

# UCLL Co-location Performance Report

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## Consolidated Report

August 2011

Co-location Performance Reports are prepared each month to provide a comprehensive view of our performance. These reports measure our performance against service levels defined in the Co-Location Standard Term Determinations.

### Executive summary

There were three Service Level Defaults this month: SL 7 (Confirmation of Build), SL 15 (Availability of OO&T) and 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 were excluded from Service Level calculations as follows:

- SL 5 (Provision of Quote) - Orders were excluded where the default was direct result of an action that is the Access Seeker's responsibility under the UCLL General Terms
- SL 6 (Meet expected Telecom Build completion date) - Orders were excluded where the default was the direct result of an action that is the Access Seeker's responsibility under the UCLL Terms

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.

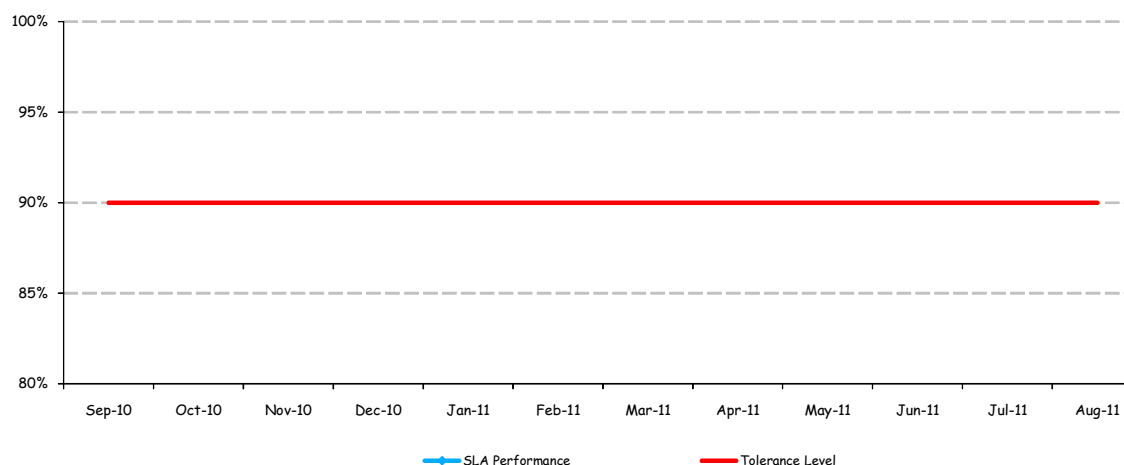


# Site and footprint readiness

August 2011

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

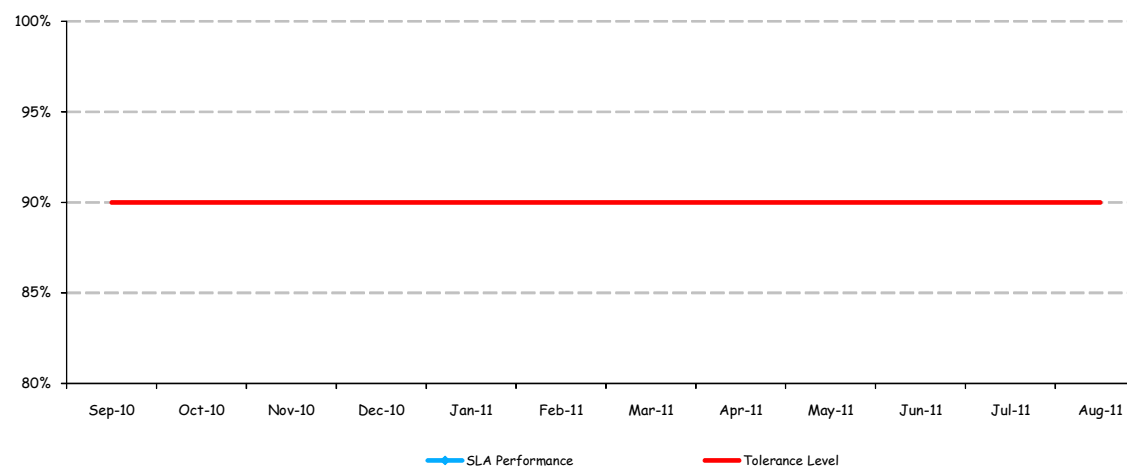
	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Provisioning UCLL Co-location services

