

UCLL Co-location Performance Report

Consolidated Report

October 2010

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 6 (Meet Build), 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 4 (Notification of rejection) - 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 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.

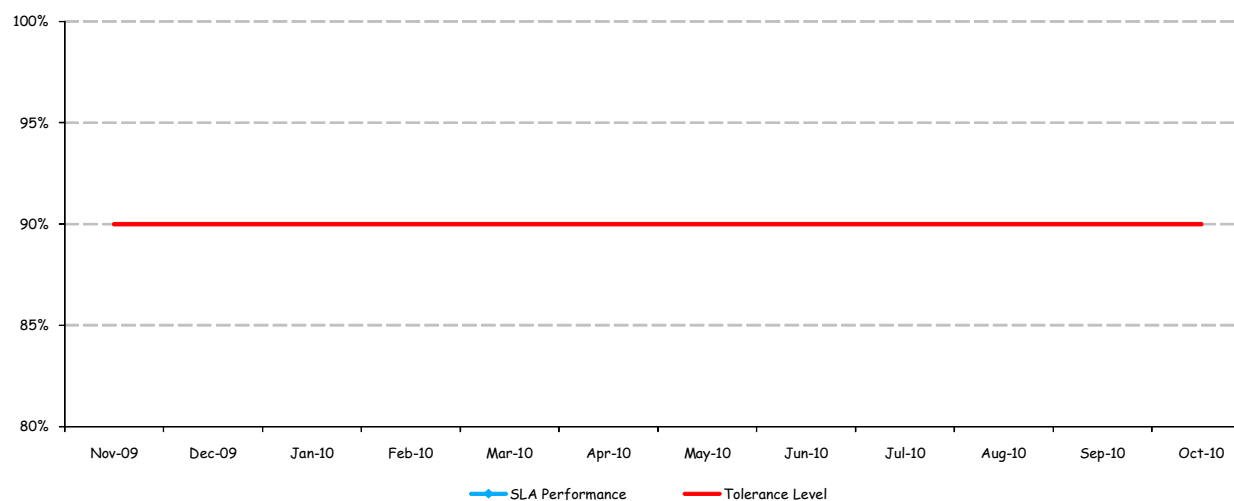


Site and footprint readiness

October 2010

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



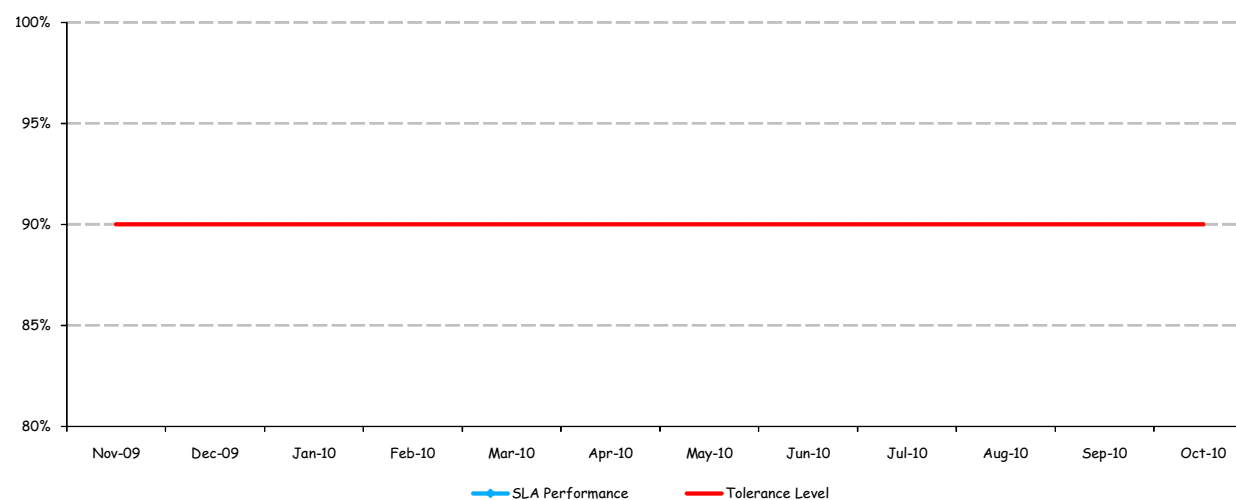
	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UCLL Co-location services

October 2010

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

	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10
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%

