

# UCLL & UCLF Backhaul Performance Report

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## Consolidated Report

April 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.

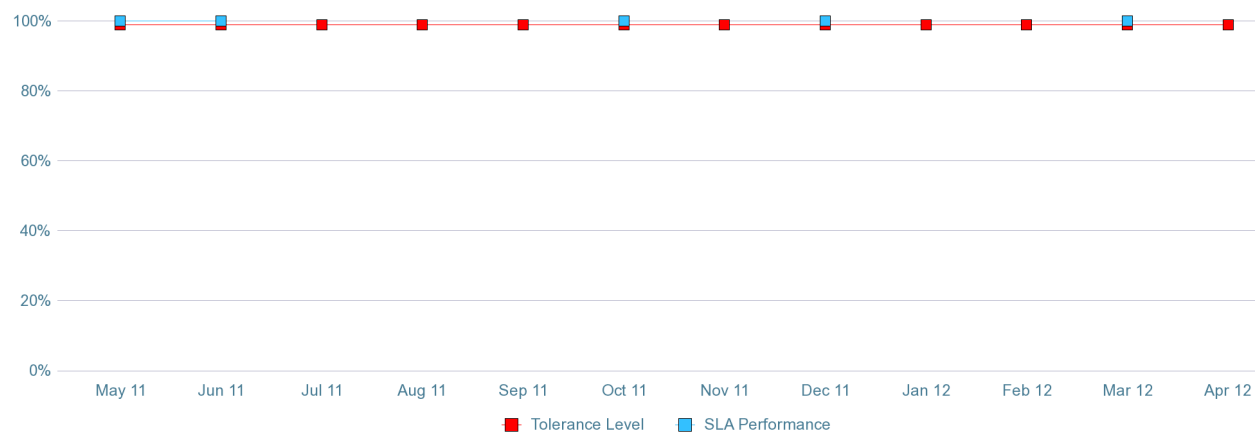


# Provisioning Backhaul services

April 2012

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

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

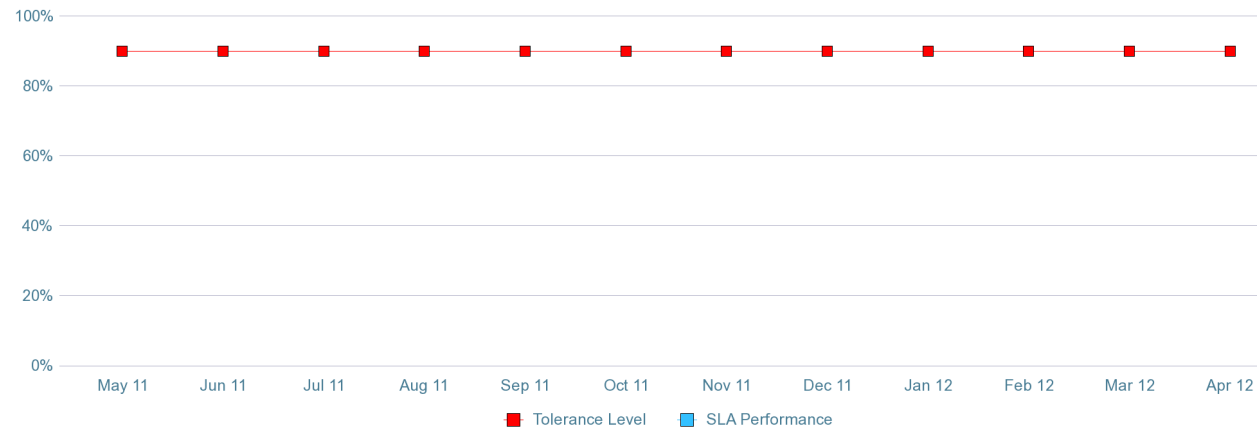


