

UCLL Co-location Performance Report

Consolidated Report

July 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 five Service Level Defaults this month: SL 5 (Provision of Quote), SL 6 (Meet expected Build), 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.

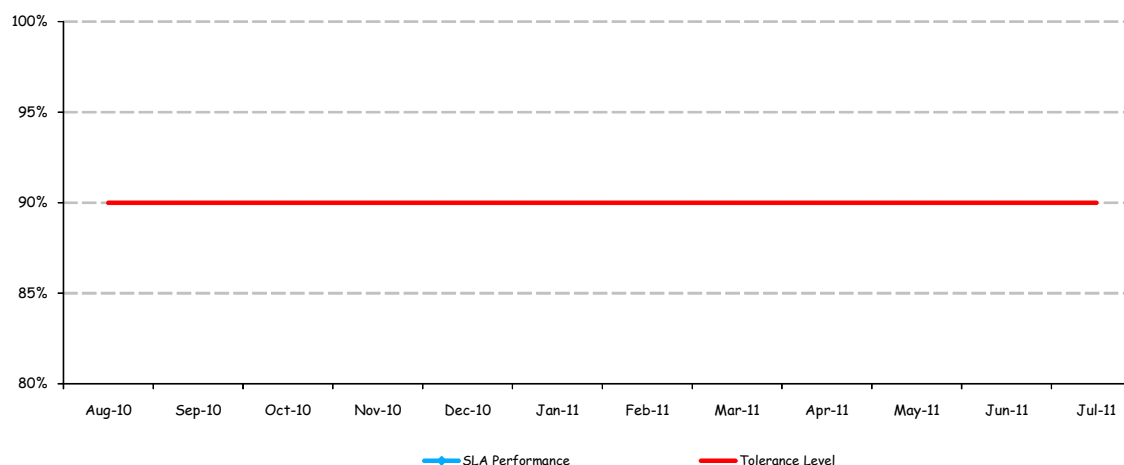


Site and footprint readiness

July 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

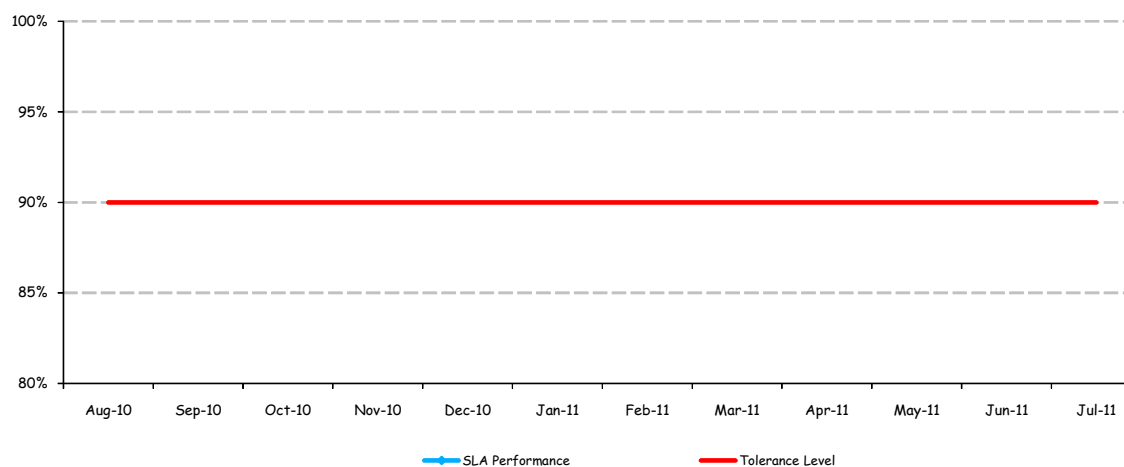
	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UCLL Co-location services