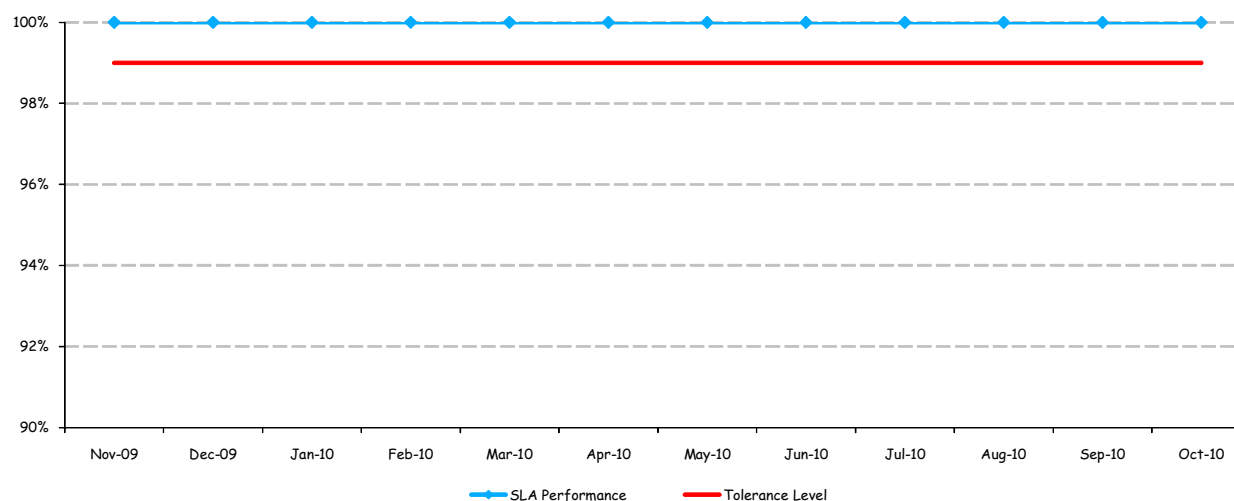


Provisioning UCLL Co-location services

October 2010

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

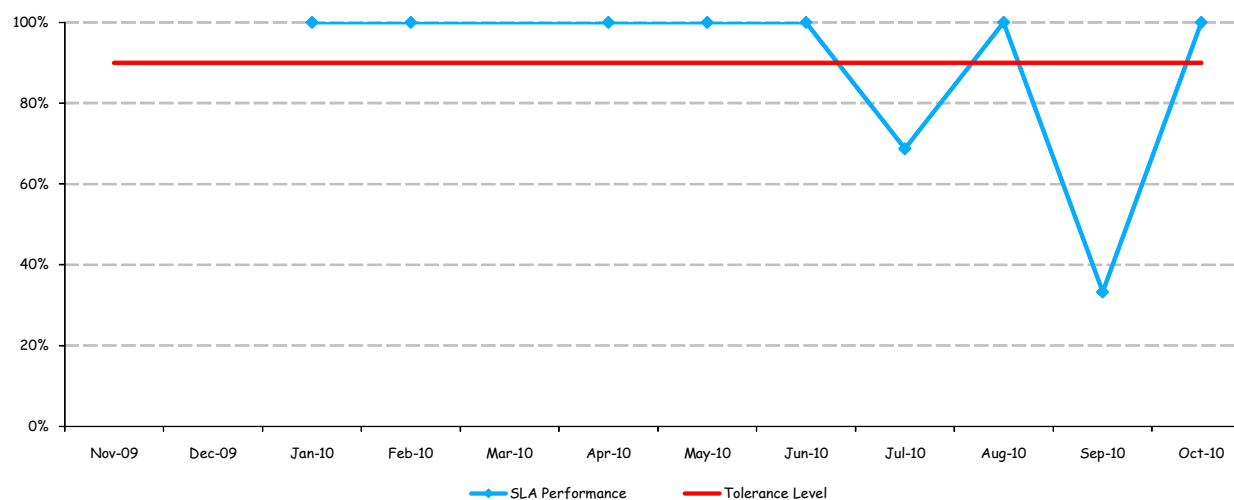
	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10
SLA Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tolerance Level	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%

