

# UCLL & UCLF Co-location Performance Report

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## Consolidated Report

April 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 five Service Level Defaults this month: SL 5 (Provision of Quote), SL 6 (Meet expected Chorus Build date), SL 7 (Confirmation of completion), 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.

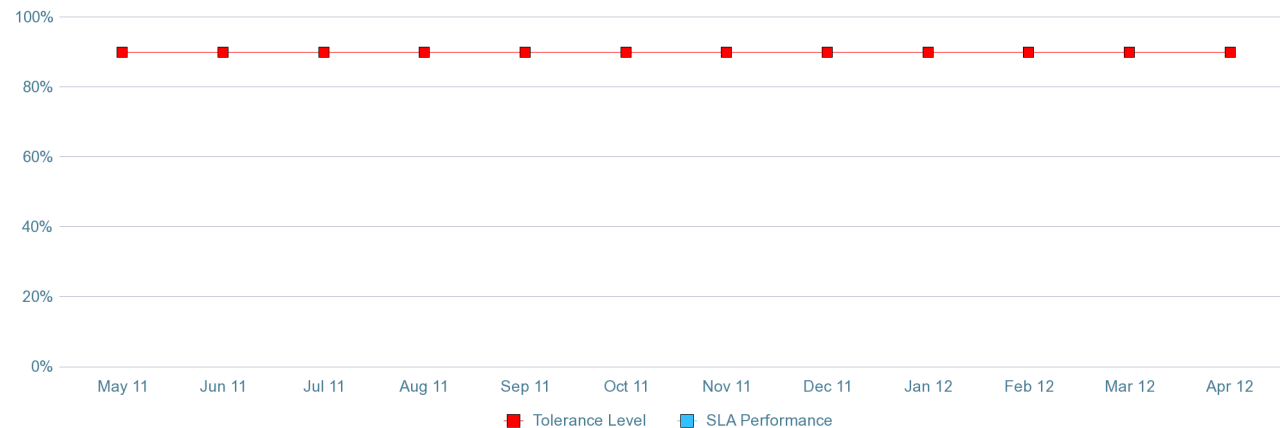


# Site and footprint readiness

April 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

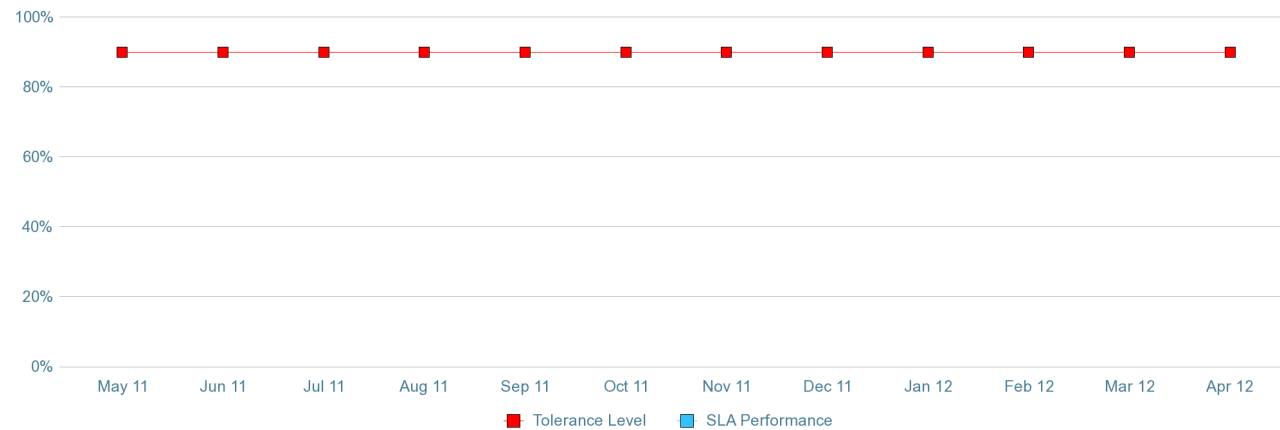
	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Site and footprint readiness

