

UCLL Backhaul Performance Report

Consolidated Report

April 2011

Unbundled Copper Local Loop (UCLL) 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 6 (Meet notified expected RFS date) 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:

- 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.

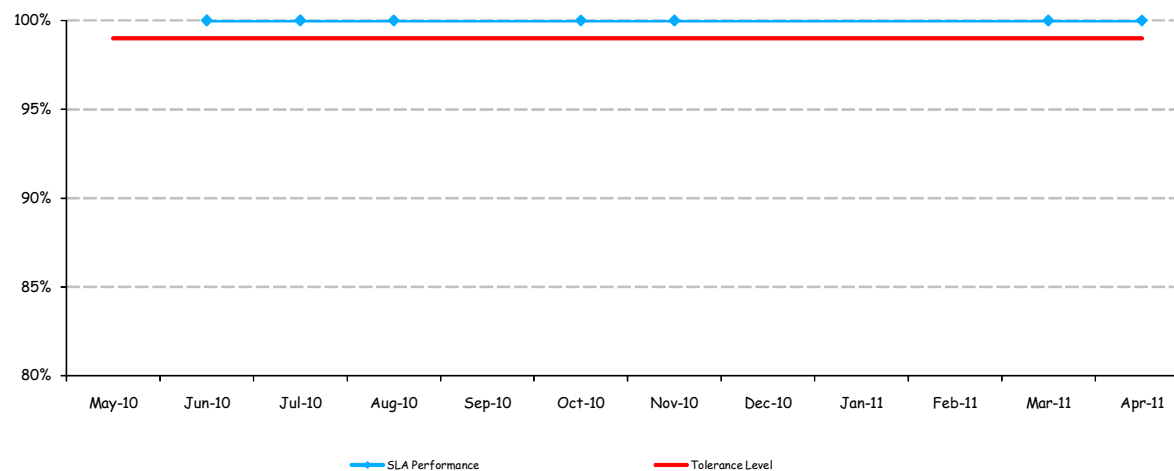


Provisioning UCLL Backhaul services

April 2011

This section covers UCLL 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

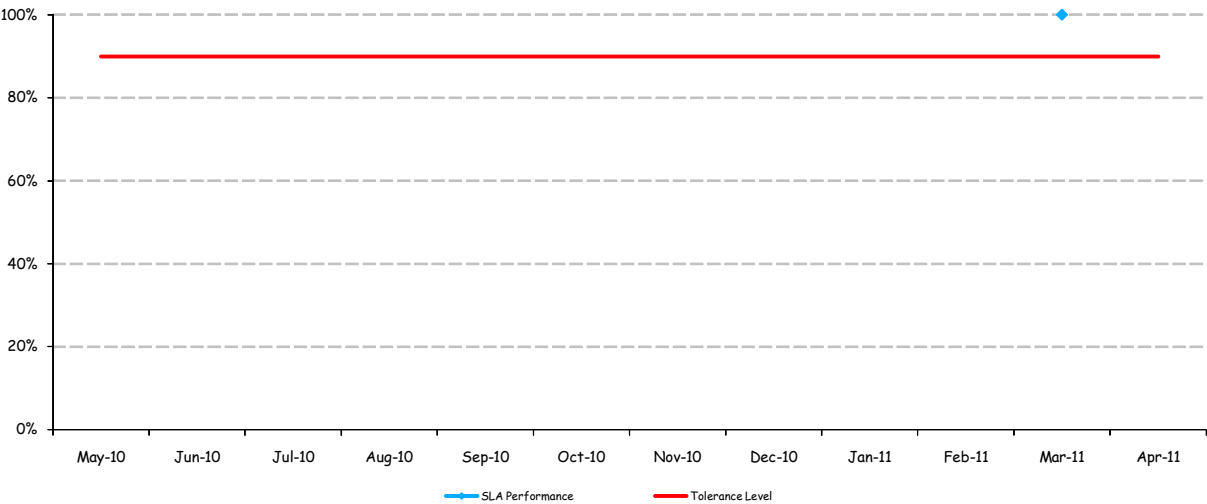
| | May-10 | Jun-10 | Jul-10 | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | n/a | 100% | 100% | 100% | n/a | 100% | 100% | n/a | n/a | n/a | 100% | 100% |
| Tolerance Level | 99% | 99% | 99% | 99% | 99% | 99% | 99% | 99% | 99% | 99% | 99% | 99% |

