

UCLL and UCLF Backhaul Performance Report

Consolidated Report

December 2011

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 was one Service Level Default this Month: SL 15 (Availability of OO&T). A Service Level Default Report for this Service Level can be found in the appendix of this report

Points to note

Orders were excluded from Service Level calculations as follows:

- There were no exclusions made this month

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.

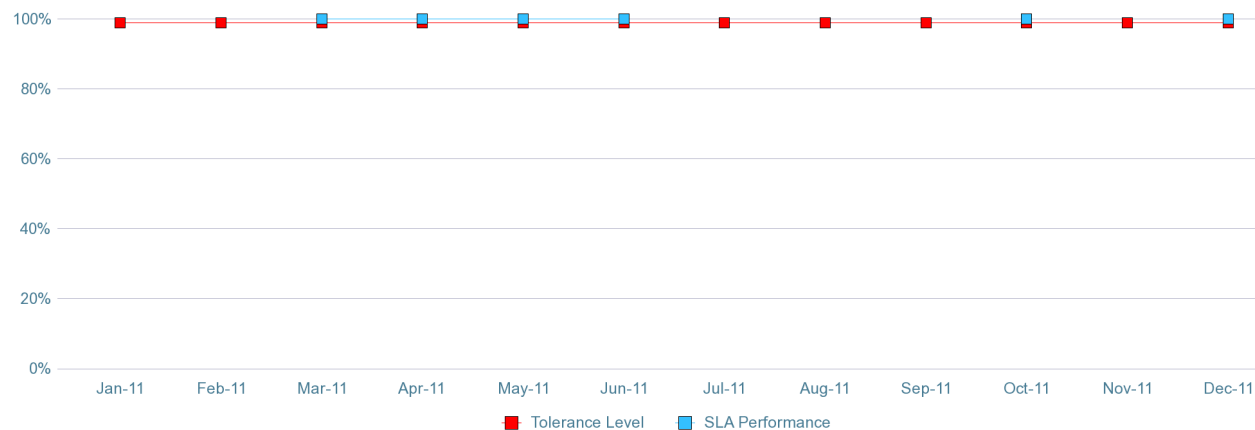


Provisioning UCLL and UCLF Backhaul services

December 2011

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

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



Commentary

Performance has exceeded the required tolerance level

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

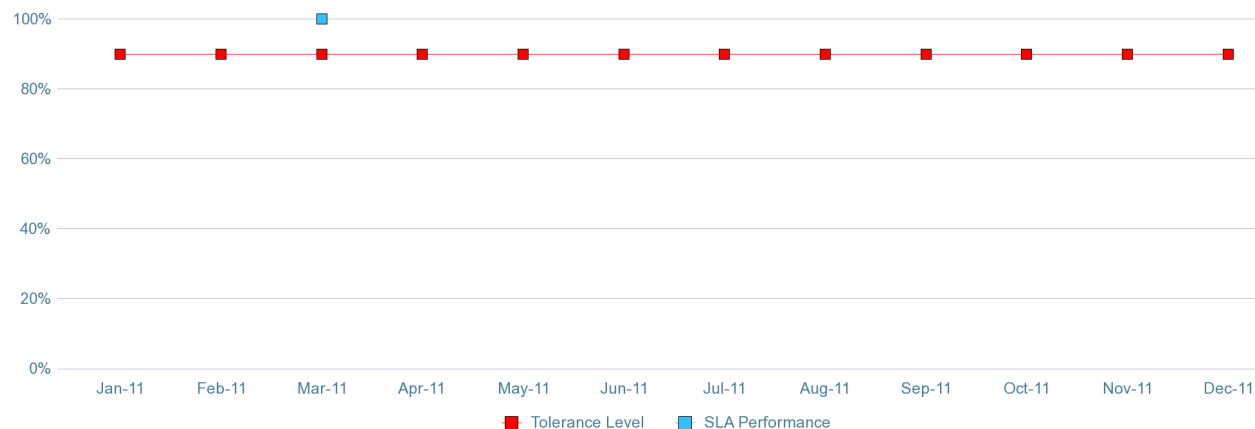


Provisioning UCLL and UCLF Backhaul services

December 2011

This section covers UCLL and UCLF 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