April 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

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

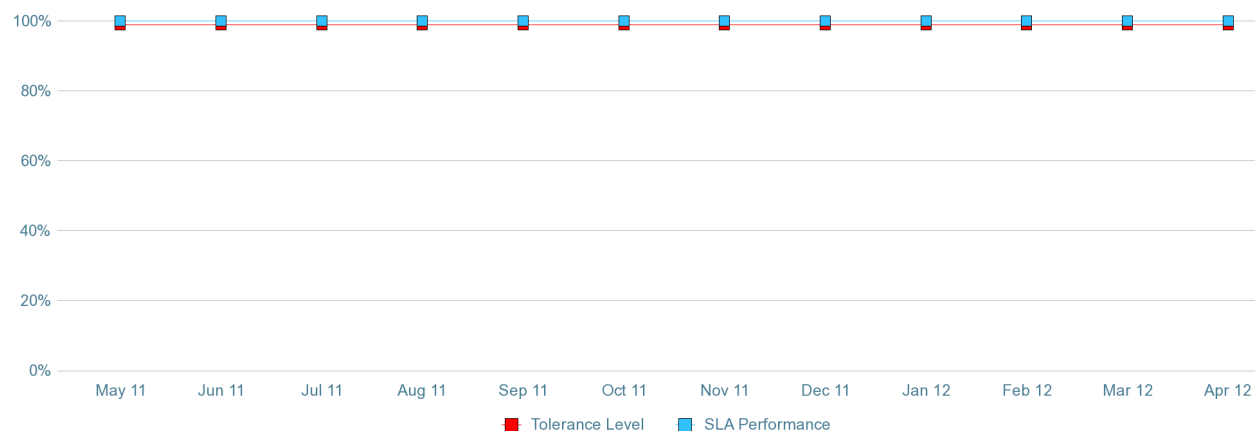


# Provisioning Co-location services

April 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

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

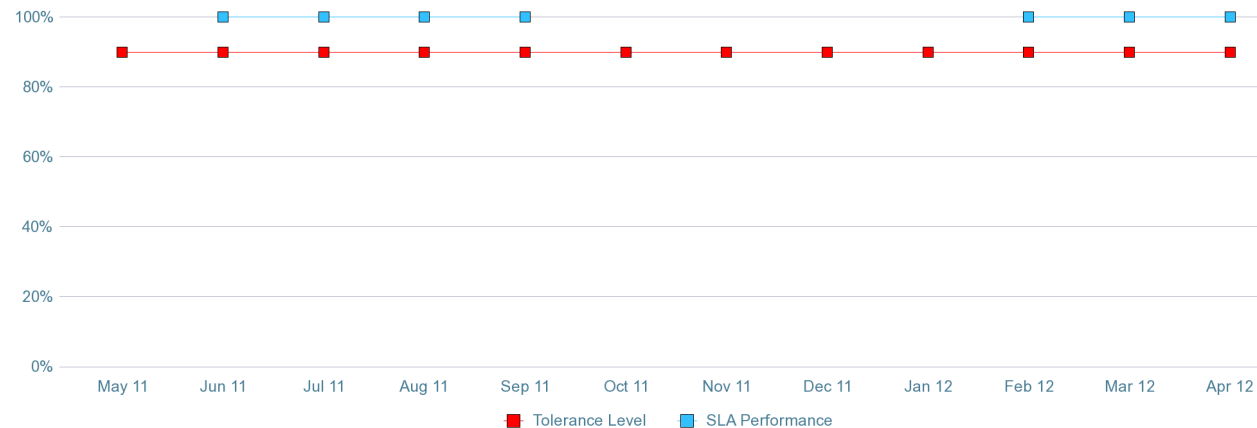


# Provisioning Co-location services

April 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 exceed the required tolerance level