# Provisioning Backhaul services

April 2012

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

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

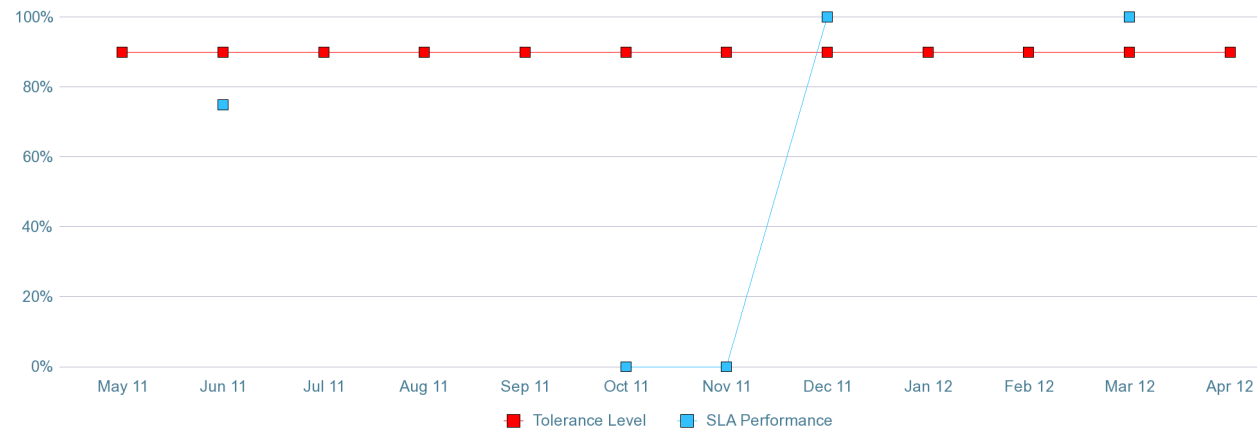


# Provisioning Backhaul services

April 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

	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12
SLA Performance	n/a	75%	n/a	n/a	n/a	0%	0%	100%	n/a	n/a	100%	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

