

UCLL Backhaul Performance Report

Consolidated Report

November 2010

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 three Service Level Defaults this month: SL 6 (Meet notified expected RFS Date), SL 15 (Availability of OOT) 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.

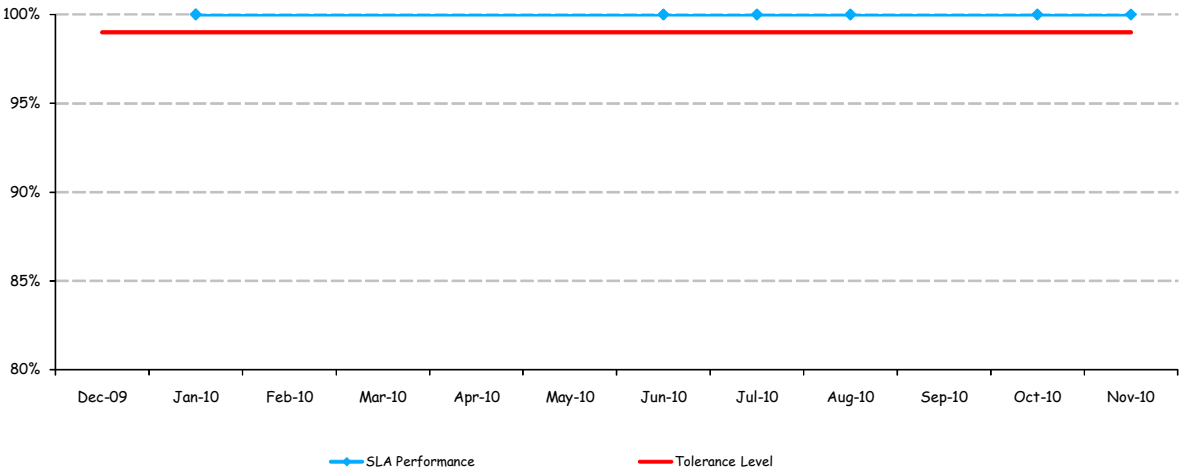


Provisioning UCLL Backhaul services

November 2010

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

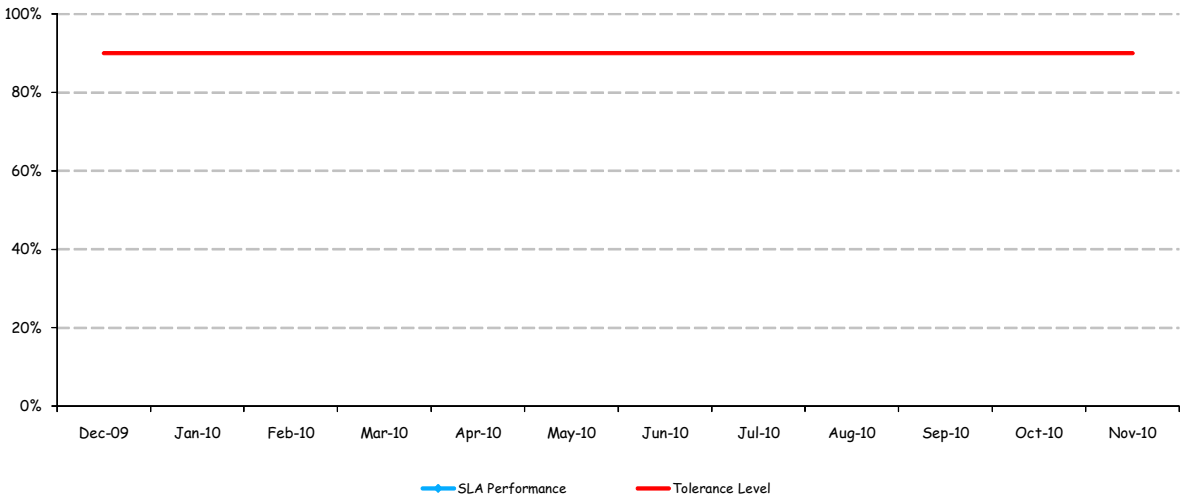
	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10
SLA Performance	n/a	100%	n/a	n/a	n/a	n/a	100%	100%	100%	n/a	100%	100%
Tolerance Level	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%

