

UCLL Co-location Performance Report

Consolidated Report

January 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 Build), SL 7 (Confirmation of completion), SL 15 (Availability of OOT) 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.

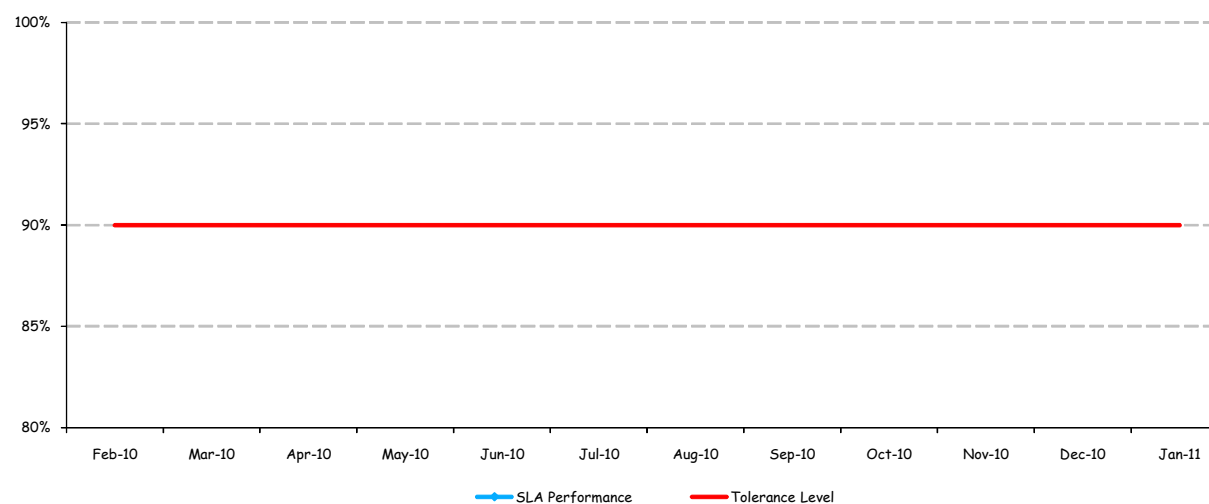


Site and footprint readiness

January 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

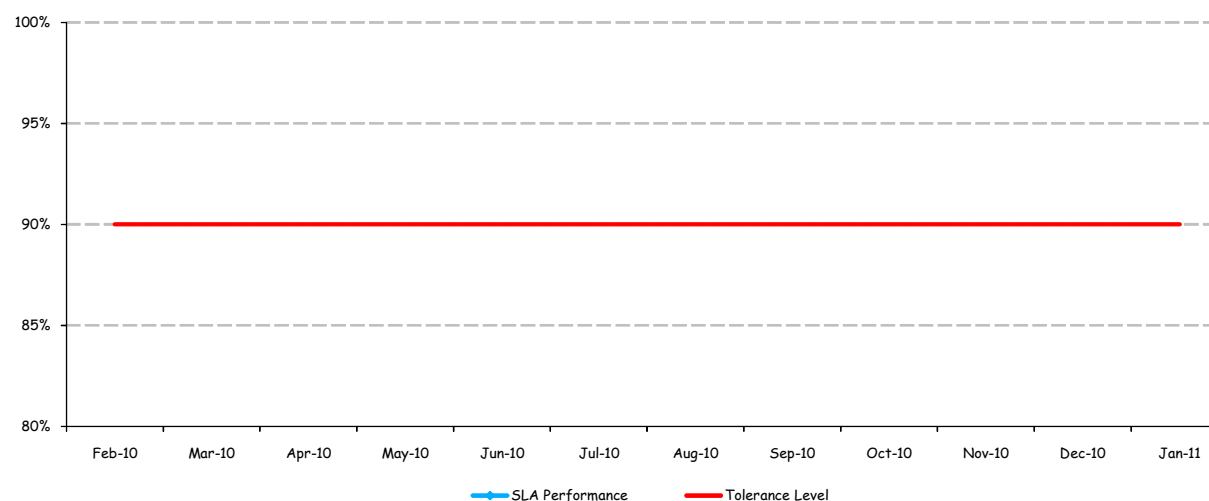
	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UCLL Co-location services