Provisioning UCLL Backhaul services

April 2011

This section covers UCLL 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

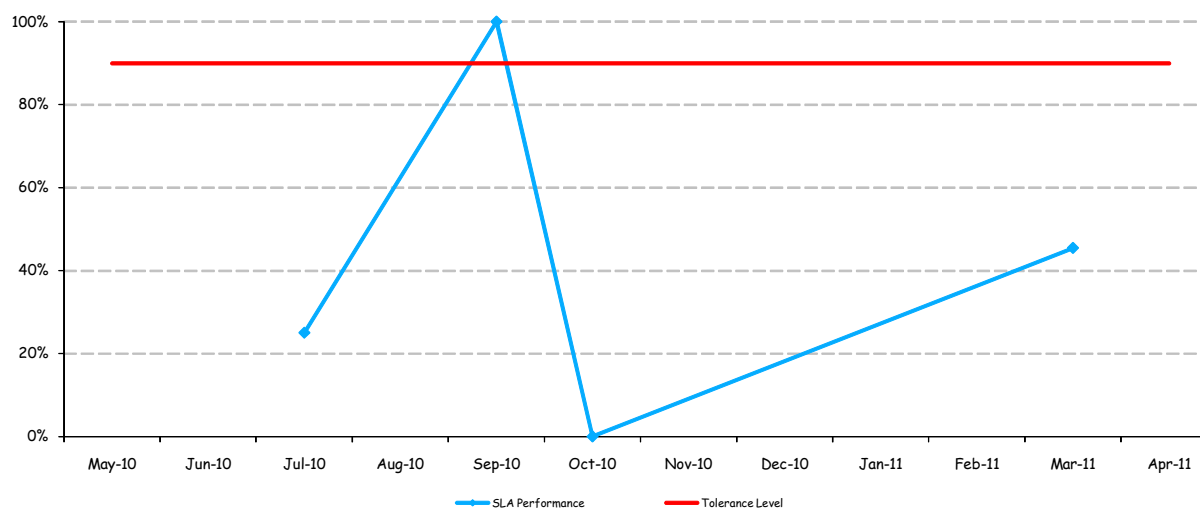
| | May-10 | Jun-10 | Jul-10 | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 100% | n/a |
| Tolerance Level | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% |

Provisioning UCLL Backhaul services

April 2011

This section covers UCLL 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 requiring Truck Roll



Commentary

No orders were provided with RFS Dates this month

| | May-10 | Jun-10 | Jul-10 | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | n/a | n/a | 25% | n/a | 100% | 0% | n/a | n/a | n/a | n/a | 45% | n/a |
| Tolerance Level | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% |

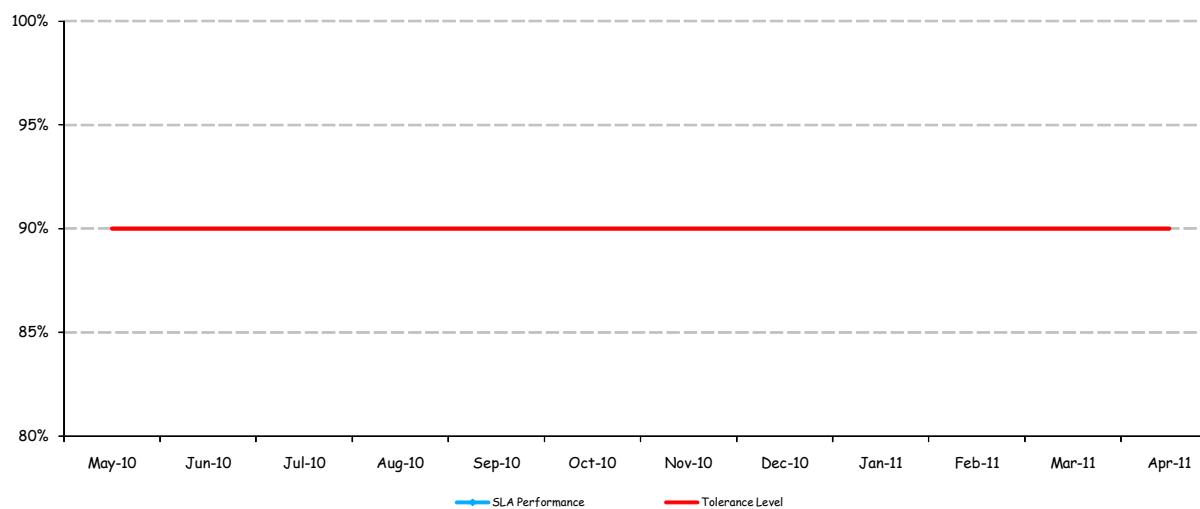
Consolidated UCLL Backhaul Performance Report

