

SLU Backhaul Performance Report

Consolidated Report

September 2010

Sub-loop Unbundled (SLU) 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 SLU Standard Term Determination.

Executive summary

The SLU Standard Terms Determination was released on the 18th June 2009. No orders have yet been received for this service.

Points to note

Orders were excluded from Service Level calculations as follows:

- No exclusions were made

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.

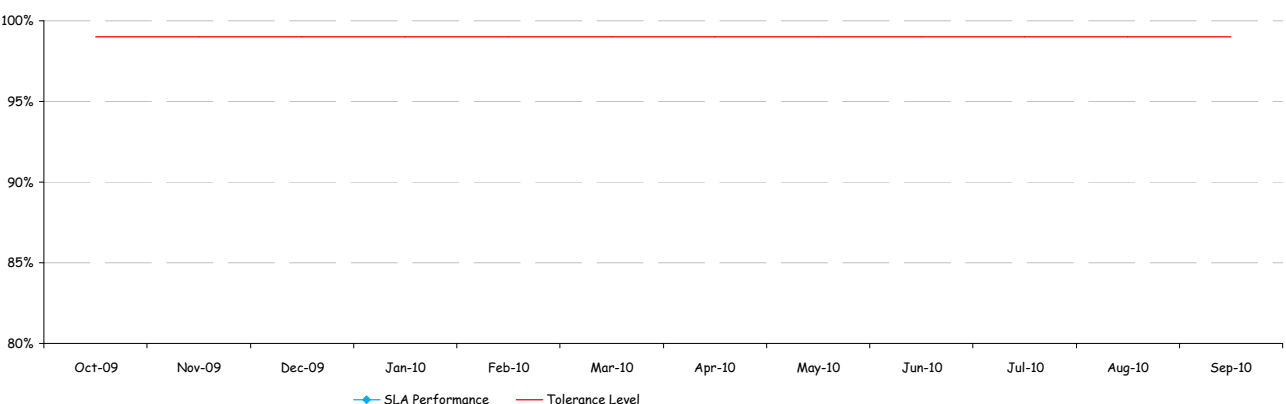


Provisioning SLU Backhaul services

September 2010

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

SL 1 - Orders acknowledged within 4 Business Hours of Order receipt - All Orders



Commentary

No orders were received this month

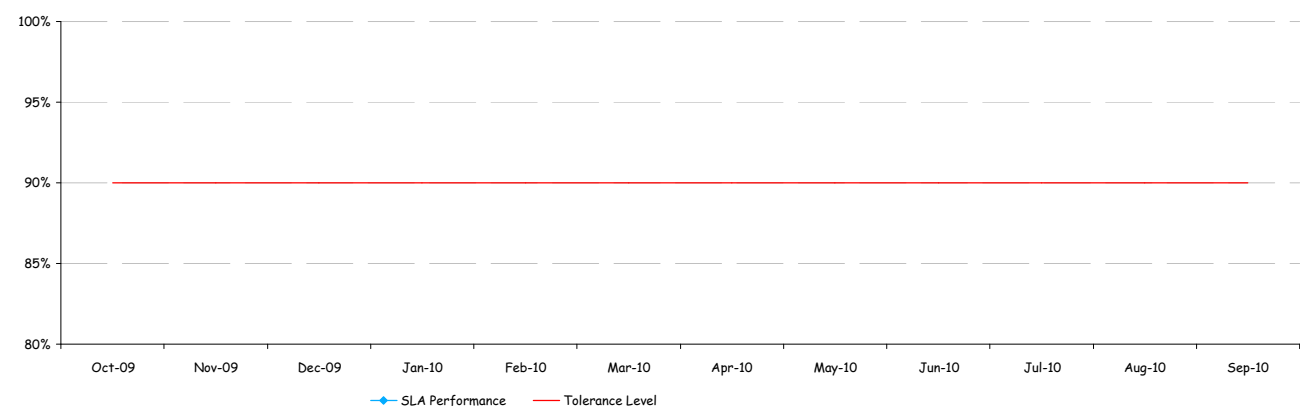
	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%

Provisioning SLU Backhaul services

September 2010

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

SL 2 - Invalid order rejection notifications sent within 8 Business Hours of receipt - All Orders