August 2011

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

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



### Commentary

No site audits completed this month

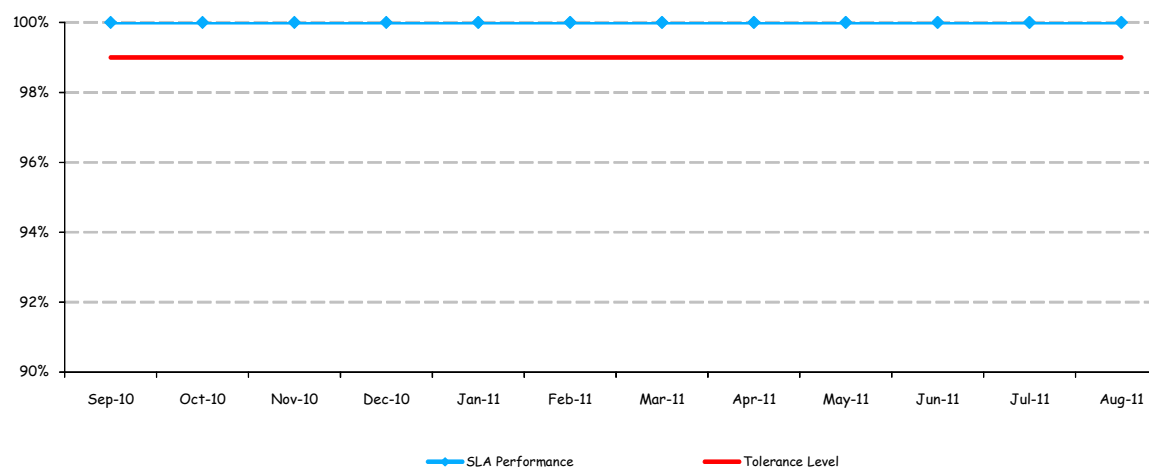
	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Provisioning UCLL Co-location services

August 2011

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 exceeded the required tolerance level

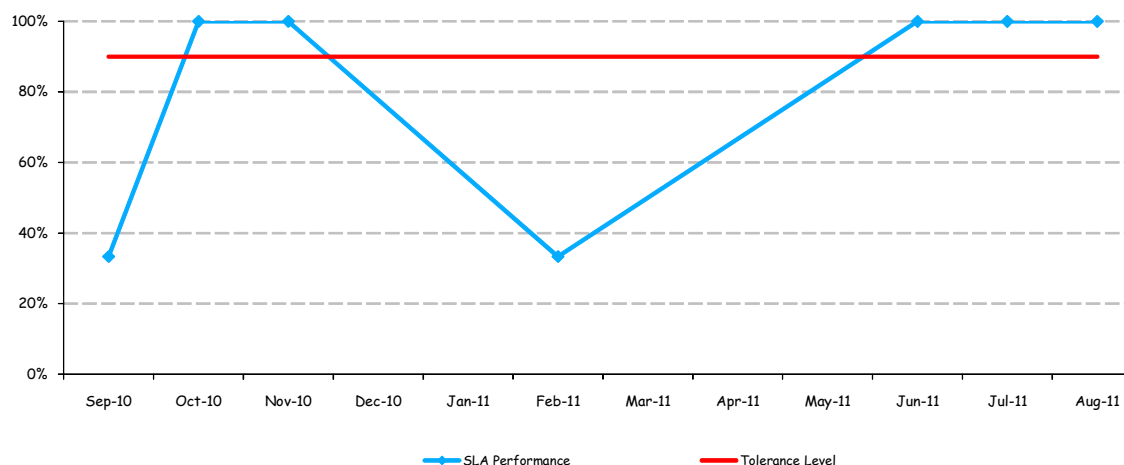
	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11
SLA Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tolerance Level	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%

# Provisioning UCLL Co-location services

August 2011

This section covers a range of 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