January 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

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

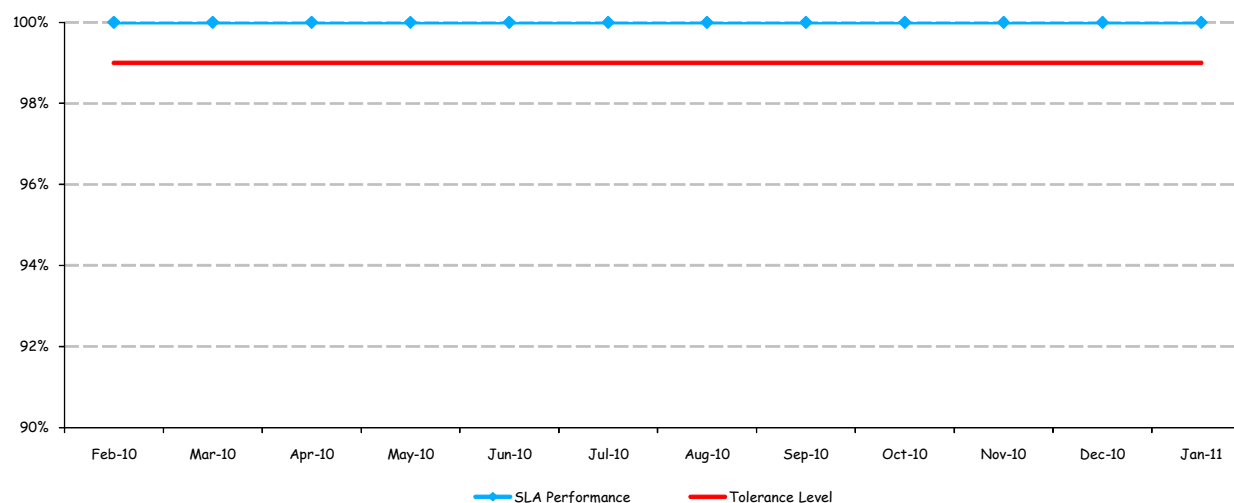


Provisioning UCLL Co-location services

January 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

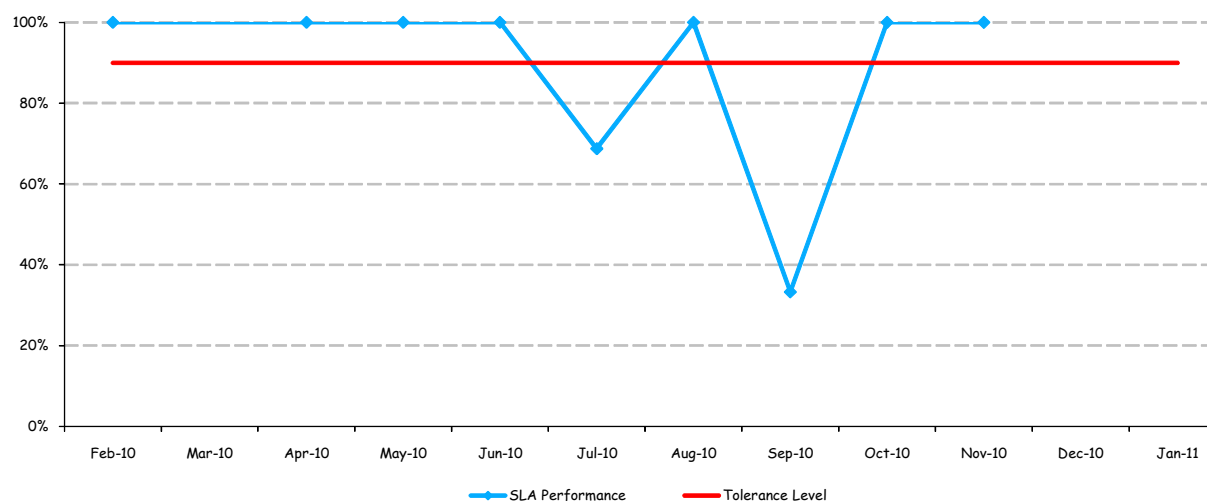
	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11
SLA Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tolerance Level	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%