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

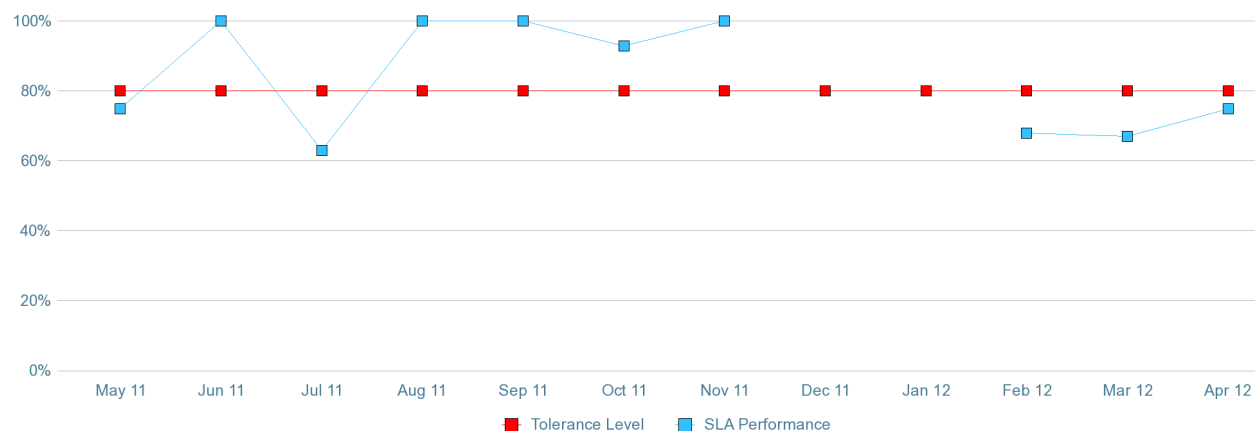


# Provisioning Co-location services

April 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 not met the required tolerance level. See the SL5 Service Default Report for more information

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

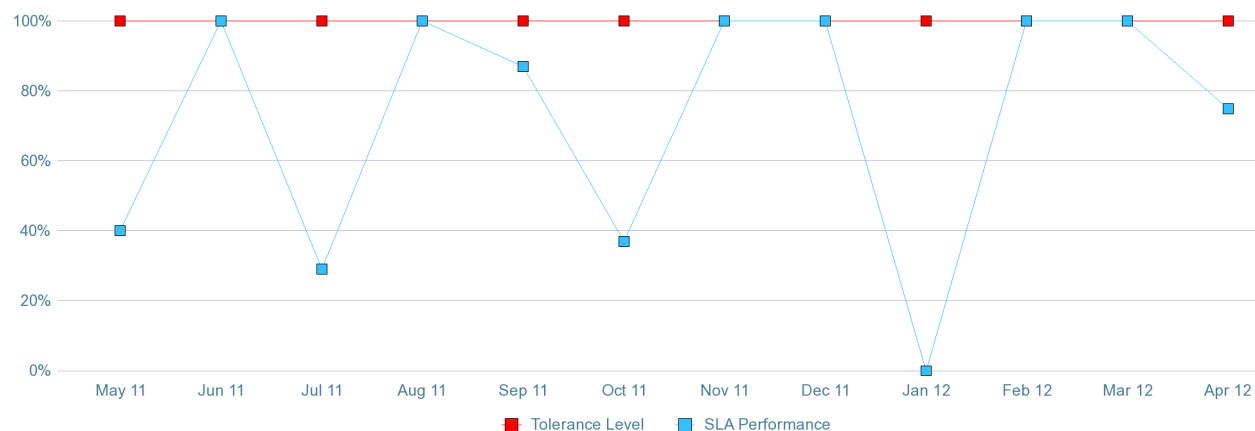


# Provisioning Co-location services

April 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 not met the required tolerance level. See the SL6 Service Default Report for more information

	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12
SLA Performance	40%	100%	29%	100%	87%	37%	100%	100%	0%	100%	100%	75%
Tolerance Level	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

