

UCLL Backhaul Performance Report

Consolidated Report

October 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 five Service Level Defaults this month: SL 2 (Notification of rejection), SL 3 (Notification of expected RFS date), 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.

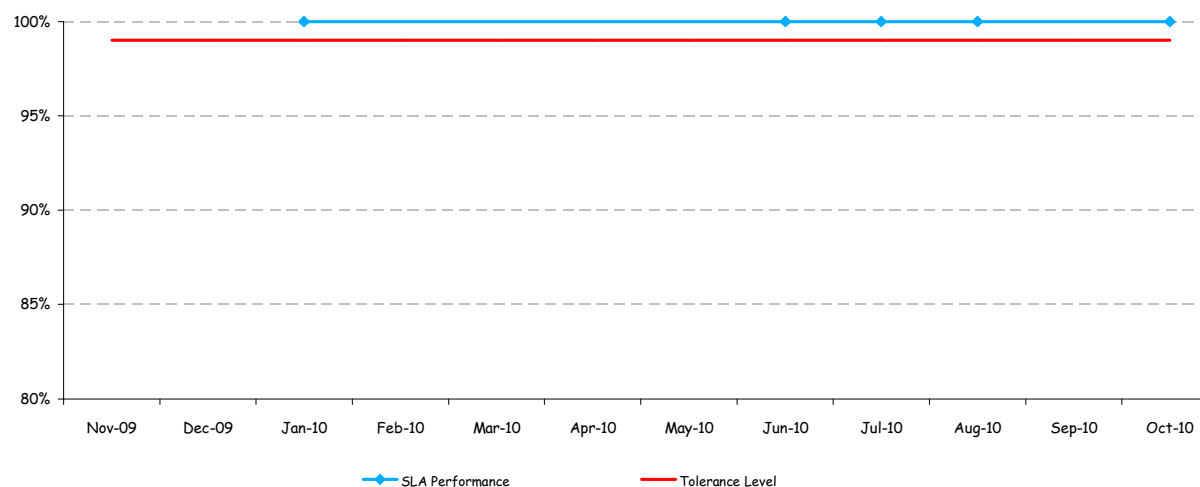


Provisioning UCLL Backhaul services

October 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

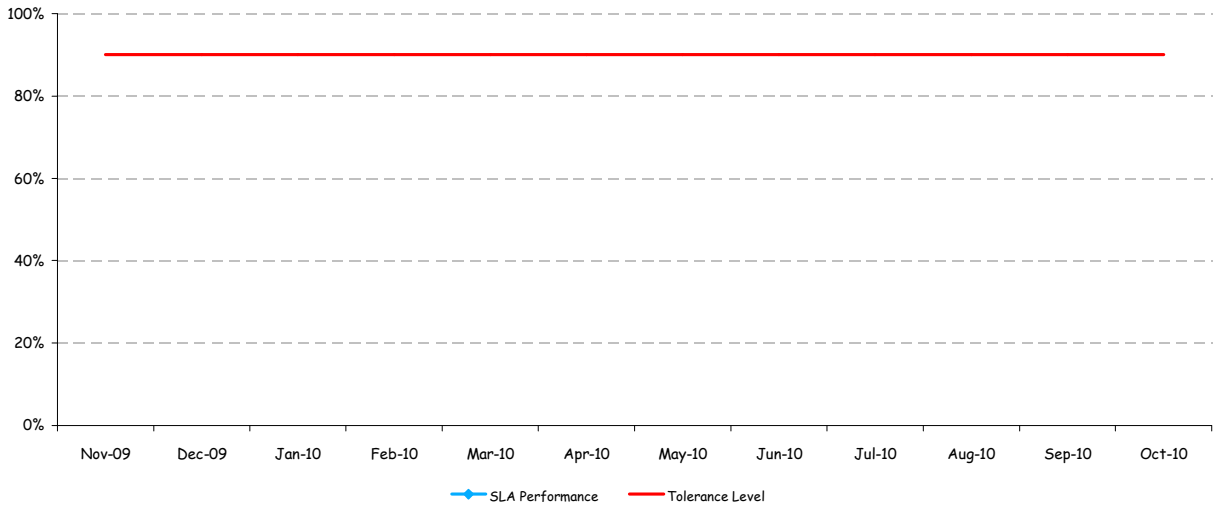
	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10
SLA Performance	n/a	n/a	100%	n/a	n/a	n/a	n/a	100%	100%	100%	n/a	100%
Tolerance Level	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%

