UCLL & UCLF Backhaul Performance Report

Consolidated Report

June 2012

Unbundled Copper Local Loop (UCLL) and Unbundled Copper Low Frequency Service (UCLF) Backhaul Performance Reports are prepared each month to provide a comprehensive view of our performance over the preceding month. These reports measure our performance against service levels defined in the UCLL Backhaul Standard Term Determinations.

Executive summary

There were two Service Level Defaults this month: SL 15 (Availability of OO&T), 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

There were no orders excluded from Service Level calculations.

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

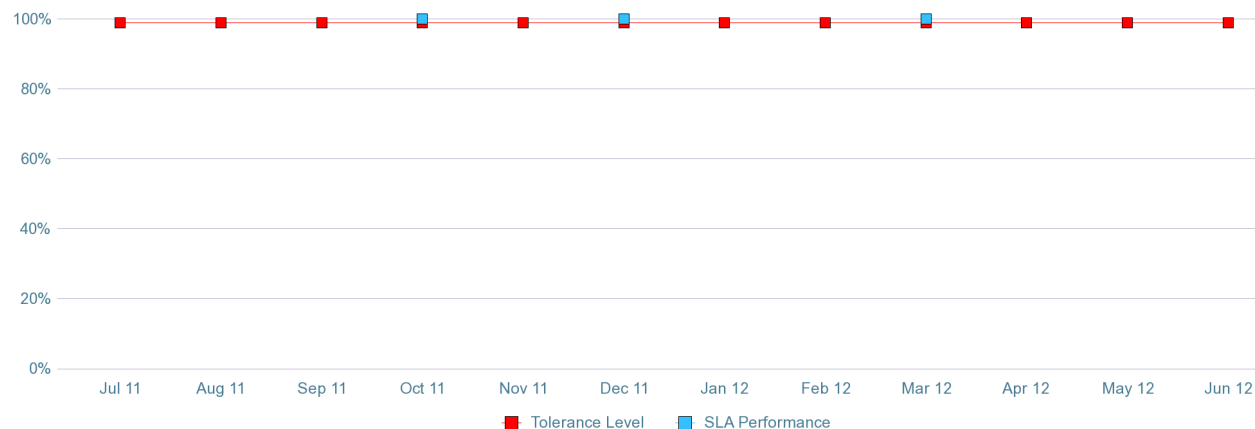If you have queries, please email your Chorus Account Manager.

Chorus

Provisioning Backhaul services

This section covers Backhaul provisioning service, including ordering, notifications, and outages.

SL 1 - Orders acknowledged within four business hours of order receipt – All Orders

Commentary

No orders were received this month

	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12
SLA Performance	n/a	n/a	n/a	100%	n/a	100%	n/a	n/a	100%	n/a	n/a	n/a
Tolerance Level	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%

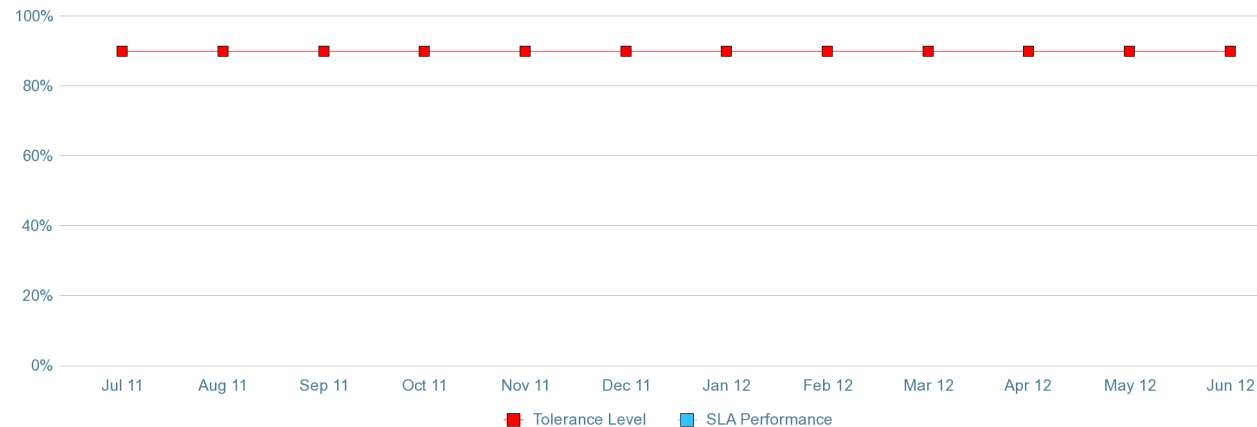Consolidated UCLL & UCLF Backhaul Performance Report

Chorus

Provisioning Backhaul services

This section covers Backhaul provisioning service, including ordering, notifications, and outages.

