

# UCLL Co-location Performance Report

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## Consolidated Report

May 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 four Service Level Defaults this month: SL 6 (Meet Build completion date), SL 7 (Confirmation of completion), SL 15 (Availability of OO&T) and SL 16 (Availability of OFM). Service 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 the 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 General 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.

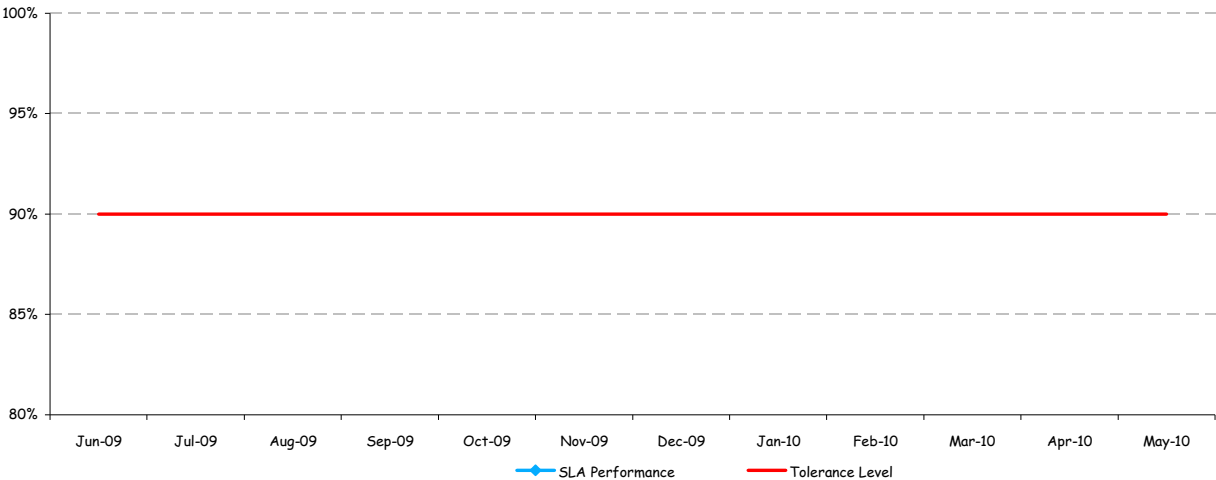


# Site and footprint readiness

May 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