Provisioning UCLL Co-location services

January 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

No invalid orders were received this month

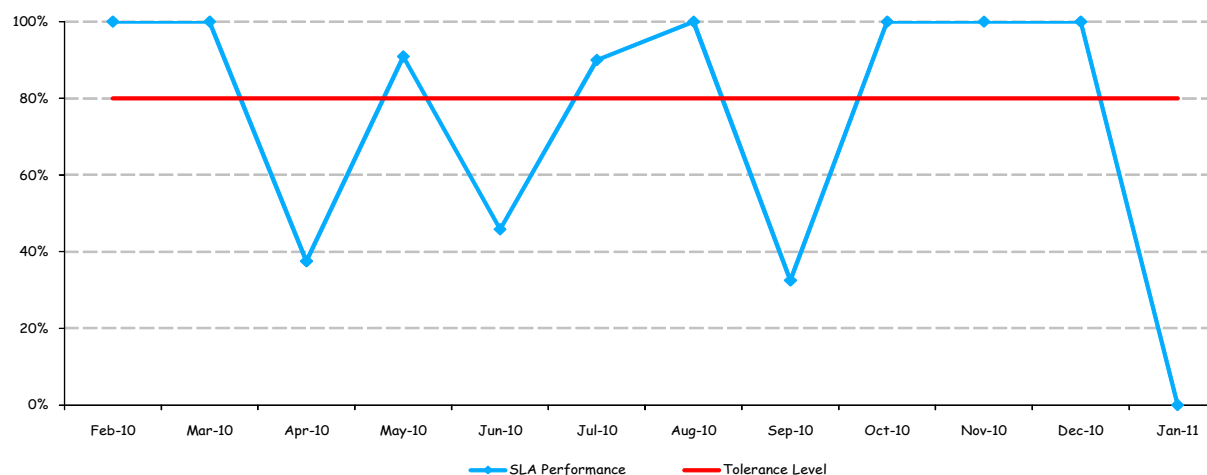
	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11
SLA Performance	100%	n/a	100%	100%	100%	69%	100%	33%	100%	100%	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UCLL Co-location services

January 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

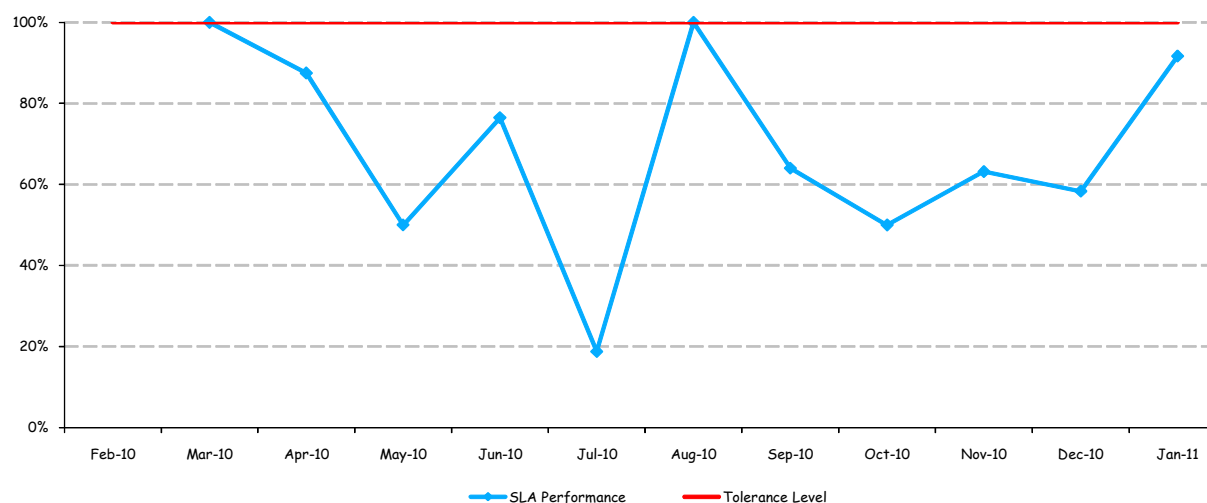
	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11
SLA Performance	100%	100%	38%	91%	46%	90%	100%	33%	100%	100%	100%	0%
Tolerance Level	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%

Provisioning UCLL Co-location services

January 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

	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11
SLA Performance	n/a	100%	88%	50%	76%	19%	100%	64%	50%	63%	58%	92%
Tolerance Level	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