SL 2 - Invalid order rejection notifications sent within eight business hours of receipt – All Orders

Commentary

No invalid orders received this month

	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12
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%

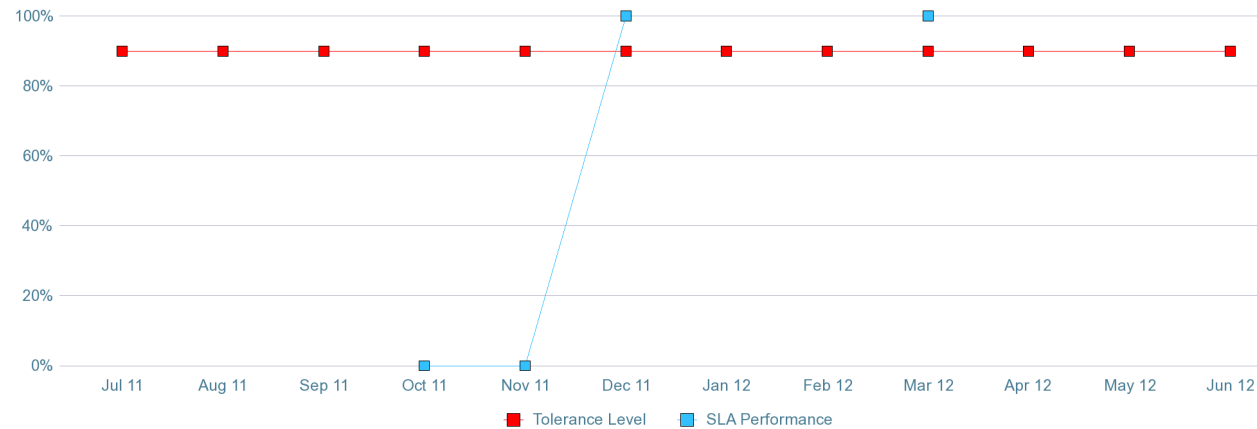Consolidated UCLL & UCLF Backhaul Performance Report

Chorus

Provisioning Backhaul services

June 2012

This section covers Backhaul provisioning service, including ordering, notifications, and outages.

SL 3 - Notification of expected RFS dates sent within seven working days of deemed acceptance time – All Orders, except Speed Change orders not a requiring Truck Roll

Commentary

No orders were received this month

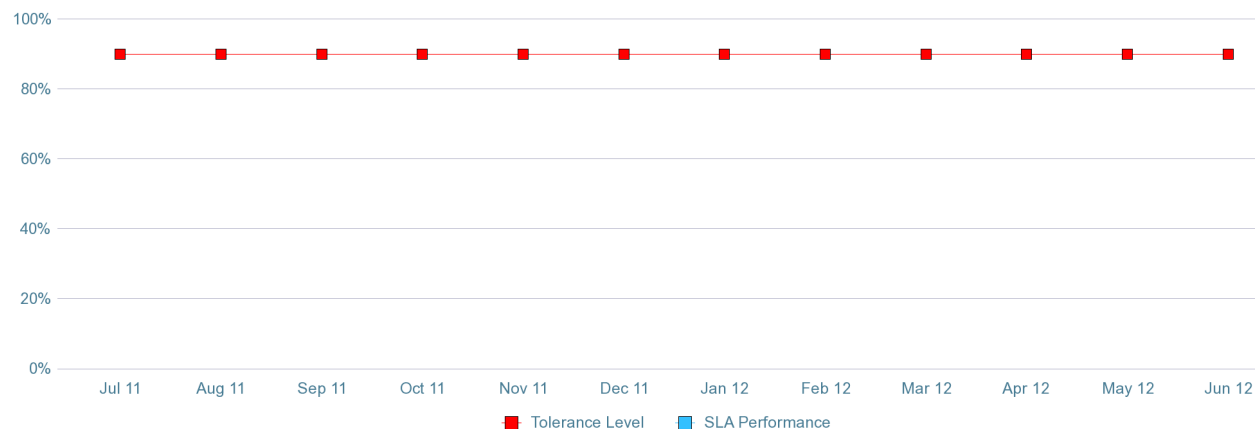|	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12
SLA Performance	n/a	n/a	n/a	0%	0%	100%	n/a	n/a	100%	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Chorus

Provisioning Backhaul services

This section covers Backhaul provisioning service, including ordering, notifications, and outages.