### Commentary

No site audits completed this month

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

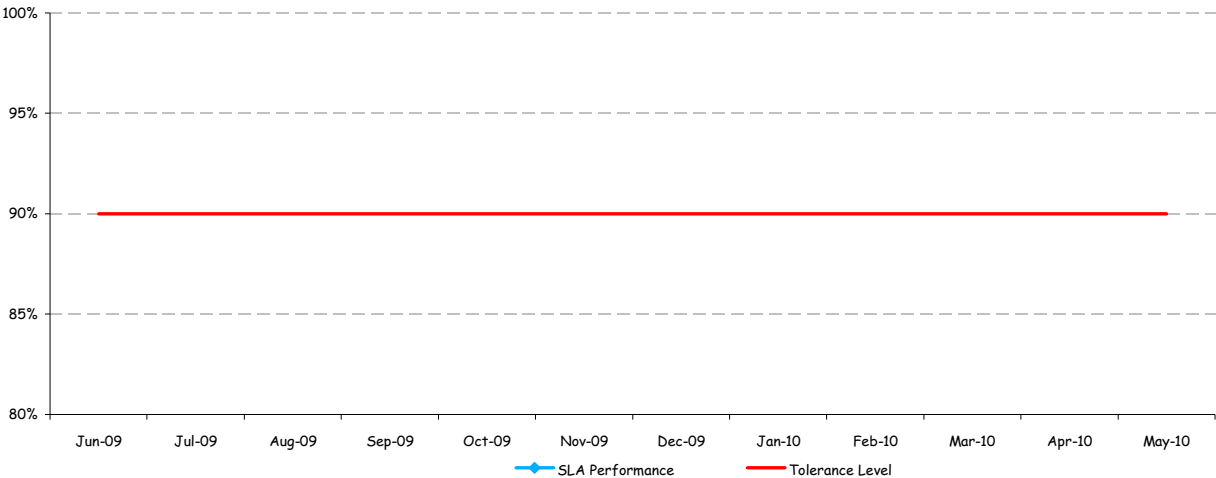


# Provisioning UCLL Co-location services

May 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

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

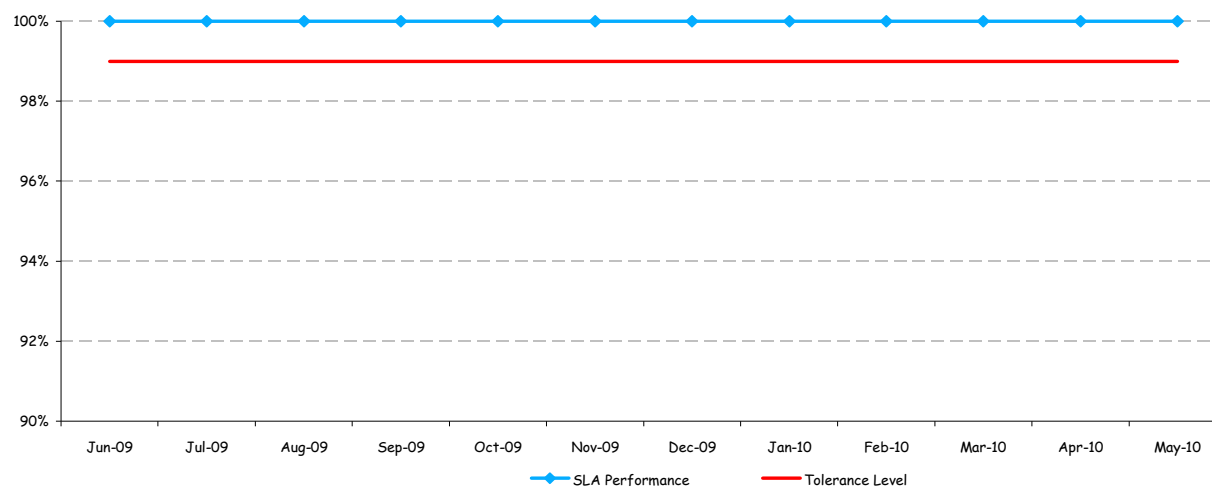


# Provisioning UCLL Co-location services

May 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

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

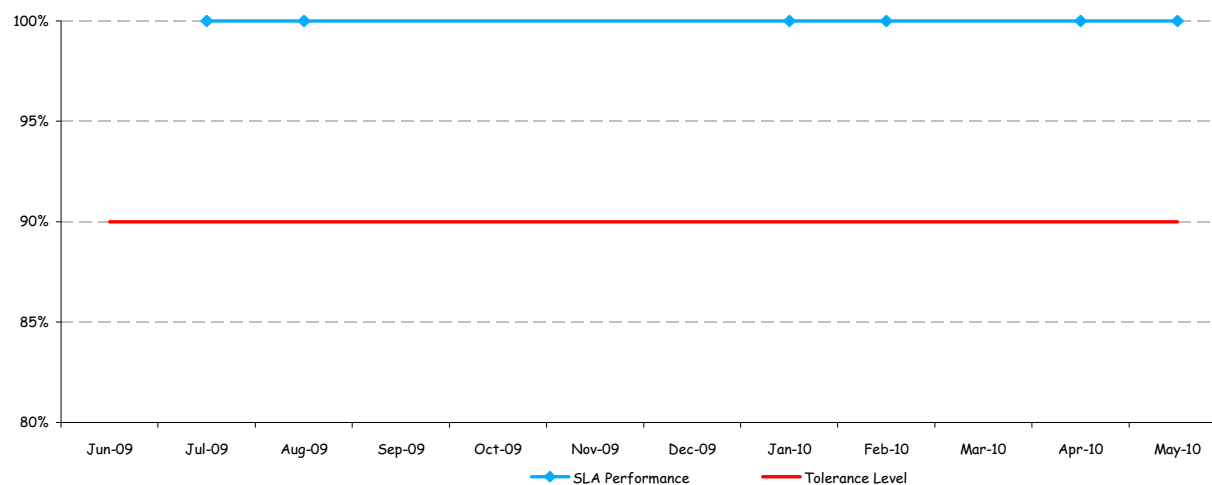


# Provisioning UCLL Co-location services

May 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

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