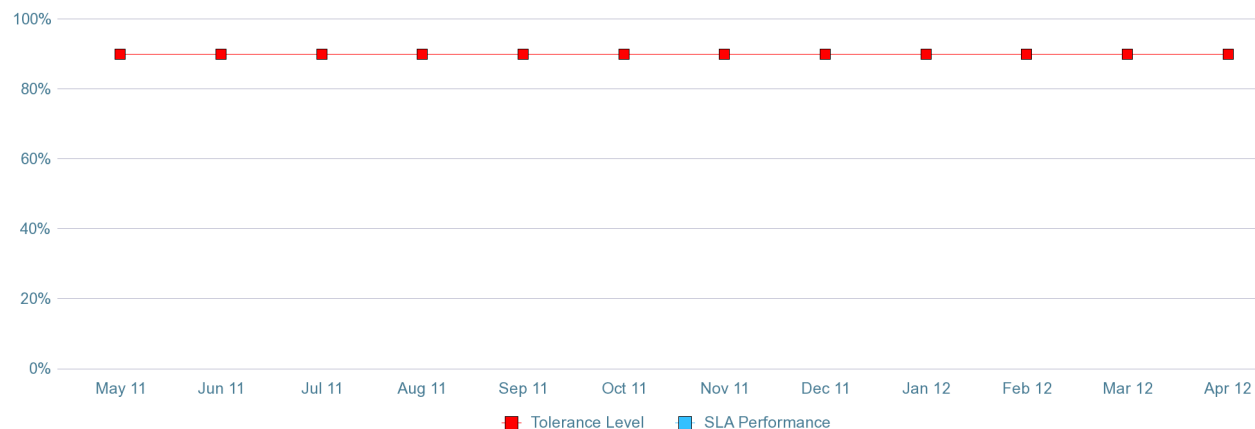


# Provisioning Backhaul services

April 2012

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

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

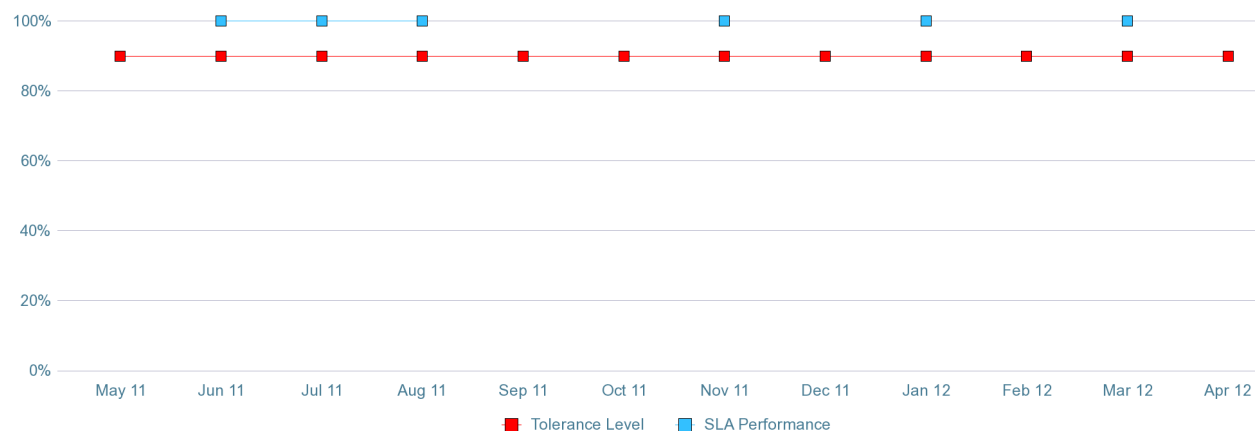


# Provisioning Backhaul services

April 2012

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

No faults were reported this month

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

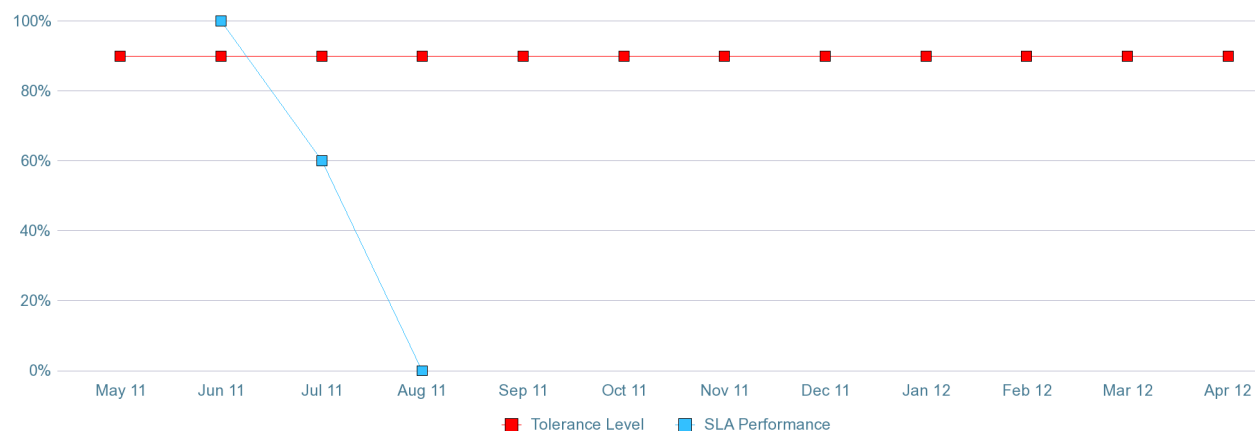


# Provisioning Backhaul services

April 2012

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



## Commentary

No orders were completed this month

	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12
New Connection	n/a	100%	60%	0%	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	n/a	100%	60%	0%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
SLA Performance	n/a	100%	60%	0%	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%