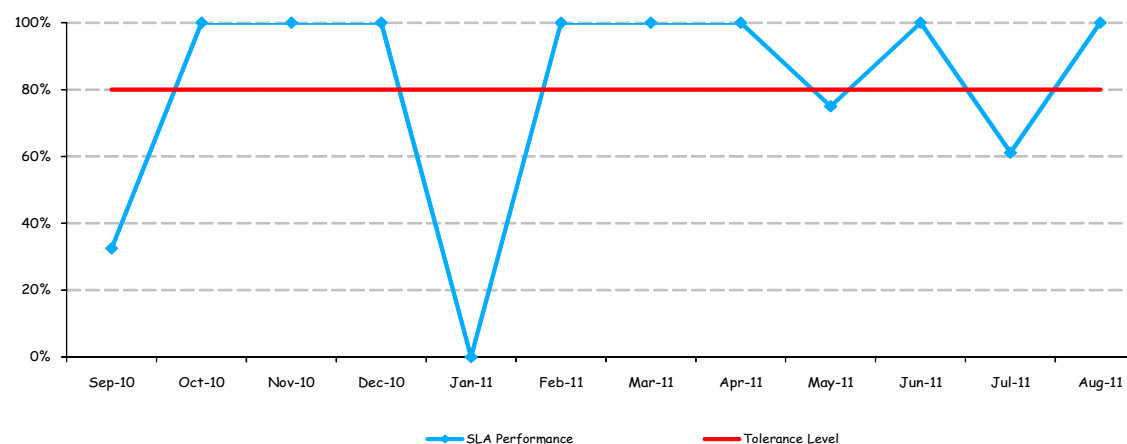
	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11
SLA Performance	33%	100%	100%	n/a	n/a	33%	n/a	n/a	n/a	100%	100%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Provisioning UCLL Co-location services

August 2011

This section covers a range of 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

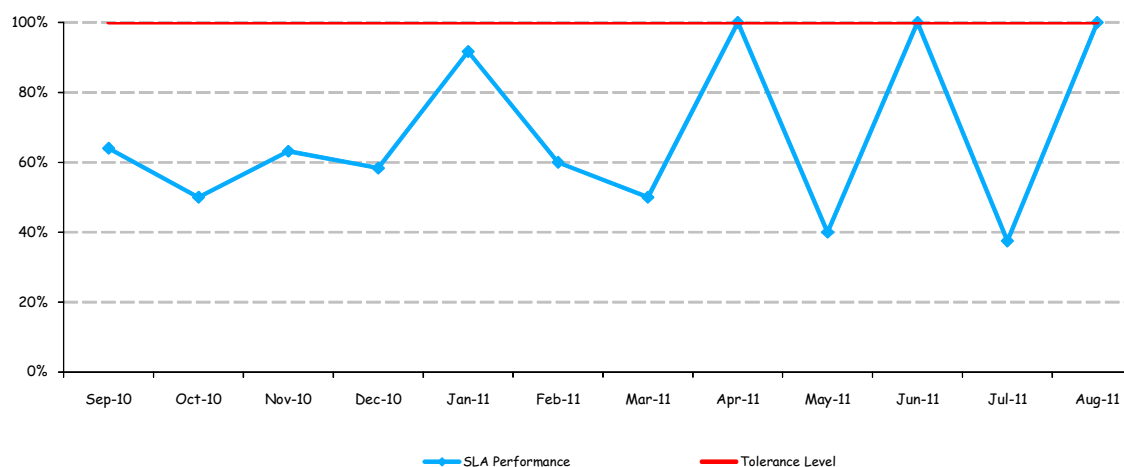
	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11
SLA Performance	33%	100%	100%	100%	0%	100%	100%	100%	75%	100%	61%	100%
Tolerance Level	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%

# Provisioning UCLL Co-location services

August 2011

This section covers a range of 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

	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11
SLA Performance	64%	50%	63%	58%	92%	60%	50%	100%	40%	100%	38%	100%
Tolerance Level	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