SL 4 - Notification of expected RFS dates sent within three working days of deemed acceptance time – Speed Change (no Truck Roll) Order

Commentary

No speed change orders were received this month

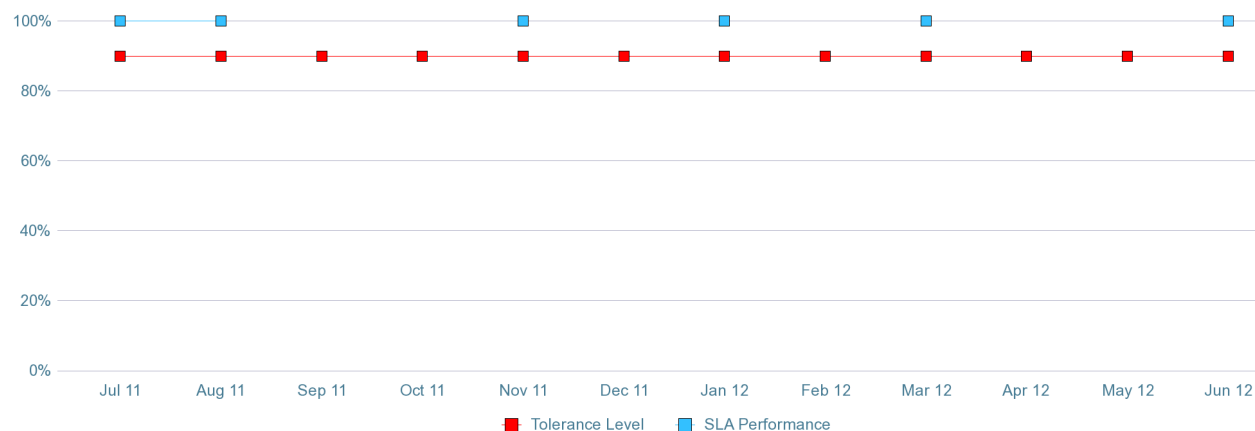|	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning Backhaul services

This section covers Backhaul provisioning service, including ordering, notifications, and outages.

SL 5 - Order is completed right first time (level A) – for each service type

Commentary

Performance has either met or exceeded the required tolerance level

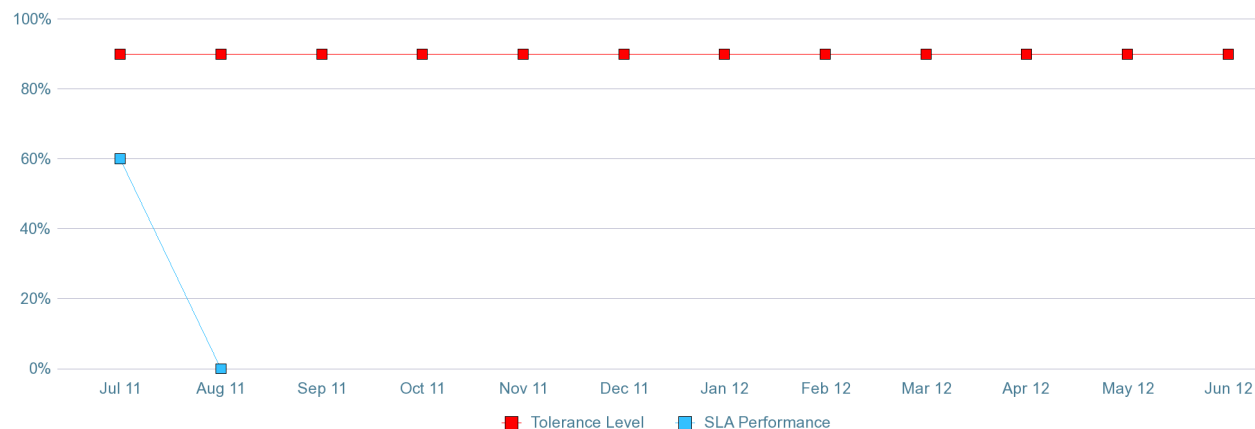|	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12
New Connection	100%	100%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Network Change	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Speed Change	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Relinquishment	n/a	n/a	n/a	n/a	100%	n/a	100%	n/a	100%	n/a	n/a	100%
Handover Fibre	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Backhaul Connection	100%	100%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
SLA Performance	100%	100%	n/a	n/a	100%	n/a	100%	n/a	100%	n/a	n/a	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Chorus

Provisioning Backhaul services

This section covers Backhaul provisioning service, including ordering, notifications, and outages.

SL 6 - Order is completed by the notified expected RFS date (level A) - for each service type, excluding Relinquishment Orders