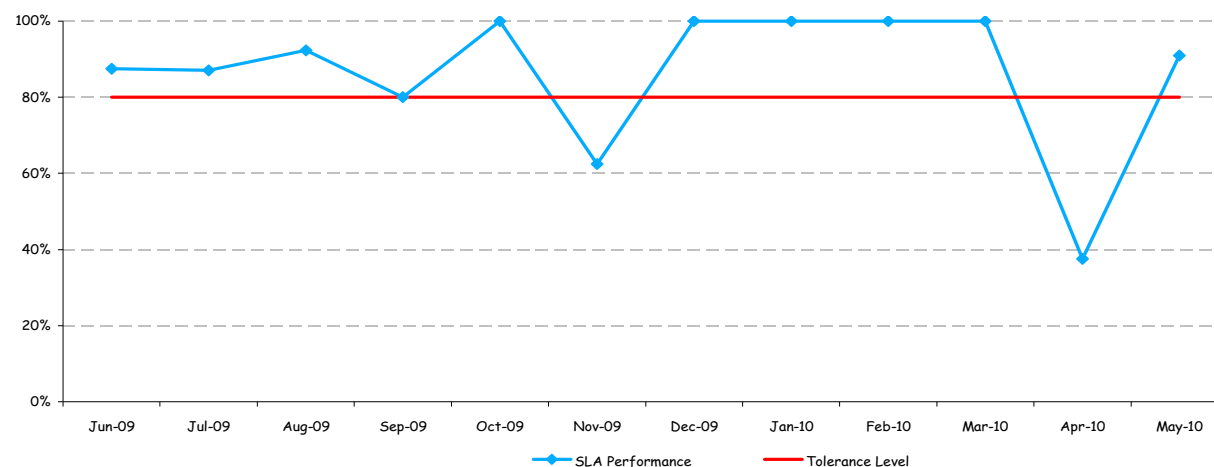


# Provisioning UCLL Co-location services

May 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

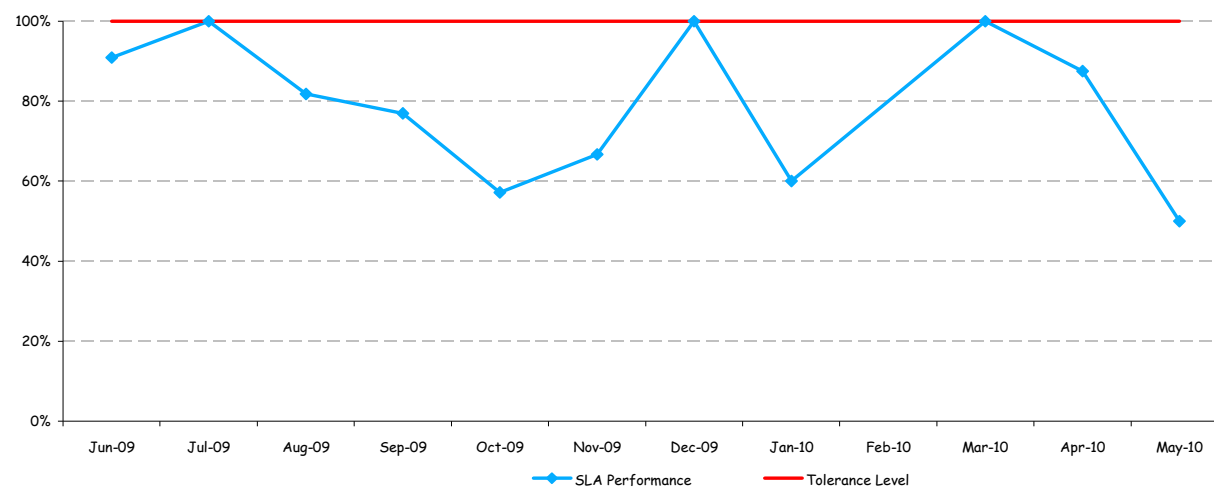
	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10
SLA Performance	88%	87%	92%	80%	100%	63%	100%	100%	100%	100%	38%	91%
Tolerance Level	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%

# Provisioning UCLL Co-location services

May 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

	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10
SLA Performance	91%	100%	82%	77%	57%	67%	100%	60%	n/a	100%	88%	50%
Tolerance Level	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