Provisioning UCLL Backhaul services

November 2010

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

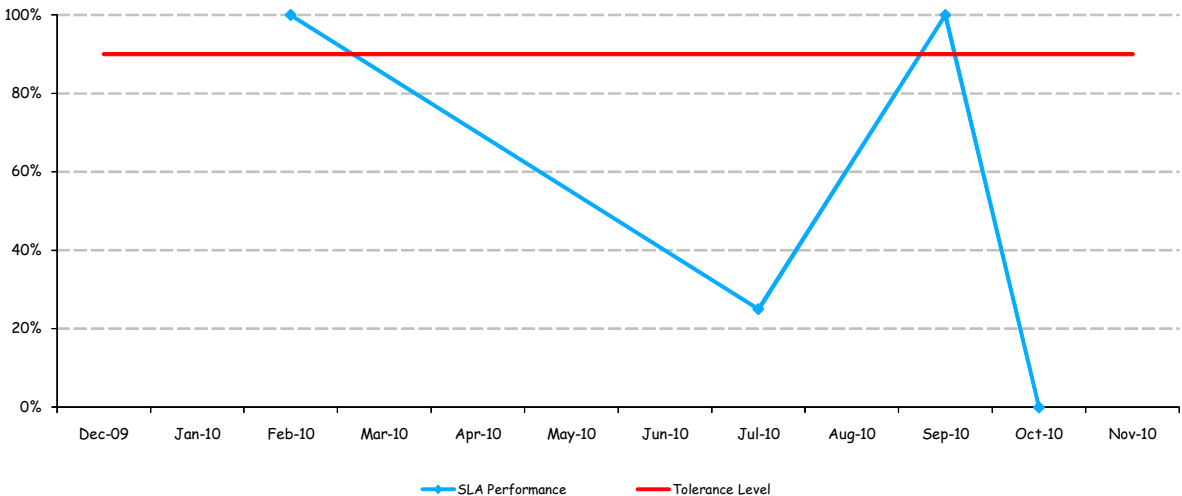
	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UCLL Backhaul services

November 2010

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 a requiring Truck Roll



Commentary

No orders were provided with RFS Dates this month

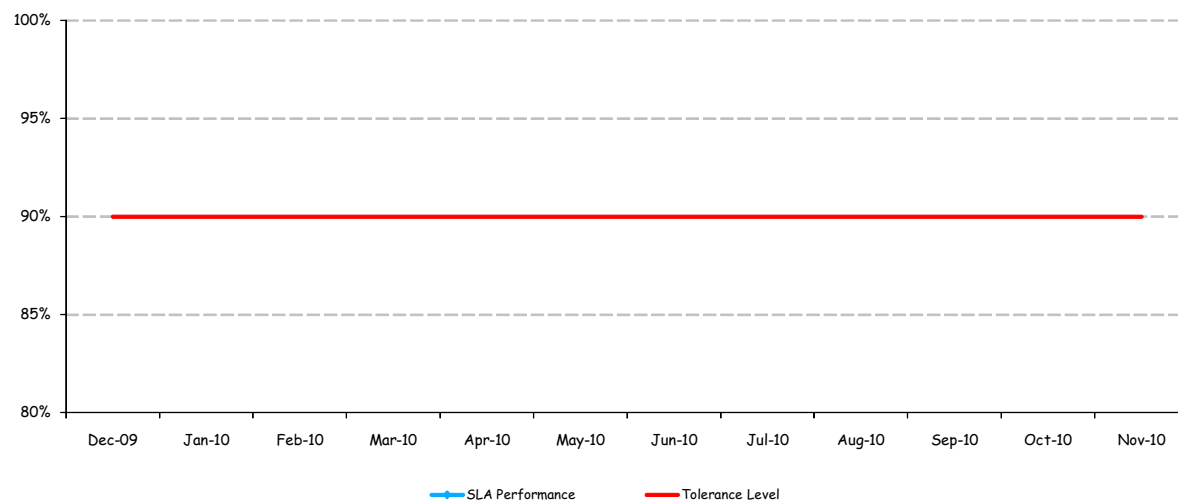
	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10
SLA Performance	n/a	n/a	100%	n/a	n/a	n/a	n/a	25%	n/a	100%	0%	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UCLL Backhaul services