Provisioning UCLL Co-location services

October 2010

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

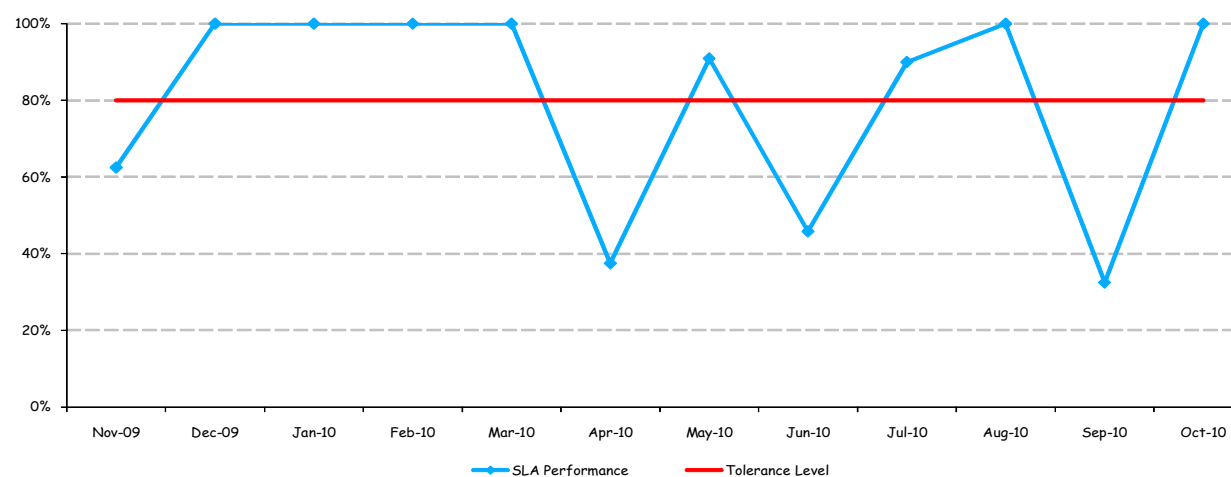
	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10
SLA Performance	n/a	n/a	100%	100%	n/a	100%	100%	100%	69%	100%	33%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UCLL Co-location services

October 2010

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

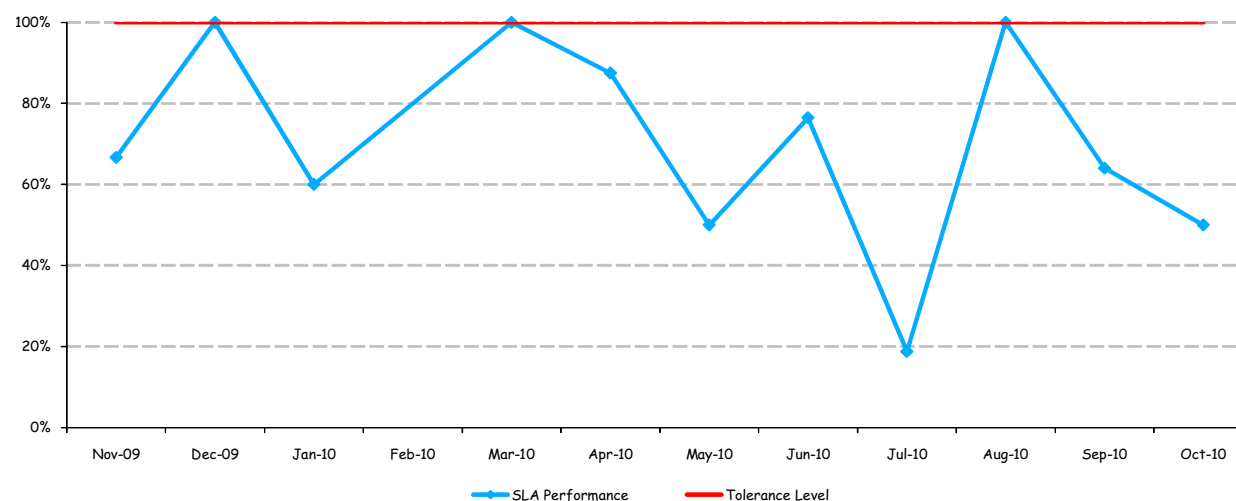
	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10
SLA Performance	63%	100%	100%	100%	100%	38%	91%	46%	90%	100%	33%	100%
Tolerance Level	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%

Provisioning UCLL Co-location services

October 2010

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

	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10
SLA Performance	67%	100%	60%	n/a	100%	88%	50%	76%	19%	100%	64%	50%
Tolerance Level	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