July 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

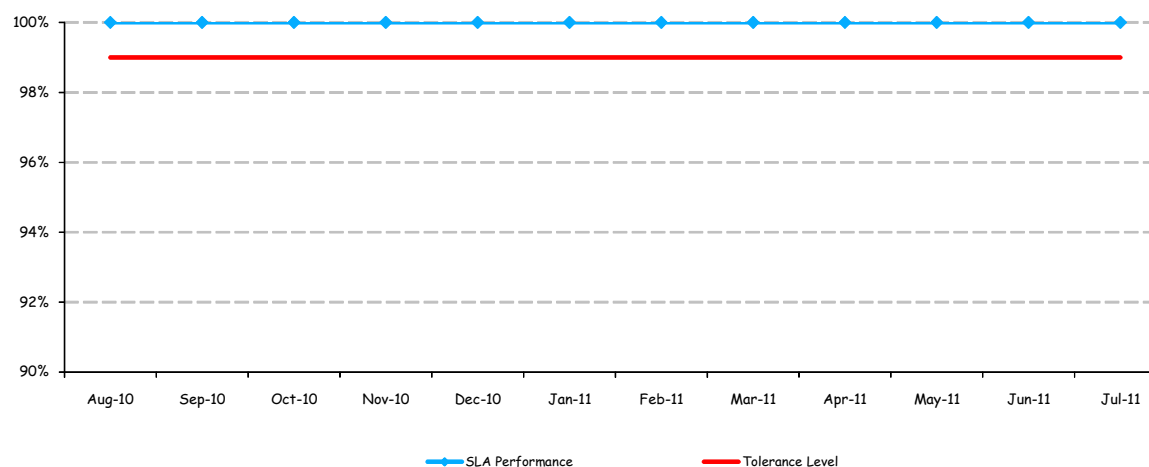
	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UCLL Co-location services

July 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

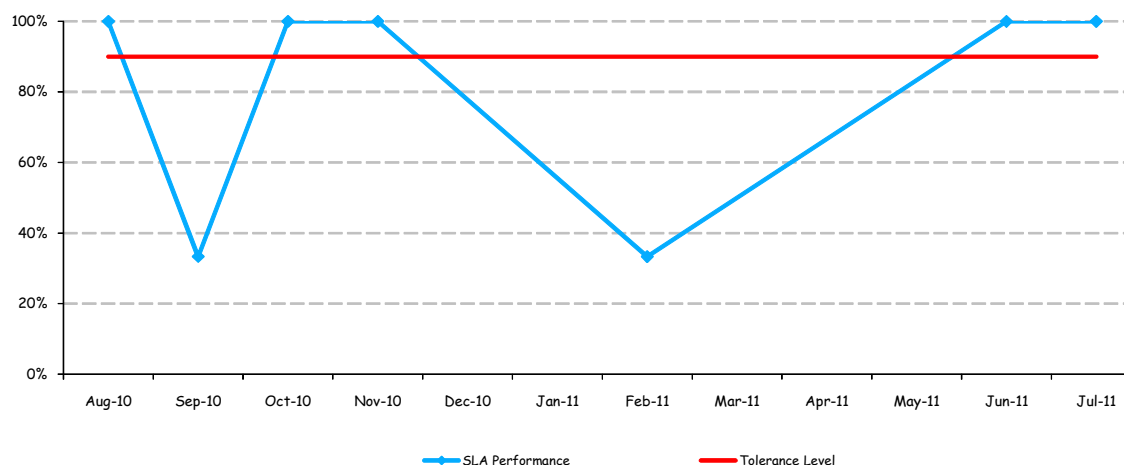
	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11
SLA Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tolerance Level	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%