Tolerance Level ■ **SLA Performance** ■

Commentary

No orders were completed this month

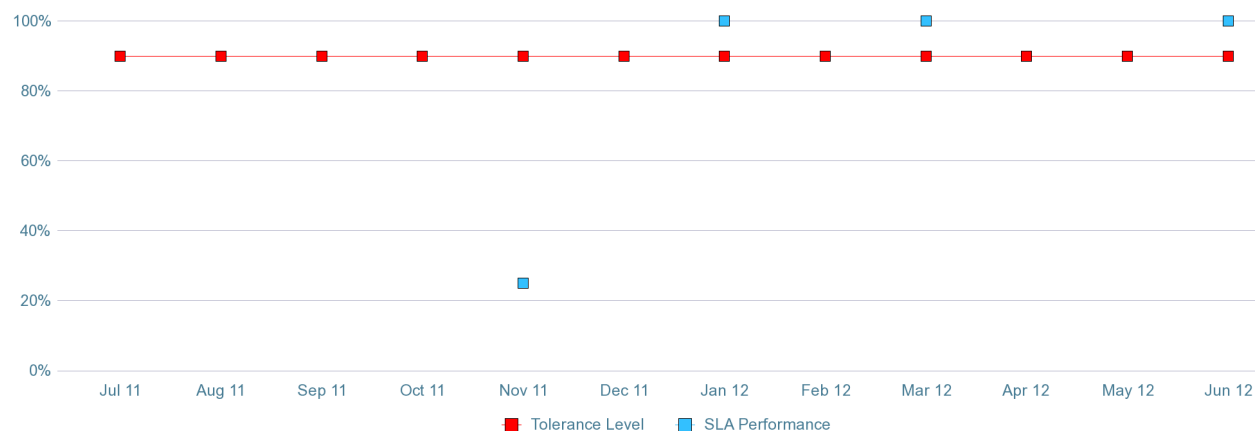|	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12
New Connection	60%	0%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Network Change	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Speed Change	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Relinquishment	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Handover Fibre	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Backhaul Connection	60%	0%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
SLA Performance	60%	0%	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%

Chorus

Provisioning Backhaul services

This section covers Backhaul provisioning service, including ordering, notifications, and outages.

SL 7 - Order is completed by the notified expected RFS date – Relinquishment Orders

Commentary

Performance has exceed the required tolerance level

	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12
SLA Performance	n/a	n/a	n/a	n/a	25%	n/a	100%	n/a	100%	n/a	n/a	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

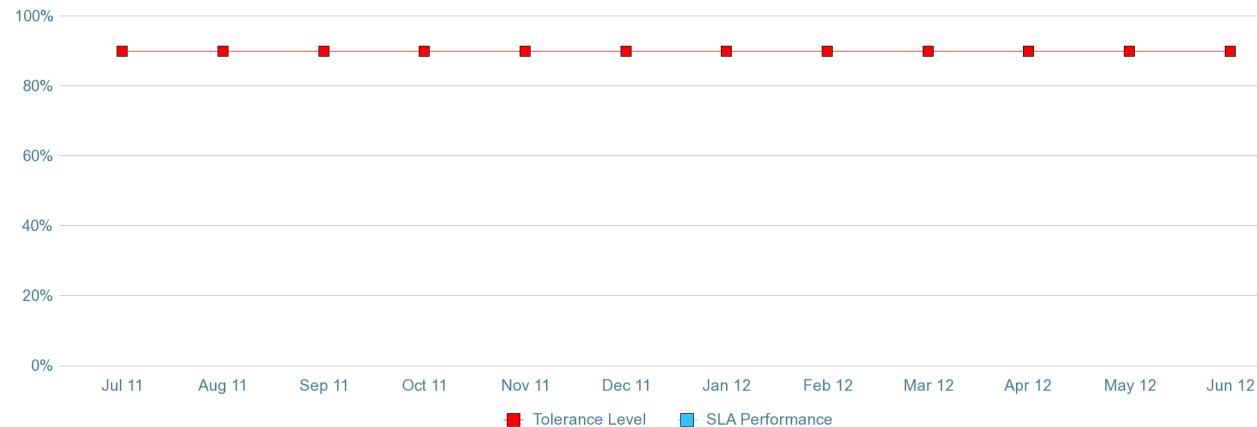Consolidated UCLL & UCLF Backhaul Performance Report

Chorus

Provisioning Backhaul services

This section covers Backhaul provisioning service, including ordering, notifications, and outages.

SL 8 - Notification of RFS date changes provided within three working days of change request receipt – All Orders

Commentary

No change requests were received this month

	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12
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%

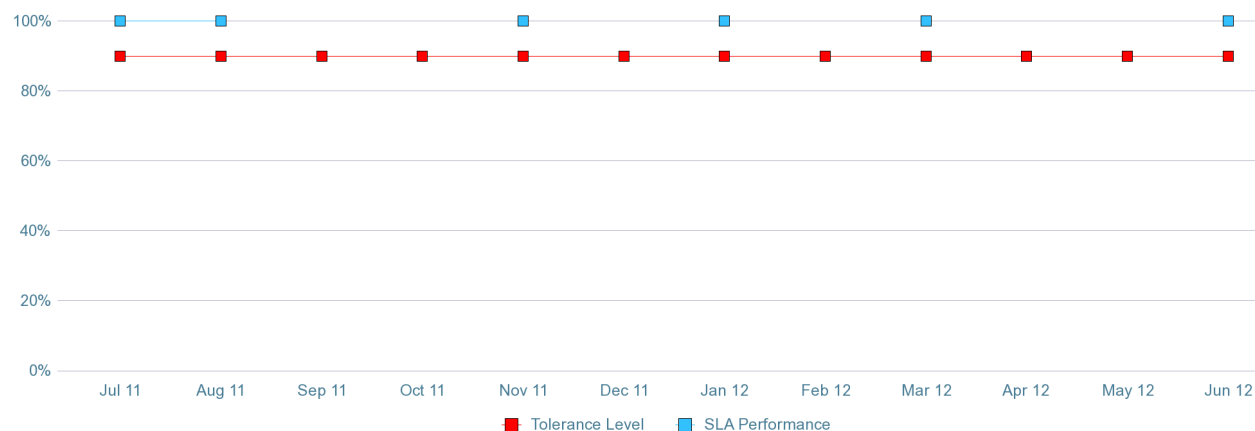Consolidated UCLL & UCLF Backhaul Performance Report