November 2010

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



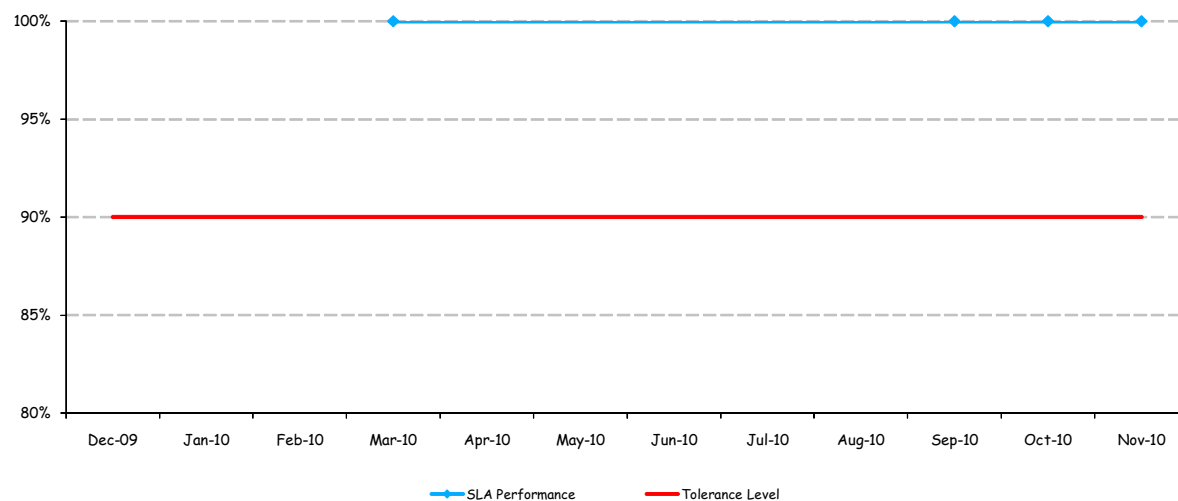
	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UCLL Backhaul services

November 2010

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

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

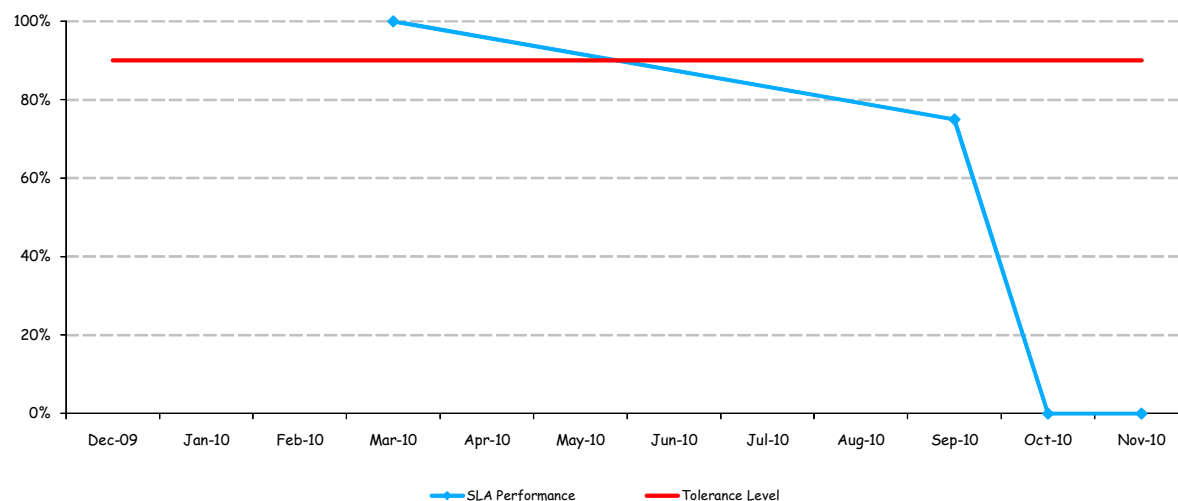
Consolidated UCLL Backhaul Performance Report

Provisioning UCLL Backhaul services

November 2010

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

	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10
New Connection	n/a	n/a	n/a	100%	n/a	n/a	n/a	n/a	n/a	75%	0%	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	100%	n/a	n/a	n/a	n/a	n/a	75%	0%	0%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Consolidated UCLL Backhaul Performance Report