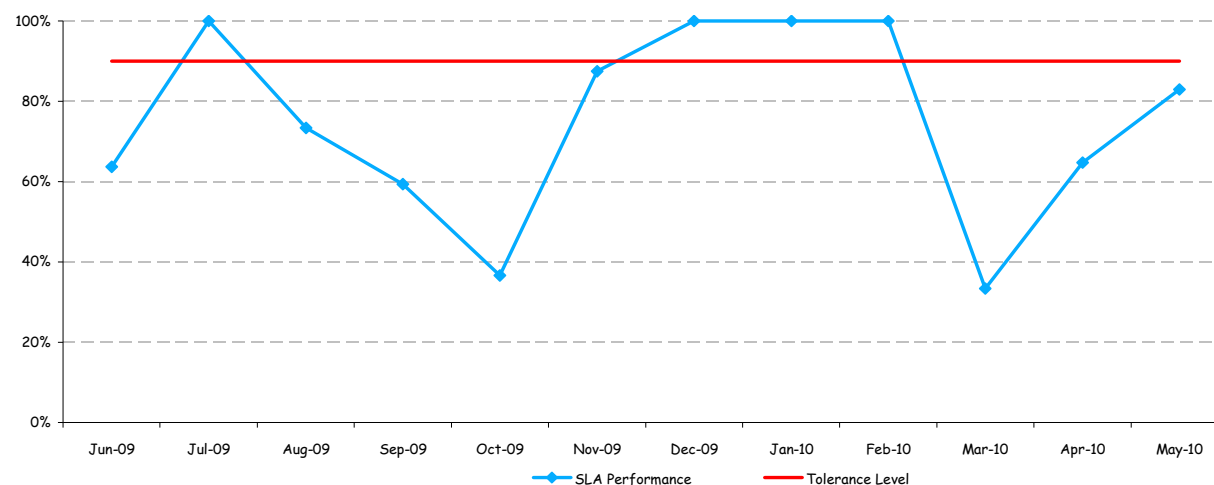


# Provisioning UCLL Co-location services

May 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 not met the required tolerance level. See the SL 7 Service Default Report for more information

	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10
SLA Performance	64%	100%	73%	59%	37%	88%	100%	100%	100%	33%	65%	83%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