Chorus

Provisioning Backhaul services

This section covers Backhaul provisioning service, including ordering, notifications, and outages.

SL 9 - Completion confirmation sent within four business hours after order completion – All Orders

Commentary

Performance has exceed the required tolerance level

	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12
SLA Performance	100%	100%	n/a	n/a	100%	n/a	100%	n/a	100%	n/a	n/a	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Consolidated UCLL & UCLF Backhaul Performance Report

Chorus

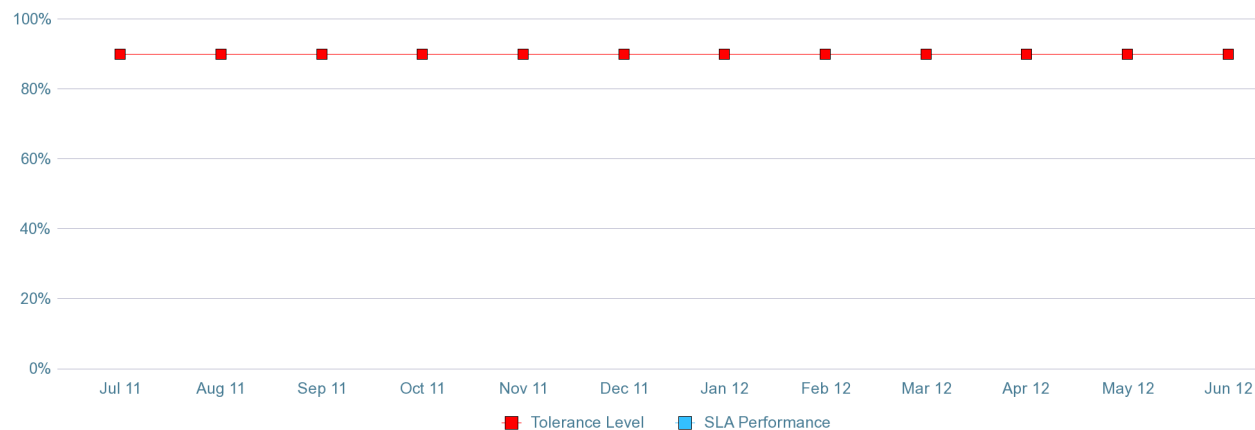# Provisioning Backhaul services

This section covers Backhaul provisioning service, including ordering, notifications, and outages.

SL 10 - Planned outage notifications advised at least five working days before outage occurring

Commentary

No Planned Outages this month

	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12
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%

Consolidated UCLL & UCLF Backhaul Performance Report

Chorus

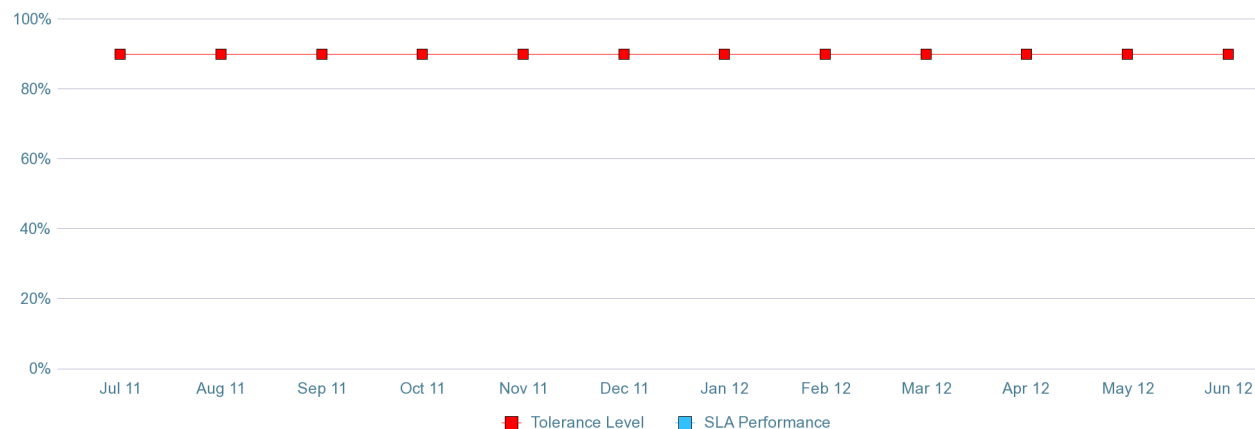# Provisioning Backhaul services

This section covers Backhaul provisioning service, including ordering, notifications, and outages.