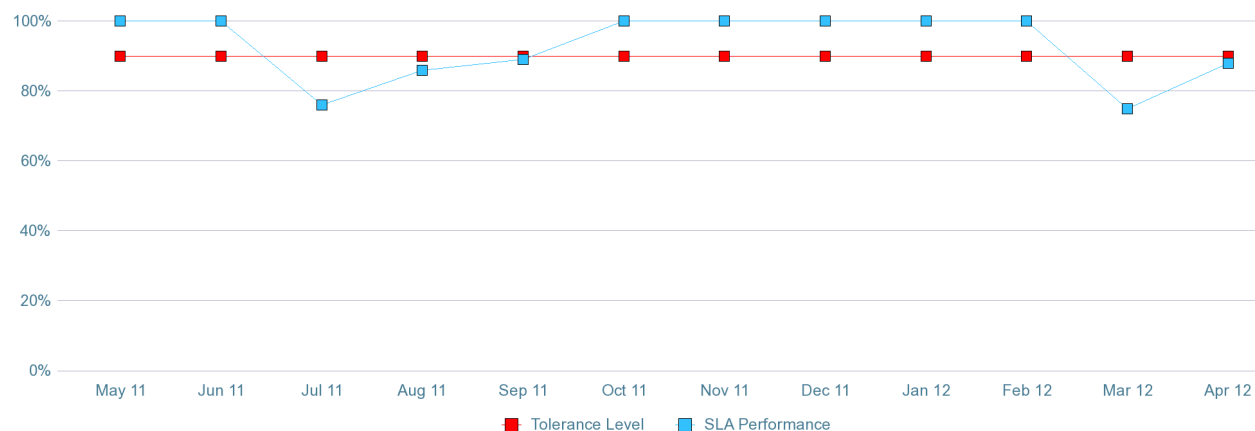


# Provisioning Co-location services

April 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 not met the required tolerance level. See the SL7 Service Default Report for more information