Provisioning UCLL Backhaul services

October 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

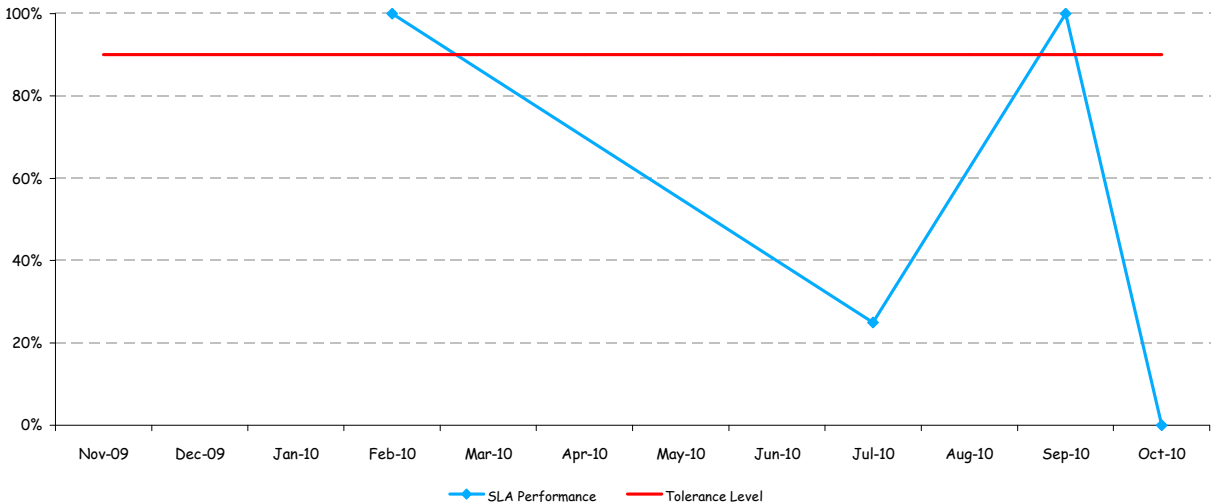
	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UCLL Backhaul services

October 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 requiring Truck Roll



Commentary

Performance has not met the required tolerance level. See the SL 3 Service Default Report for more information

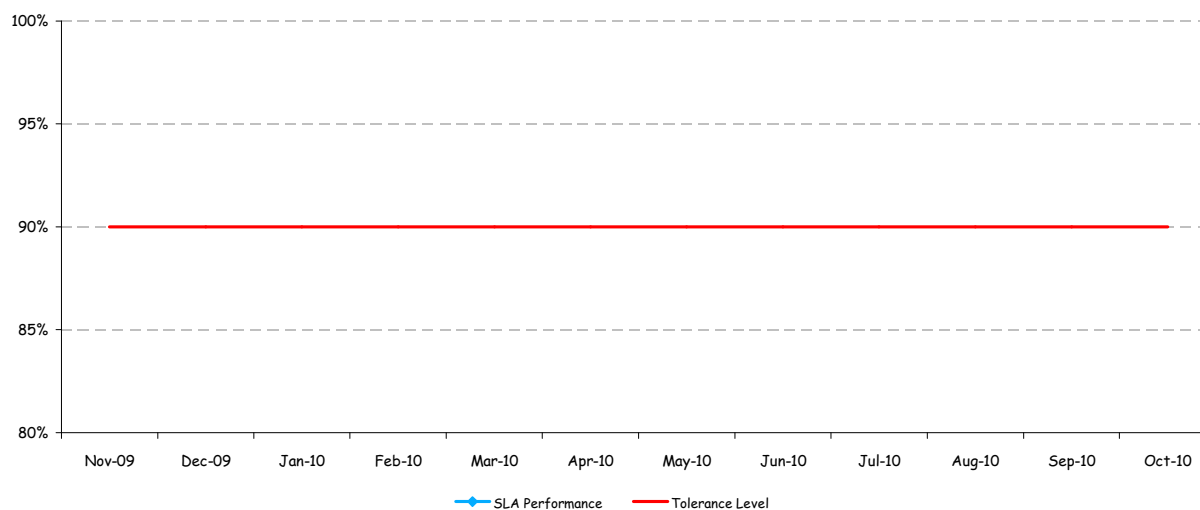
	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10
SLA Performance	n/a	n/a	n/a	100%	n/a	n/a	n/a	n/a	25%	n/a	100%	0%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UCLL Backhaul services