Commentary

No invalid orders were received this month

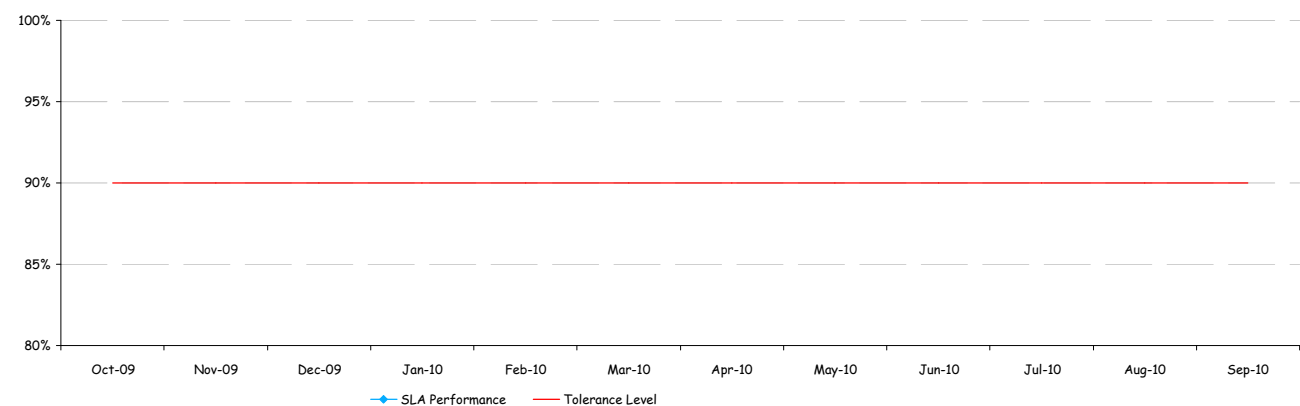
	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning SLU Backhaul services

September 2010

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

SL 3 - Notification of expected RFS dates sent within 7 Working Days of deemed acceptance time - All Orders



Commentary

No orders were received this month

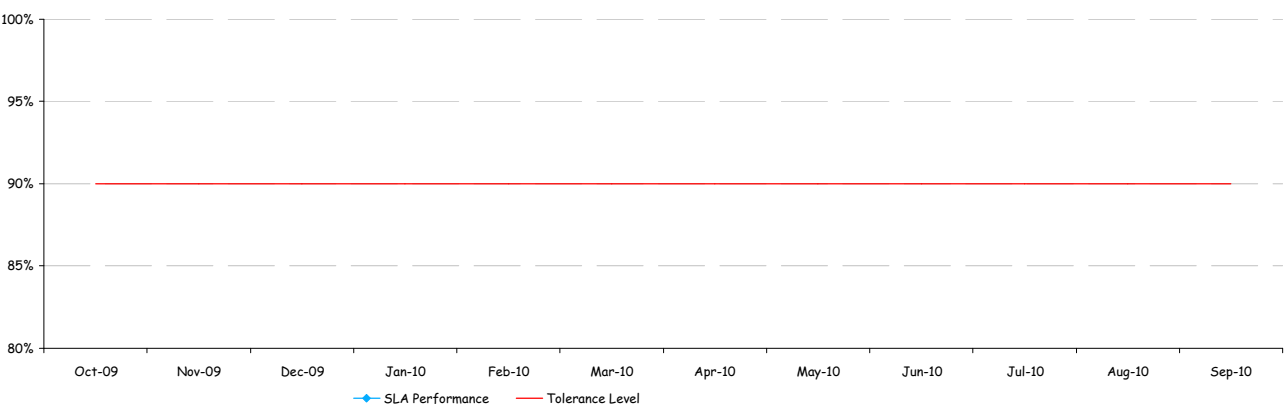
	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning SLU Backhaul services

September 2010

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

SL 4 - Order is completed right first time (level A) - for each service type



Commentary
No faults were reported this month

	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10
New 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
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	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%

