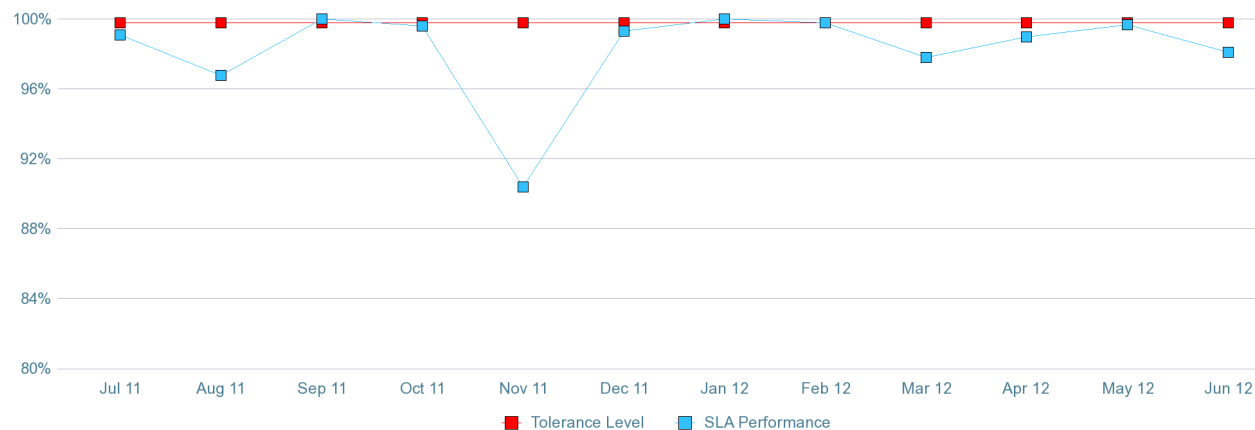


# Operational support systems

This section covers operational support systems for access seekers

June 2012

## SL 15 - Online Ordering & Tracking availability (24/7)



### Commentary

Performance has not met the required tolerance level. See the SL15 Service Default Report for more information

	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12
SLA Performance	99.1%	96.8%	100.0%	99.6%	90.4%	99.3%	100.0%	99.8%	97.8%	99.0%	99.7%	98.1%
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%

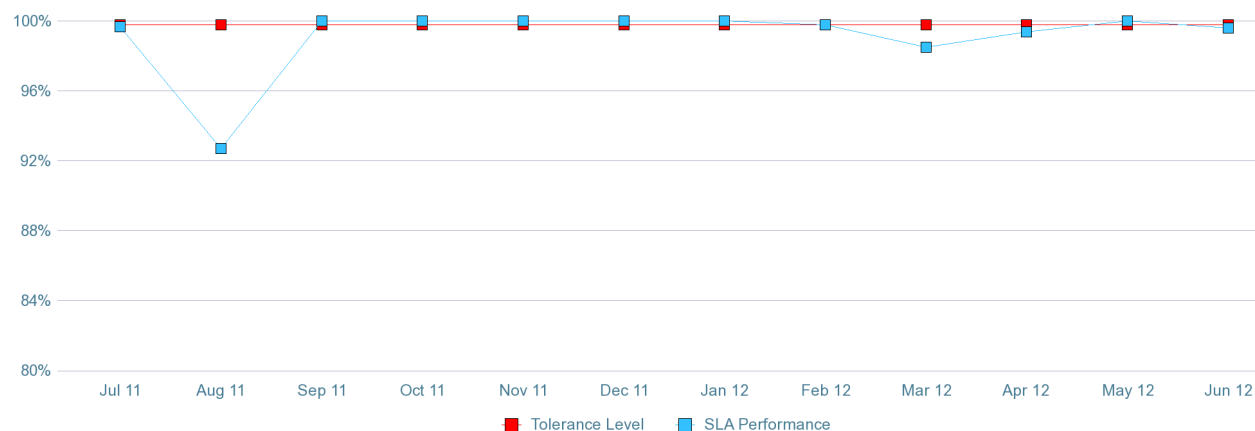


# Operational support systems

This section covers operational support systems for access seekers

June 2012

## SL 16 - Online Fault Management availability (24/7)



### Commentary

Performance has not met the required tolerance level. See the SL16 Service Default Report for more information

	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12
SLA Performance	99.7%	92.7%	100.0%	100.0%	100.0%	100.0%	100.0%	99.8%	98.5%	99.4%	100.0%	99.6%
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

June 2012

**Note:** Chorus has summarised the relevant Service Levels for the purpose of this report. For the full description of each relevant Service Level refer to Appendices 1 and 2 of the Co-location Service Level Terms (UCLL Co-location Standard Terms Determination Schedule 3) which is available on the Commerce Commission's website at [www.comcom.govt.nz](http://www.comcom.govt.nz).

## Initial site readiness and footprint readiness

- SL 1 Percentage of Initial Site Audits completed within 5 Working Days following receipt of the order
- SL 2 Percentage of Full Site Audits completed within 10 Working Days following receipt of the order (Level A)

## Provision of Co-location Service

- SL 3 Percentage of orders acknowledged within 4 consecutive business hours following receipt time
- SL 4 Percentage of rejection notifications for invalid orders sent to the access seeker within 3 consecutive working days following receipt time
- SL 5 Percentage of quotes provided to the access seeker within 10 working days of receipt of the order
- SL 6 Percentage of Chorus builds completed within the time specified in the firm order sent to the access seeker (level A)
- SL 7 Percentage of Chorus build completion confirmations sent to the access seeker within 2 consecutive working days of completing the Chorus build
- SL 8 Percentage of planned outage notifications advised to the access seeker at least 5 working days before the planned outage occurs
- SL 9 Percentage of unplanned outage notifications advised to the access seeker within 2 hours of Chorus receiving the notification of the unplanned outage

## Fault Management for Co-location Service

- SL 10 Percentage of fault report receipt acknowledgements provided to the access seeker within half a fault restoration hour of the fault being reported
- SL 11 Percentage of notifications advising the expected fault restoration time sent to the access seeker within 8 fault restoration hours of the fault being reported
- SL 12 Percentage of faults restored within the notified expected restoration time (level A)
- SL 13 Percentage of times during the BAU period Chorus will make an escort available within 2 consecutive working days of the request

## Chorus Forecasting for Co-location Service

- SL 14 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 Co-location Service

- SL 15 Percentage of OO&T availability to the Access Seeker
- SL 16 Percentage of OFM availability to the Access Seeker



# UCLL & UCLF Co-location Service Level Default

June 2012

Item No.	15	Tolerance Level	99.8%
Service Attribute	Availability of OO&T		
Cause of default	There were two incidents in June which resulted in delays in provisioning orders which were due to a degradation of various systems.		
Procedure for correcting default	Full System Availability and functionality was restored following each outage.		
Steps taken to remedy default	In each instance the relevant steps were taken to restore service including rollback of changes and component restarts.		
Effectiveness of steps taken	Effective		
Date of previous default	November 2011, December 2011, March 2012, April 2012, May 2012, June 2012		



# UCLL & UCLF Co-location Service Level Default

June 2012

Item No.	16	Tolerance Level	99.8%
Service Attribute	Availability of OFM		
Cause of default	There was one incident in June which resulted in delays in processing faults due to degradation of an Assure component system.		
Procedure for correcting default	Assure System Availability and functionality was restored following the each outage.		
Steps taken to remedy default	In each instance the relevant steps were taken to restore service including rollback of changes and component restarts.		
Effectiveness of steps taken	Effective		
Date of previous default	March 2012, April 2012, June 2012		