October 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



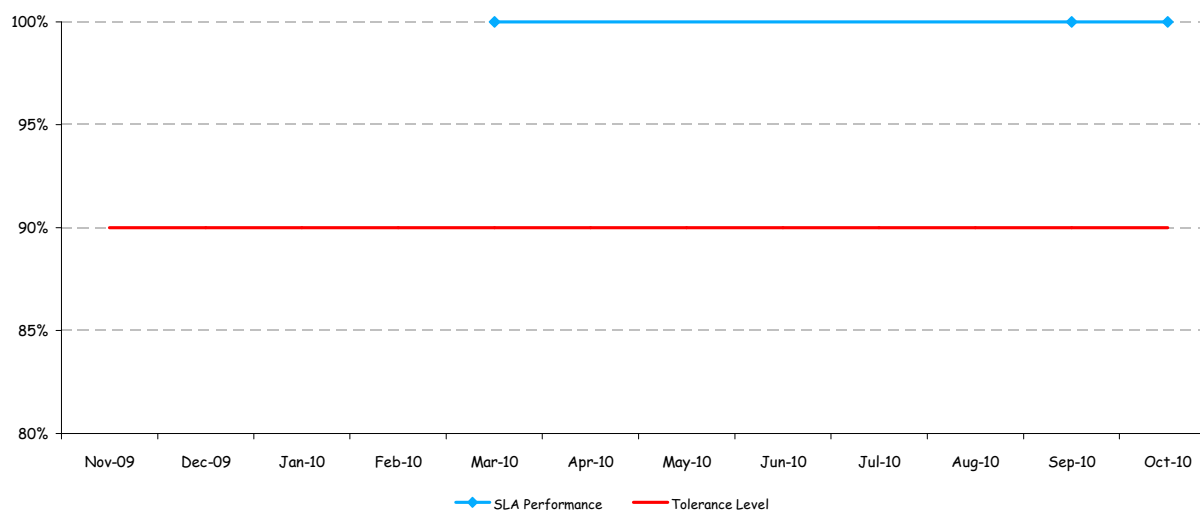
	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UCLL Backhaul services

October 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

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

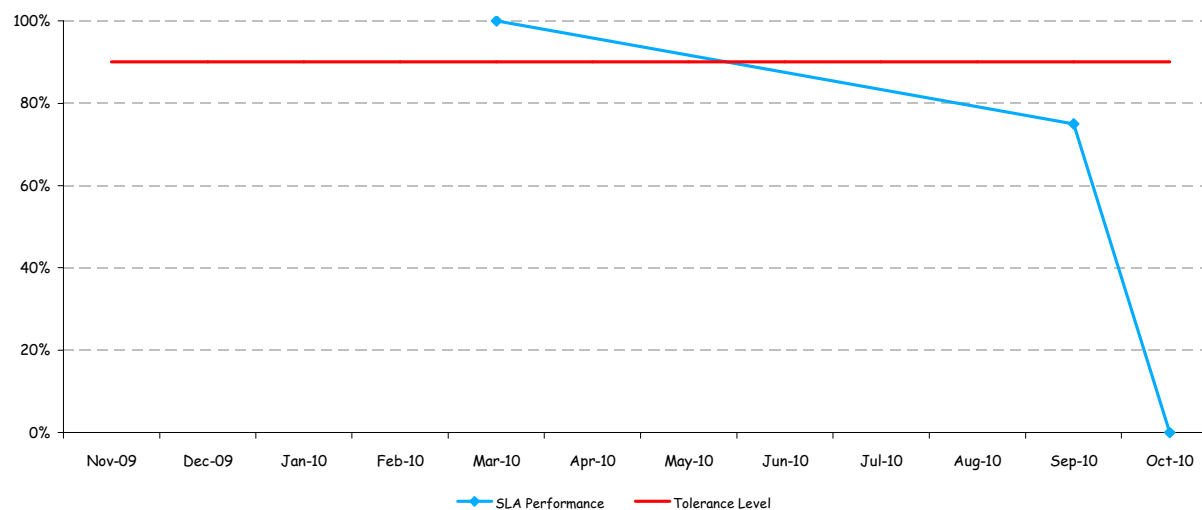
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Provisioning UCLL Backhaul services