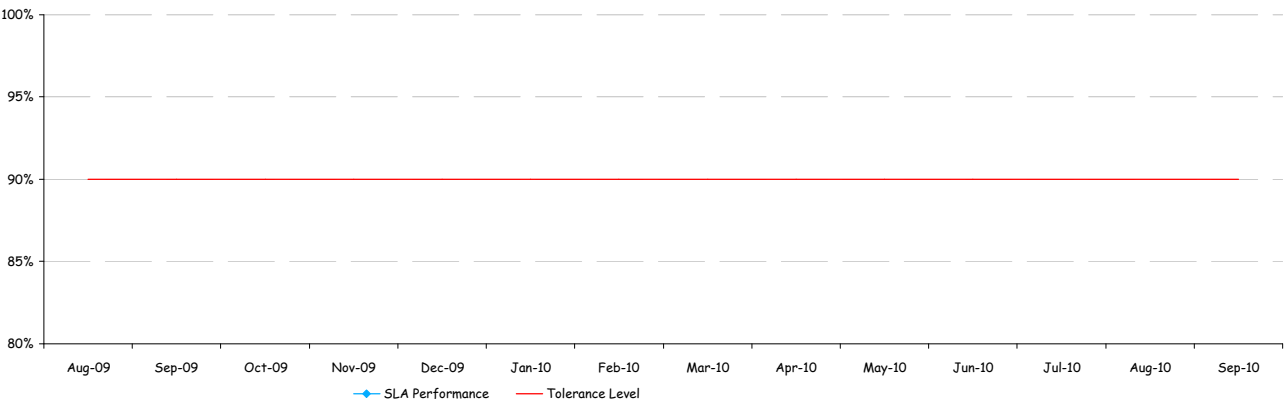


Provisioning SLU Backhaul services

September 2010

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

SL 5 - 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

	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Sep-10
New 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
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	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%

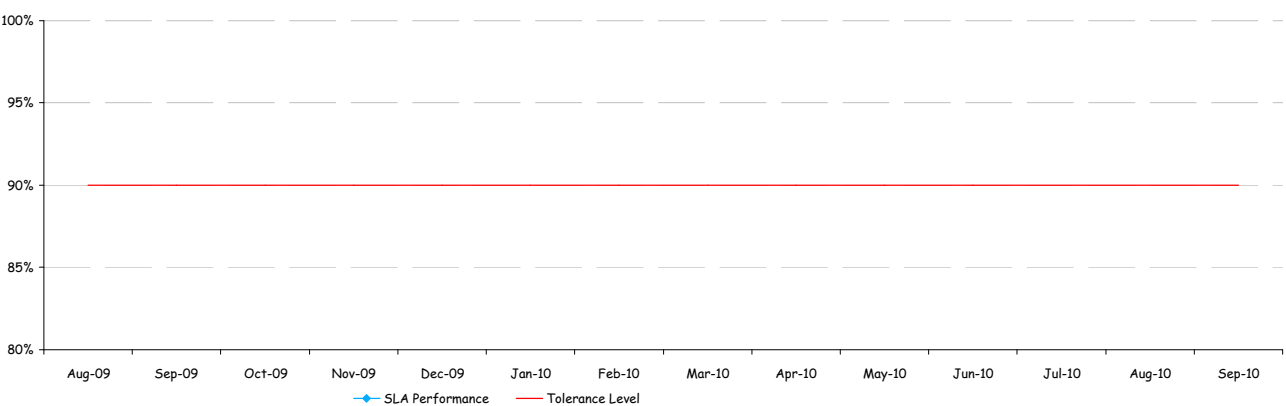


Provisioning SLU Backhaul services

September 2010

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

SL 6 - Order is completed by the notified expected RFS date - Relinquishment Orders



Commentary
No orders were completed this month

	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Sep-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%

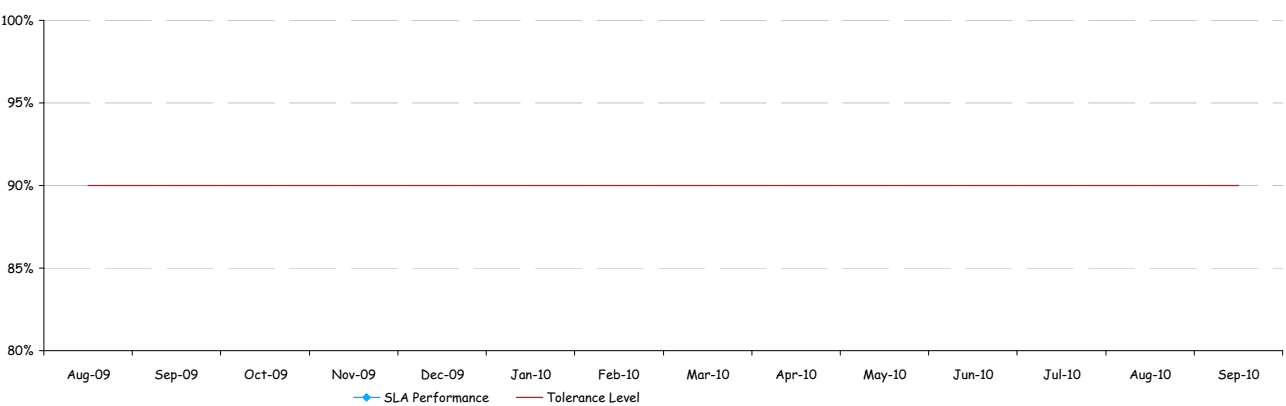


Provisioning SLU Backhaul services

September 2010

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

SL 7 - Notification of RFS date changes provided within three Working Days of change request receipt - All Orders