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

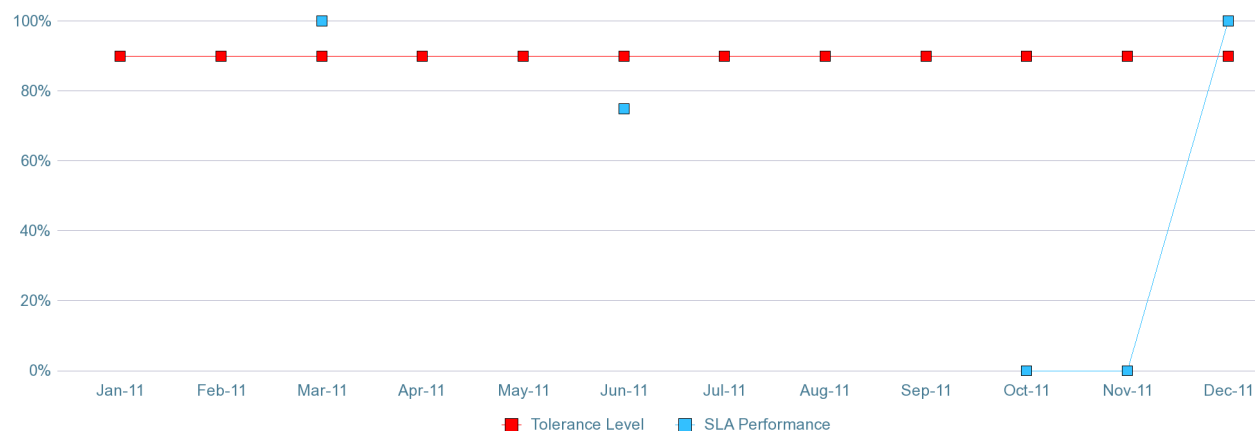


Provisioning UCLL and UCLF Backhaul services

December 2011

This section covers UCLL and UCLF 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

Performance has exceeded the required tolerance level

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

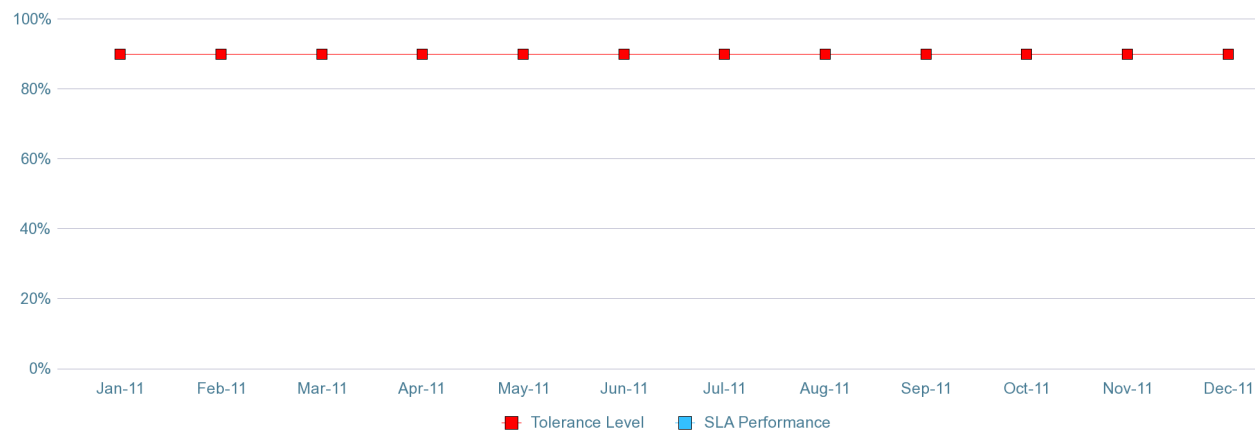


Provisioning UCLL and UCLF Backhaul services

December 2011

This section covers UCLL and UCLF 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