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



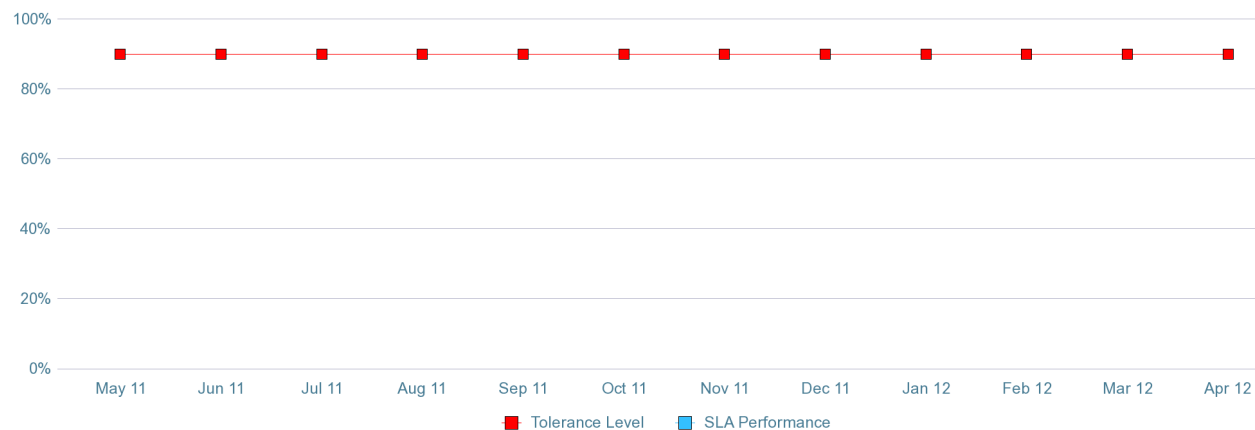


# Provisioning Co-location services

April 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

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

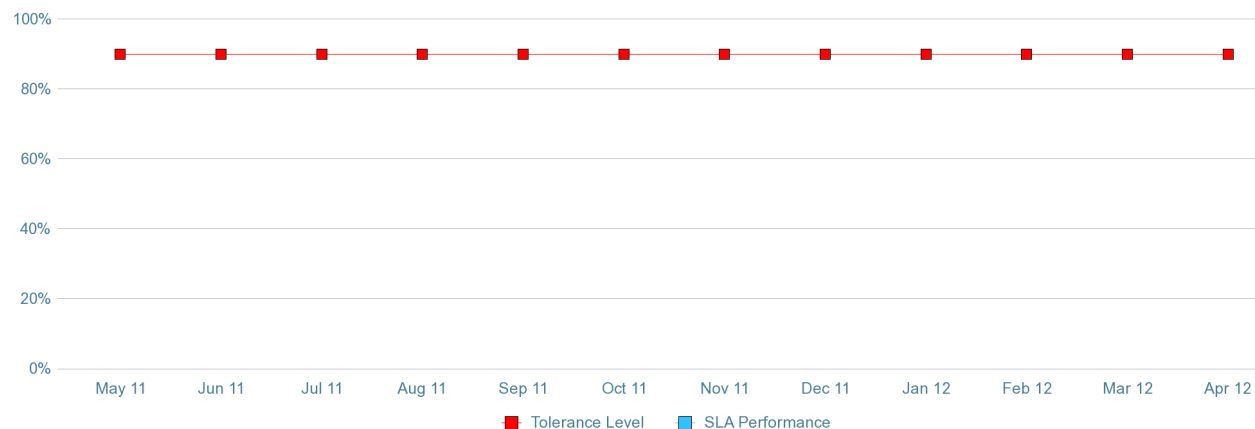


# Provisioning Co-location services

April 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

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

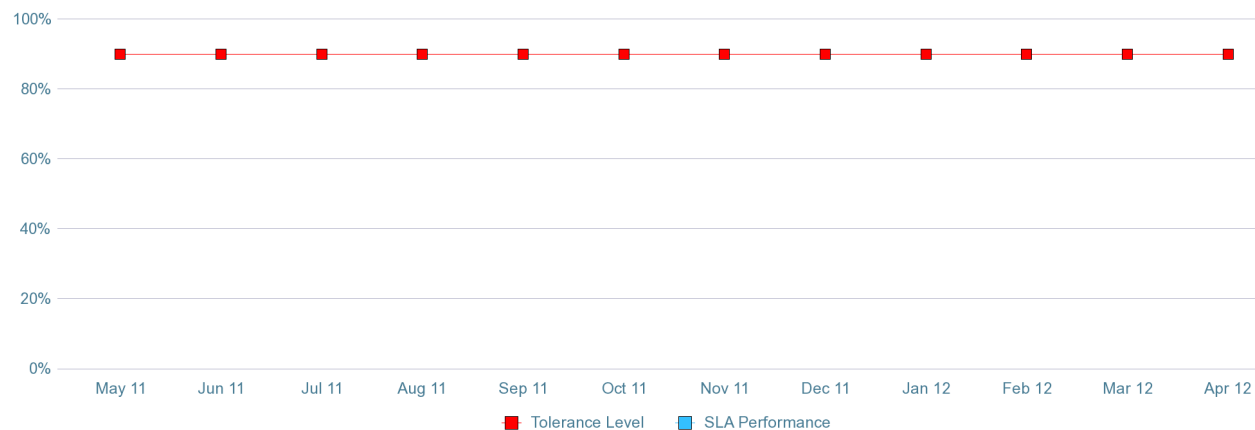