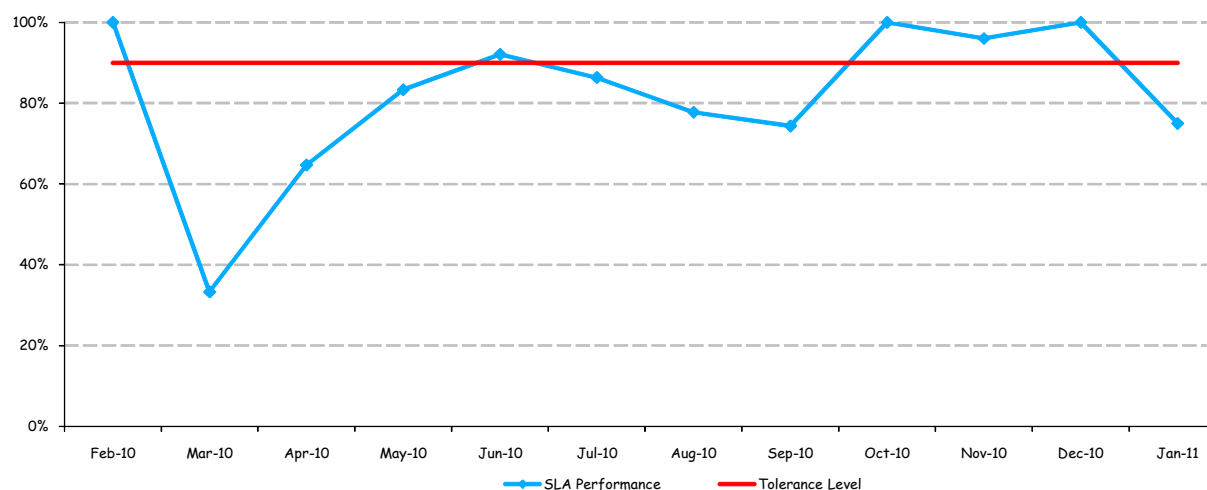


Provisioning UCLL Co-location services

January 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

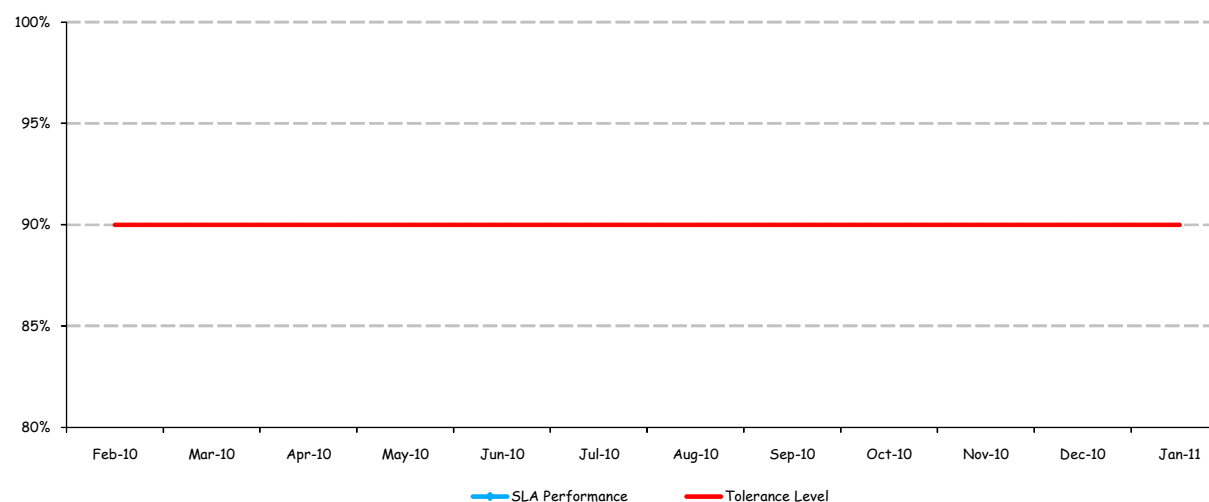
	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11
SLA Performance	100%	33%	65%	83%	92%	86%	78%	74%	100%	96%	100%	75%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UCLL Co-location services

January 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

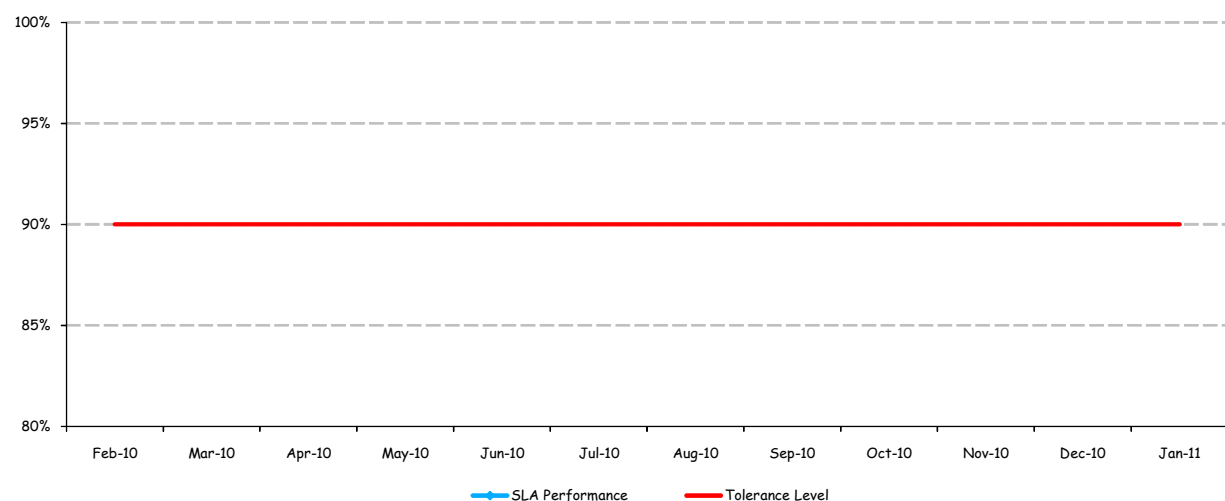
	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UCLL Co-location services