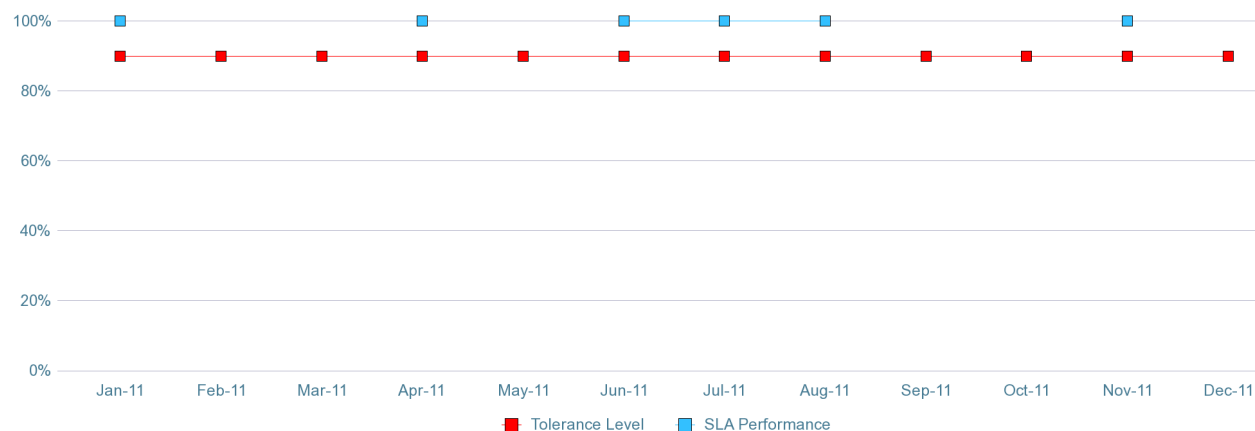
| | Jan-11 | Feb-11 | Mar-11 | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 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 and UCLF Backhaul services

December 2011

This section covers UCLL and UCLF 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

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



Consolidated UCLL and UCLF Backhaul Performance Report

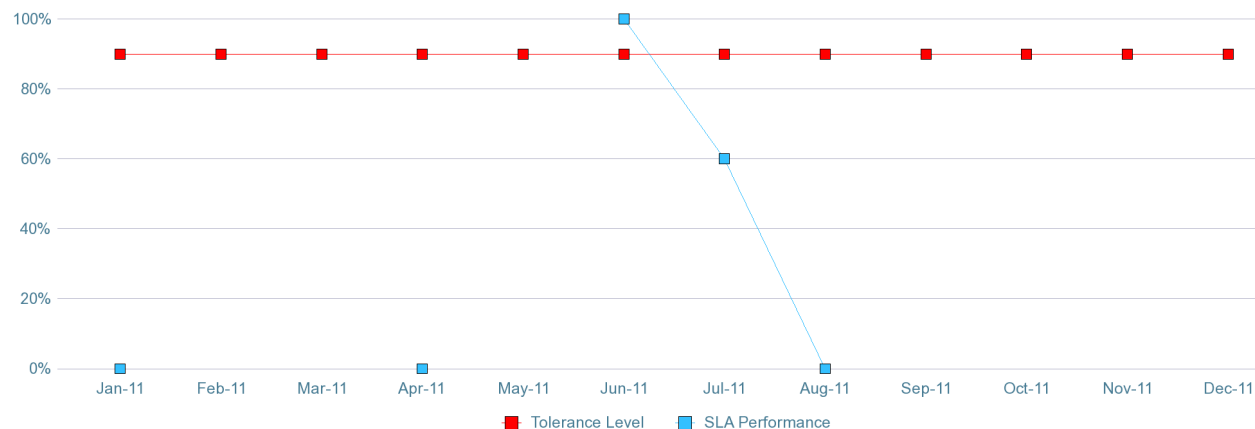


Provisioning UCLL and UCLF Backhaul services

December 2011

This section covers UCLL and UCLF 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

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

| | | | | | | | | | | | | |
|-----------------|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|
| SLA Performance | 0% | n/a | n/a | 0% | n/a | 100% | 60% | 0% | n/a | n/a | n/a | n/a |
| Tolerance Level | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% |