# Fault Management

April 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

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

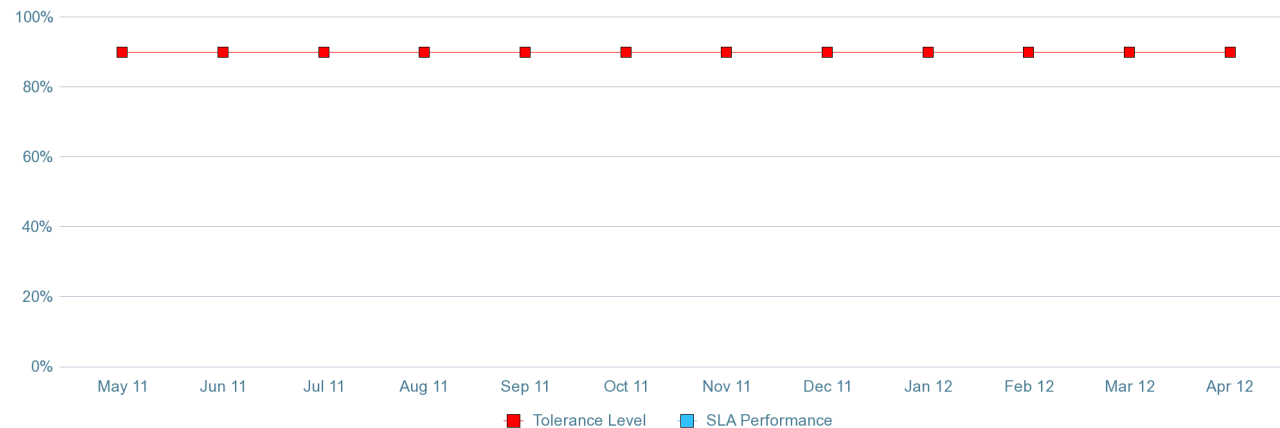


# Fault Management

April 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

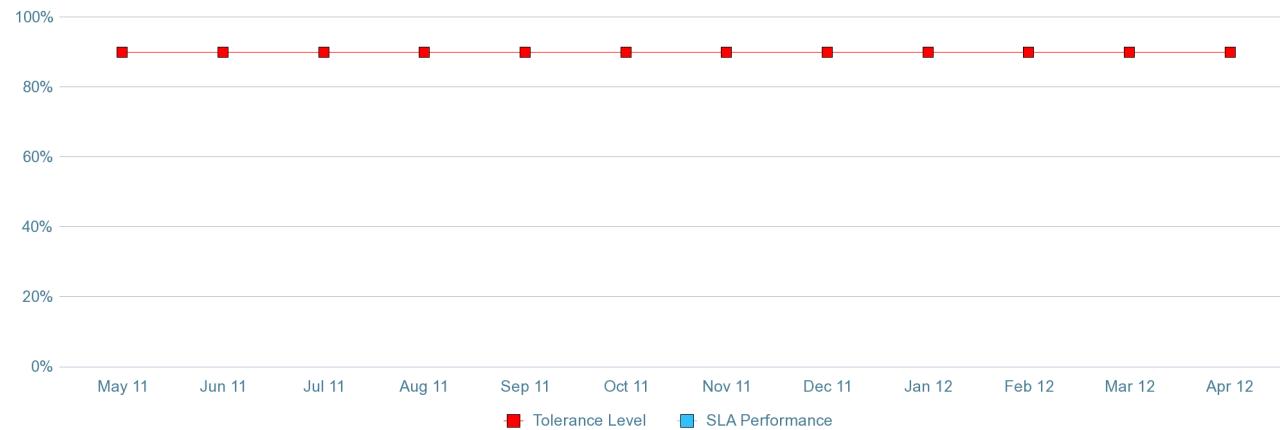
	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Fault Management

April 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

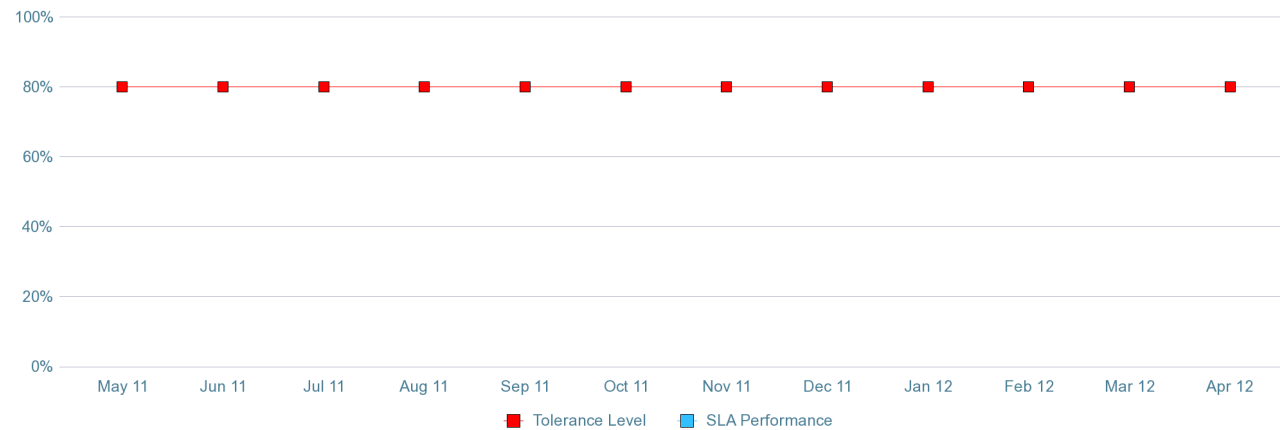
	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Provisioning Co-location services