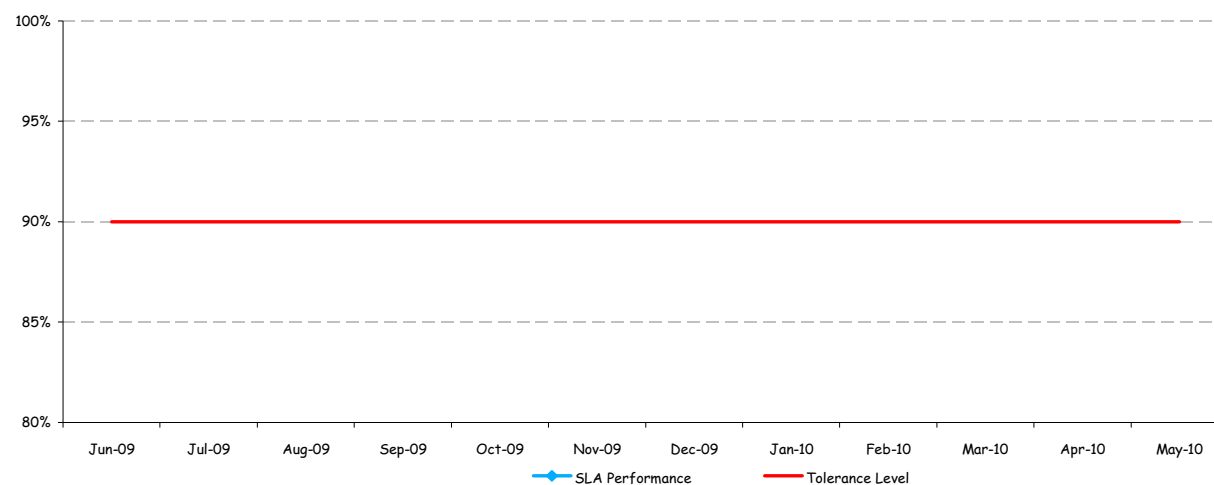


# Provisioning UCLL Co-location services

May 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

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

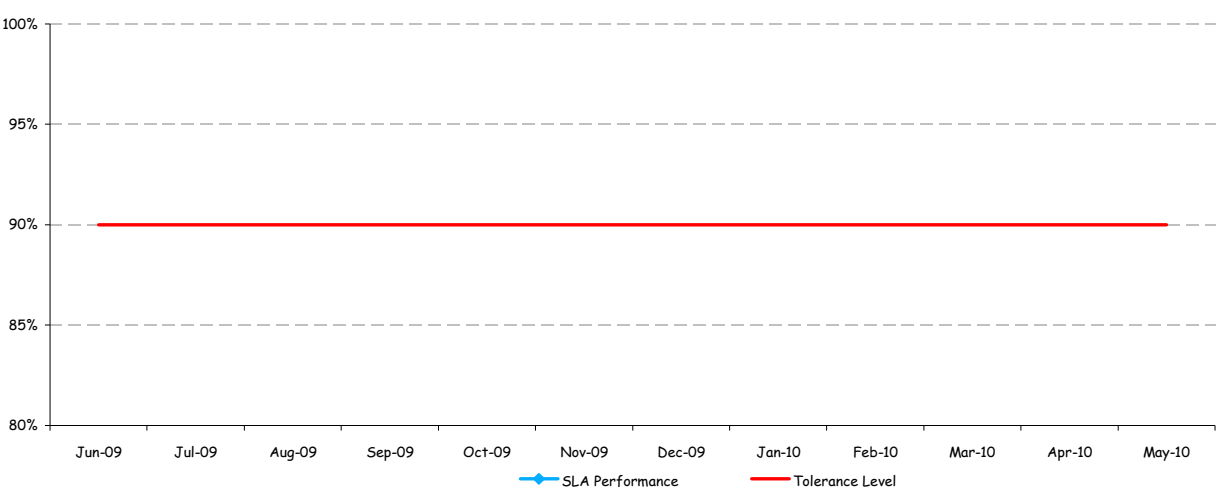


# Provisioning UCLL Co-location services

May 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

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

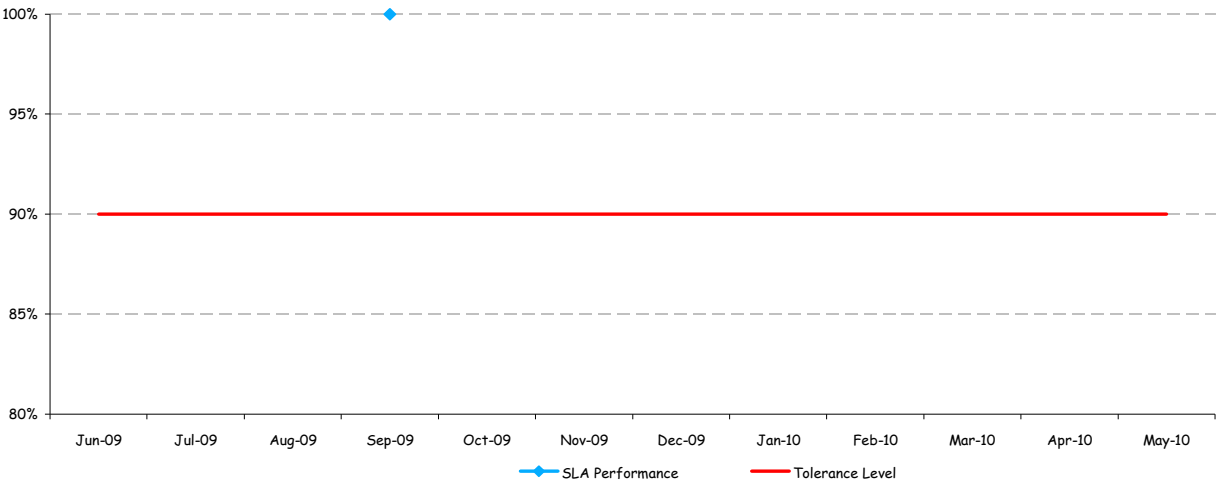


# Fault Management

May 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

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

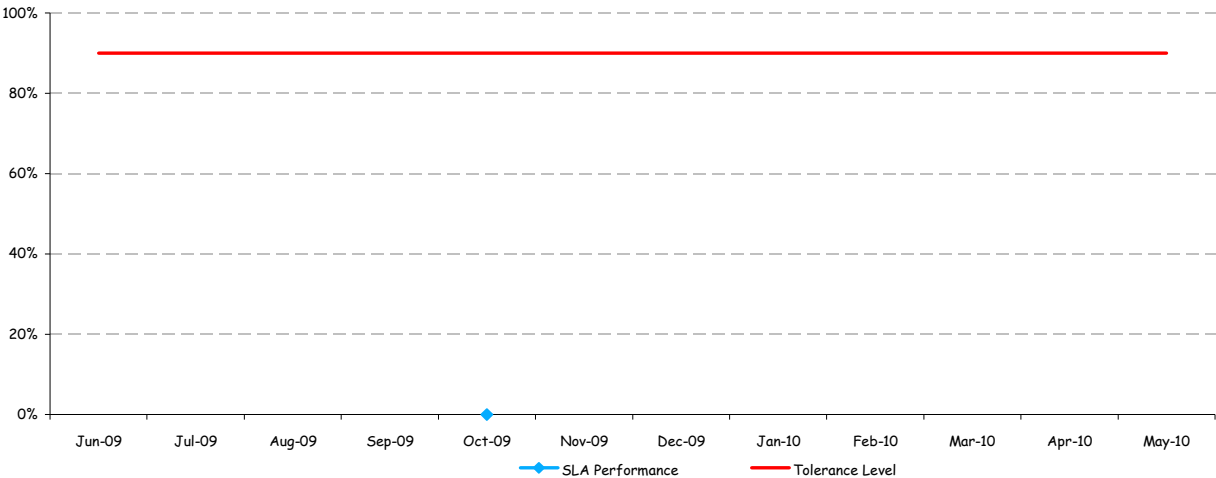