January 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

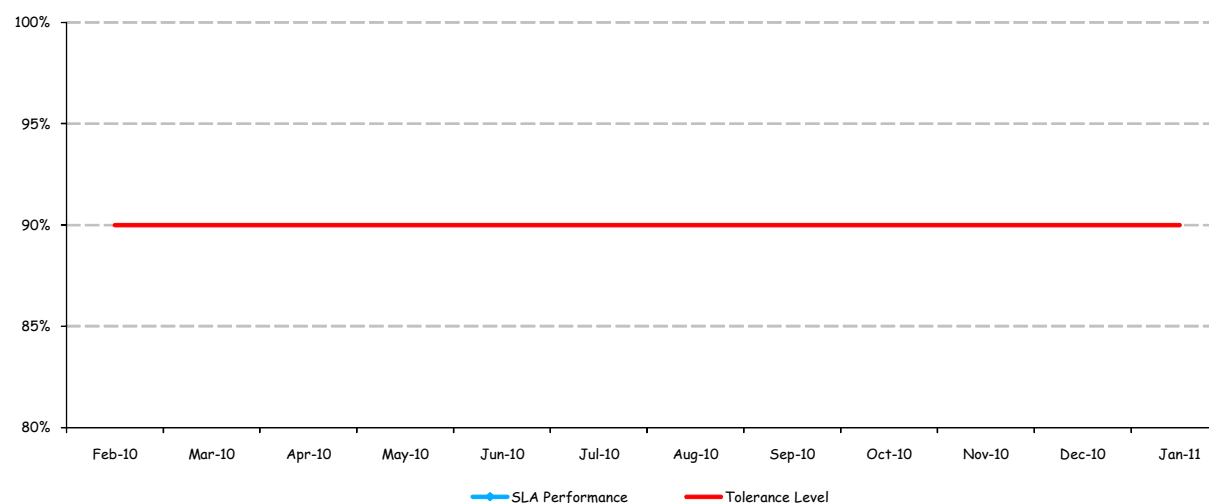
	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Fault Management

January 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

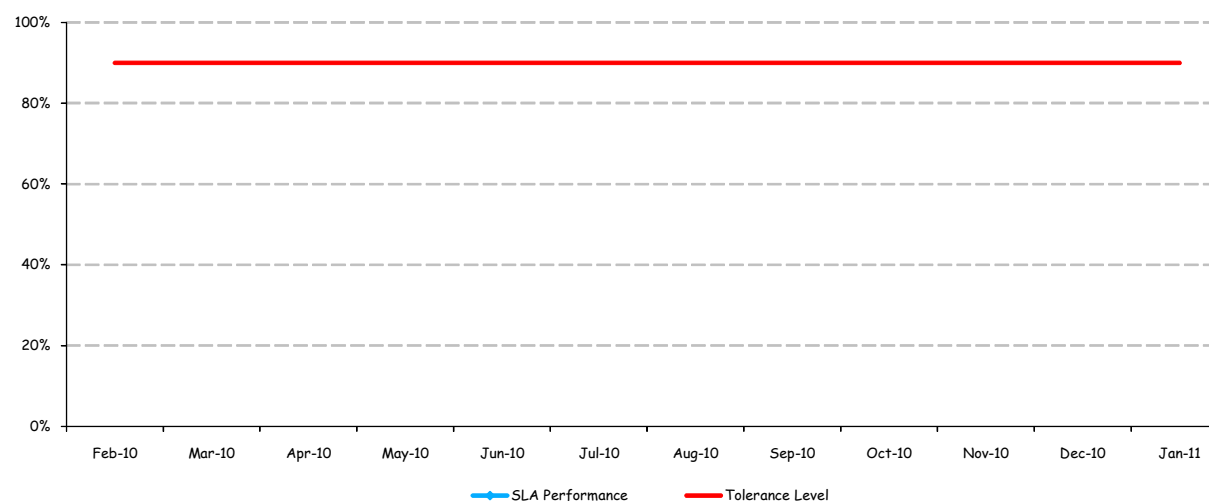
	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Fault Management