Provisioning UCLL Backhaul services

April 2011

This section covers UCLL 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

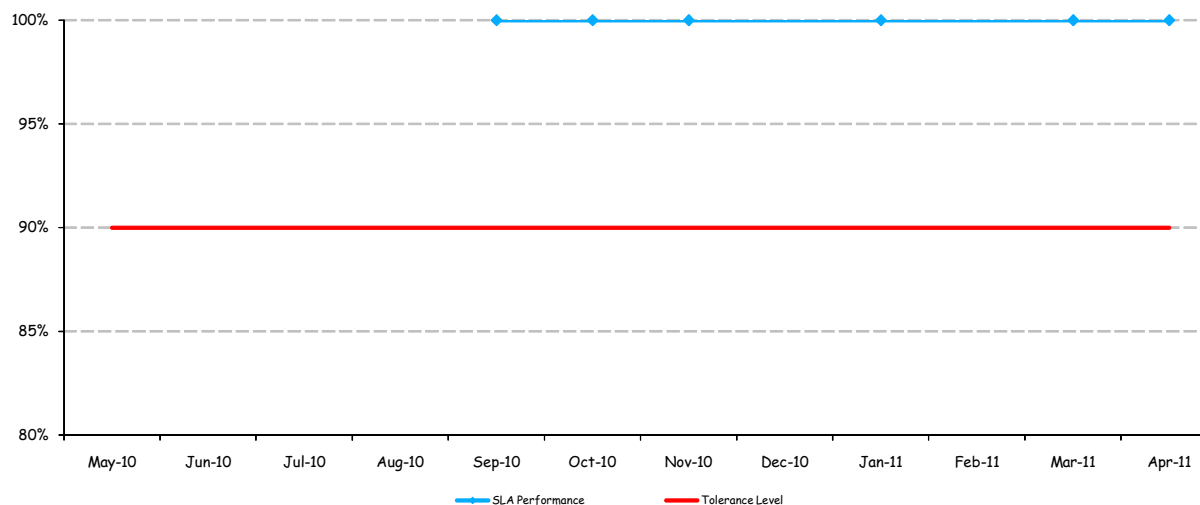
| | May-10 | Jun-10 | Jul-10 | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 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 Backhaul services

April 2011

This section covers UCLL 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 exceeded the required tolerance level

| | May-10 | Jun-10 | Jul-10 | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 |
|---------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| New Connection | n/a | n/a | n/a | n/a | 100% | 100% | 100% | n/a | 100% | n/a | 100% | 100% |
| 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 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| SLA Performance | n/a | n/a | n/a | n/a | 100% | 100% | 100% | n/a | 100% | n/a | 100% | 100% |
| Tolerance Level | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% |

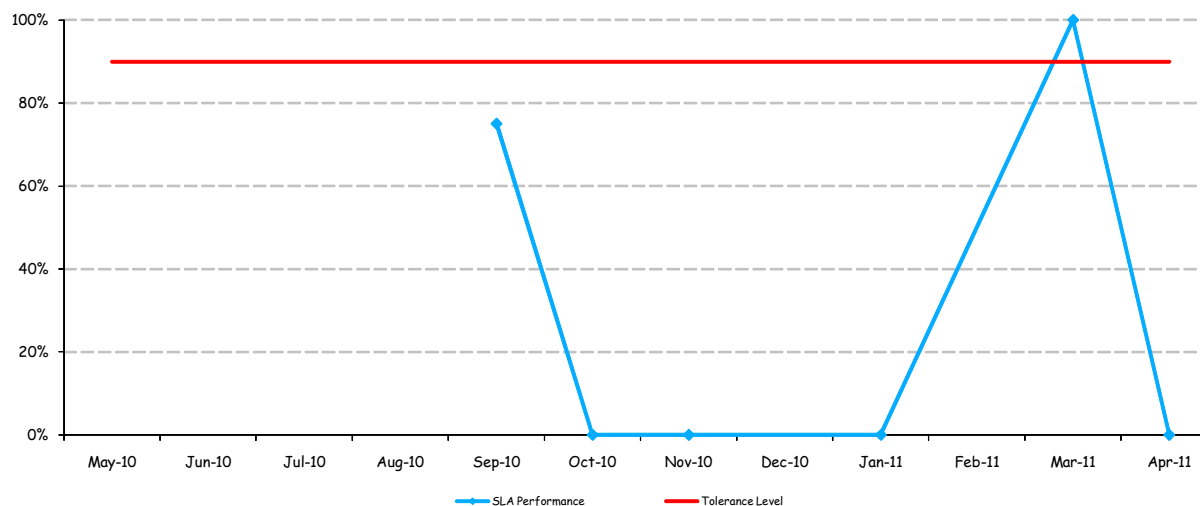
Consolidated UCLL Backhaul Performance Report

Provisioning UCLL Backhaul services

April 2011

This section covers UCLL 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

Performance has not met the required tolerance level. See the SL 6 Service Default Report for more information

| | May-10 | Jun-10 | Jul-10 | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 |
|---------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| New Connection | n/a | n/a | n/a | n/a | 75% | 0% | 0% | n/a | 0% | n/a | 100% | 0% |
| 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 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |

| | | | | | | | | | | | | |
|-----------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|
| SLA Performance | n/a | n/a | n/a | n/a | 75% | 0% | 0% | n/a | 0% | n/a | 100% | 0% |
| Tolerance Level | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% |