Provisioning UCLL Co-location services

July 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

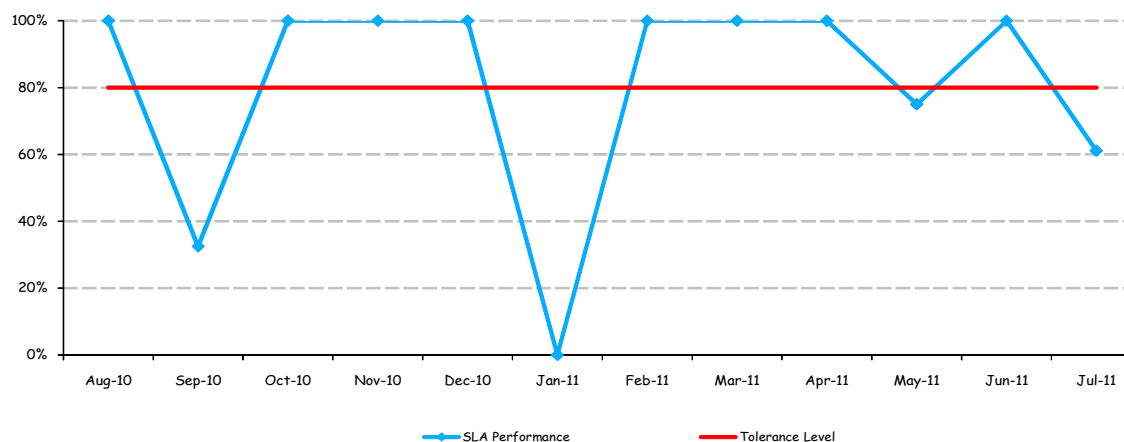
	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11
SLA Performance	100%	33%	100%	100%	n/a	n/a	33%	n/a	n/a	n/a	100%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UCLL Co-location services

July 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 not met the required tolerance level. See the SL 5 Service Default Report for more information

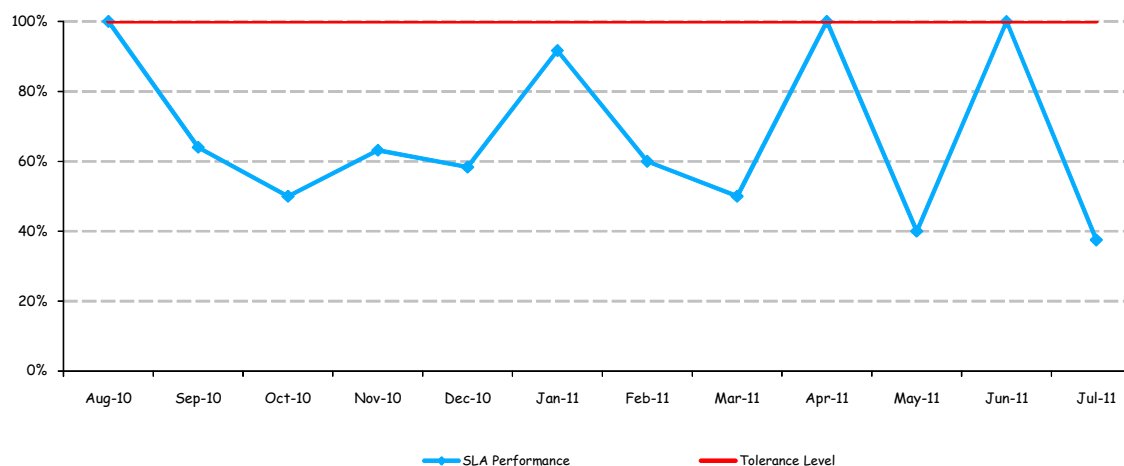
	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11
SLA Performance	100%	33%	100%	100%	100%	0%	100%	100%	100%	75%	100%	61%
Tolerance Level	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%

Provisioning UCLL Co-location services

July 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 not met the required tolerance level. See the SL 6 Service Default Report for more information