SL 11 - Unplanned outage notifications advised within two hours of Chorus discovering or receiving outage notice (24x7 basis)

Commentary

No Unplanned Outages this month

	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12
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%

Chorus

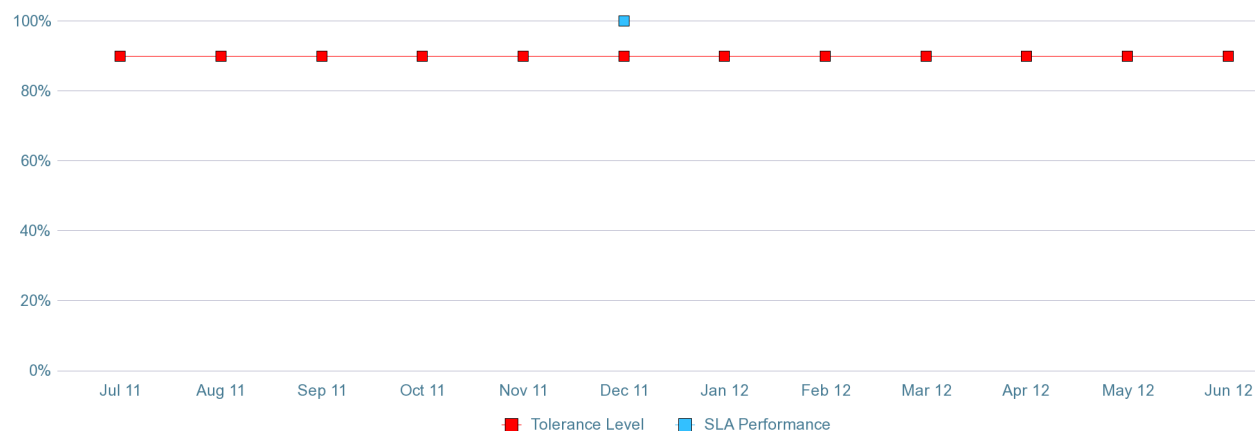# Fault Management

This section covers fault receipt acknowledgement, notification, restoration

SL 12 - Fault report receipt acknowledgements provided within half a fault restoration hour of fault report

Tolerance Level ■ **SLA Performance** ■

Commentary

No faults were reported this month

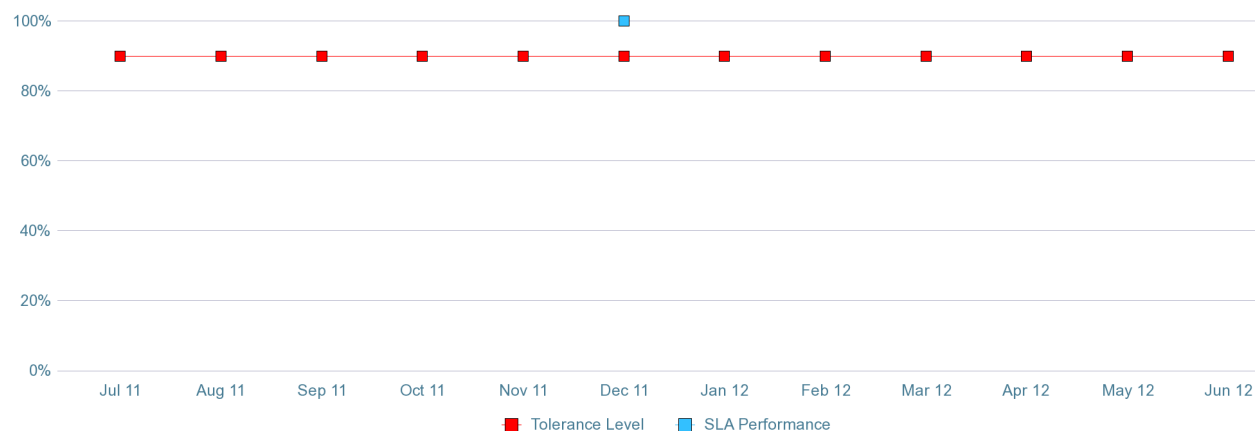|	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12
SLA Performance	n/a	n/a	n/a	n/a	n/a	100%	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Chorus

Fault Management

This section covers fault receipt acknowledgement, notification, restoration

SL 13 - Expected fault restoration time notifications sent within four fault restoration hours of fault report or eight fault restoration hours where the fault relates to the technical service specifications