October 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

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

Consolidated UCLL Backhaul Performance Report

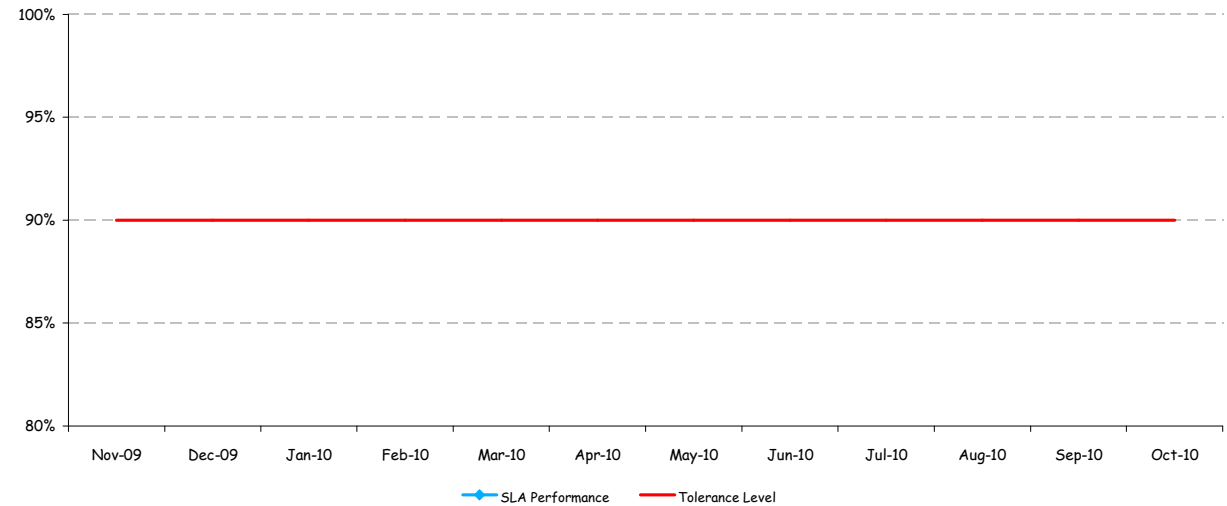


Provisioning UCLL Backhaul services

October 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



Commentary

No relinquishment orders were completed this month

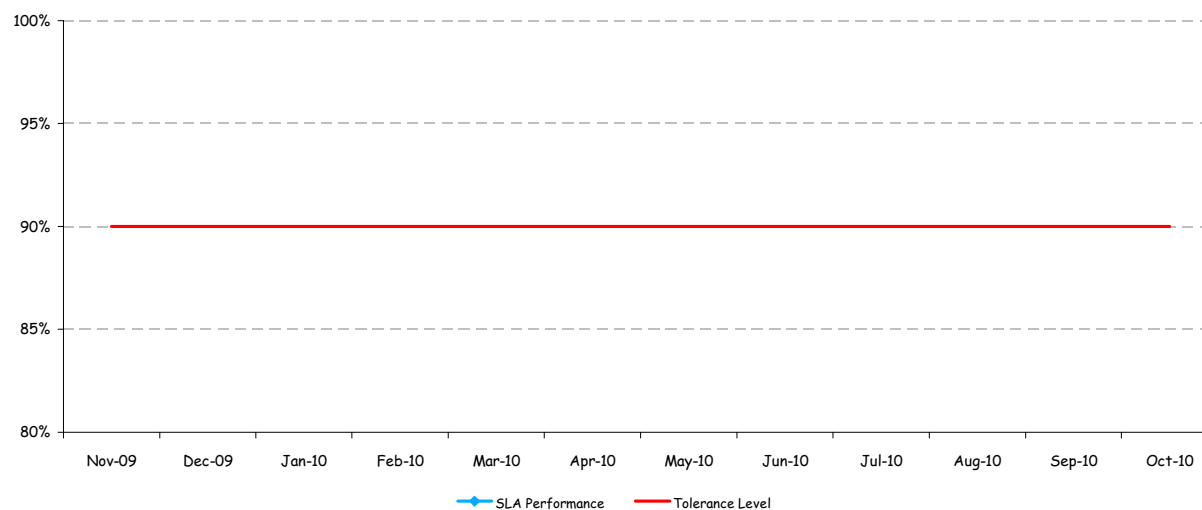
	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UCLL Backhaul services

October 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

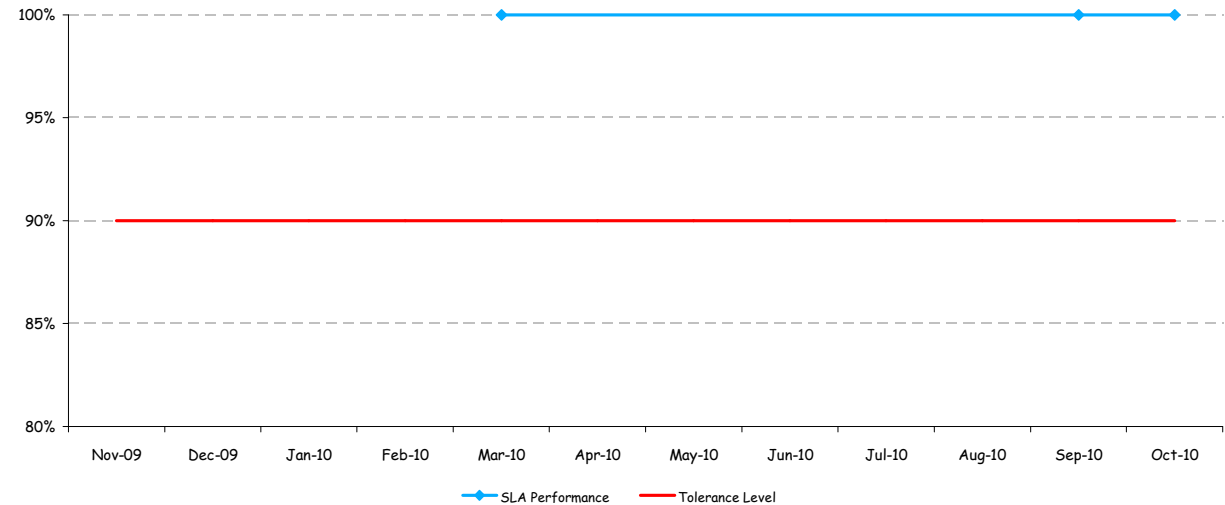
	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UCLL Backhaul services