January 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

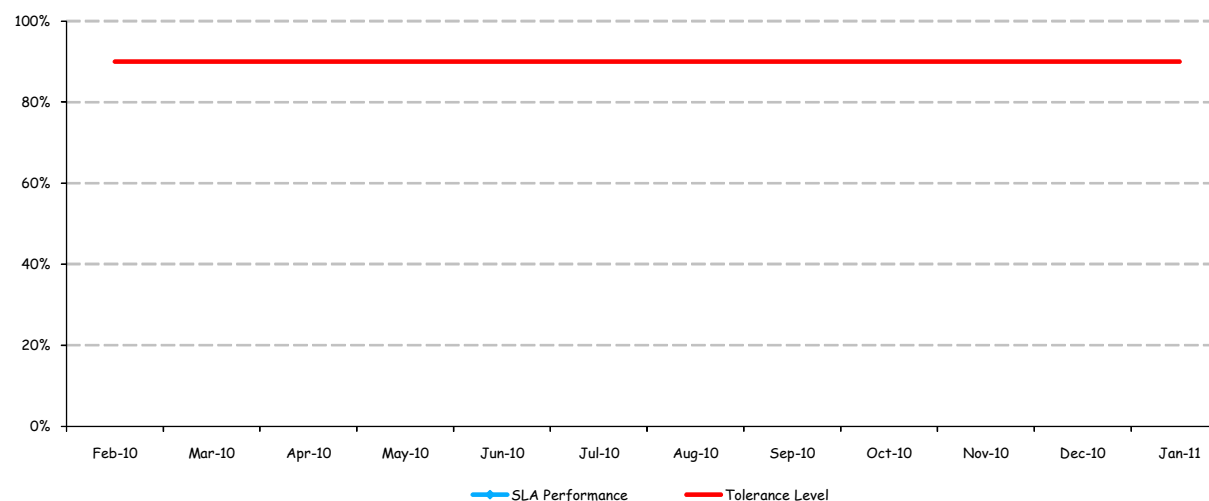
	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Fault Management

January 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

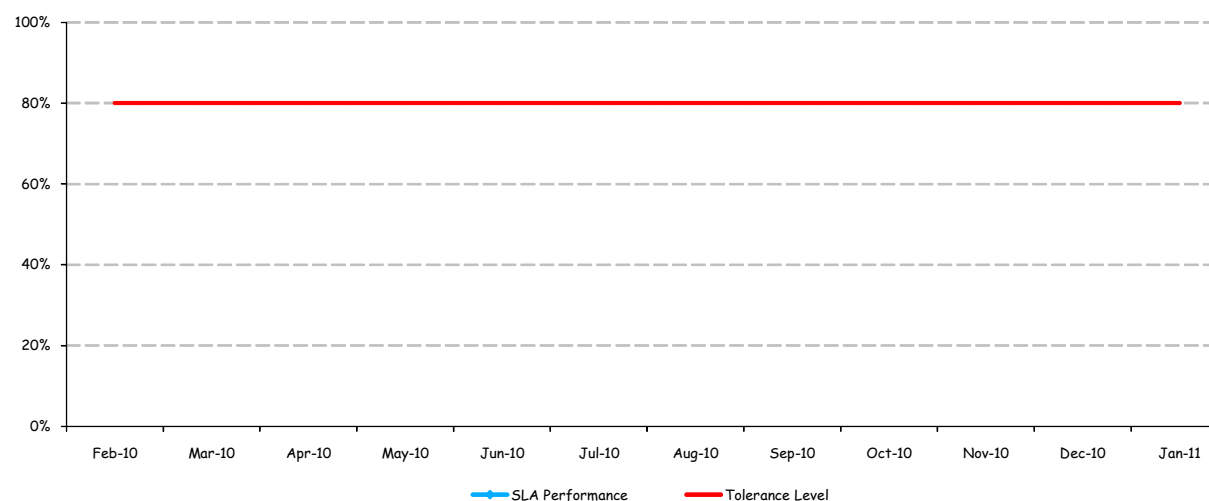
	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Fault Management