Commentary

No faults were reported this month

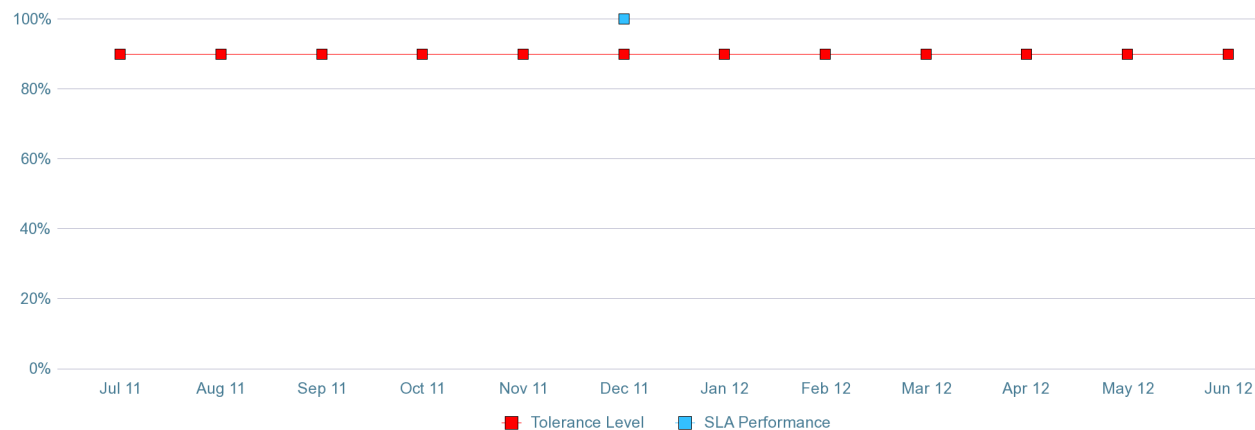|	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12
SLA Performance	n/a	n/a	n/a	n/a	n/a	100%	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Chorus

Fault Management

This section covers fault receipt acknowledgement, notification, restoration

SL 14 - Faults restored within notified expected restoration time (level A)

Commentary

No faults were reported/restored this month

	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12
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%

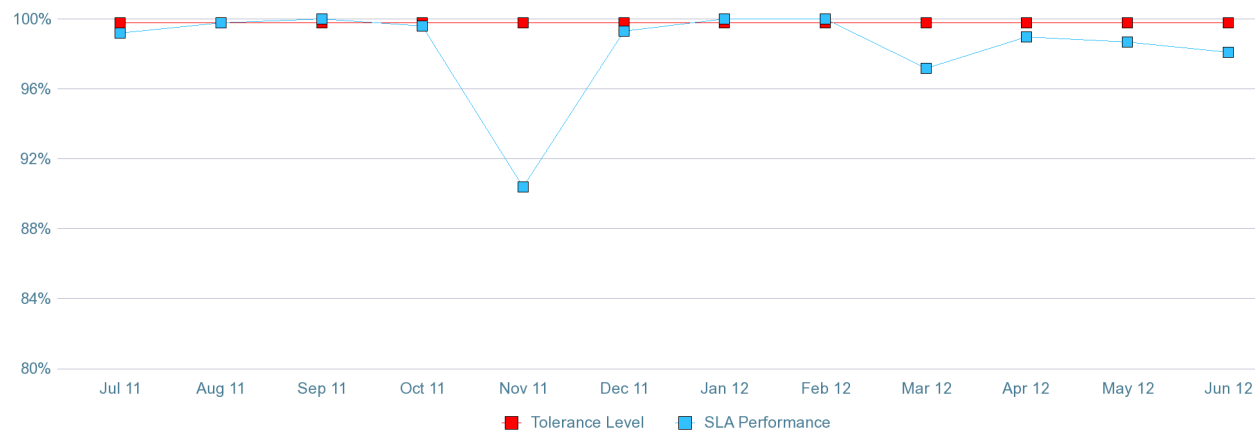Consolidated UCLL & UCLF Backhaul Performance Report

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Operational support systems

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 SL15 Service Default Report for more information