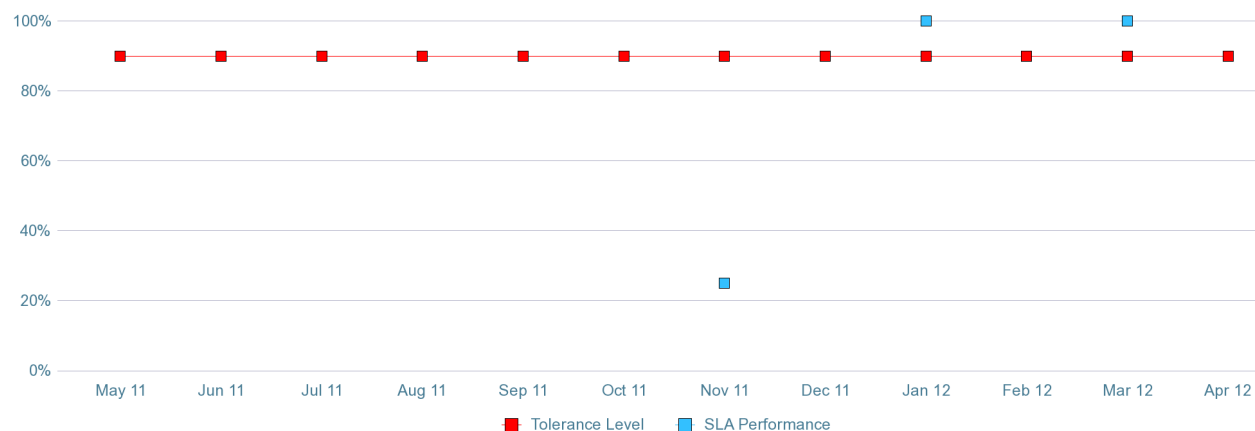


# Provisioning Backhaul services

April 2012

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

No relinquishment orders were completed this month

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



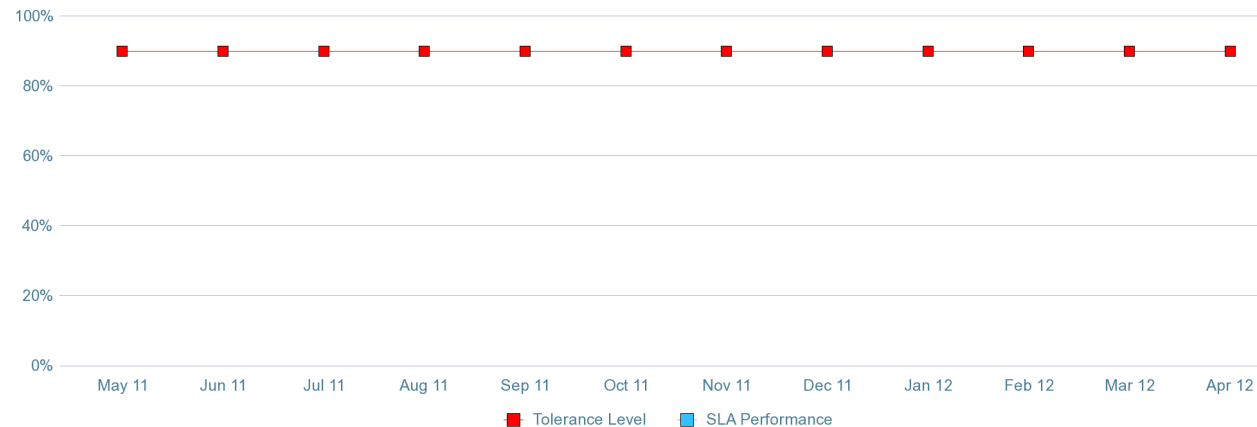


# Provisioning Backhaul services

April 2012

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

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

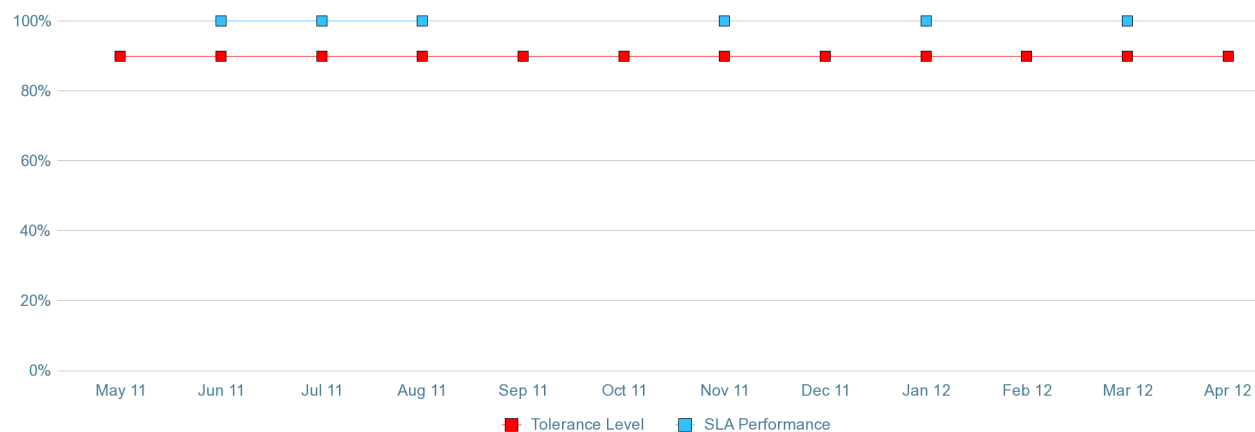


# Provisioning Backhaul services

April 2012

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

No orders were completed this month

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

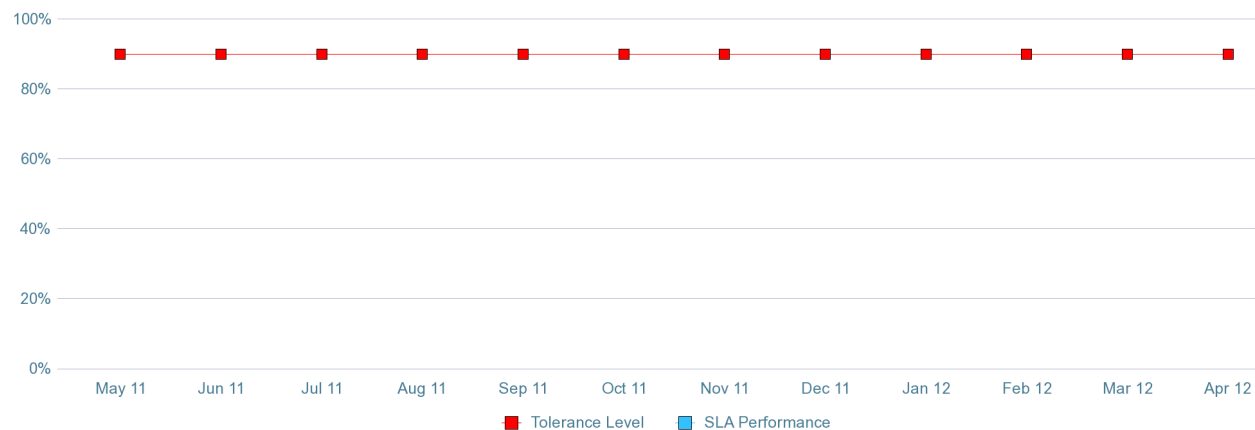


# Provisioning Backhaul services

April 2012