January 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

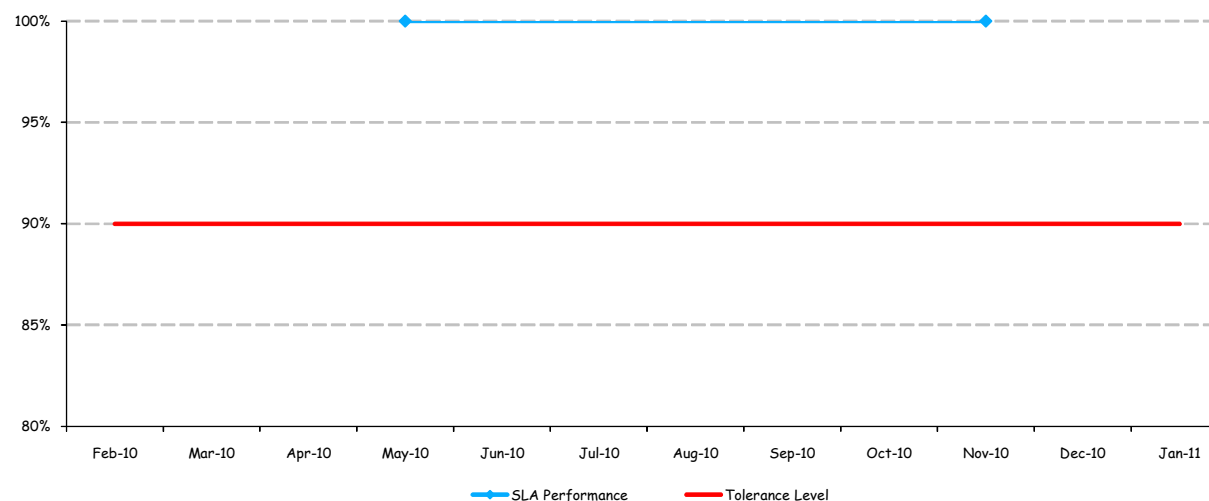
	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%

Co-location forecasting

January 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

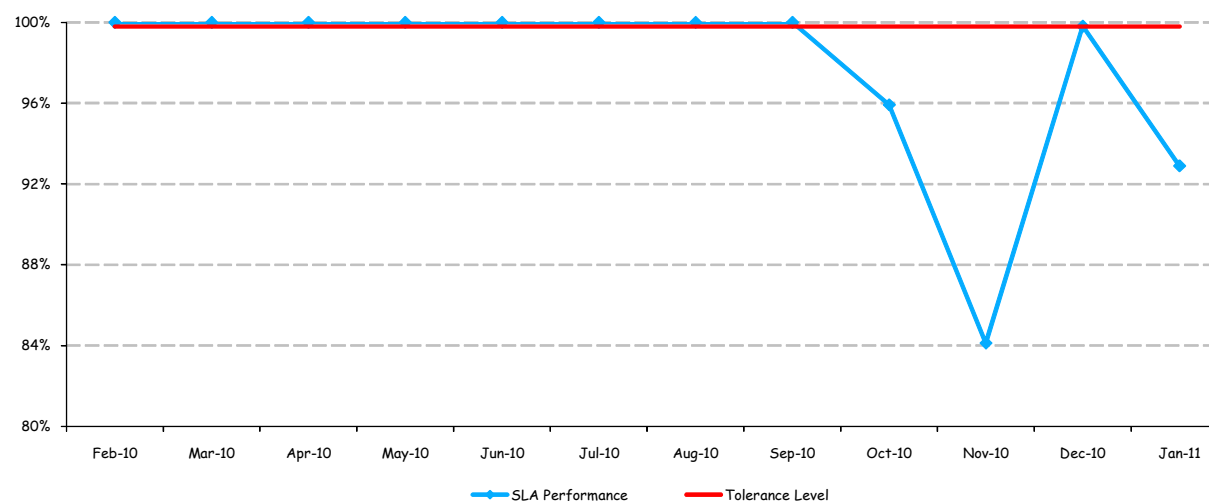
	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11
SLA Performance	n/a	n/a	n/a	100%	n/a	n/a	n/a	n/a	n/a	100%	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Operational support systems