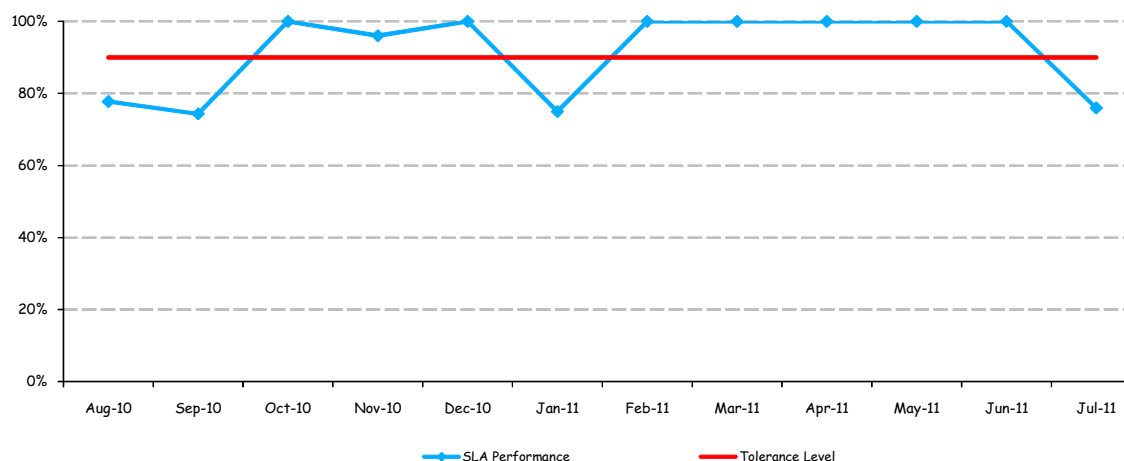
	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11
SLA Performance	100%	64%	50%	63%	58%	92%	60%	50%	100%	40%	100%	38%
Tolerance Level	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Provisioning UCLL Co-location services

July 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

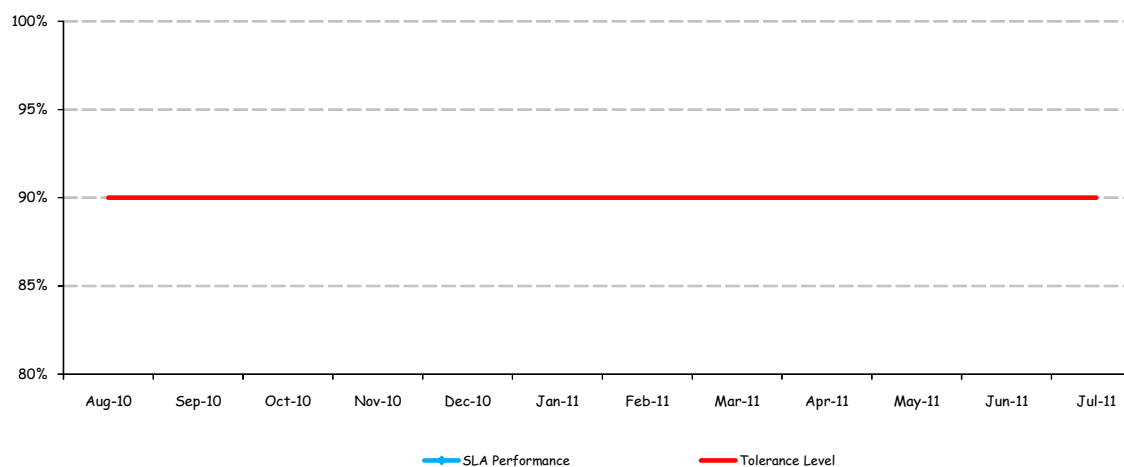
	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11
SLA Performance	78%	74%	100%	96%	100%	75%	100%	100%	100%	100%	100%	76%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UCLL Co-location services