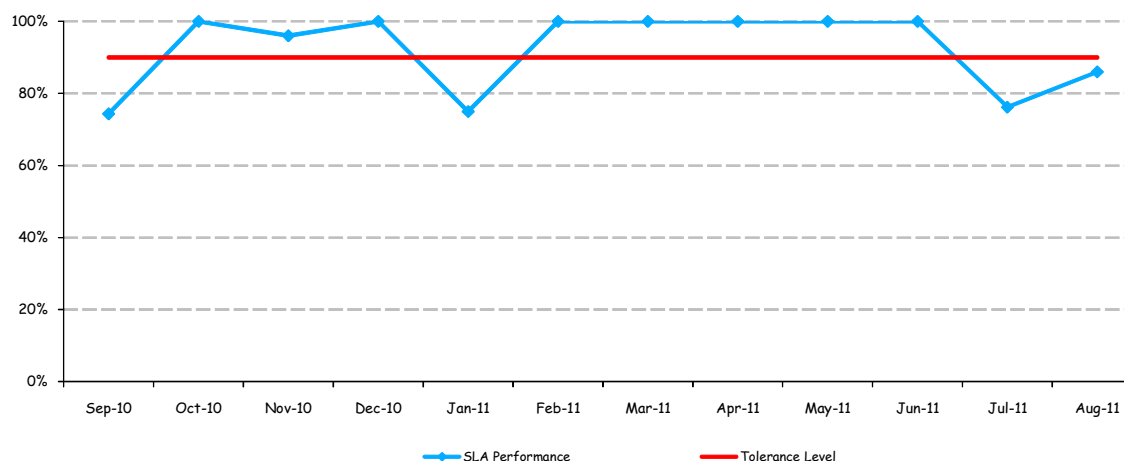


# Provisioning UCLL Co-location services

August 2011

This section covers a range of 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 SL 7 Service Default Report for more information

	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11
SLA Performance	74%	100%	96%	100%	75%	100%	100%	100%	100%	100%	76%	86%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

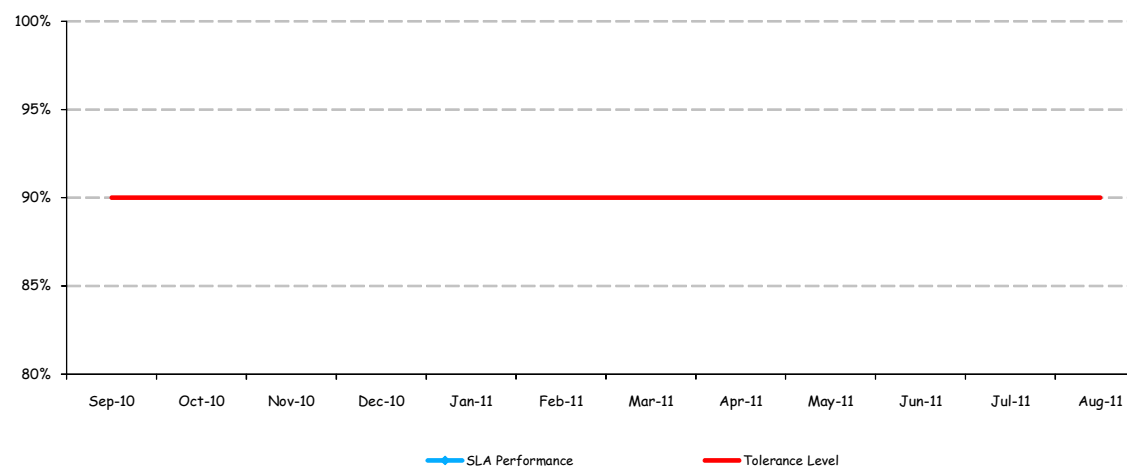


# Provisioning UCLL Co-location services

August 2011

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

## SL 8 - Planned outage notifications advised at least 5 working days ahead of planned outage occurring



### Commentary

No Planned Outages this month

	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-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 Co-location services