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

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

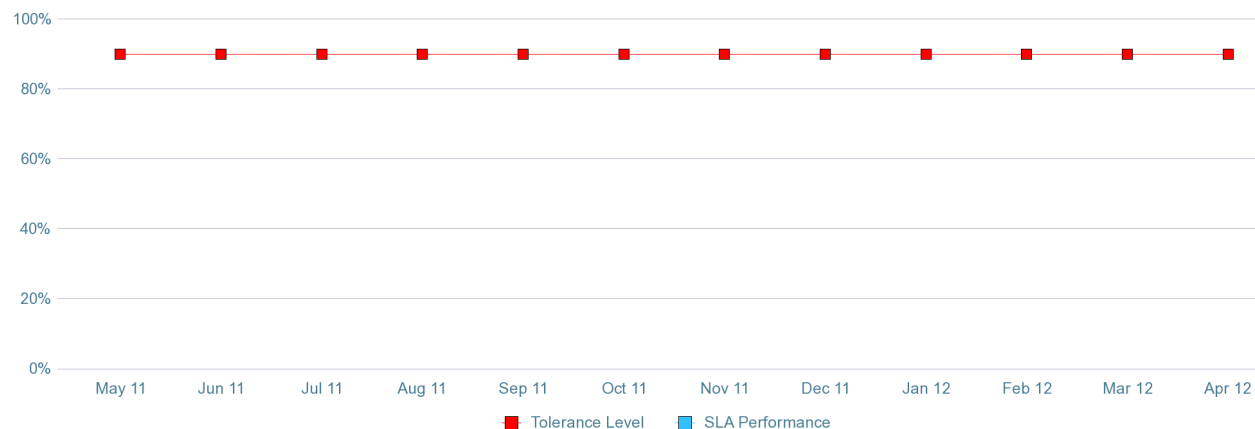


# Provisioning Backhaul services

April 2012

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

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

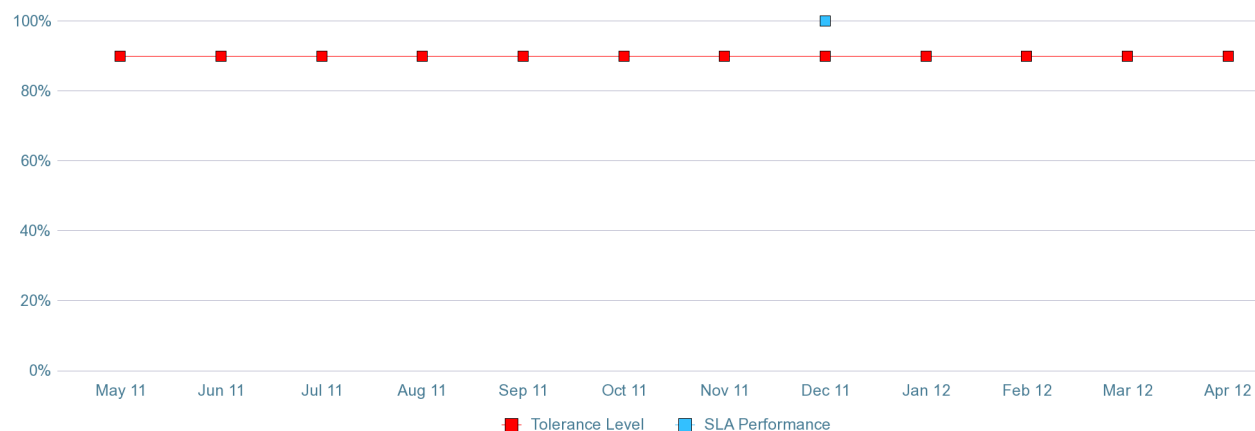


# Fault Management

April 2012

This section covers fault receipt acknowledgement, notification, restoration

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



### Commentary

No faults were reported this month

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

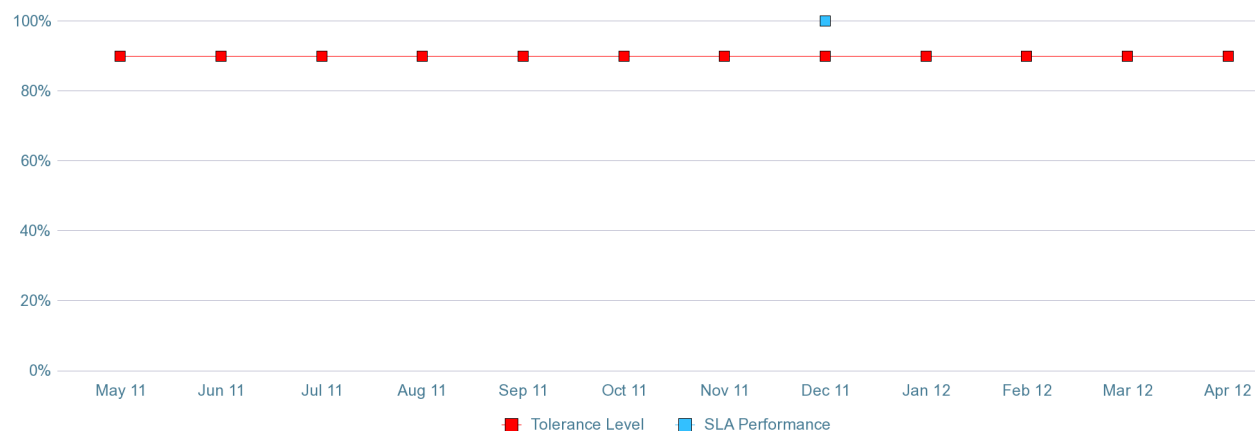


# Fault Management

April 2012

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

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