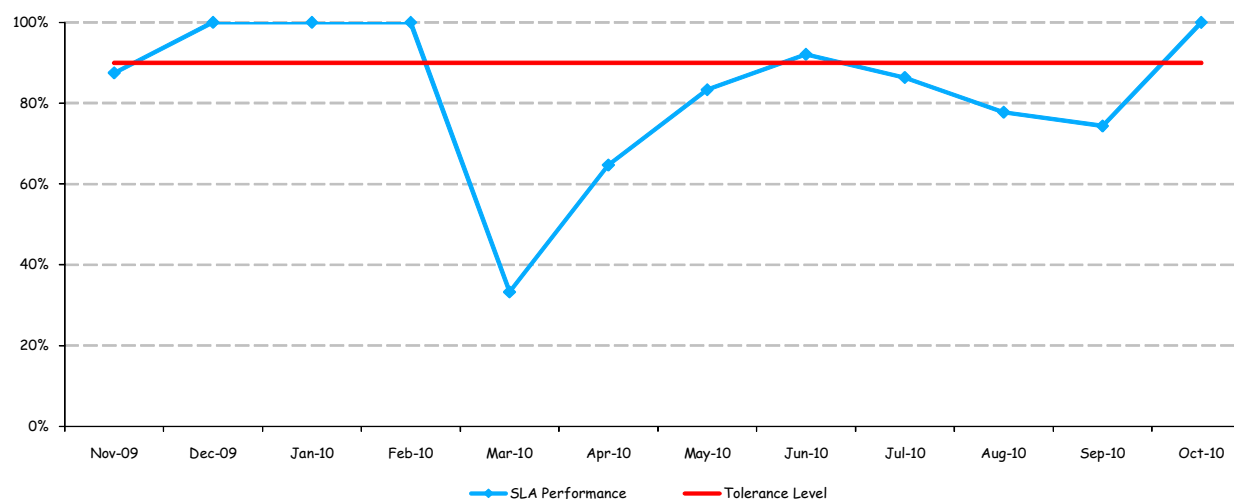


Provisioning UCLL Co-location services

October 2010

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 exceeded the required tolerance level

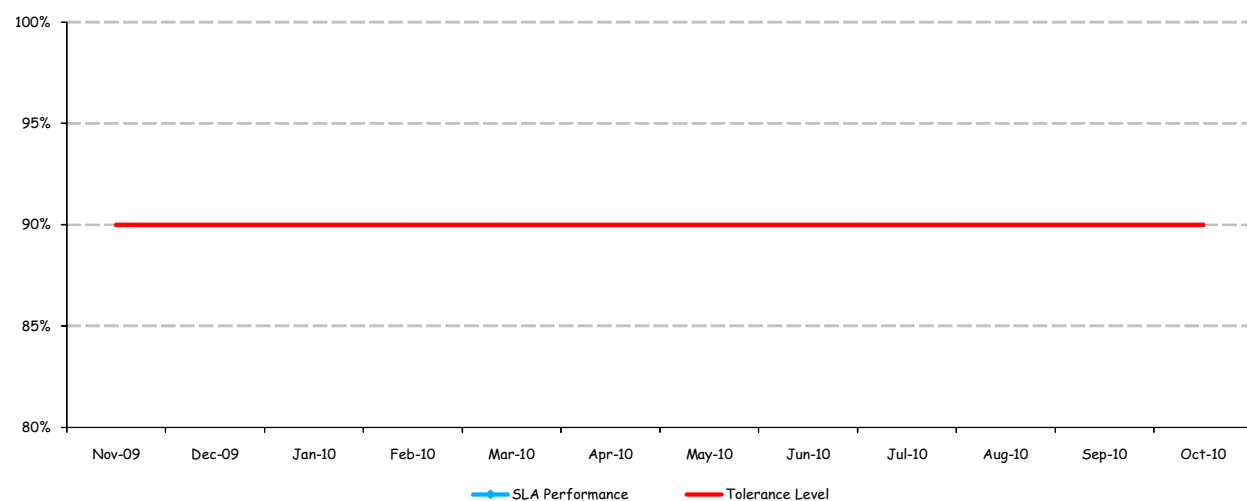
	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10
SLA Performance	88%	100%	100%	100%	33%	65%	83%	92%	86%	78%	74%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UCLL Co-location services