# Fault Management

May 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

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

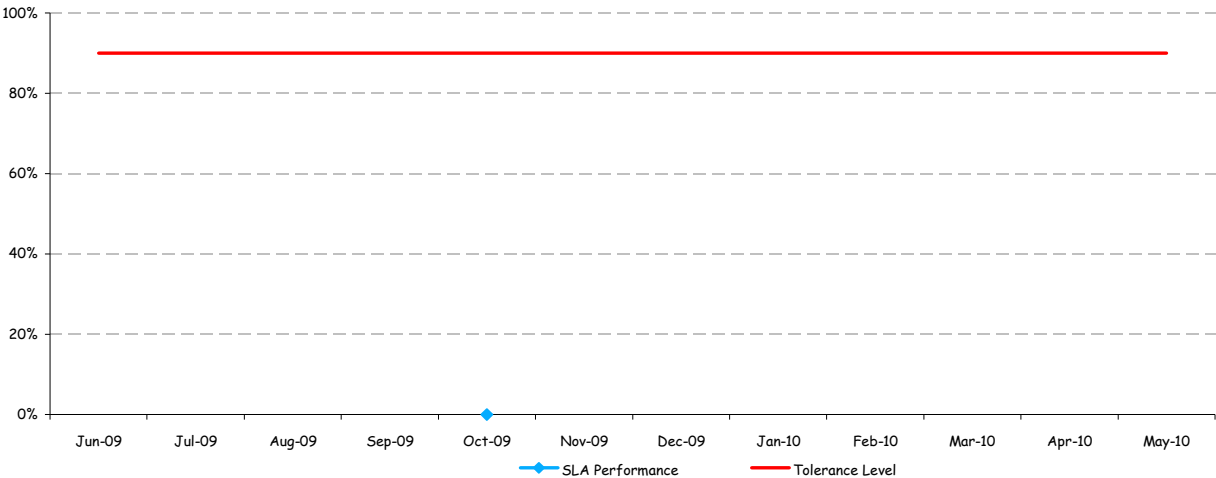


# Fault Management

May 2010

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

## SL 12 - Faults restored within notified expected restoration period (level A)



### Commentary

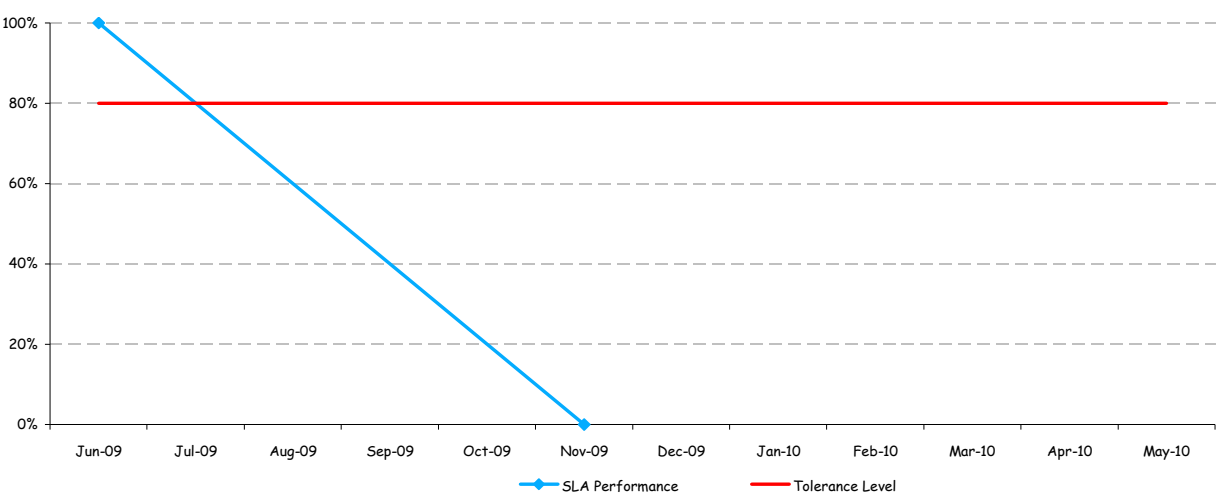
No faults were reported this month

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



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

	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10