April 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



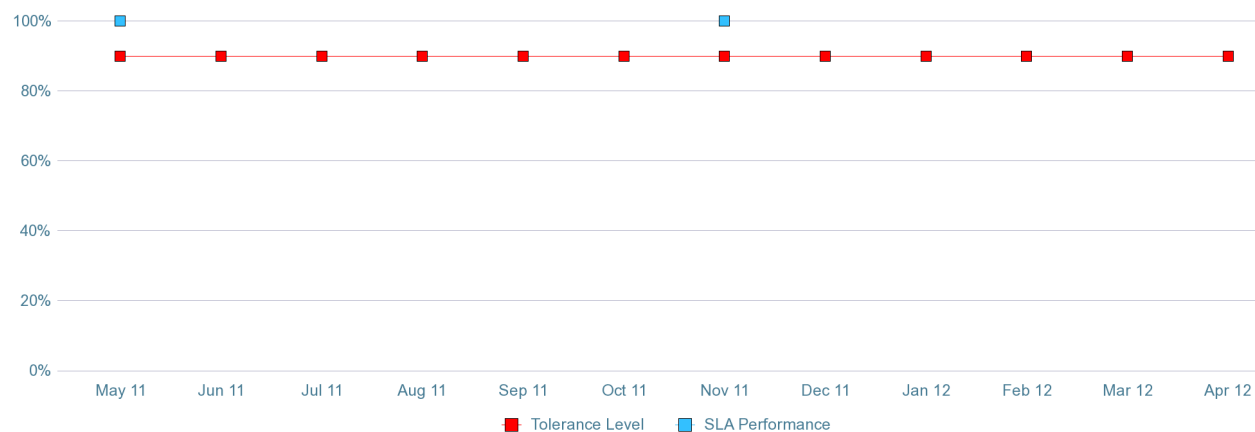
	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%

# Co-location forecasting

This section covers co-location forecasting

April 2012

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



### Commentary

No forecast required this month

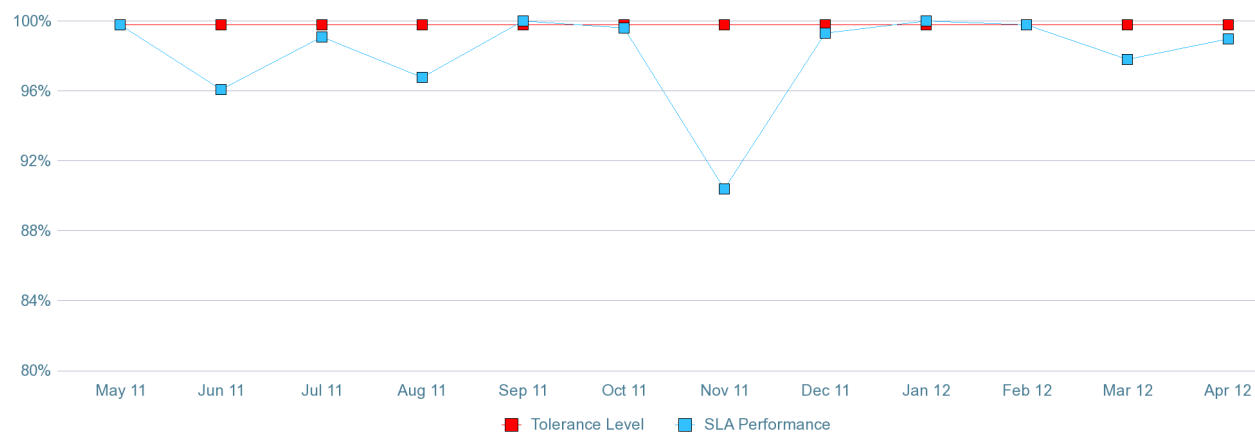
	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12
SLA Performance	100%	n/a	n/a	n/a	n/a	n/a	100%	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Operational support systems

This section covers operational support systems for access seekers

April 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

	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12
SLA Performance	99.8%	96.1%	99.1%	96.8%	100.0%	99.6%	90.4%	99.3%	100.0%	99.8%	97.8%	99.0%
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%