Commentary
No RFS Date Change requests received this month

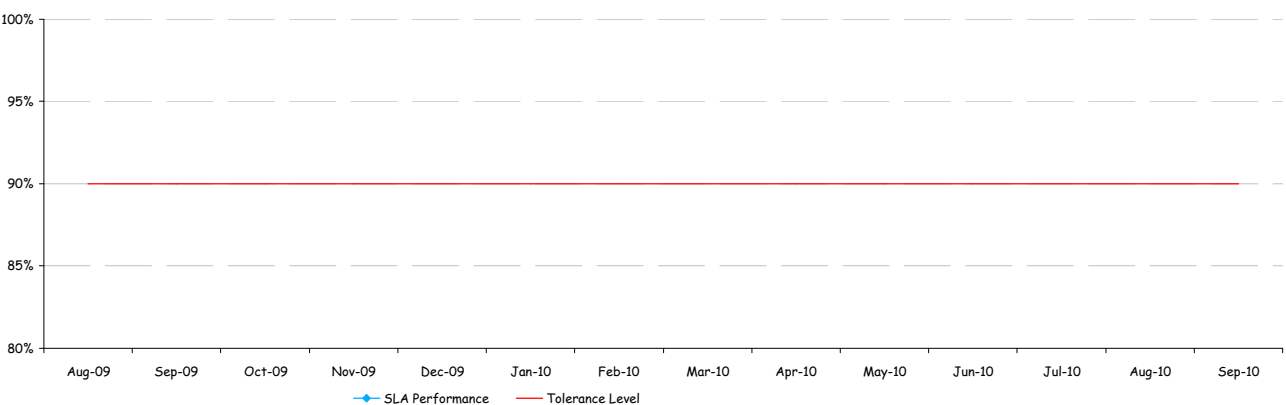
	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Sep-10
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning SLU Backhaul services

September 2010

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

SL 8 - Completion of Order confirmation sent within 1 Working Day after order completion - All Orders



Commentary
No orders were completed this month

	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Sep-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%

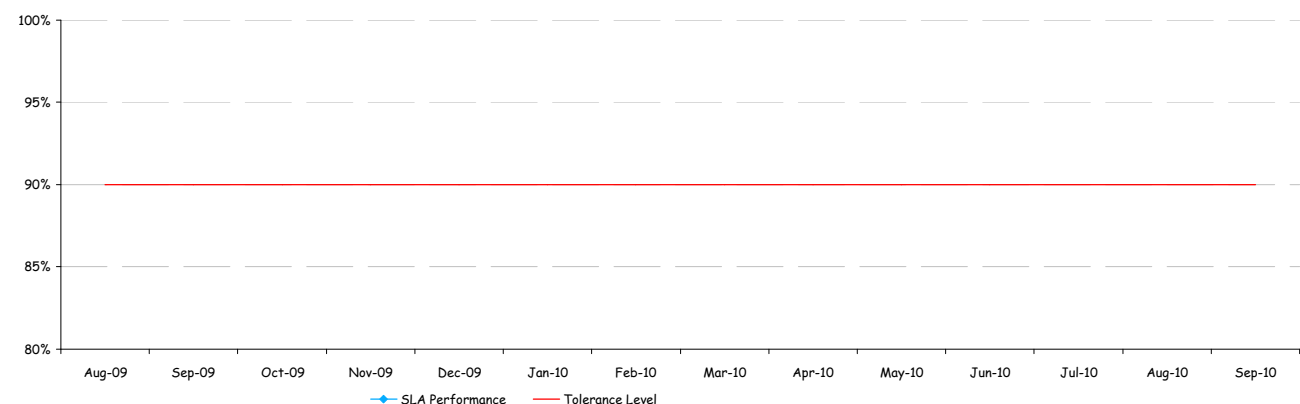


Provisioning SLU Backhaul services

September 2010

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

SL 9 - Planned outage notifications advised at least 5 Working Days before outage occurring