October 2010

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

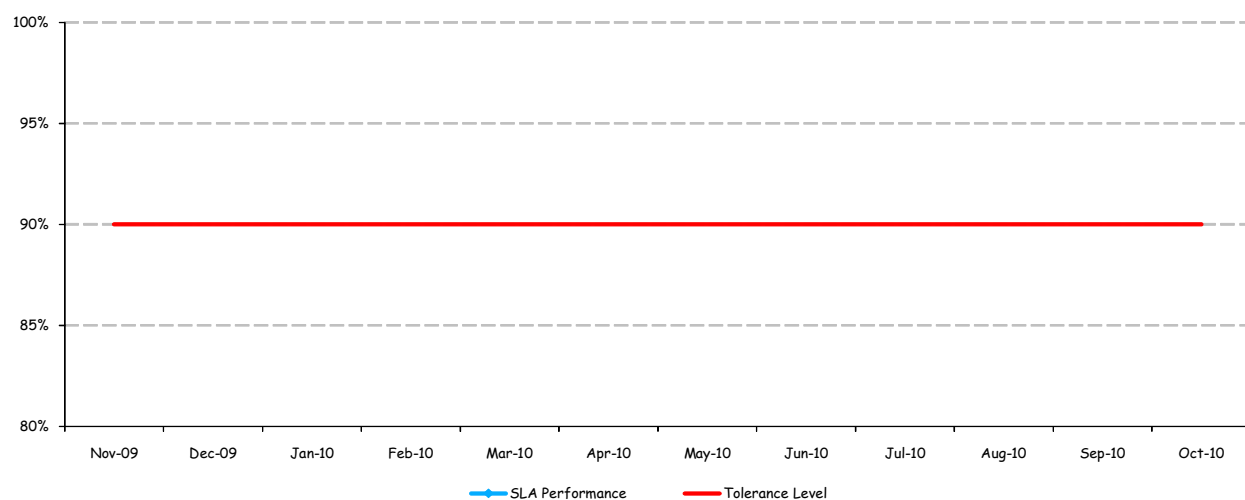
	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UCLL Co-location services

October 2010

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

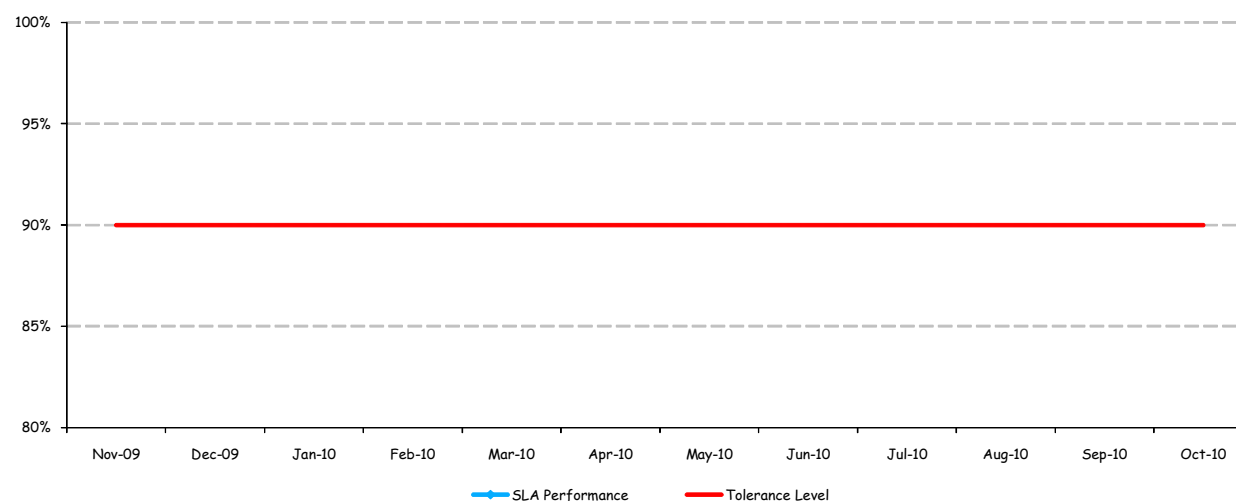
	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Fault Management

October 2010

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

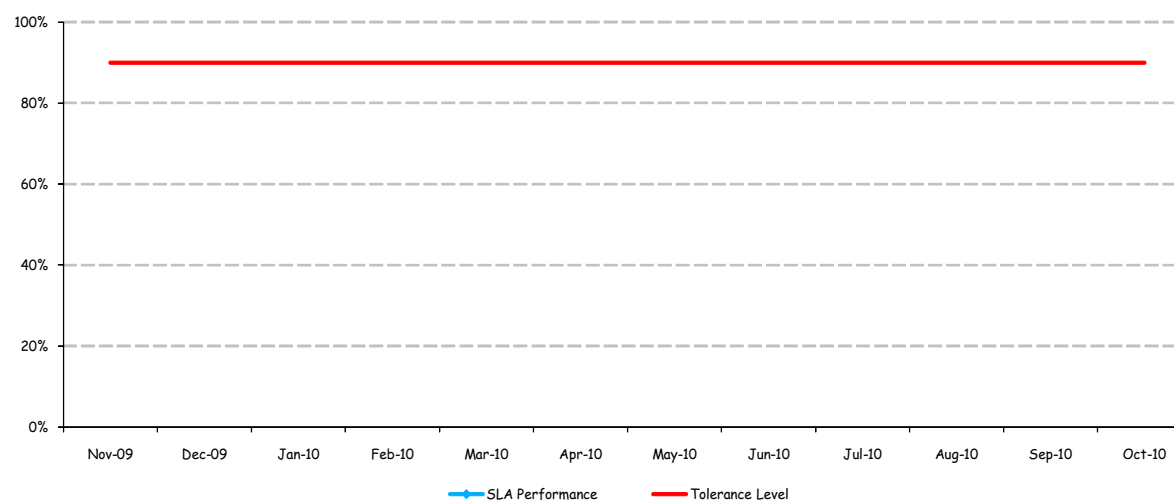
	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Fault Management