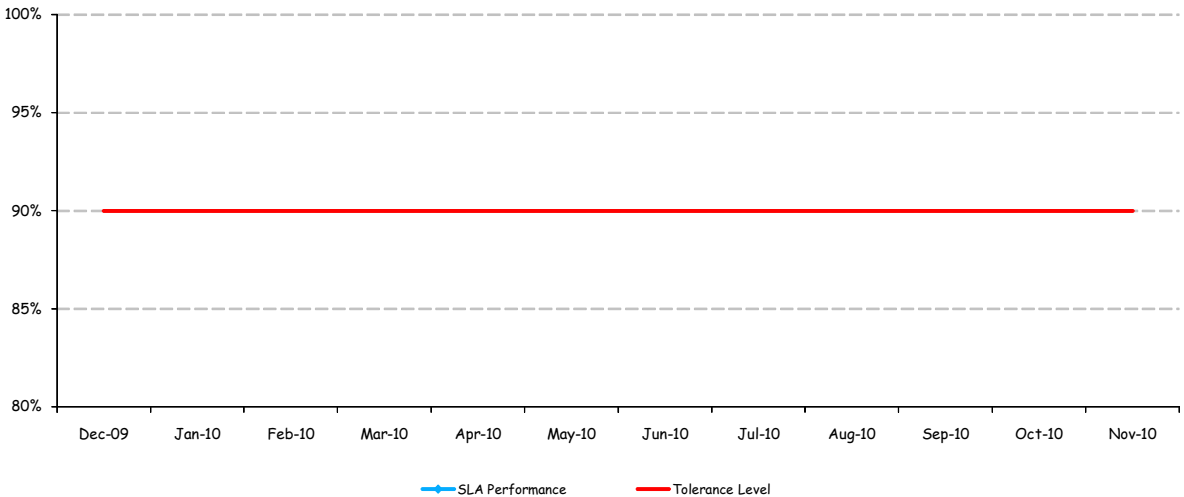


Provisioning UCLL Backhaul services

November 2010

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



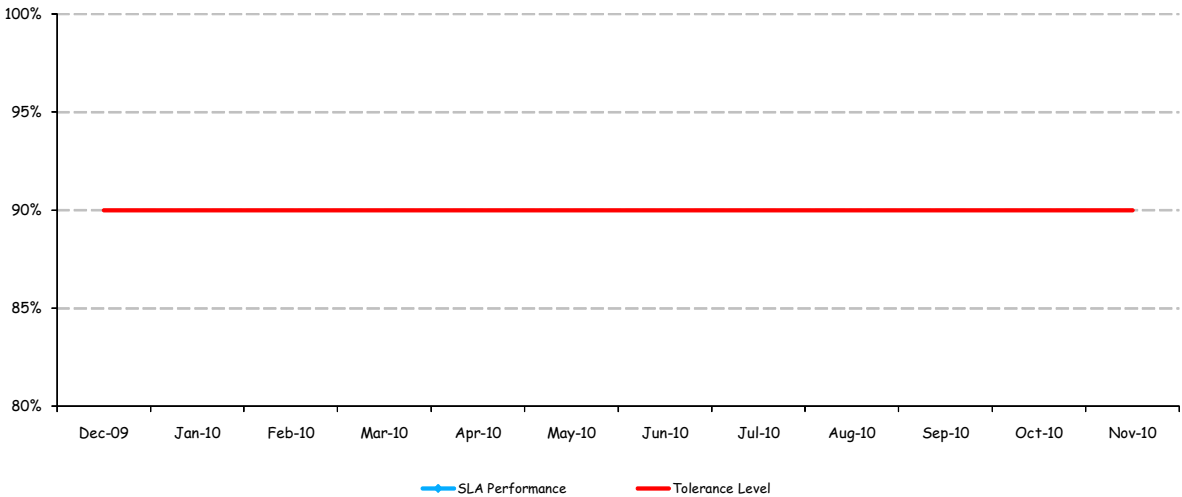
	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UCLL Backhaul services