Consolidated UCLL Backhaul Performance Report

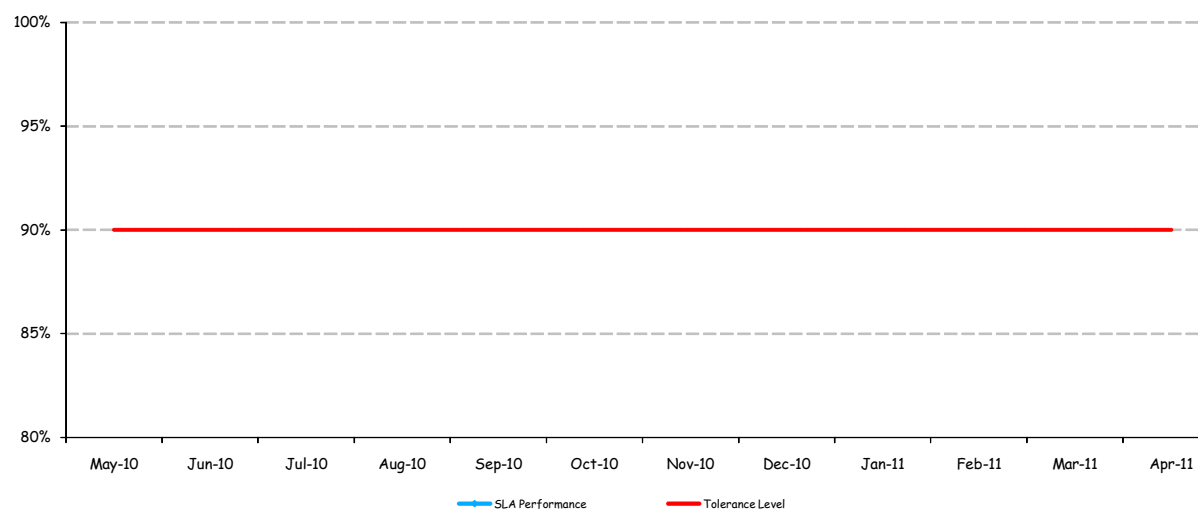


Provisioning UCLL Backhaul services

April 2011

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

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



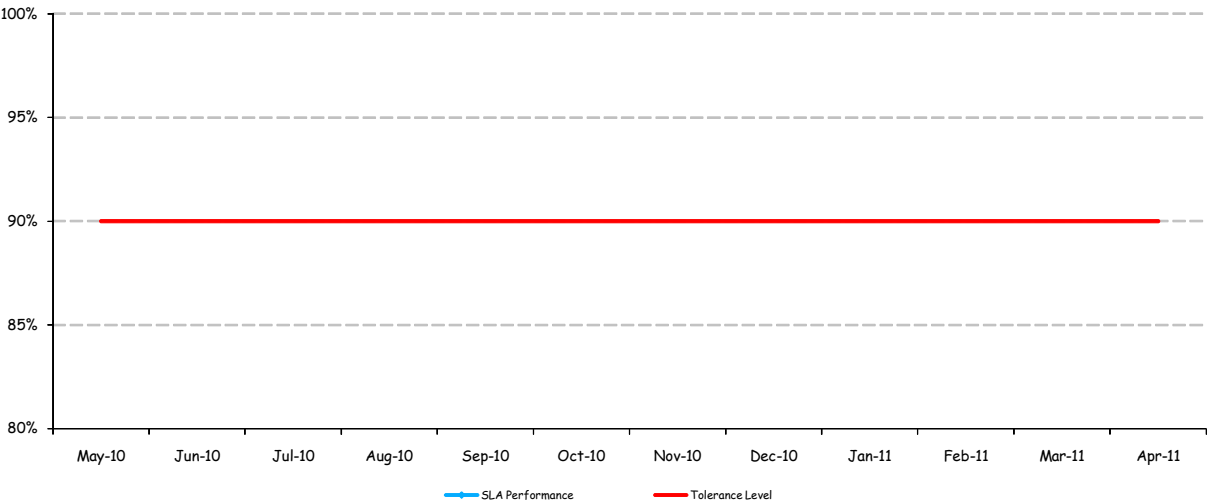
| | May-10 | Jun-10 | Jul-10 | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 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 Backhaul services