Consolidated UCLL and UCLF Backhaul Performance Report

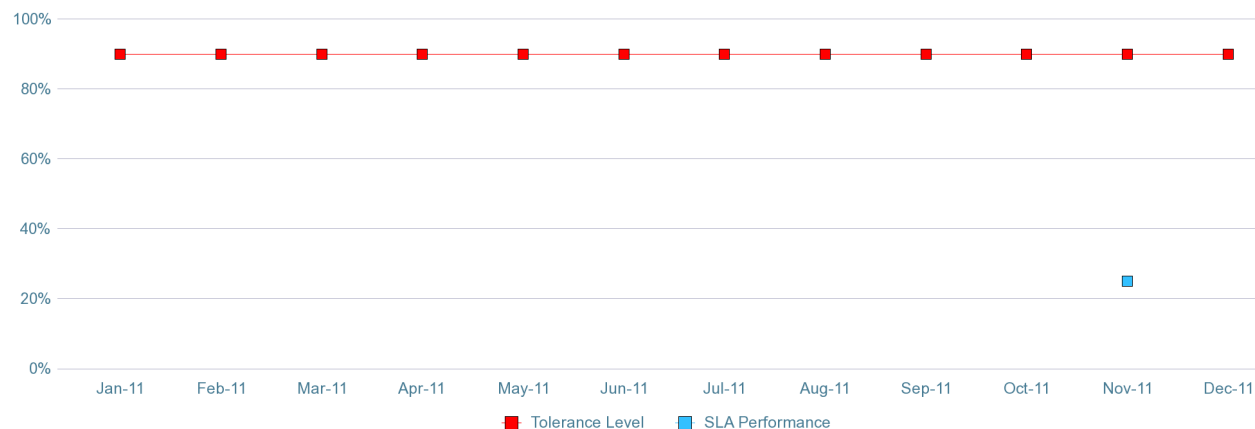


Provisioning UCLL and UCLF Backhaul services

December 2011

This section covers UCLL and UCLF 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

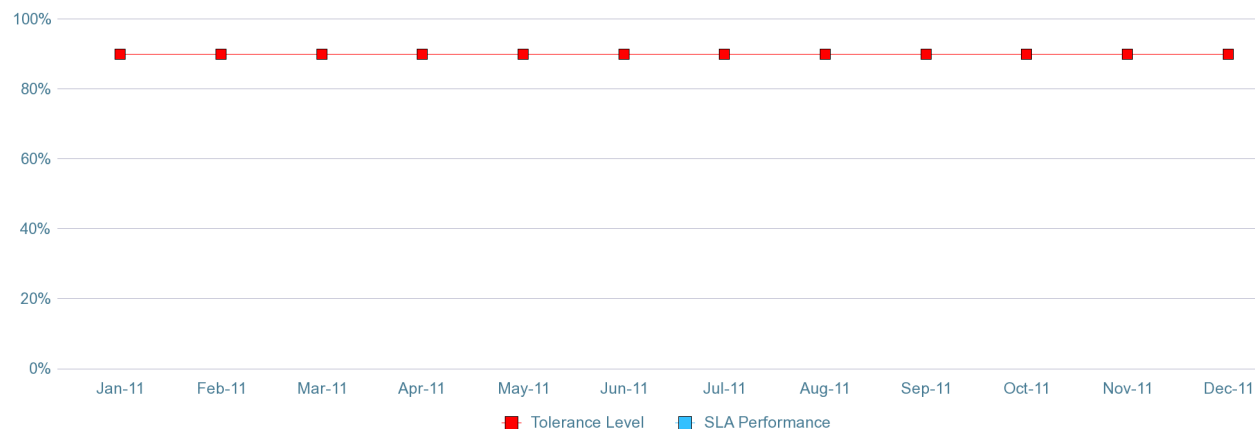
| | Jan-11 | Feb-11 | Mar-11 | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a |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

Provisioning UCLL and UCLF Backhaul services

December 2011

This section covers UCLL and UCLF 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

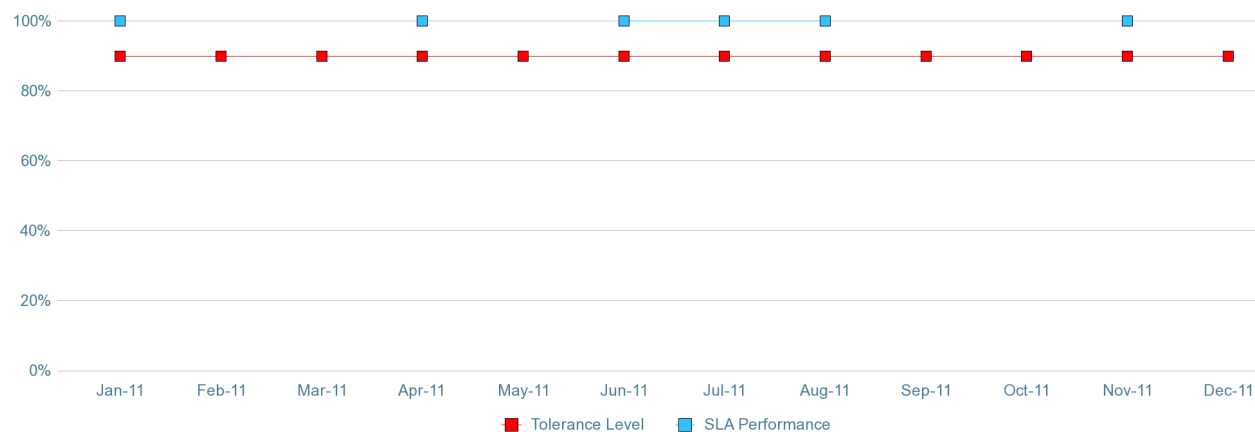
| | Jan-11 | Feb-11 | Mar-11 | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 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 and UCLF Backhaul services