November 2010

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



Commentary

No change requests were received this month

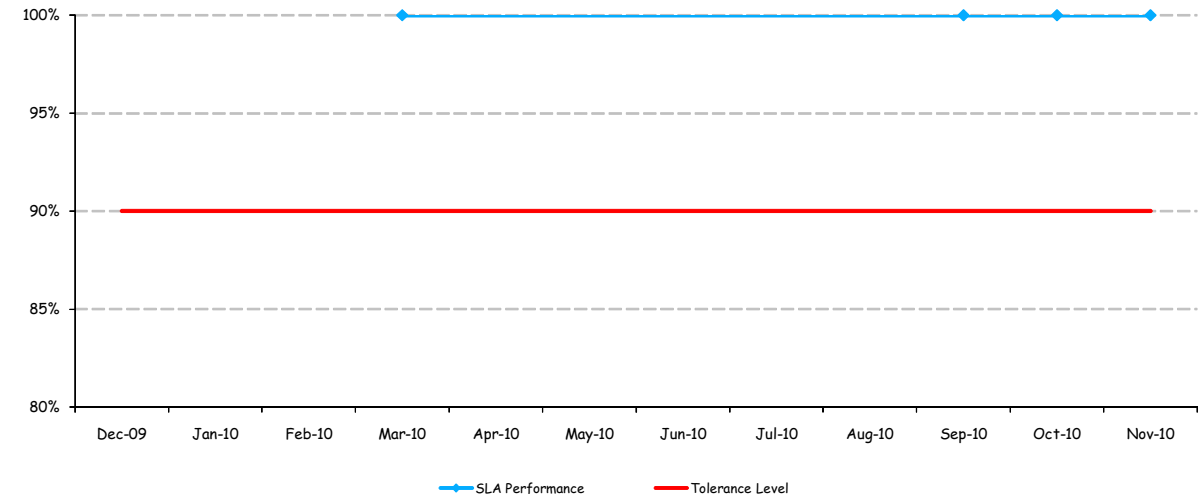
	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UCLL Backhaul services

November 2010

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

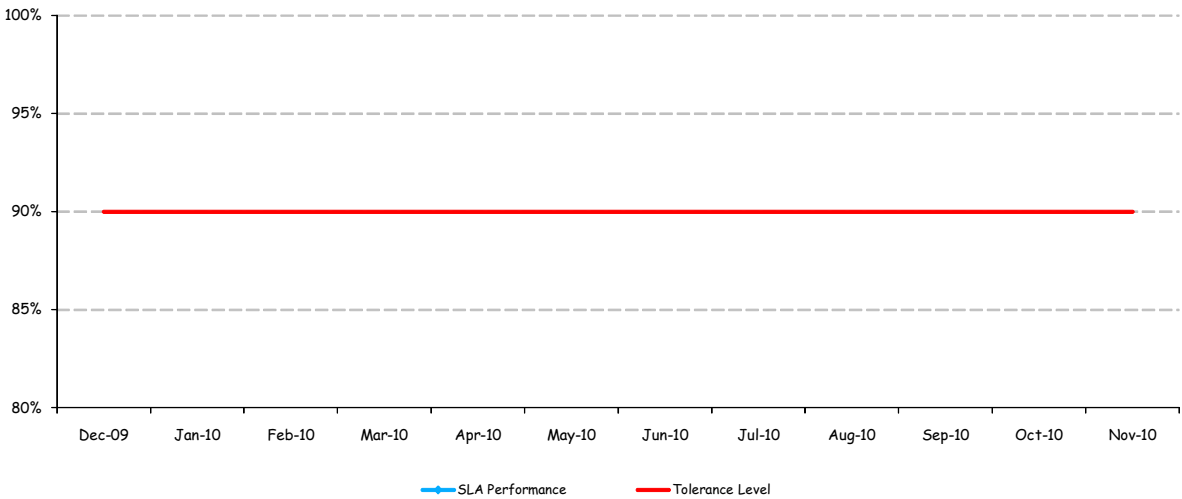
	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10
SLA Performance	n/a	n/a	n/a	100%	n/a	n/a	n/a	n/a	n/a	100%	100%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UCLL Backhaul services

November 2010

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



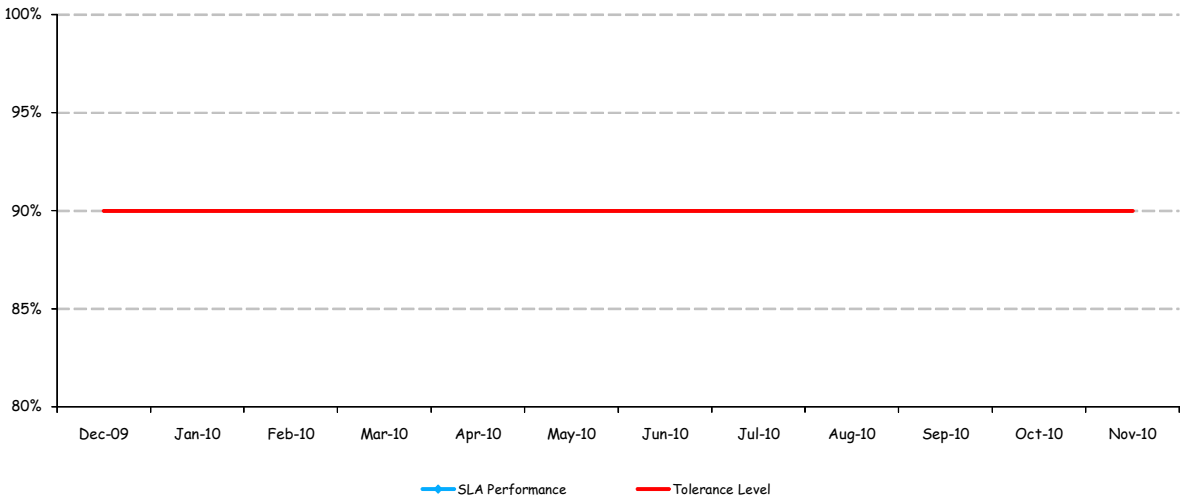
	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UCLL Backhaul services