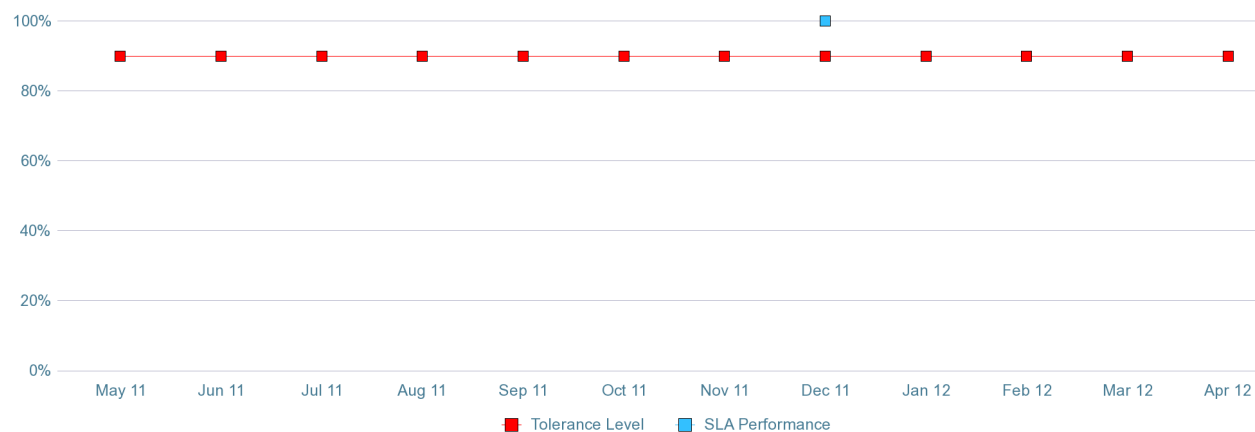


# Fault Management

April 2012

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

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

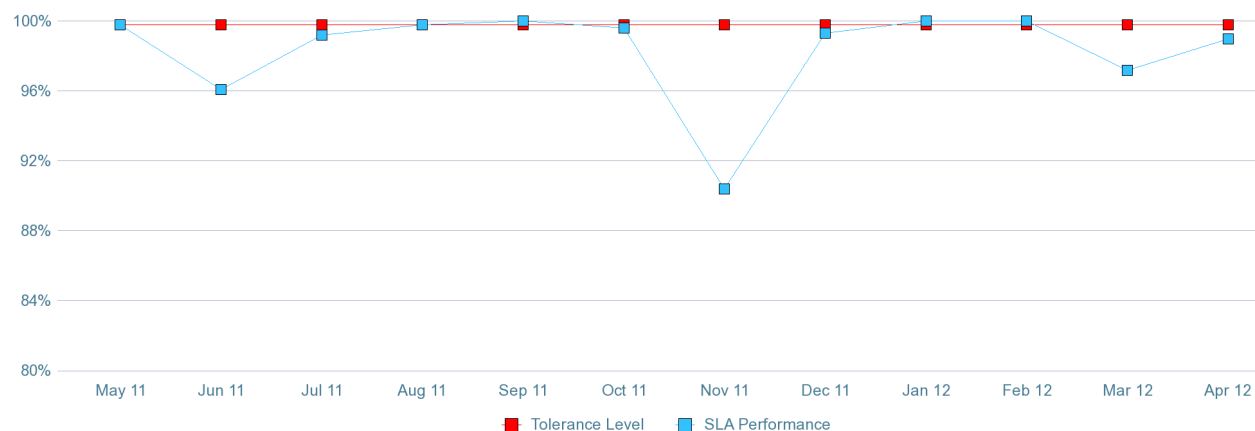


# Operational support systems

This section covers operational support systems for access seekers

April 2012

## 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

	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12
SLA Performance	99.8%	96.1%	99.2%	99.8%	100.0%	99.6%	90.4%	99.3%	100.0%	100.0%	97.2%	99.0%
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%



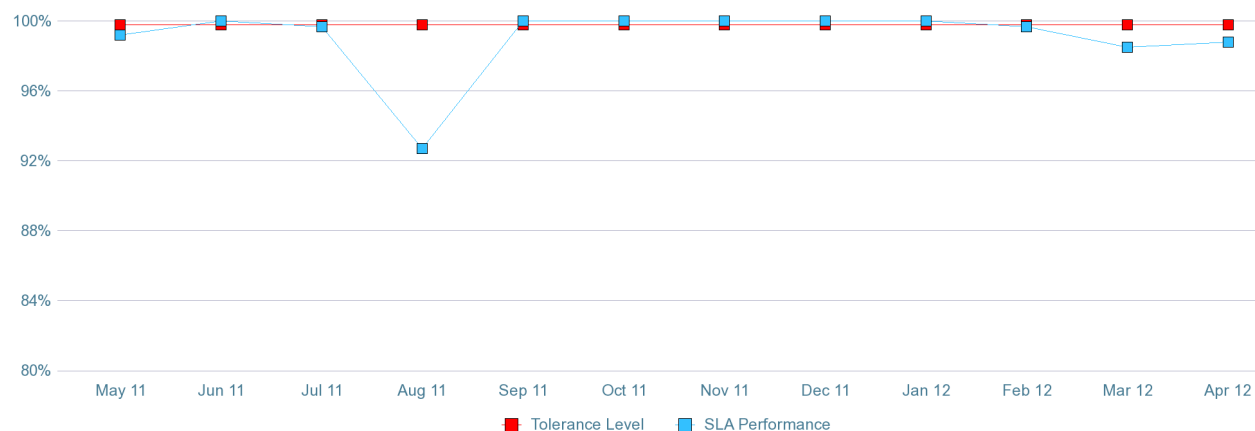


# Operational support systems

This section covers operational support systems for access seekers

April 2012

## 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

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

April 2012

**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](http://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



# UCLL & UCLF Backhaul Service Level Default

April 2012

Item No.	15	Tolerance Level	99.8%
Service Attribute	Availability of OO&T		
Cause of default	There was one outage in April that resulted in delay in provisioning orders which were due to a system change		
Procedure for correcting default	System Availability was restored		
Steps taken to remedy default	The application was moved to another server which had capacity to keep the system running		
Effectiveness of steps taken	Partially Effective		
Date of previous default	November 2011, December 2011, March 2012, April 2012		

# UCLL & UCLF Backhaul Service Level Default

April 2012

Item No.	16	Tolerance Level	99.8%
Service Attribute	Availability of OFM		
Cause of default	There were two outages in April that resulted in delay in provisioning orders which were due to 1) Software Code error 2) Degradation of storage area network		
Procedure for correcting default	System Availability was restored		
Steps taken to remedy default	1) Restart of processes within the system which restored the services 2) Servers were restarted and connectivity to storage was restored after the card was replaced		
Effectiveness of steps taken	Partially effective: 1) Monitoring of the system queries was implemented and to document vendors escalation process Under investigation 2) Under Investigation		
Date of previous default	February 2012, March 2012, April 2012		