October 2010

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

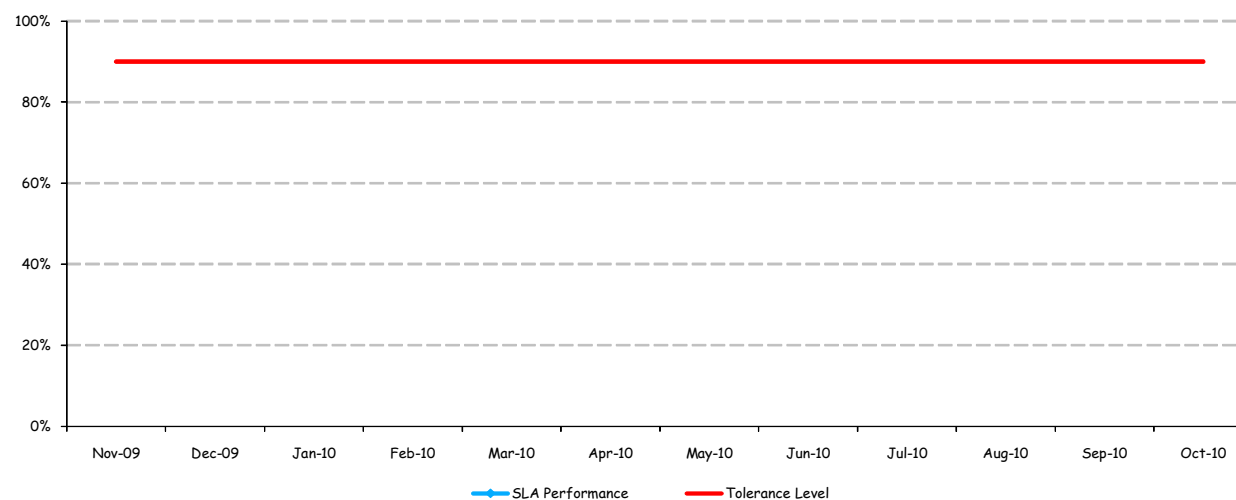
	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Fault Management

October 2010

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

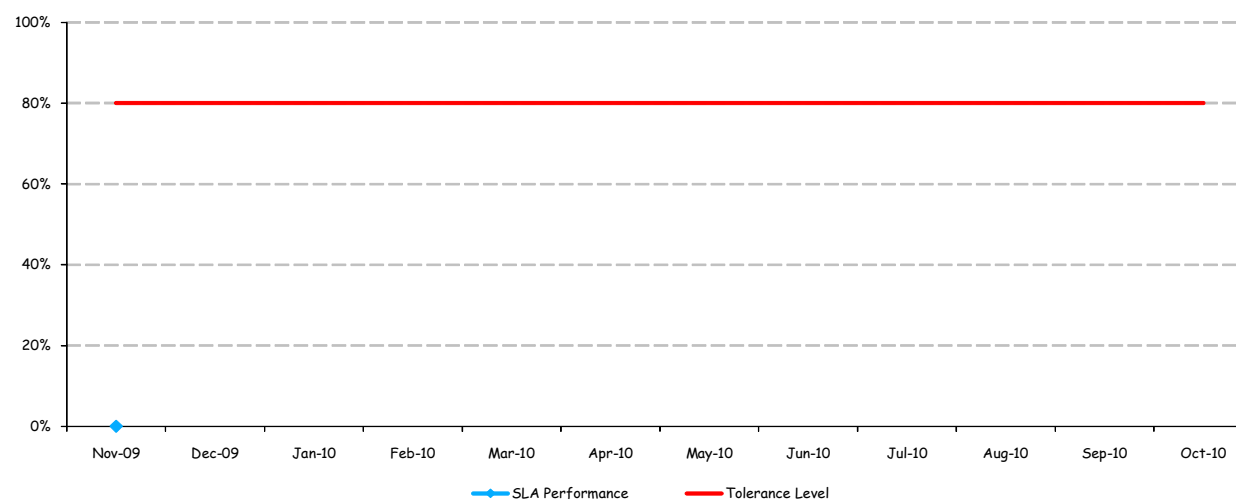
	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Fault Management