Commentary
No Planned Outages this month

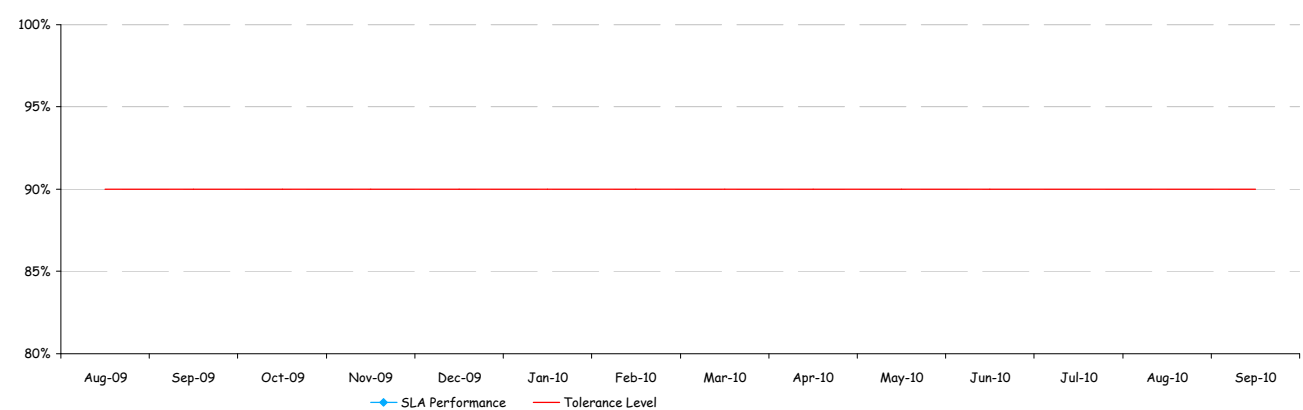
	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Sep-10
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning SLU Backhaul services

September 2010

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

SL 10 - Unplanned outage notifications advised within 2 hours of Chorus discovering or receiving outage notice (24x7 basis)



Commentary
No Unplanned Outages this month

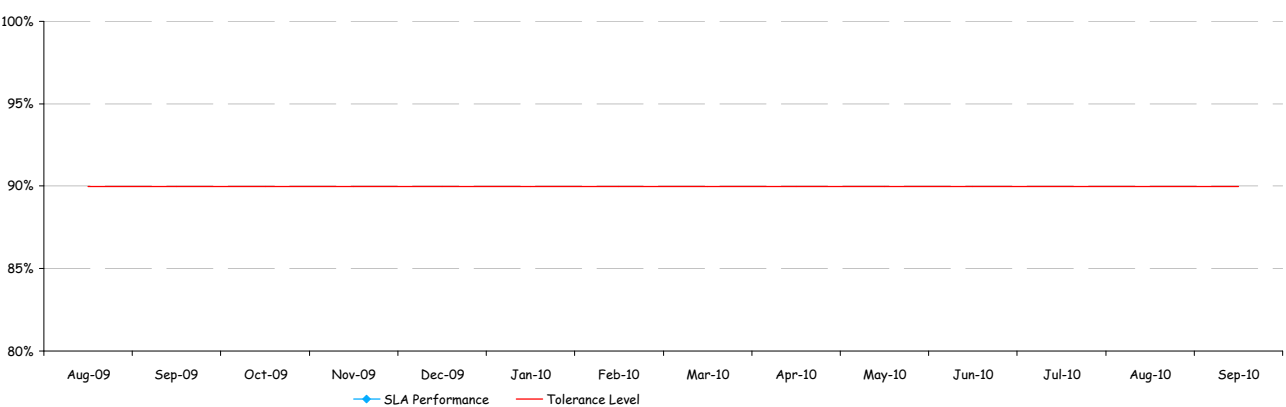
	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Sep-10
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Fault Management

September 2010

This section covers fault receipt acknowledgement, notification and restoration.