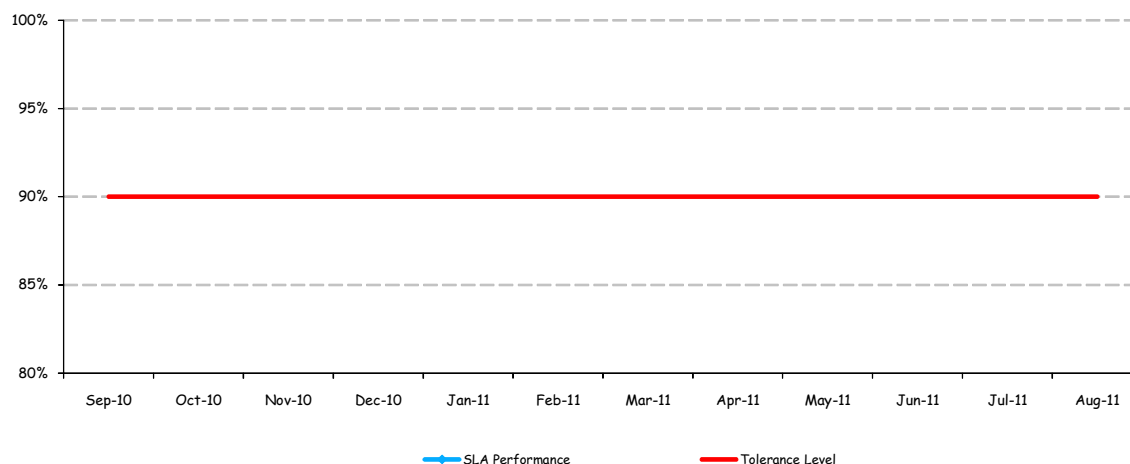
August 2011

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

## SL 9 - Unplanned outage notifications sent within two hours of Chorus discovering unplanned outage or receiving unplanned outage notice

### Commentary

No Unplanned Outages this month



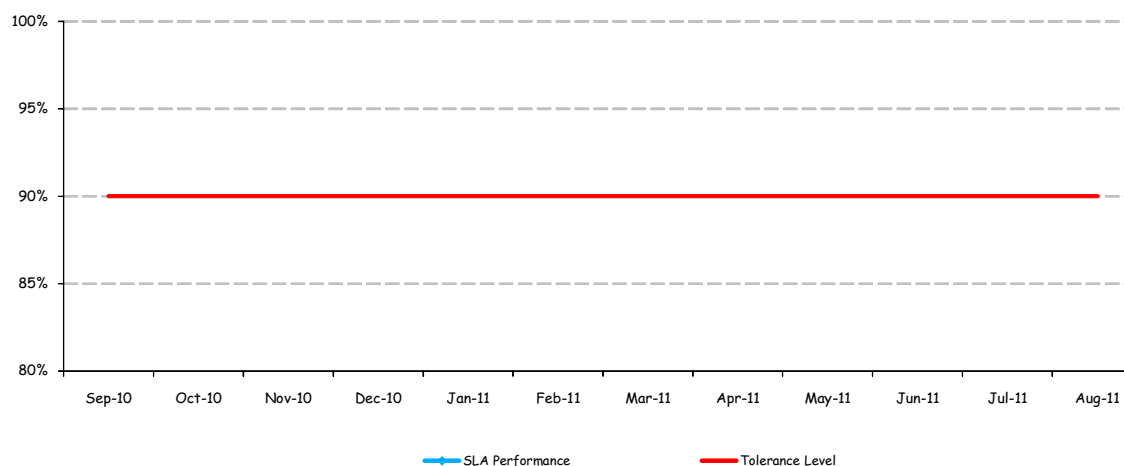
	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Fault Management

August 2011

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

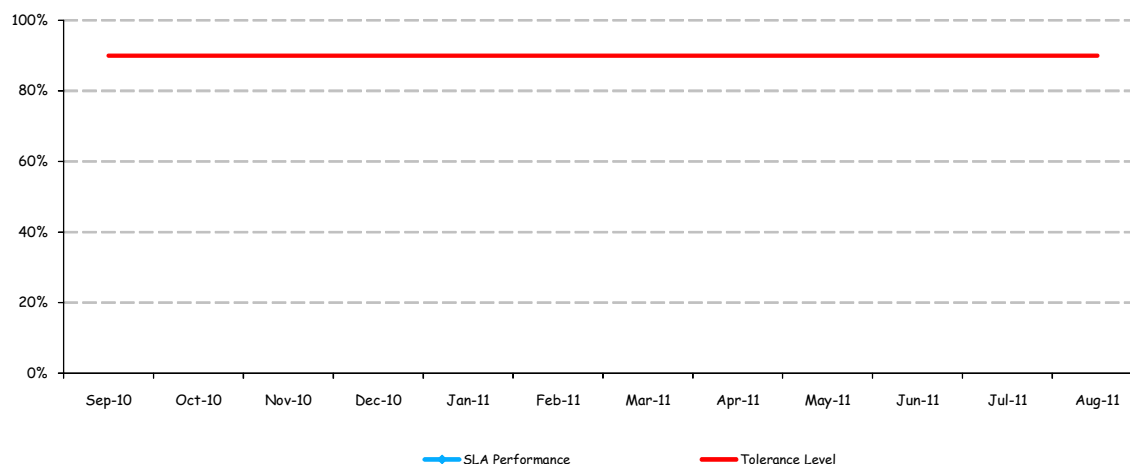
	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Fault Management