October 2010

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

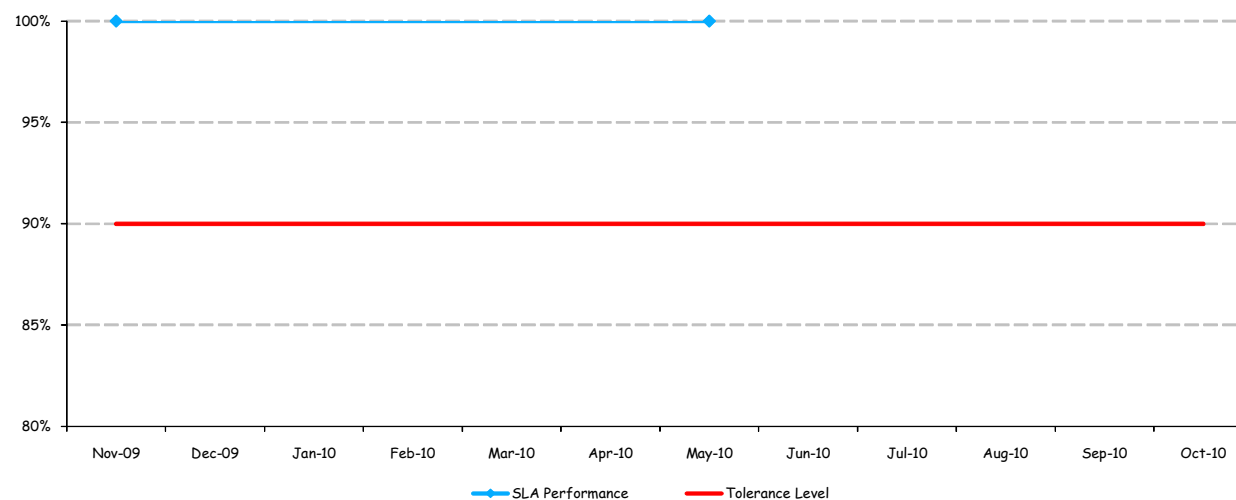
	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10
SLA Performance	0%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%

Co-location forecasting

October 2010

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

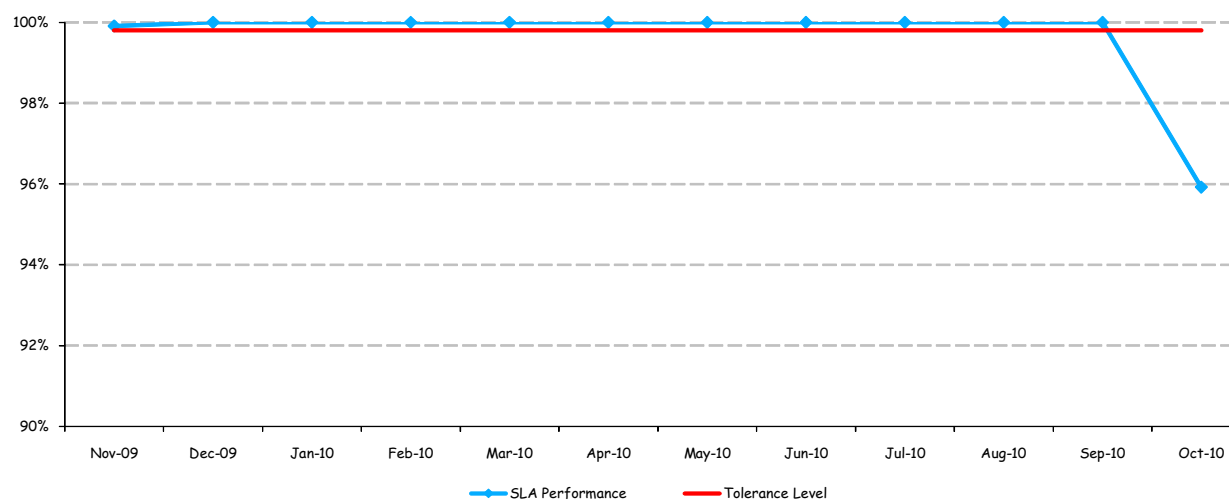
	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10
SLA Performance	100%	n/a	n/a	n/a	n/a	n/a	100%	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Operational support systems