July 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

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

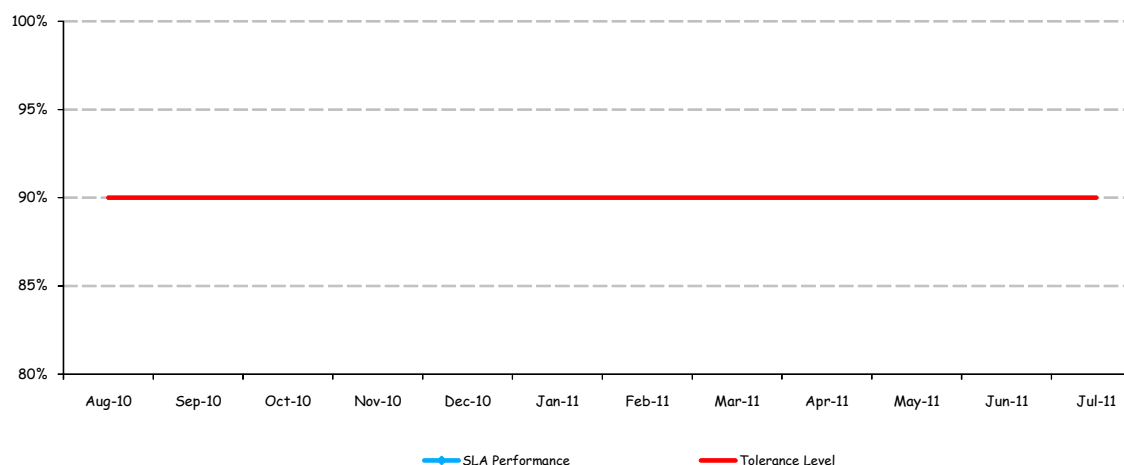
July 2011

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



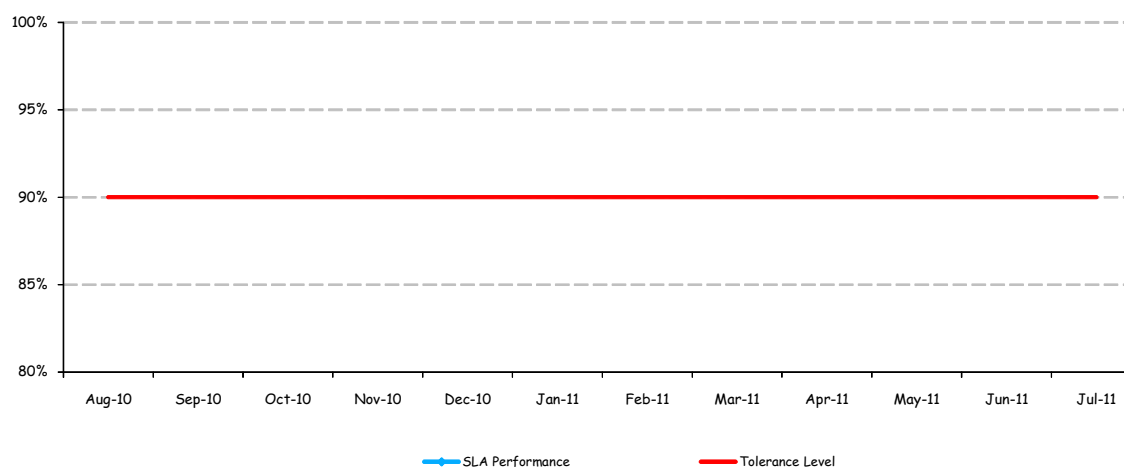
	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Fault Management

July 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

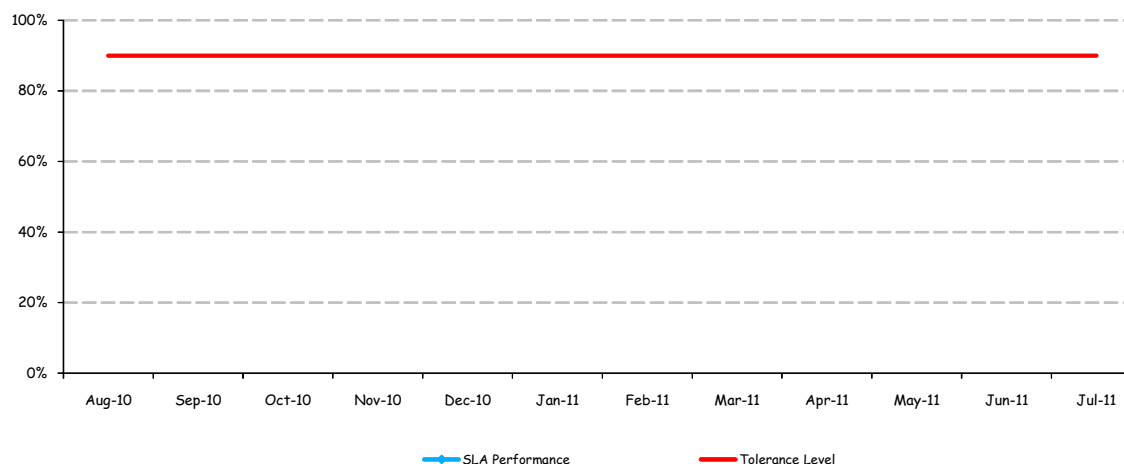
	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Fault Management