April 2011

This section covers UCLL 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



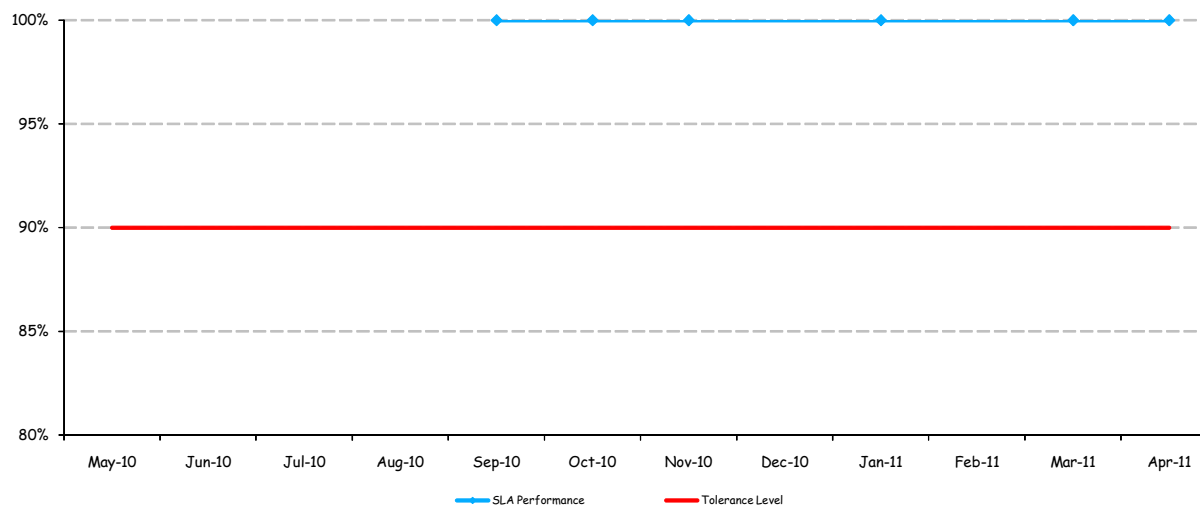
| | May-10 | Jun-10 | Jul-10 | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 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 Backhaul services

April 2011

This section covers UCLL 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 exceeded the required tolerance level

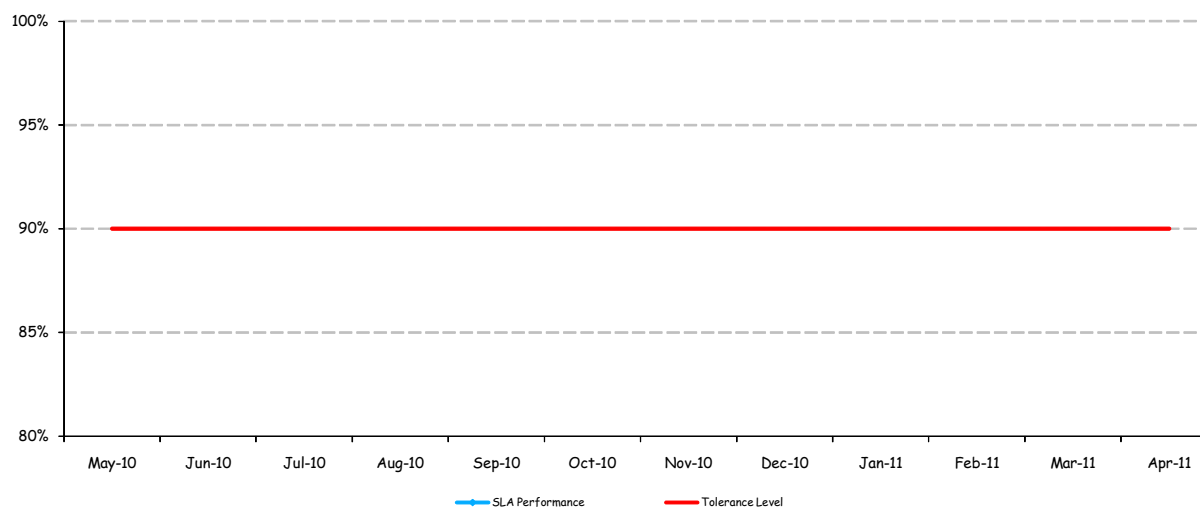
| | May-10 | Jun-10 | Jul-10 | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | n/a | n/a | n/a | n/a | 100% | 100% | 100% | n/a | 100% | n/a | 100% | 100% |
| Tolerance Level | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% |