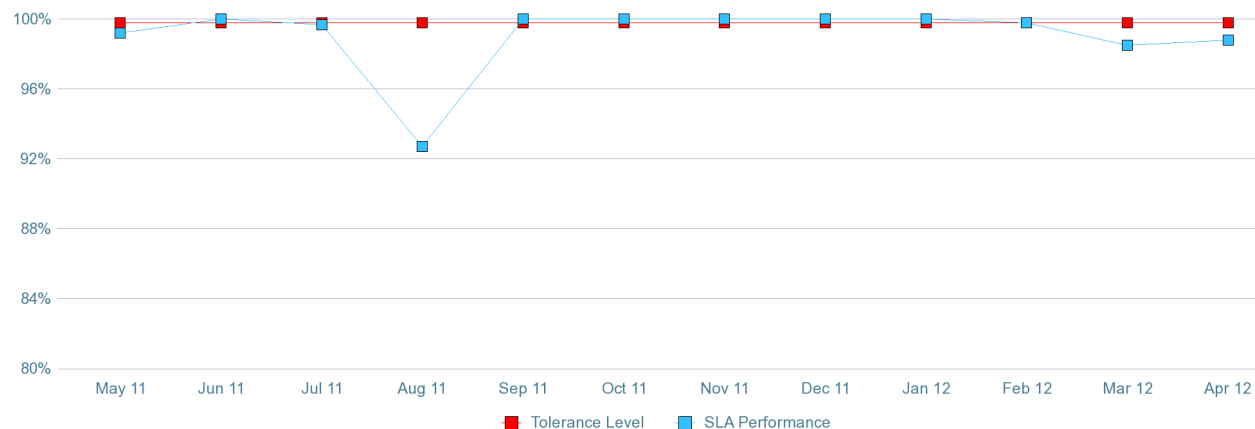


# Operational support systems

This section covers operational support systems for access seekers

April 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

	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12
SLA Performance	99.2%	100.0%	99.7%	92.7%	100.0%	100.0%	100.0%	100.0%	100.0%	99.8%	98.5%	98.8%
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 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

April 2012

Item No.	5	Tolerance Level	80%
Service Attribute	Provision of Quote		
Cause of default	Quote return was late by Service Company		
Procedure for correcting default	Quote provided.		
Steps taken to remedy default	Escalated to Field Services Regional Managers for corrective action.		
Effectiveness of steps taken	n/a		
Date of previous default	February 2012, March 2012, April 2012		



# UCLL & UCLF Co-location Service Level Default

April 2012

Item No.	6	Tolerance Level	100%
Service Attribute	Meet expected Chorus Build date		
Cause of default	Notification from Service Company that build was complete was late.		
Procedure for correcting default	Service Given		
Steps taken to remedy default	Escalation to Chorus Field Services reps and reminder of Appendix C Build Complete Notification.		
Effectiveness of steps taken	n/a		
Date of previous default	January 2012, April 2012		

# UCLL & UCLF Co-location Service Level Default

April 2012

Item No.	7	Tolerance Level	90%
Service Attribute	Confirmation of completion		
Cause of default	Chorus Build was completed but notification from Service Company was late, therefore OO&T was not updated with the appropriate status within the timeframe required for this Service Level		
Procedure for correcting default	Status in OO&T updated		
Steps taken to remedy default	Direct relationships developed with Service Co to encourage better communication		
Effectiveness of steps taken	Continued efforts are required to ensure this Service Level is achieved		
Date of previous default	March 2012, April 2012		



# UCLL & UCLF Co-location Service Level Default

April 2012

Item No.	15	Tolerance Level	99.8%
Service Attribute	Availability of OO&T		
Cause of default	There was one outage in April that resulted in delay in provisioning orders which were due to a system change		
Procedure for correcting default	System Availability was restored		
Steps taken to remedy default	The application was moved to another server which had capacity to keep the system running		
Effectiveness of steps taken	Partially Effective		
Date of previous default	November 2011, December 2011, March 2012, April 2012		

# UCLL & UCLF Co-location Service Level Default

April 2012

Item No.	16	Tolerance Level	99.8%
Service Attribute	Availability of OFM		
Cause of default	There were two outages in April that resulted in delay in provisioning orders which were due to 1) Software Code error 2) Degradation of storage area network		
Procedure for correcting default	System Availability was restored		
Steps taken to remedy default	1) Restart of processes within the system which restored the services 2) Servers were restarted and connectivity to storage was restored after the card was replaced		
Effectiveness of steps taken	Partially effective: 1) Monitoring of the system queries was implemented and to document vendors escalation process Under investigation 2) Under Investigation		
Date of previous default	March 2012, April 2012		