November 2010

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)



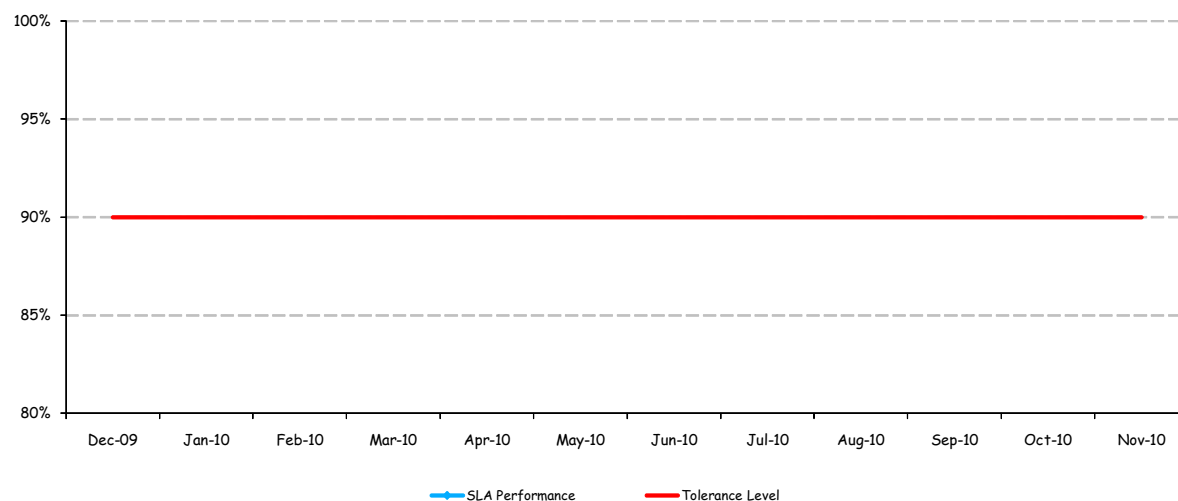
	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Fault Management

November 2010

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

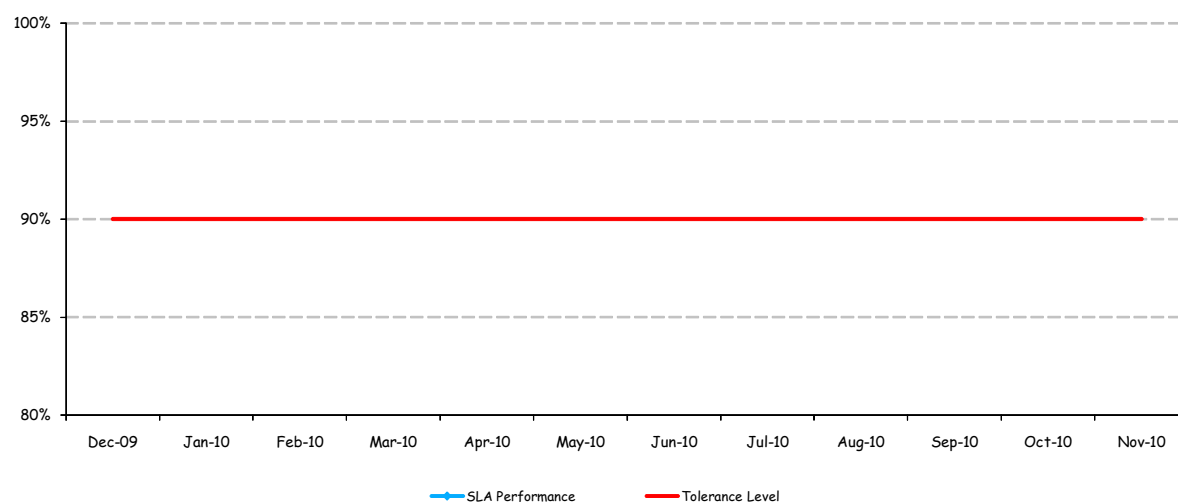
	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Fault Management