Provisioning UCLL Backhaul services

April 2011

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

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



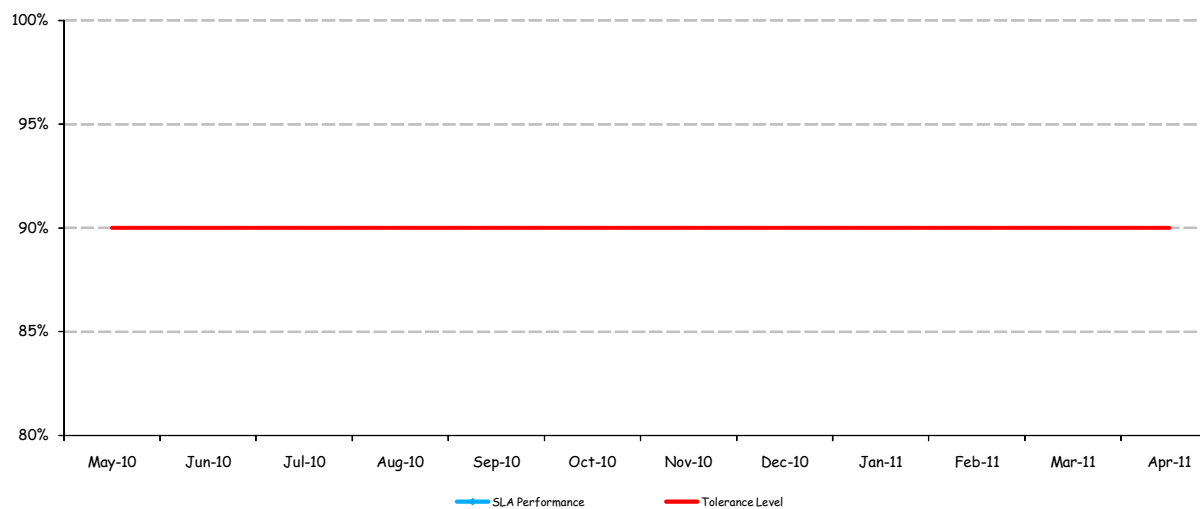
| | May-10 | Jun-10 | Jul-10 | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 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 Backhaul services

April 2011

This section covers UCLL 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)



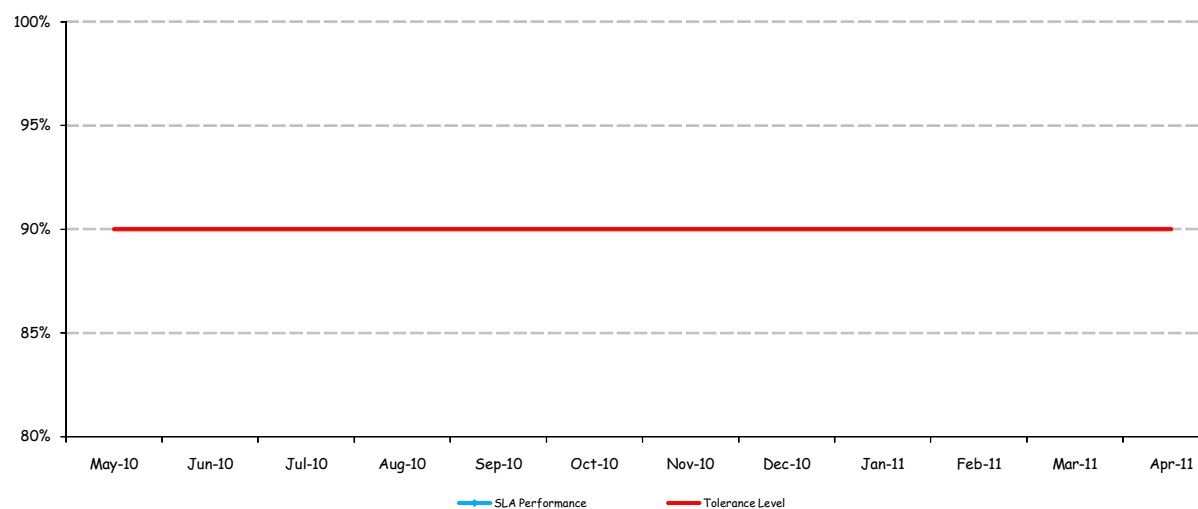
| | May-10 | Jun-10 | Jul-10 | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 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

April 2011

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

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



Commentary

No faults were reported this month

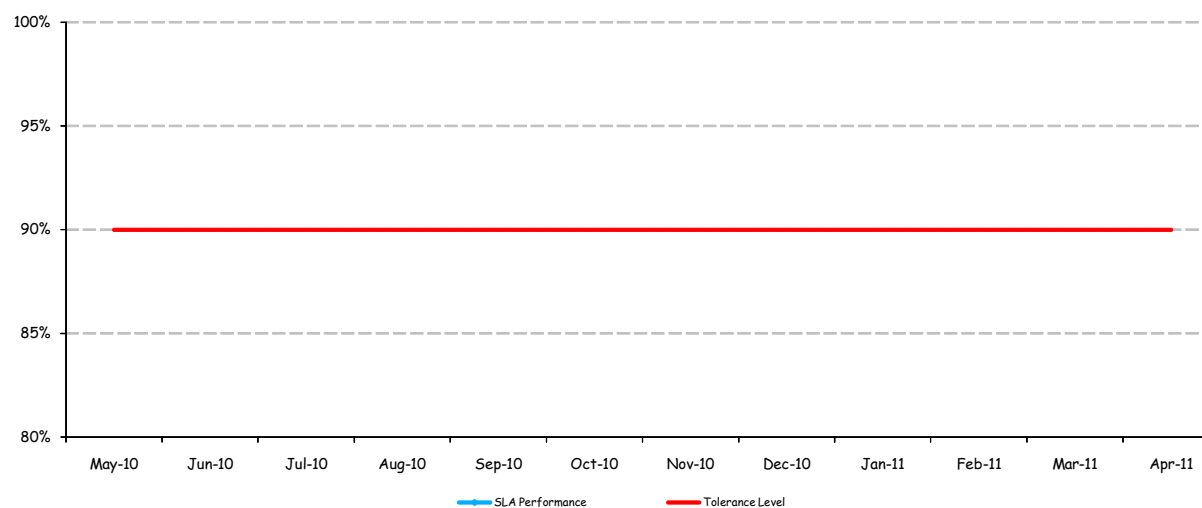
| | May-10 | Jun-10 | Jul-10 | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 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