December 2011

This section covers UCLL and UCLF 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

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

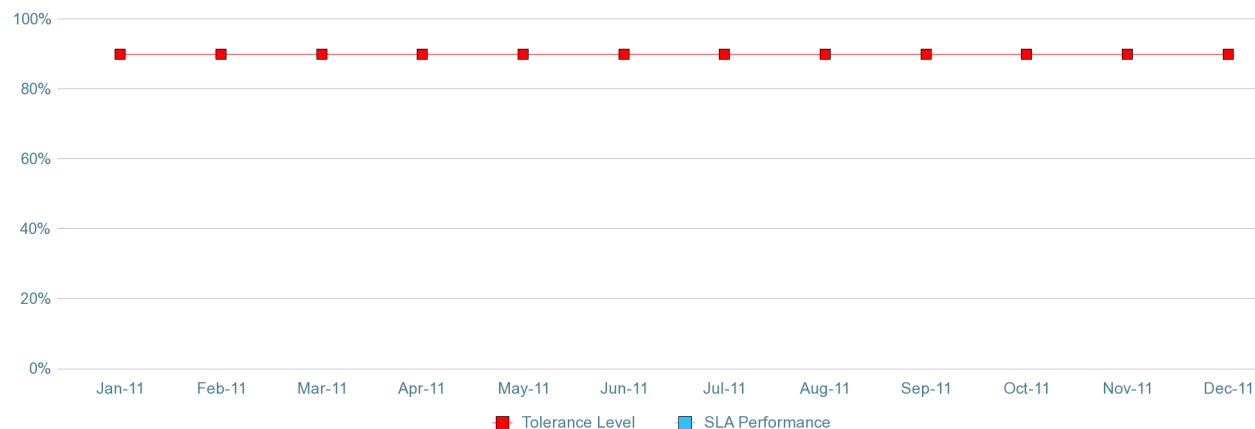


Provisioning UCLL and UCLF Backhaul services

December 2011

This section covers UCLL and UCLF 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

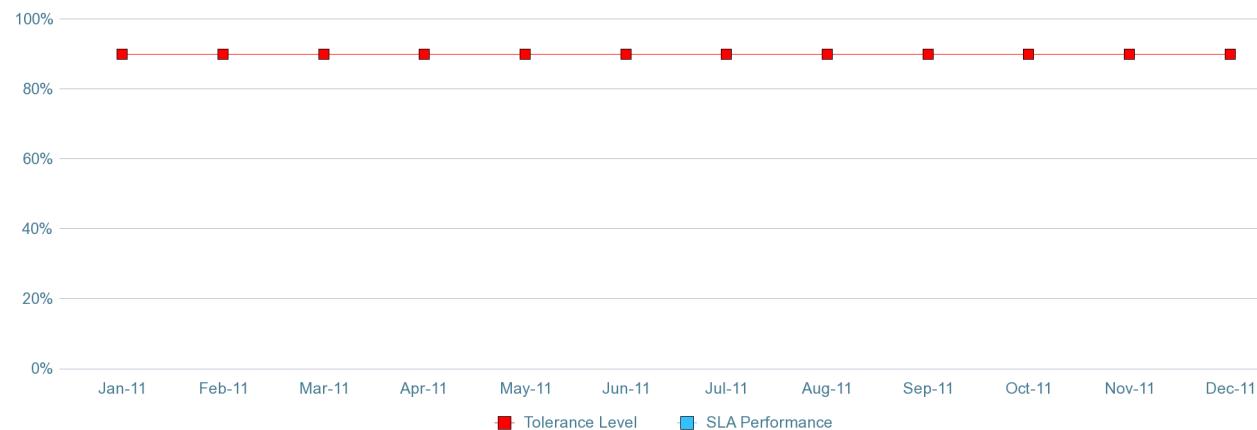
| | Jan-11 | Feb-11 | Mar-11 | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 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 and UCLF Backhaul services

December 2011

This section covers UCLL and UCLF 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