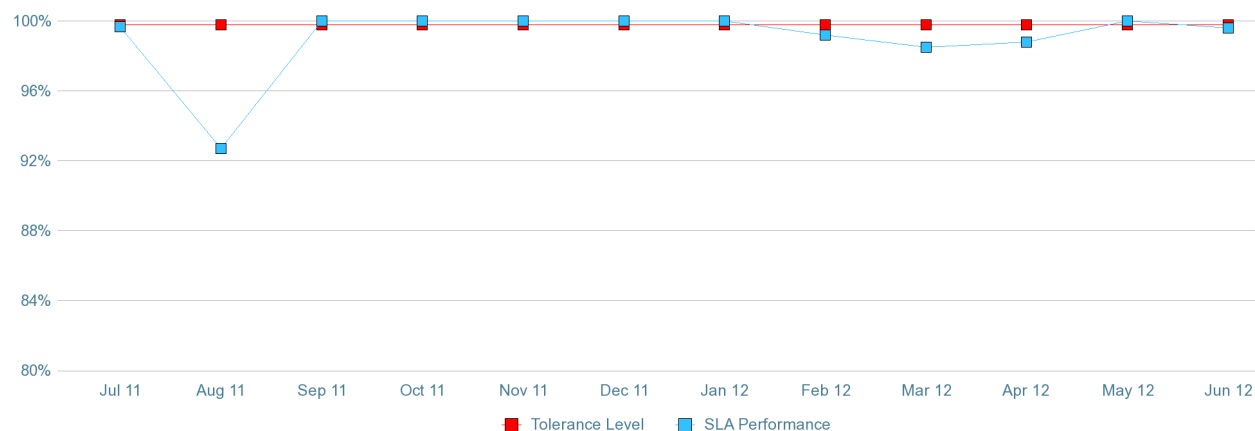|	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12
SLA Performance	99.2%	99.8%	100.0%	99.6%	90.4%	99.3%	100.0%	100.0%	97.2%	99.0%	98.7%	98.1%
Tolerance Level	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%

Chorus

Operational support systems

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 SL16 Service Default Report for more information

	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12
SLA Performance	99.7%	92.7%	100.0%	100.0%	100.0%	100.0%	100.0%	99.2%	98.5%	98.8%	100.0%	99.6%
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%

Chorus

Full explanation of terms used in this report

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 UCLL Backhaul Service Level Terms (UCLL Standard Terms Determination Schedule 3) which is available on the Commerce Commission's website at www.comcom.govt.nz

Provision of Backhaul Service

SL 1   Percentage of Backhaul orders acknowledged within 4 business hours following receipt of the order

SL 2   Percentage of rejection notifications for invalid Backhaul orders sent to the Access Seeker within 8 business hours following receipt time

SL 3   Percentage of notification of expected RFS dates sent to the Access Seeker within 7 working days of the Deemed Acceptance Time

SL 4   Percentage of notification of expected RFS dates sent to the Access Seeker within 3 working days of the Deemed Acceptance Time (Speed Change – no Truck Roll)

SL 5   Percentage of Backhaul orders that experienced no Faults in work carried out to provision an order within 5 working days following confirmation by Chorus of completion of the order (Level A)

SL 6   Percentage of Backhaul orders completed by the notified expected RFS date

SL 7   Percentage of Backhaul Relinquishment orders completed by the notified expected RFS date

SL 8   Percentage of notification of RFS date changes received within 3 working days following receipt of the requests to change an existing order

SL 9   Percentage of confirmation of completions sent to the as within 4 business hours after the Backhaul order has been completed

SL 10   Percentage of Planned Outage notifications advised to the Access Seeker at least 5 working days prior to the Planned Outage taking place

SL 11   Percentage of Unplanned Outage notifications advised to the Access Seeker within 2 hours on a 24x7 basis of Chorus discovering or receiving notification of the Unplanned Outage

Fault Management for Backhaul Service

SL 12   Percentage of unplanned outage notifications advised to the access seeker within 2 hours on a 24x7 basis of telecom discovering or receiving notification of the unplanned outage

SL 13   Percentage of notifications advising the expected fault restoration time sent to the Access Seeker within 4 fault restoration hours of the fault being reported for Non technical Specification Faults & Percentage of notifications advising the expected fault restoration time sent to the Access Seeker within 8 fault restoration hours of the fault being reported for Technical Specification Faults

SL 14   Percentage Of Faults restored within the notified expected restoration time

Operational Support Systems for Backhaul Service

SL 15   Percentage of OO&T availability to the Access Seeker

SL 16   Percentage of OFM availability to the Access Seeker

Chorus

UCLL & UCLF Backhaul Service Level Default

Item No.	15		Tolerance Level	99.8%

Service Attribute	Availability of OO&T

Cause of default	There were two incidents in June which resulted in delays in provisioning orders which were due to a degradation of various systems.
Procedure for correcting default	Full System Availability and functionality was restored following each outage.
Steps taken to remedy default	In each instance the relevant steps were taken to restore service including rollback of changes and component restarts.
Effectiveness of steps taken	Effective
Date of previous default	November 2011, December 2011, March 2012, April 2012, May 2012, June 2012

Chorus

UCLL & UCLF Backhaul Service Level Default

Item No.	16		Tolerance Level	99.8%

Service Attribute	Availability of OFM

Cause of default	There was one incident in June which resulted in delays in processing faults due to degradation of an Assure component system.
Procedure for correcting default	Assure System Availability and functionality was restored following the each outage.
Steps taken to remedy default	In each instance the relevant steps were taken to restore service including rollback of changes and component restarts.
Effectiveness of steps taken	Effective
Date of previous default	February 2012, March 2012, April 2012, June 2012

Chorus