April 2011

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

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

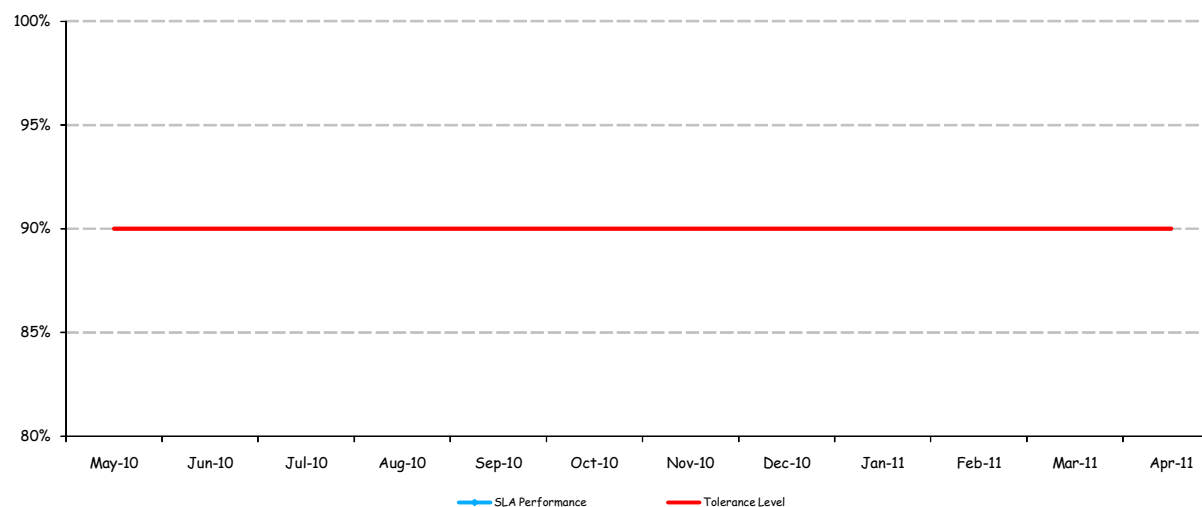
| | May-10 | Jun-10 | Jul-10 | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 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

April 2011

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

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



Commentary

No faults were reported this month

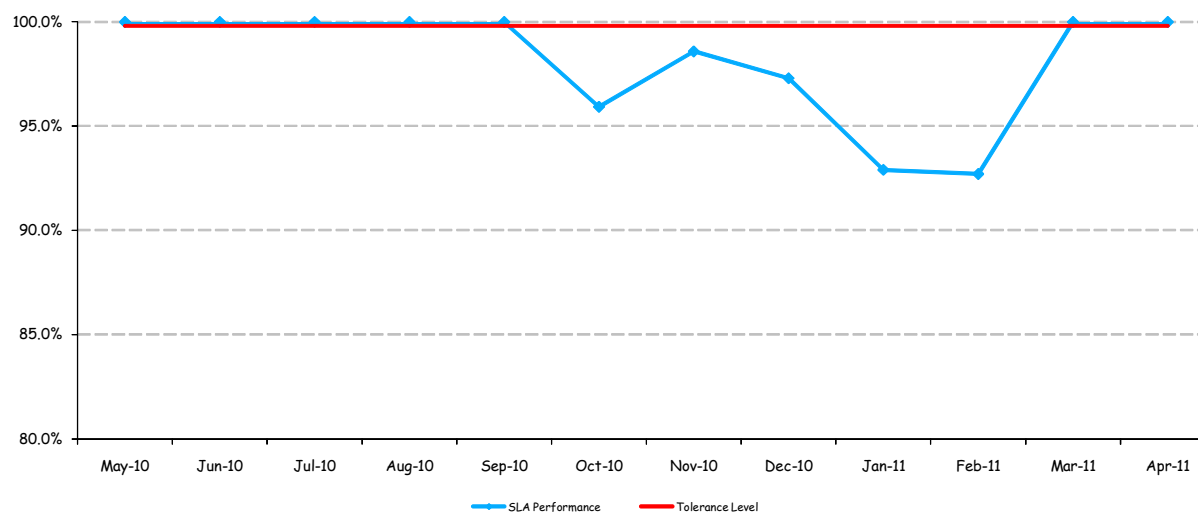
| | May-10 | Jun-10 | Jul-10 | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Tolerance Level | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% |