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

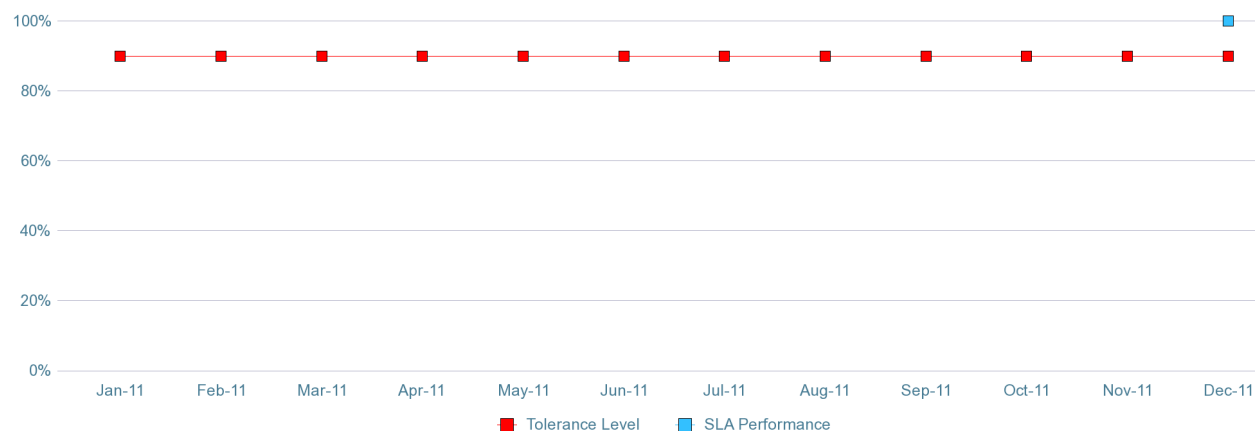


Fault Management

December 2011

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

Performance has exceeded the required tolerance level

| | Jan-11 | Feb-11 | Mar-11 | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-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 | 100% |
| Tolerance Level | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% |

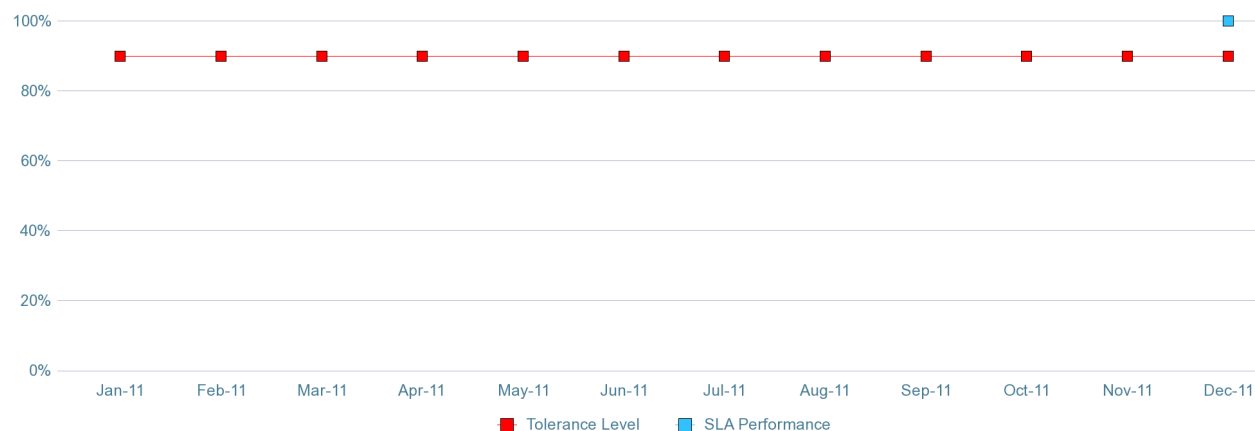


Fault Management

December 2011

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

Performance has exceeded the required tolerance level

| | Jan-11 | Feb-11 | Mar-11 | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-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 | 100% |
| Tolerance Level | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% |