January 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

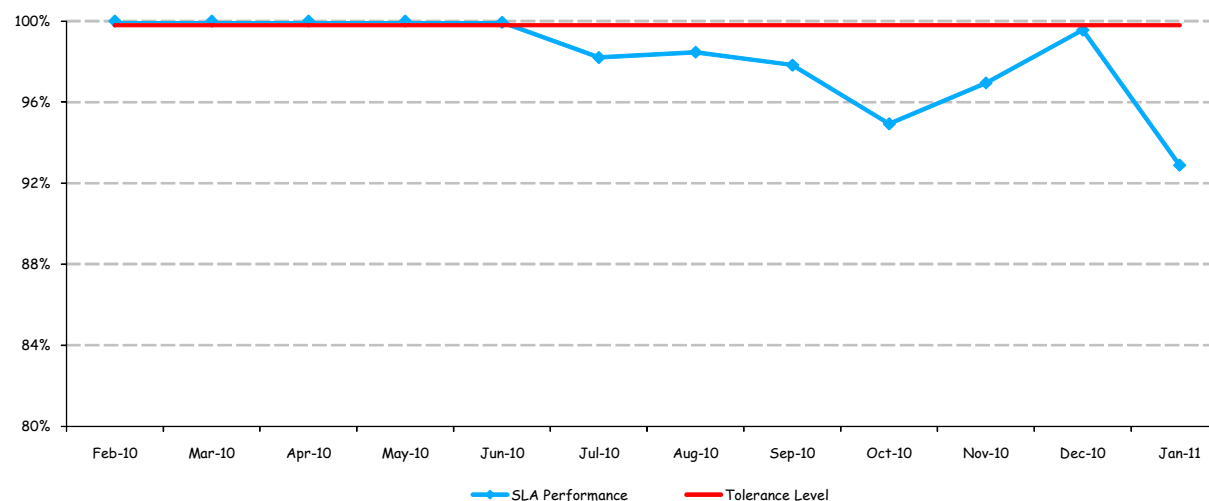
	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11
SLA Performance	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.9%	84.1%	99.8%	92.9%
Tolerance Level	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%

Operational support systems

January 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

	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11
SLA Performance	100.0%	100.0%	100.0%	100.0%	99.9%	98.2%	98.5%	97.8%	94.9%	96.9%	99.6%	92.9%
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

January 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

January 2011

Item No.	5	Tolerance Level	90%
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Service Attribute	Provision of Quote
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Cause of default	Due to the office shutdown during Christmas period, late delivery of information required to complete quotes by Chorus Field Services and Service Company representatives.
Procedure for correcting default	Quotes provided
Steps taken to remedy default	Measures in place to make sure we can get quote returned before office closure
Effectiveness of steps taken	Continued efforts are required to ensure this Service Level is achieved
Date of previous defaults	June 2010, September 2010

Co-location Service Level Default

January 2011

Item No.	6	Tolerance Level	100%
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Service Attribute	Meet expected Build completion date
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Cause of default	Builds where delayed due to late MDF Block Delivery.
Procedure for correcting default	Measures are in place so we can make sure we have a good supply of MDF Blocks.
Steps taken to remedy default	Escalated to the Chorus Field Services representatives
Effectiveness of steps taken	Continued efforts are required to ensure this Service Level is achieved.
Date of previous defaults	May 2010, June 2010, July 2010, September 2010, October 2010, November 2010, December 2010

Co-location Service Level Default

January 2011

Item No.	7	Tolerance Level	90%
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Service Attribute	Confirmation of completion
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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	May 2010, July 2010, August 2010, September 2010

Co-location Service Level Default

January 2011

Item No.	15	Tolerance Level	99.8%
Service Attribute	Availability of OOT		

Cause of default	There was one main outage in January that contributed to the failure of this Service Level. There was a failure in a key system component which resulted in a delay in processing customer orders.
Procedure for correcting default	System Availability was restored following the outage
Steps taken to remedy default	The relevant system component was restarted
Effectiveness of steps taken	Partially effective - enhanced monitoring and testing have been introduced to minimise the likelihood of such outages reoccurring
Date of previous defaults	October 2010, November 2010

Co-location Service Level Default

January 2011

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

Cause of default	There were number of outages in January that contributed to the failure of this Service Level. These outages were result of failures with system settings, incorrect system changes and capacity issues. As a result there were delays in processing fault tickets.
Procedure for correcting default	System Availability was restored following each outage
Steps taken to remedy default	In each instance the relevant steps were taken – i.e. system settings updated, capacity increased and approval process amended to avoid incorrect system changes being made in the future.
Effectiveness of steps taken	Effective and additional monitoring introduced where required
Date of previous defaults	July 2010, August 2010, September 2010, October 2010, November 2010, December 2010