July 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

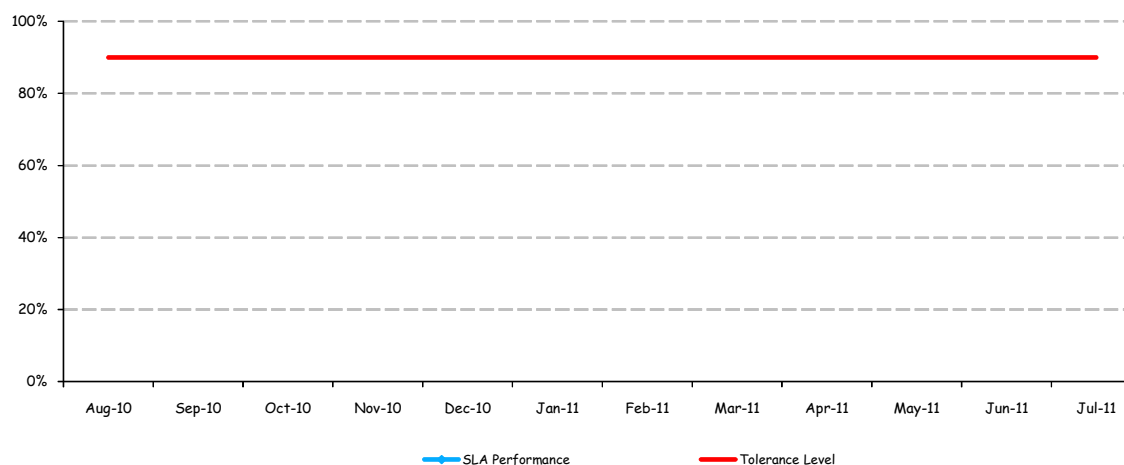
	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Fault Management

July 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

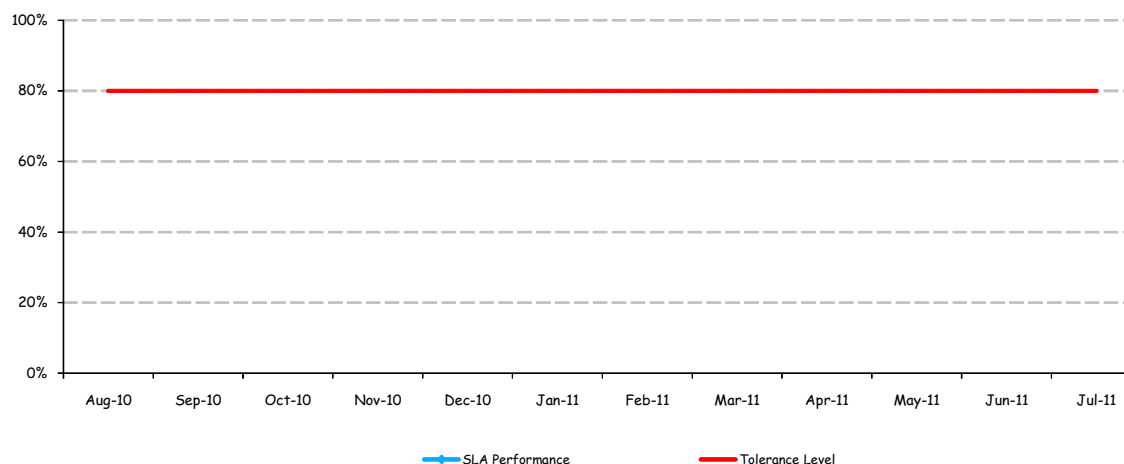
	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Fault Management