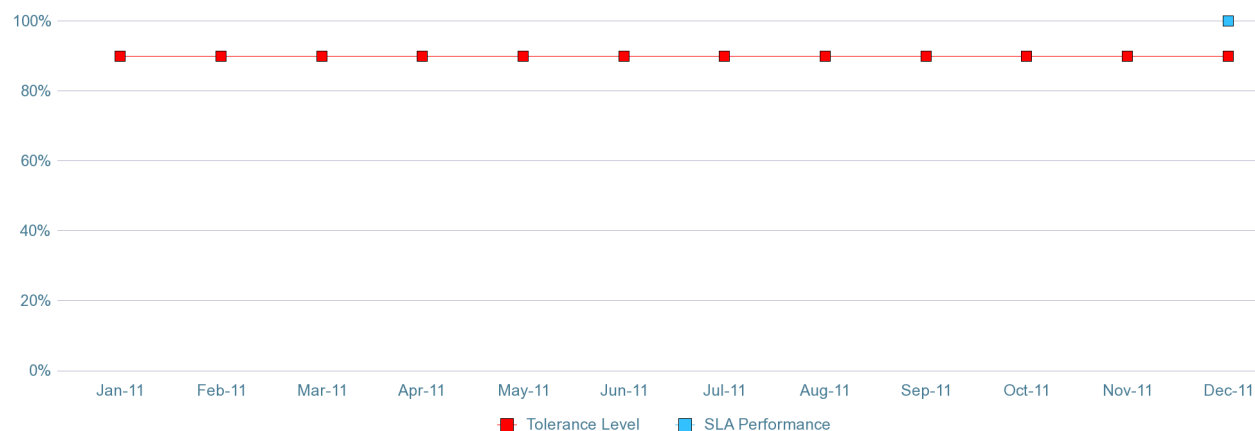


Fault Management

This section covers fault receipt acknowledgement, notification, restoration

December 2011

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



Commentary

Performance has exceeded the required tolerance level

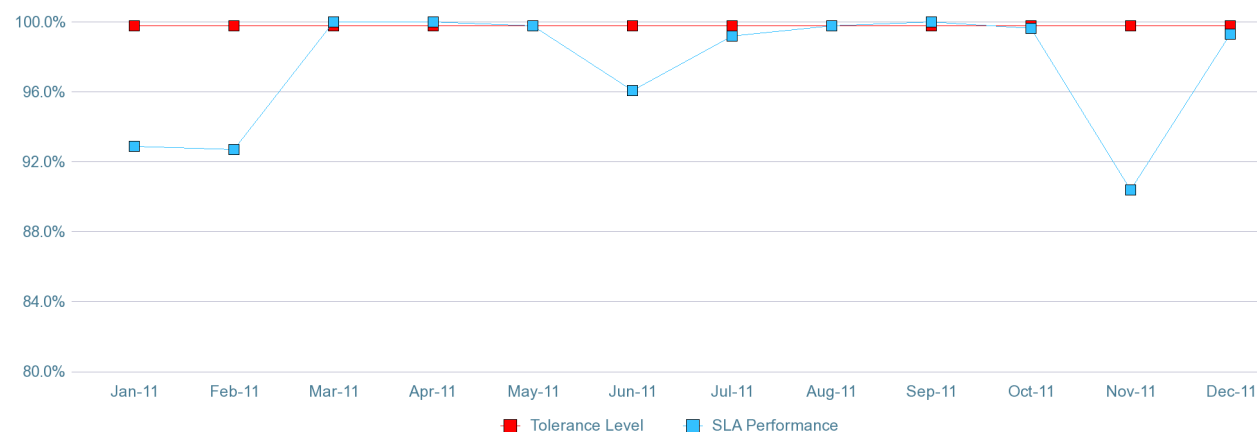
| | Jan-11 | Feb-11 | Mar-11 | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a |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

December 2011

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

| | Jan-11 | Feb-11 | Mar-11 | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | 92.9% | 92.7% | 100.0% | 100.0% | 99.8% | 96.1% | 99.2% | 99.8% | 100.0% | 99.6% | 90.4% | 99.3% |
| 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% |