SL 11 - Fault report receipt acknowledgements provided within half a Fault Restoration Hour of fault report



Commentary
No faults were reported this month

	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Sep-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%



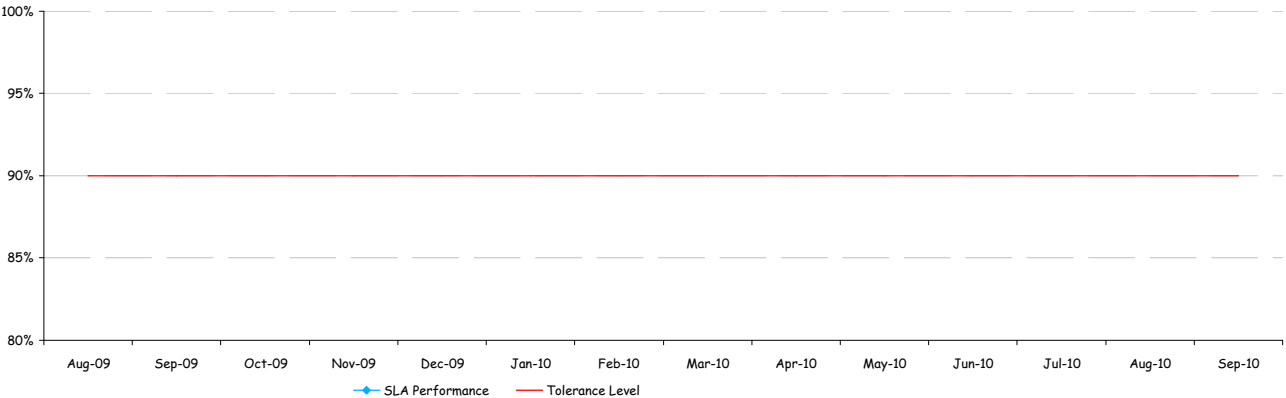
Fault Management

September 2010

This section covers fault receipt acknowledgement, notification and restoration.

SL 12 - Expected fault restoration time notifications sent within 4 Fault Restoration Hours of fault report or 8 Fault Restoration Hours where the fault relates to the technical service specifications

Commentary
No faults were reported this month



	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Sep-10
Non-technical Service Specification	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Technical Service Specification	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	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%

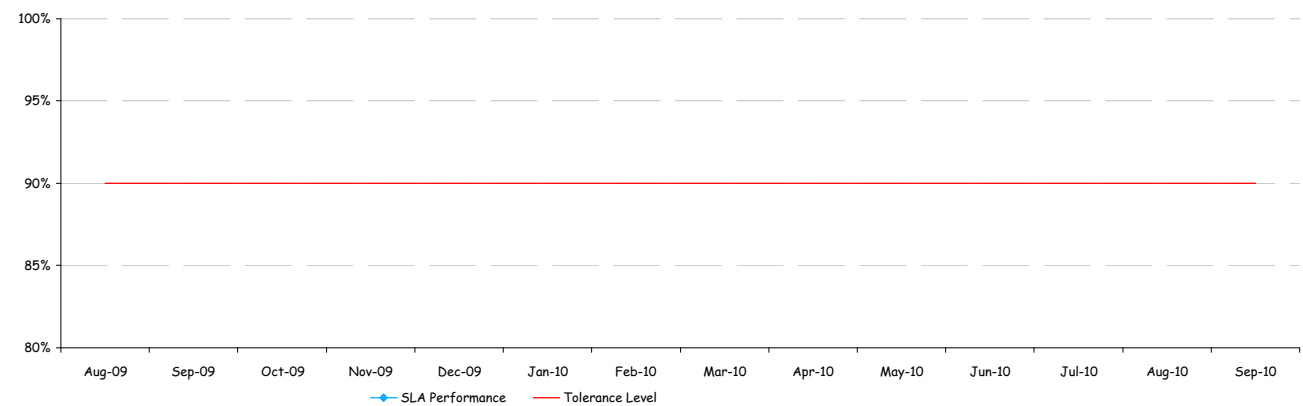


Fault Management

September 2010

This section covers fault receipt acknowledgement, notification and restoration.