SLA Performance	100%	n/a	n/a	n/a	n/a	0%	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%

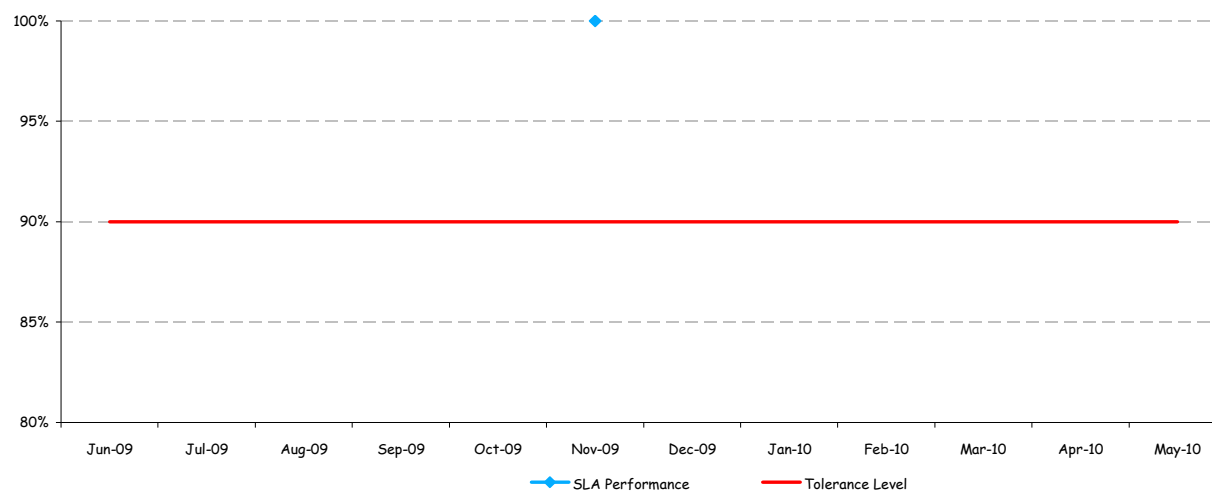


# Co-location forecasting

May 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

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

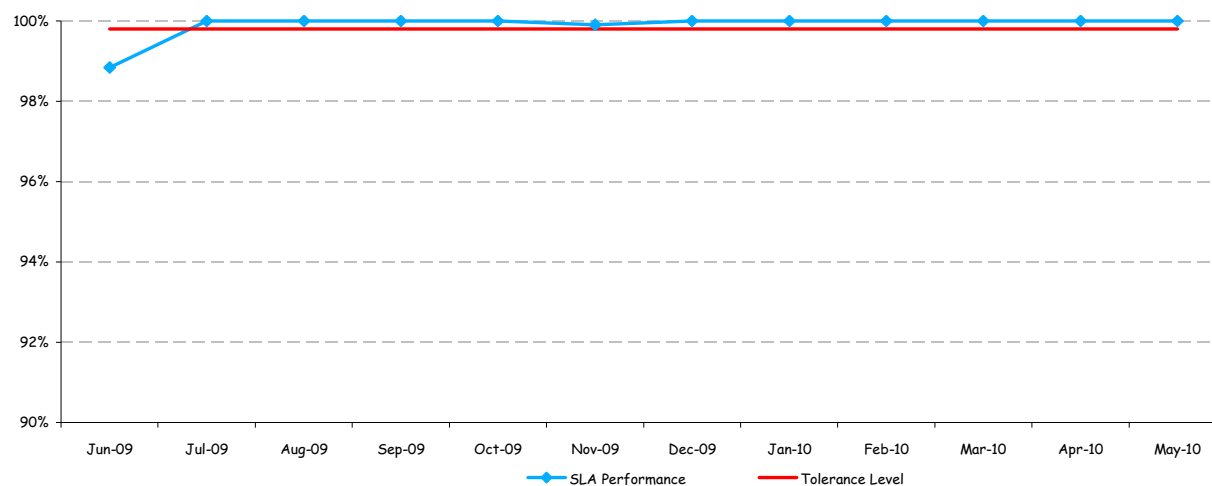


# Operational support systems

May 2010

This section covers operational support systems for access seekers

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



### Commentary

Result only reflective of OO&T System Availability, not Netcracker (EOI Fulfil System) - see SL 15 Default Report for more information.