October 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

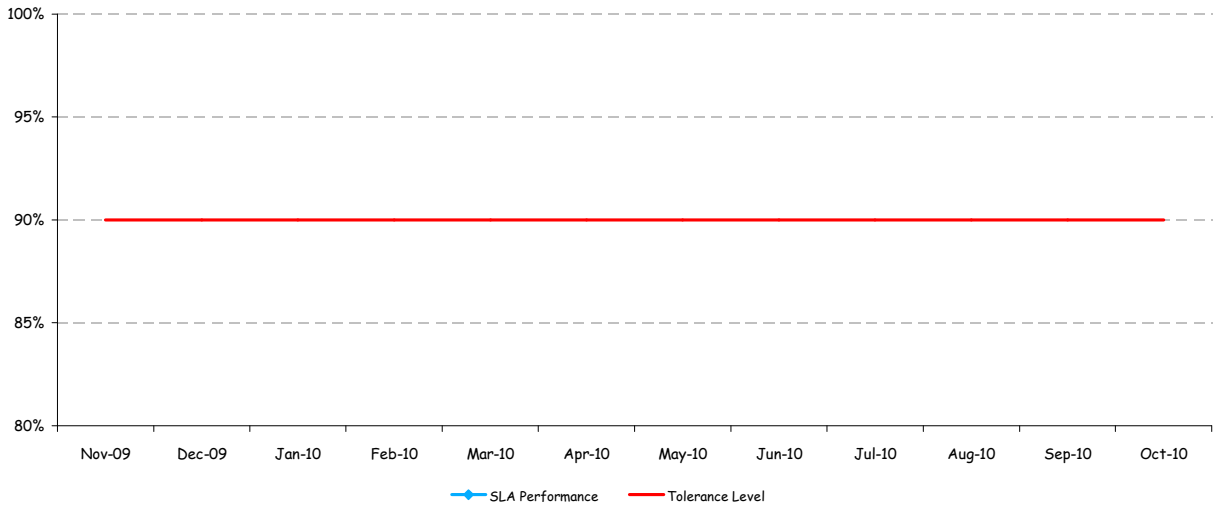
	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10
SLA Performance	n/a	n/a	n/a	n/a	100%	n/a	n/a	n/a	n/a	n/a	100%	100%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UCLL Backhaul services

October 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



Commentary

No Planned Outages this month

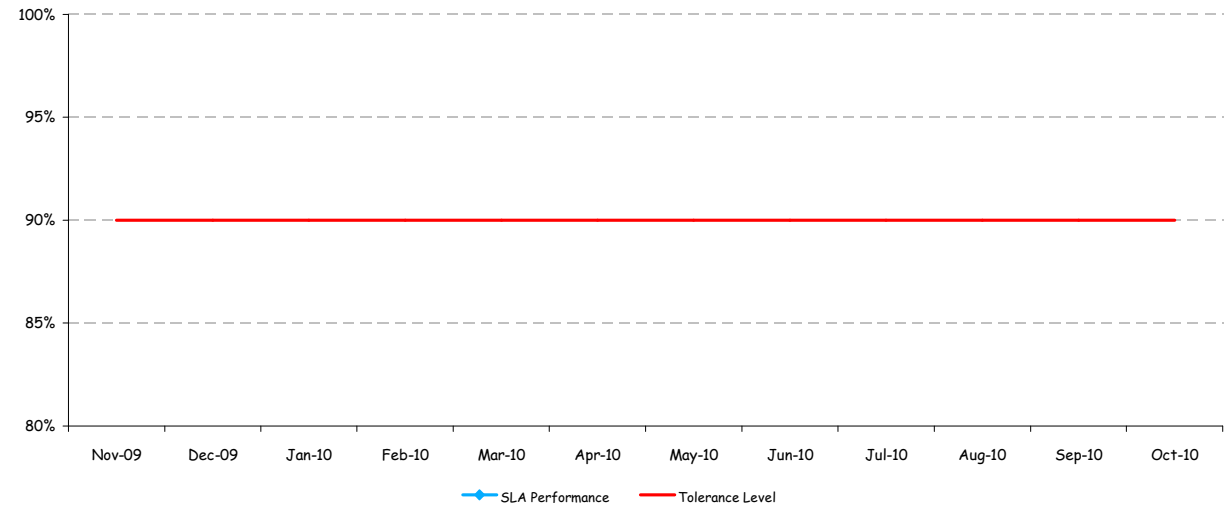
	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning UCLL Backhaul services