August 2011

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

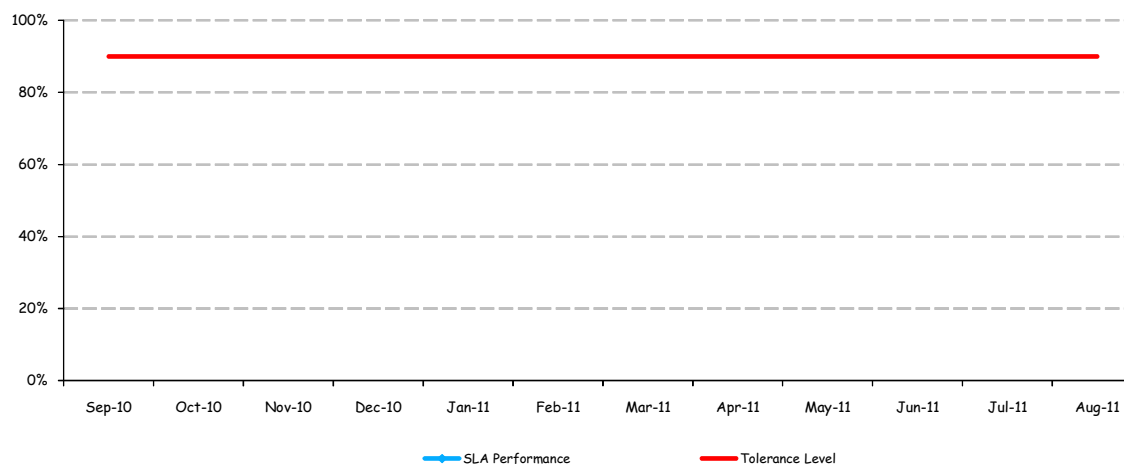
	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Fault Management

August 2011

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 this month

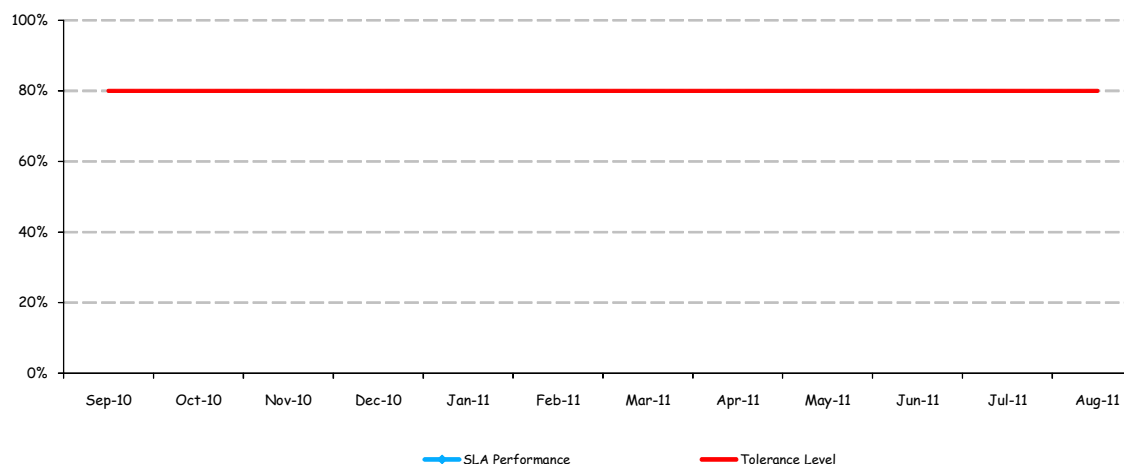
	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Fault Management