	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10
SLA Performance	98.8%	100.0%	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
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%



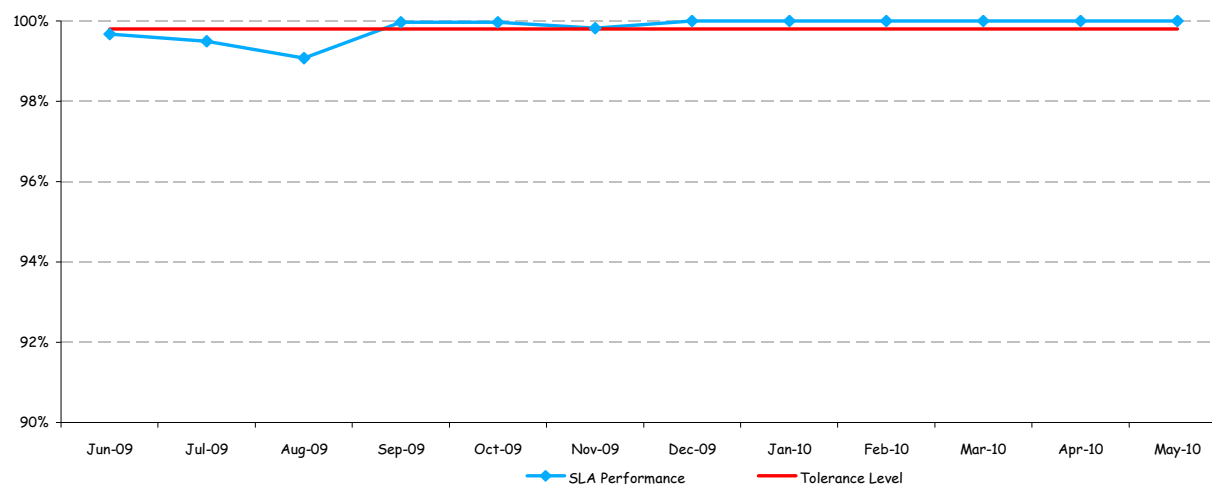


# Operational support systems

May 2010

This section covers operational support systems for access seekers

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



### Commentary

Result only reflective of OFM System Availability, not HPSM (EOI Assure System) - see SL 16 Default Report for more information.

	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10
SLA Performance	99.7%	99.5%	99.1%	100.0%	100.0%	99.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
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%



# Full explanation of terms used in this report

May 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](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

May 2010

Item No.	6	Tolerance Level	100%
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Service Attribute	Meet Expected completion date
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Cause of default	No notification given from Service Company that build was completed
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 using the appropriate resources
Effectiveness of steps taken	Continues efforts are required to ensure this Service Level is achieved
Date of previous defaults	October 2009, November 2009, January 2010, April 2010



# Co-location Service Level Default

May 2010

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 and confirmation given, however 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	Process amendment made to ensure that status in OO&T is updated within Service level
Effectiveness of steps taken	Continues efforts are required to ensure this Service Level is achieved
Date of previous defaults	October 2009, November 2009, March 2010, April 2010



# Co-location Service Level Default

May 2010

Item No.	15	Tolerance Level	99.8%
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Service Attribute	Availability of OO&T
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Cause of default	No capability available to deliver accurate 'Availability of OO&T' reporting, on new assure system
Procedure for correcting default	Failure of this Service Level, as unable to report as required
Steps taken to remedy default	Reporting solution is currently being investigated
Effectiveness of steps taken	Unknown as yet
Date of previous defaults	April 2010



# Co-location Service Level Default

May 2010

Item No.	16	Tolerance Level	99.8%
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Service Attribute	Availability of OFM
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Cause of default	No capability available to deliver accurate 'Availability of OFM' reporting, on new assure system
Procedure for correcting default	Failure of this Service Level, as unable to report as required
Steps taken to remedy default	Reporting solution is currently being investigated
Effectiveness of steps taken	Unknown as yet
Date of previous defaults	April 2010