Operational support systems

April 2011

This section covers operational support systems for access seekers

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



Commentary

Performance has exceeded the required tolerance level

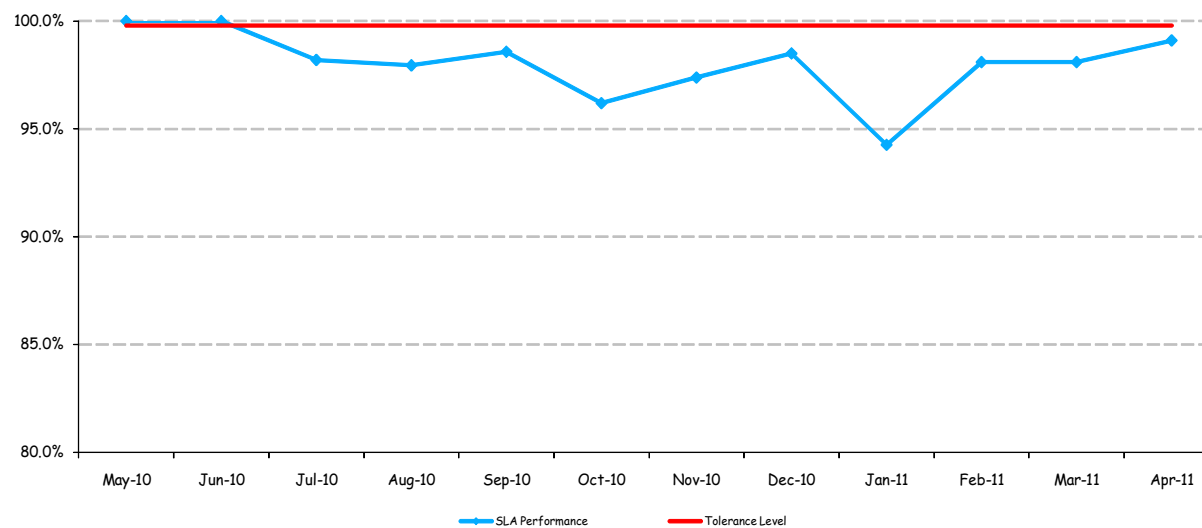
| | May-10 | Jun-10 | Jul-10 | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 95.9% | 98.6% | 97.3% | 92.9% | 92.7% | 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

April 2011

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

| | May-10 | Jun-10 | Jul-10 | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | 100.0% | 100.0% | 98.2% | 98.0% | 98.6% | 96.2% | 97.4% | 98.5% | 94.3% | 98.1% | 98.1% | 99.1% |
| 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% |

Full explanation of terms used in this report

April 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 Backhaul orders acknowledged within 4 business hours following receipt of the order
- SL 2 Percentage of rejection notifications for invalid UCLL 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 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 Backhaul orders completed by the notified expected RFS date
- SL 7 Percentage of UCLL 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 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 Backhaul Service Level Default

April 2011

| | | | |
|----------------------------------|--|-----------------|-----|
| Item No. | 6 | Tolerance Level | 90% |
| Service Attribute | Meet notified expected RFS date | | |
| Cause of default | A combination of process errors and system errors. | | |
| Procedure for correcting default | The orders have been completed. | | |
| Steps taken to remedy default | A project has been initiated to investigate process and system failures and to implement changes to improve performance. | | |
| Effectiveness of steps taken | Given the relatively long provisioning cycle for this service it will take some time for the effect of the actions to become apparent. Material improvements should start to show over the next coming months. | | |
| Date of previous defaults | October 10, November 10, January 11 | | |

UCLL Backhaul Service Level Default

April 2011

| | | | |
|----------------------------------|--|-----------------|-------|
| Item No. | 16 | Tolerance Level | 99.8% |
| Service Attribute | Availability of OFM | | |
| Cause of default | There were two outages in April that contributed to the failure of this Service Level. These outages were related to system connectivity failure and a software bug. These outages resulted in delays in processing customer faults. | | |
| Procedure for correcting default | System Availability was restored following the each outage. | | |
| Steps taken to remedy default | In each instance the relevant steps were taken : 1) Full service was restored on another server and customer faults were then re-routed through this channel, with longer term solution to be determined. 2) System connectivity was re-established via a restart and a fix was implemented for the software bug | | |
| Effectiveness of steps taken | Partially effective – 1) To be determined 2) Effective | | |
| Date of previous defaults | July 10, August 10, September 10, October 10, November 10, December 10, January 11, February 11, March 11 | | |