July 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

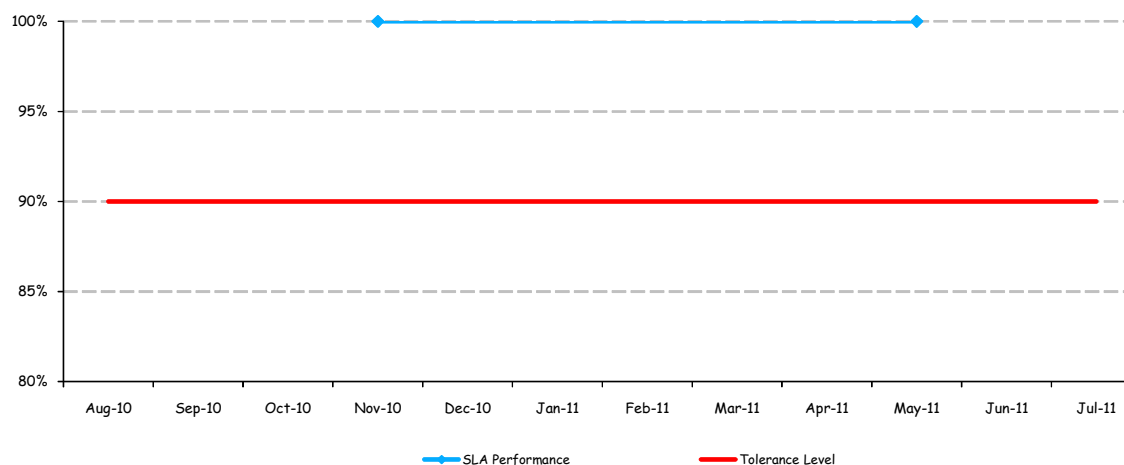
	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%

Co-location forecasting

July 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

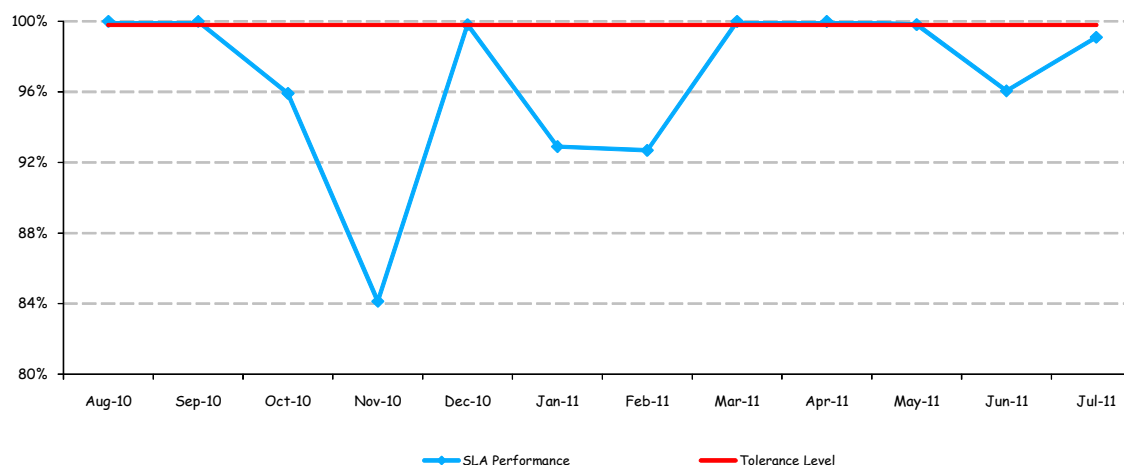
	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11
SLA Performance	n/a	n/a	n/a	100%	n/a	n/a	n/a	n/a	n/a	100%	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Operational support systems