October 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)



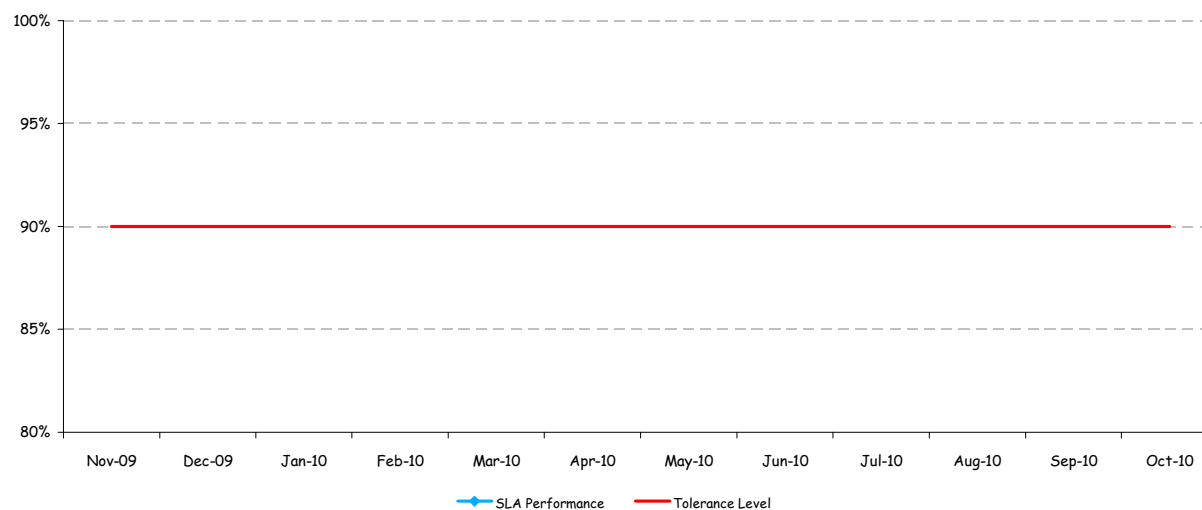
	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Fault Management

October 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

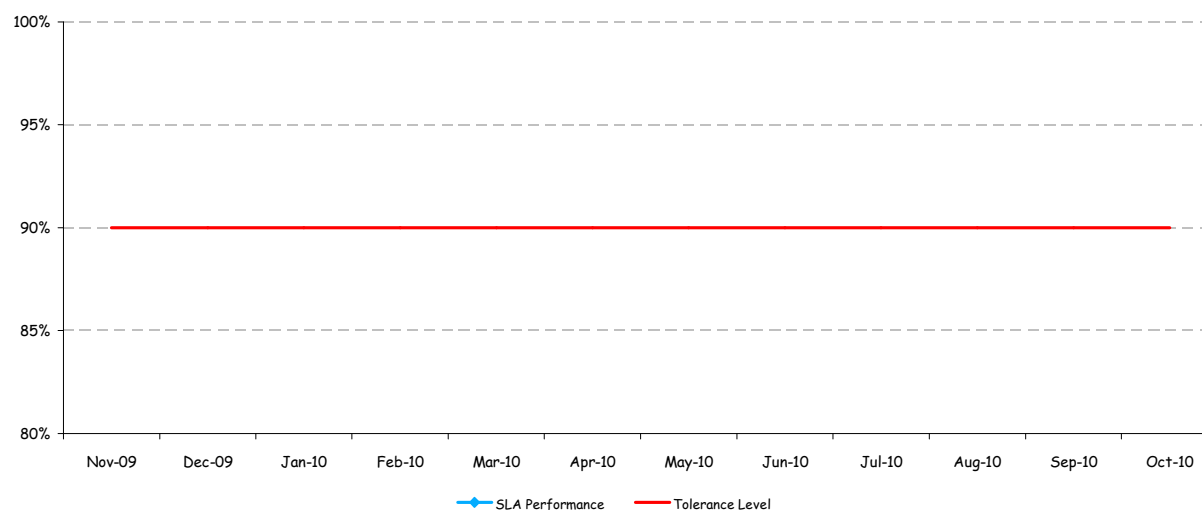
	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Fault Management