August 2011

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

## SL 13 - Times during BAU period Chorus made escort available within 2 consecutive working days of request



### Commentary

No escorts required this month

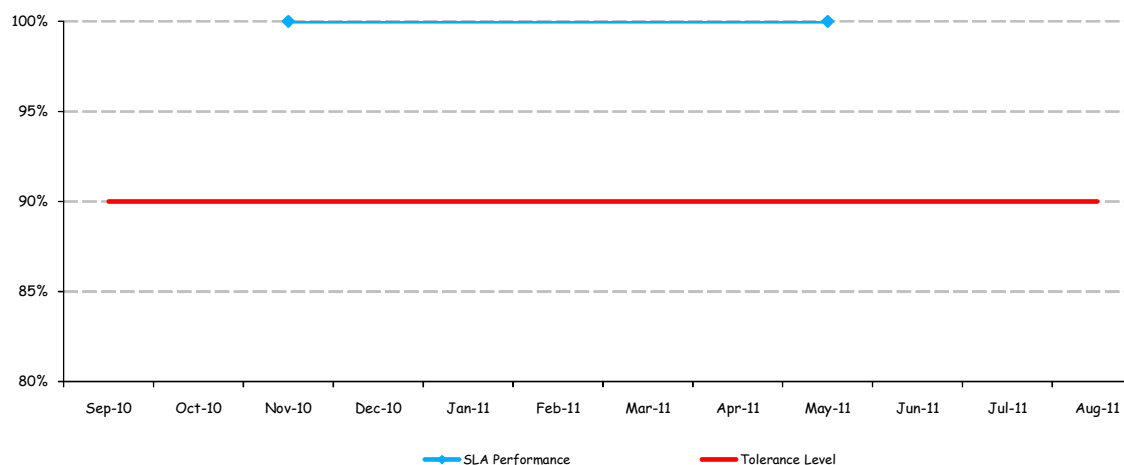
	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%

# Co-location forecasting

August 2011

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

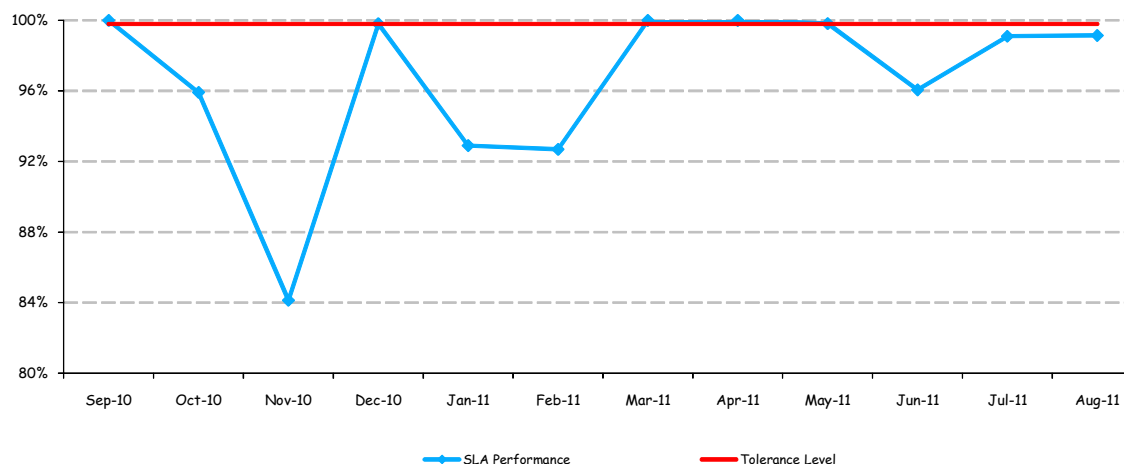
	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11
SLA Performance	n/a	n/a	100%	n/a	n/a	n/a	n/a	n/a	100%	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Operational support systems