October 2010

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

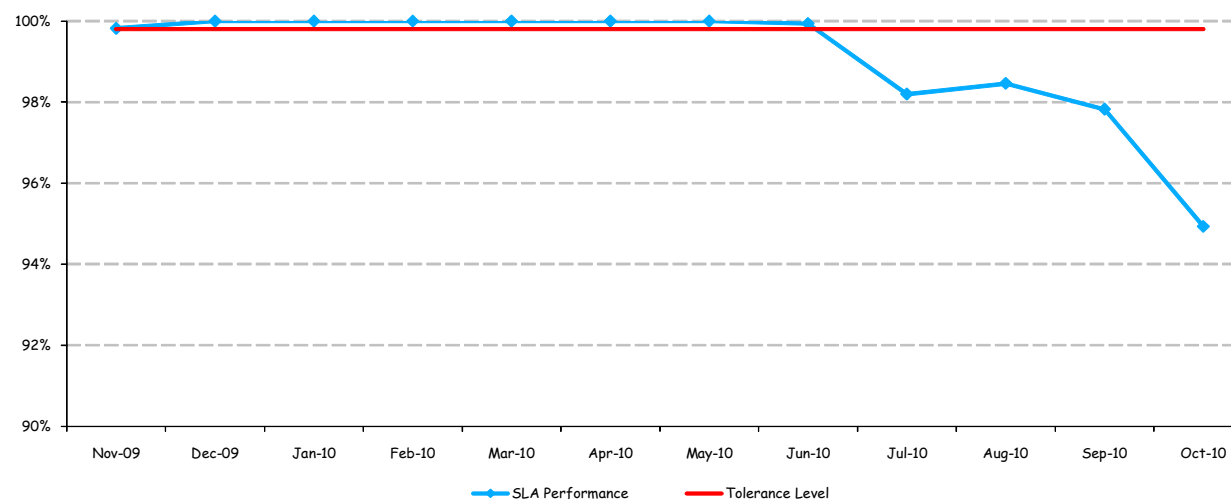
	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10
SLA Performance	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.9%
Tolerance Level	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%

Operational support systems

October 2010

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

	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10
SLA Performance	99.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	98.2%	98.5%	97.8%	94.9%
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%

Consolidated UCLL Co-location Performance Report

Full explanation of terms used in this report

October 2010

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

October 2010

Item No.	6	Tolerance Level	100%
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Service Attribute	Meet expected Telecom build completion date
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Cause of default	1) Notification from Service Company that build was complete was provided late. 2) Some build work completed late due to the Earthquake in Christchurch.
Procedure for correcting default	Builds were completed
Steps taken to remedy default	Escalated to the Chorus Field Services representatives that notification of build completed is required in a timely manner using the appropriate resources
Effectiveness of steps taken	Continued efforts are required to ensure this Service Level is achieved
Date of previous defaults	April 2010, May 2010, June 2010, July 2010, August 2010, September 2010

Co-location Service Level Default

October 2010

Item No.	15	Tolerance Level	99.8%
Service Attribute	Availability of OOT		
Cause of default	<p>There were multiple outages in October that resulted in failure of this Service Level in October.</p> <p>The causes of these outages were varied, and included access issues for middleware components, database import issues, and database and network connectivity failures</p>		
Procedure for correcting default	System availability was restored following each outage		
Steps taken to remedy default	<p>For some of these outages, root cause analysis is still underway.</p> <p>Where the fault was a result of a system change or the cause identified, the change was either reversed or permanent corrective action taken.</p> <p>Were required, enhanced monitoring and alerts have been introduced to minimise outage impact and ensure trouble-shooting, and recovery actions, can be more targeted.</p>		
Effectiveness of steps taken	Once the root cause analysis is completed, permanent corrective solutions will be put in place to prevent such outages from reoccurring.		
Date of previous defaults	N/A		

Co-location Service Level Default

October 2010

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

Cause of default	<p>There were multiple outages in October that resulted in failure of this Service Level in October.</p> <p>The causes of these outages were varied, and included access issues for middleware components, database import issues, and database and network connectivity failures</p>
Procedure for correcting default	<p>System availability was restored following each outage</p>
Steps taken to remedy default	<p>For some of these outages, root cause analysis is still underway.</p> <p>Where the fault was a result of a system change or the cause identified, the change was either reversed or permanent corrective action taken.</p> <p>Were required, enhanced monitoring and alerts have been introduced to minimise outage impact and ensure trouble-shooting, and recovery actions, can be more targeted.</p>
Effectiveness of steps taken	<p>Once the root cause analysis is completed, permanent corrective solutions will be put in place to prevent such outages from reoccurring.</p>
Date of previous defaults	<p>June 2010, July 2010, August 2010, September 2010</p>