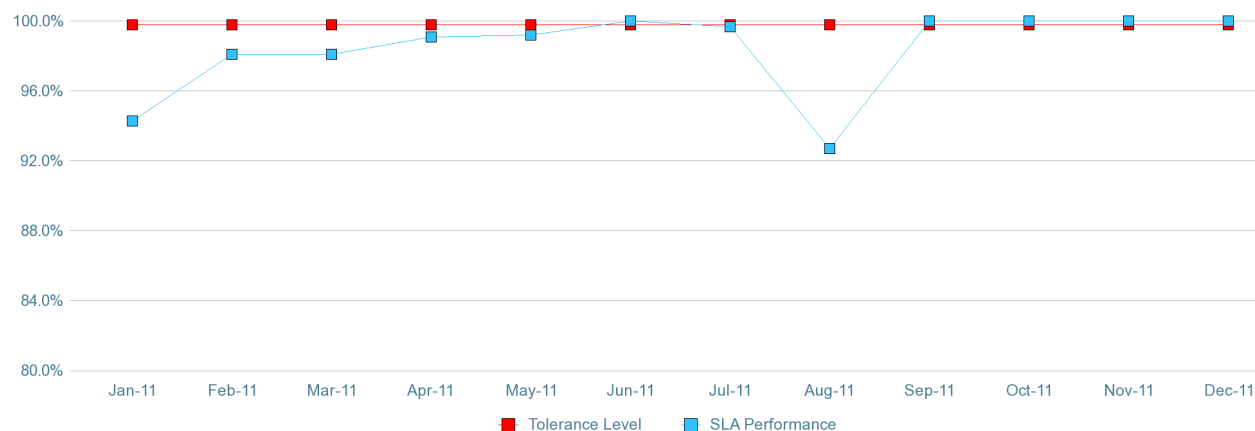


Operational support systems

This section covers operational support systems for access seekers

December 2011

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



Commentary

Performance has exceeded the required tolerance level

| | Jan-11 | Feb-11 | Mar-11 | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | 94.3% | 98.1% | 98.1% | 99.1% | 99.2% | 100.0% | 99.7% | 92.7% | 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

December 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 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 UCLL Backhaul Service

- SL 1 Percentage of UCLL and UCLF Backhaul orders acknowledged within 4 business hours following receipt of the order
- SL 2 Percentage of rejection notifications for invalid UCLL and UCLF 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 UCLL and UCLF Backhaul orders that experienced no Faults in work carried out to provision an order within 5 working days following confirmation by Telecom of completion of the order (Level A)
- SL 6 Percentage of UCLL and UCLF Backhaul orders completed by the notified expected RFS date
- SL 7 Percentage of UCLL and UCLF 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 UCLL and UCLF 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 Telecom discovering or receiving notification of the Unplanned Outage

Fault management for UCLL 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 UCLL Backhaul Service

- SL 15 Percentage of OO&T availability to the Access Seeker
- SL 16 Percentage of OFM availability to the Access Seeker



UCLL and UCLF Backhaul Service Level Default

December 2011

| | | | |
|----------|---|-----------------|-----|
| Item No. | 3 | Tolerance Level | 90% |
|----------|---|-----------------|-----|

| | |
|-------------------|-----------------------------------|
| Service Attribute | Notification of expected RFS date |
|-------------------|-----------------------------------|

| | |
|----------------------------------|---|
| Cause of default | Default for November: Due to a lack of clear process for implementing a UCLL Backhaul Relinquishment order, a relinquishment process for another product was used. This process did not have the same notification requirements which resulted in the RQ notification not being sent. |
| Procedure for correcting default | Notification was sent late. |
| Steps taken to remedy default | A new relinquishment process for UCLL Backhaul is being developed. |
| Effectiveness of steps taken | TBC when the next relinquishment order is received. |
| Date of previous defaults | |



UCLL and UCLF Backhaul Service Level Default

December 2011

| | | | |
|----------|---|-----------------|-----|
| Item No. | 7 | Tolerance Level | 90% |
|----------|---|-----------------|-----|

| | |
|-------------------|---------------------------------|
| Service Attribute | Meet notified expected RFS date |
|-------------------|---------------------------------|

| | |
|----------------------------------|--|
| Cause of default | Default for November: Due to a lack of clear process for implementing a UCLL Backhaul Relinquishment order, a relinquishment process for another product was used. This process did not have the RFS timing requirements as UCLL Backhaul which resulted in the RFS date being missed. |
| Procedure for correcting default | Job was completed late. |
| Steps taken to remedy default | A new relinquishment process for UCLL Backhaul is being developed. |
| Effectiveness of steps taken | TBC when the next relinquishment order is received. |
| Date of previous defaults | |



UCLL and UCLF Backhaul Service Level Default

December 2011

| | | | |
|----------|----|-----------------|-------|
| Item No. | 15 | Tolerance Level | 99.8% |
|----------|----|-----------------|-------|

| | |
|-------------------|----------------------|
| Service Attribute | Availability of OO&T |
|-------------------|----------------------|

| | |
|----------------------------------|---|
| Cause of default | There was one outage in December that resulted in delays in provisioning orders which were due to system faults |
| Procedure for correcting default | System Availability was restored |
| Steps taken to remedy default | Fault was resolved after the system restart, the underlying issue is still under investigation |
| Effectiveness of steps taken | Unknown yet |
| Date of previous defaults | December 2011 |