November 2010

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

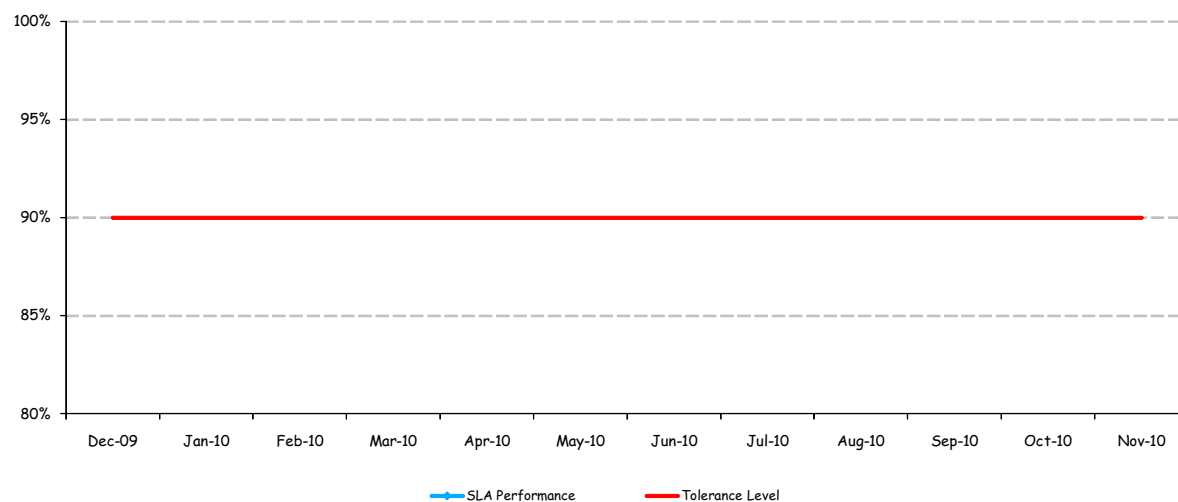
	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Fault Management

November 2010

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

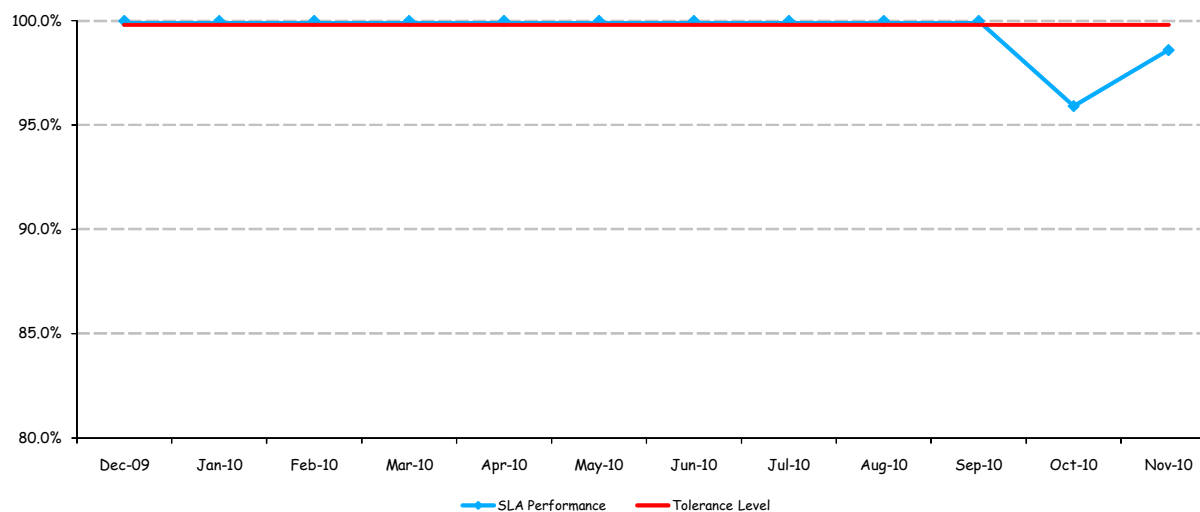
	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Operational support systems