August 2011

This section covers operational support systems for access seekers

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



### Commentary

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

	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11
SLA Performance	100.0%	95.9%	84.1%	99.8%	92.9%	92.7%	100.0%	100.0%	99.8%	96.1%	99.1%	99.1%
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%

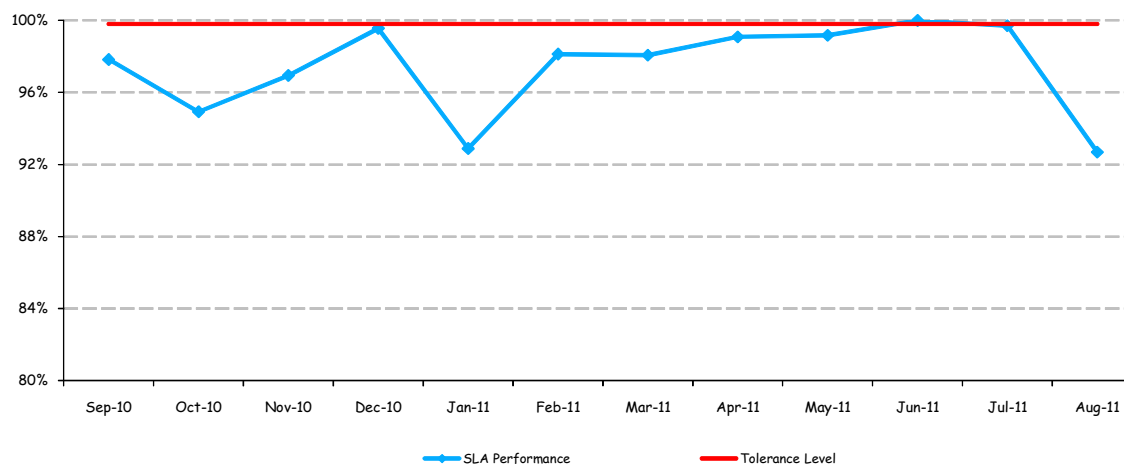


# Operational support systems

August 2011

This section covers operational support systems for access seekers

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



### Commentary

Performance has not met the required tolerance level. See the SL 16 Service Default Report for more information

	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11
SLA Performance	97.8%	94.9%	96.9%	99.6%	92.9%	98.1%	98.1%	99.1%	99.2%	100.0%	99.7%	92.7%
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

August 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 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 Telecom builds completed within the time specified in the firm order sent to the access seeker (level A)
- SL 7 Percentage of Telecom build completion confirmations sent to the access seeker within 2 consecutive working days of completing the Telecom 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 Telecom 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 Telecom will make an escort available within 2 consecutive working days of the request

## Telecom 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

# Co-location Service Level Default

August 2011

Item No.	7	Tolerance Level	90%
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Service Attribute	Confirmation of Build
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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 defaults	January 2011, July 2011

# Co-location Service Level Default

August 2011

Item No.	15	Tolerance Level	99.8%
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Service Attribute	Availability of OO&T
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Cause of default	There was one outage in August that contributed to the failure of this Service Level. This outage was due to a new system release which introduced a business logic error
Procedure for correcting default	System Availability was restored
Steps taken to remedy default	Code was implemented to remove error in the business logic
Effectiveness of steps taken	Effective
Date of previous defaults	October 2010, November 2010, January 2011, February 2011, June 2011, July 2011

# Co-location Service Level Default

August 2011

Item No.	16	Tolerance Level	99.8%
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Service Attribute	Availability of OFM
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Cause of default	<p>There were two main outages in August that contributed to the failure of this Service Level. These outages were due to:</p> <ol style="list-style-type: none"><li>1) A new system release which introduced a business logic error; and</li><li>2) Invalid system code which was not removed after a system component upgrade.</li></ol> <p>These outages resulted in delays in processing customer orders.</p>
Procedure for correcting default	<p>System Availability was restored.</p>
Steps taken to remedy default	<ol style="list-style-type: none"><li>1) Code was implemented to remove the error in the business logic</li><li>2) An immediate change request was actioned to fix the software code.</li></ol>
Effectiveness of steps taken	<p>Effective</p>
Date of previous defaults	<p>October 2010, November 2010, December 2010, January 2011, February 2011, March 2011, April 2011, May 2011, July 2011</p>