July 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

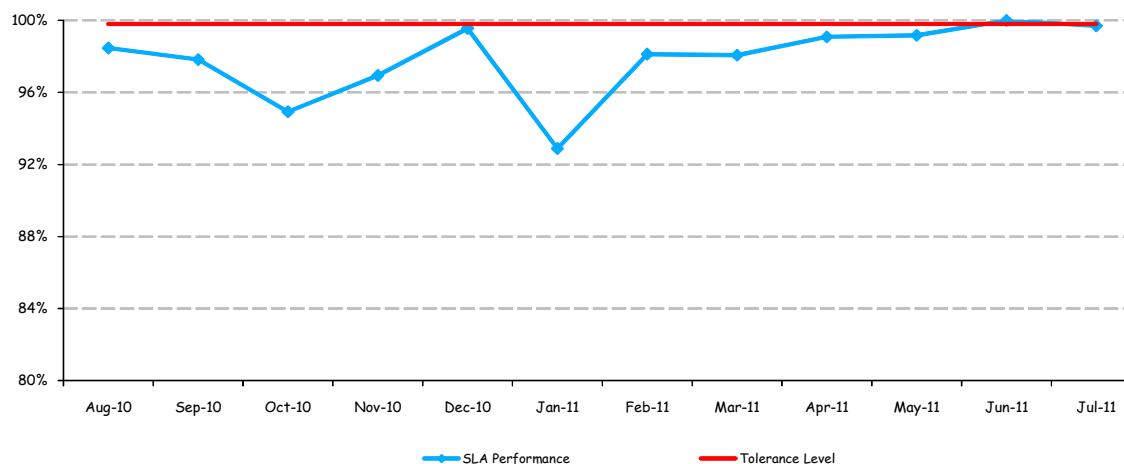
	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11
SLA Performance	100.0%	100.0%	95.9%	84.1%	99.8%	92.9%	92.7%	100.0%	100.0%	99.8%	96.1%	99.1%
Tolerance Level	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%

Operational support systems

July 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

	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11
SLA Performance	98.5%	97.8%	94.9%	96.9%	99.6%	92.9%	98.1%	98.1%	99.1%	99.2%	100.0%	99.7%
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

July 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.

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

July 2011

Item No.	5	Tolerance Level	80%
Service Attribute	Provision of Quote		

Cause of default	Late delivery of information to complete quote by Chorus Field Services and Service company representatives.
Procedure for correcting default	Quotes provided
Steps taken to remedy default	Field Services Management advised of information requirements for re-iteration with representatives and appropriate resource prioritisation. New operation reporting is also in place, to provide greater visibility of performance.
Effectiveness of steps taken	Not yet measured
Date of previous defaults	January 2011, May 2011

Co-location Service Level Default

July 2011

Item No.	6	Tolerance Level	100%
Service Attribute	Meet expected Build		

Cause of default	Build was delayed due to Christchurch earthquakes and also late MDF Block Delivery as the supplier was affected by the Christchurch earthquake.
Procedure for correcting default	Builds completed
Steps taken to remedy default	Measures are in place to make sure there is a good supply of MDF Blocks for future builds
Effectiveness of steps taken	Not yet measured
Date of previous defaults	October 2011, November 2011, December 2011, January 2011, February 2011, March 2011, May 2011

Co-location Service Level Default

July 2011

Item No.	7	Tolerance Level	90%
----------	---	-----------------	-----

Service Attribute	Confirmation of Build
-------------------	-----------------------

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

Co-location Service Level Default

July 2011

Item No.	15	Tolerance Level	99.8%
Service Attribute	Availability of OO&T		

Cause of default	There was one major outage in July that contributed to the failure of this Service Level. This outage was due to a system component failure. This outage resulted in delays in processing customer orders.
Procedure for correcting default	System Availability was restored.
Steps taken to remedy default	To address the immediate issue, the system component was restarted and service restored.
Effectiveness of steps taken	Effective – system alerts and improved logging of the system component in question have been implemented, to reduce the likelihood of a repeat occurrence
Date of previous defaults	October 2010, November 2010, January 2011, February 2011, June 2011

Co-location Service Level Default

July 2011

Item No.	16	Tolerance Level	99.8%
Service Attribute	Availability of OFM		

Cause of default	There was one outage in July that contributed to the failure of this Service Level. This outage was due to an unplanned restart of system components which resulted in customers receiving incorrect commit times.
Procedure for correcting default	System Availability was restored
Steps taken to remedy default	Once the system components finished restarting, system availability was restored. Enhanced tracing has been implemented to allow for quicker diagnosis of such occurrences, to minimise impacts.
Effectiveness of steps taken	TBC
Date of previous defaults	October 2010, November 2010, January 2011, February 2011, March 2011, April 2011, May 2011