October 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

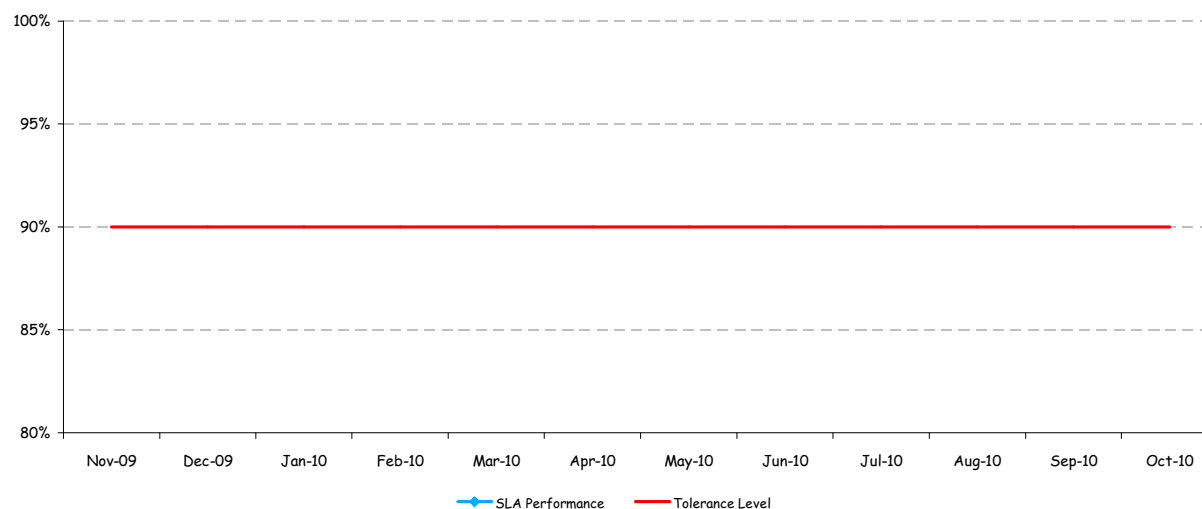
	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Fault Management

October 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

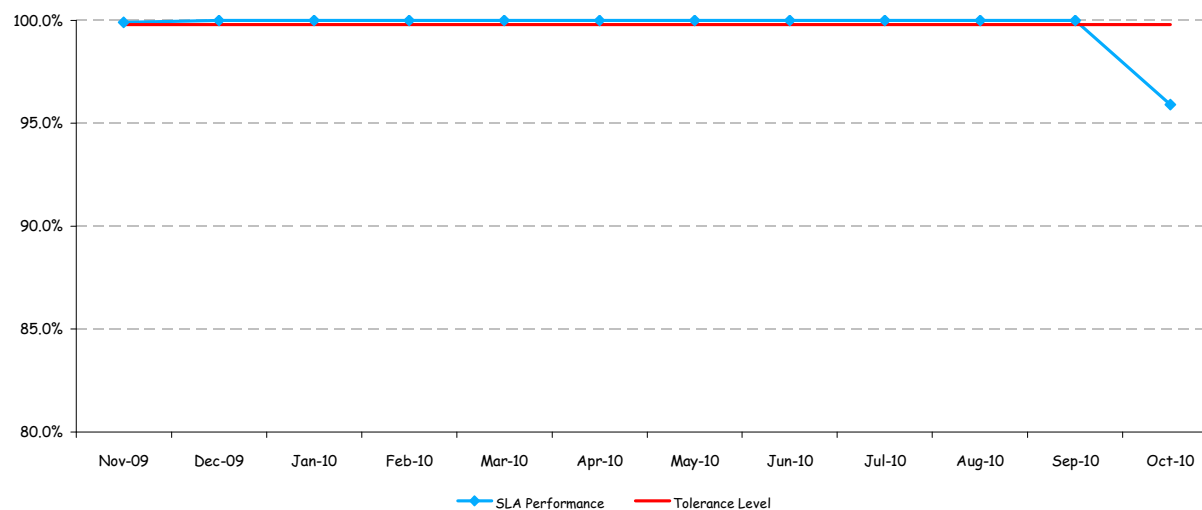
	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Operational support systems