November 2010

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 SL 15 Service Default Report for more information

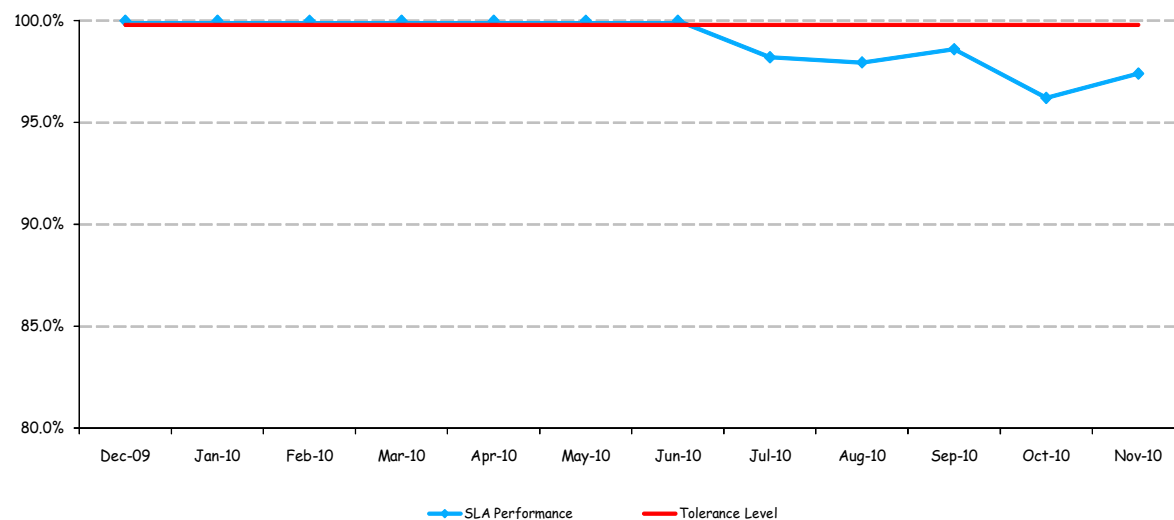
	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10
SLA Performance	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.9%	98.6%
Tolerance Level	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%

Operational support systems

November 2010

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

	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10
SLA Performance	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.2%	98.0%	98.6%	96.2%	97.4%
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

November 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 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

November 2010

Item No.	6	Tolerance Level	90%
Service Attribute	Meet notified expected RFS date		
Cause of default	In an attempt to shorten lead times adjustments were made to the Chorus Prelim process which resulted in the service company not understanding the build requirements leading to the build being delayed while they sought clarification.		
Procedure for correcting default	Orders have been completed.		
Steps taken to remedy default	Processes have been formalised, distributed and trained via audio conference and one on one where necessary. A person has been appointed to a role that will ensure that UCLL Backhaul orders are closely monitored.		
Effectiveness of steps taken	Expectation is that these steps will be effective however this will only be proven as more orders are processed.		
Date of previous defaults	September 2010, October 2010		

UCLL Backhaul Service Level Default

November 2010

Item No.	15	Tolerance Level	99.8%
Service Attribute	Availability of OOT		
Cause of default	There was one main outage in November that caused failure of this Service Level. This issue was related to a system defect that impacted customers' ability to set up new users.		
Procedure for correcting default	System Availability was restored following this outage.		
Steps taken to remedy default	A fix was made available by the vendor to correct the system defect impacting new user set-up.		
Effectiveness of steps taken	The defect fix was very effective, and this issue no longer occurs.		
Date of previous defaults	October 2010		

UCLL Backhaul Service Level Default

November 2010

Item No.	16	Tolerance Level	99.8%
Service Attribute	Availability of OFM		
Cause of default	There were two main outages in November that caused failure of this Service Level. These issues were both related to SAN disk failure.		
Procedure for correcting default	System Availability was restored following each outage.		
Steps taken to remedy default	System load was rearranged to ensure the SAN disk was available and the associated servers restarted.		
Effectiveness of steps taken	SAN disk availability to date indicates the steps taken to remedy have been effective, but will continue to be monitored.		
Date of previous defaults	July 2010, August 2010, September 2010, October 2010		