October 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

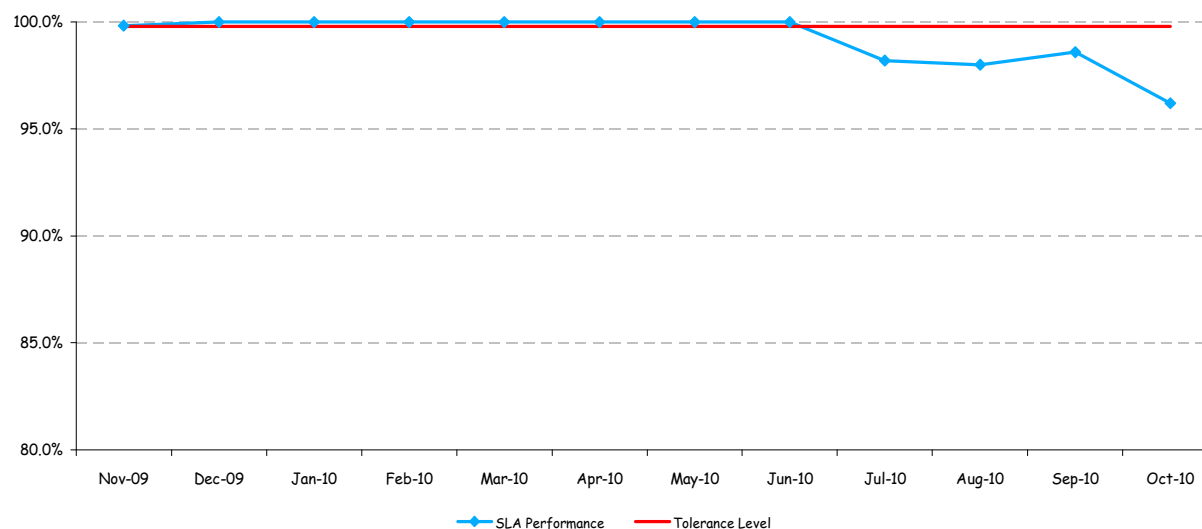
	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10
SLA Performance	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.9%
Tolerance Level	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%

Operational support systems

October 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

	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10
SLA Performance	99.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.2%	98.0%	98.6%	96.2%
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%

Consolidated UCLL Backhaul Performance Report

Full explanation of terms used in this report

October 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

October 2010

Item No.	2	Tolerance Level	90%
Service Attribute	Notification of rejection		
Cause of default	New internal processes not followed correctly.		
Procedure for correcting default	Orders have been rejected.		
Steps taken to remedy default	Regular weekly meetings to monitor process improvement and follow up training.		
Effectiveness of steps taken	Performance will be monitored to ensure processes are embedded.		
Date of previous defaults	N/A		

UCLL Backhaul Service Level Default

October 2010

Item No.	3	Tolerance Level	90%
Service Attribute	Notification of expected RFS date		
Cause of default	New internal processes not followed correctly.		
Procedure for correcting default	RFS dates have been provided.		
Steps taken to remedy default	Regular weekly meetings to monitor process improvement and follow up training.		
Effectiveness of steps taken	Performance will be monitored to ensure processes are embedded.		
Date of previous defaults	July 2010		

UCLL Backhaul Service Level Default

October 2010

Item No.	6	Tolerance Level	90%
Service Attribute	Meet notified expected RFS date		
Cause of default	New internal processes not followed correctly.		
Procedure for correcting default	Orders have been completed		
Steps taken to remedy default	Regular weekly meetings to monitor process improvement and follow up training along with new process documentation.		
Effectiveness of steps taken	Performance will be monitored to ensure processes are embedded		
Date of previous defaults	September 2010		

UCLL Backhaul Service Level Default

October 2010

Item No.	15	Tolerance Level	99.8%
Service Attribute	Availability of OOT		
Cause of default	<p>There were multiple outages in October that resulted in failure of this Service Level in October.</p> <p>The causes of these outages were varied, and included access issues for middleware components, database import issues, and database and network connectivity failures</p>		
Procedure for correcting default	System availability was restored following each outage		
Steps taken to remedy default	<p>For some of these outages, root cause analysis is still underway.</p> <p>Where the fault was a result of a system change or the cause identified, the change was either reversed or permanent corrective action taken.</p> <p>Were required, enhanced monitoring and alerts have been introduced to minimise outage impact and ensure trouble-shooting, and recovery actions, can be more targeted.</p>		
Effectiveness of steps taken	Once the root cause analysis is completed, permanent corrective solutions will be put in place to prevent such outages from reoccurring.		
Date of previous defaults	N/A		

UCLL Backhaul Service Level Default

October 2010

Item No.	16	Tolerance Level	99.8%
Service Attribute	Availability of OFM		
Cause of default	<p>There were multiple outages in October that resulted in failure of this Service Level in October.</p> <p>The causes of these outages were varied, and included access issues for middleware components, database import issues, and database and network connectivity failures</p>		
Procedure for correcting default	System availability was restored following each outage		
Steps taken to remedy default	<p>For some of these outages, root cause analysis is still underway.</p> <p>Where the fault was a result of a system change or the cause identified, the change was either reversed or permanent corrective action taken.</p> <p>Were required, enhanced monitoring and alerts have been introduced to minimise outage impact and ensure trouble-shooting, and recovery actions, can be more targeted.</p>		
Effectiveness of steps taken	Once the root cause analysis is completed, permanent corrective solutions will be put in place to prevent such outages from reoccurring.		
Date of previous defaults	July 2010, August 2010, September 2010		