SL 13 - Faults restored within notified expected restoration time (level A)



Commentary
No faults were reported this month

	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Sep-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%

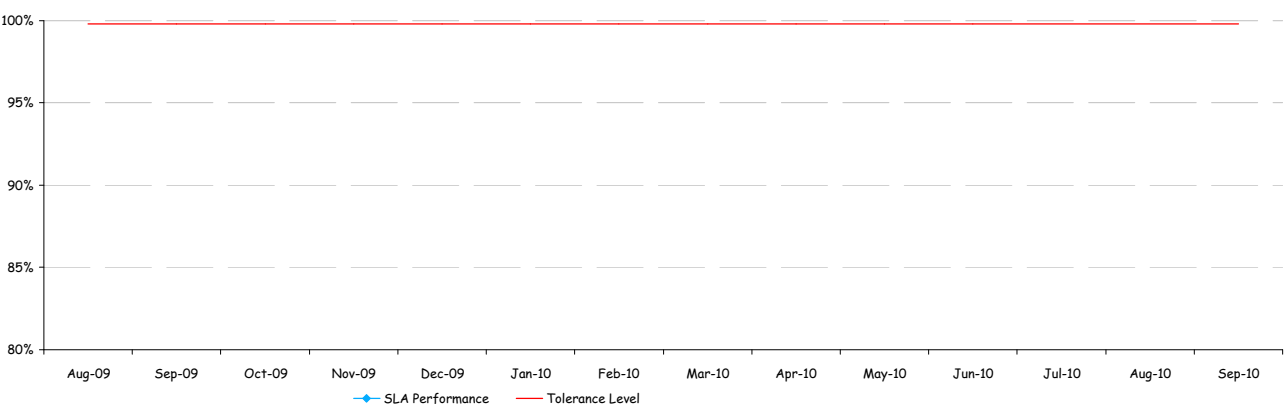


Operational support systems

September 2010

This section covers operational support systems for access seekers

SL 14 - Online Ordering & Tracking availability (24/7)



Commentary
No orders submitted via OO&T this month

	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Sep-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	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%

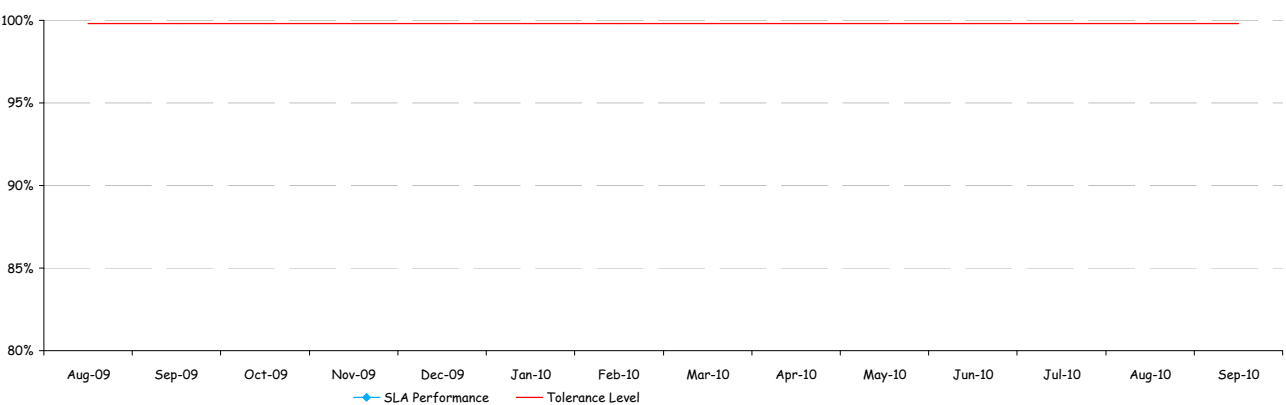


Operational support systems

September 2010

This section covers operational support systems for access seekers

SL 15 - Online Fault Management availability (24/7)



Commentary
No faults reported via OFM this month

	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Sep-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	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

September 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 SLU Backhaul Service Level Terms (SLU Standard Terms Determination Schedule 3) which is available on the Commerce Commission's website at www.comcom.govt.nz.

Provision of SLU Backhaul Service

- SL 1 Percentage of SLU Backhaul orders acknowledged within 4 Business Hours following receipt of the Order
- SL 2 Percentage of rejection notifications for invalid SLU 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 SLU 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 5 Percentage of SLU Backhaul orders completed by the notified expected RFS date (excluding Relinquishments)
- SL 6 Percentage of SLU Backhaul Relinquishment orders completed by the notified expected RFS date
- SL 7 Percentage of notification of RFS date changes provided within 3 Working Days following receipt of the requests to change an existing order
- SL 8 Percentage of confirmation of completions sent to the Access Seeker within 1 Working Day after the SLU Backhaul order has been completed
- SL 9 Percentage of Planned Outage notifications advised to the Access Seeker at least 5 Working Days prior to the Planned Outage taking place
- SL 10 Percentage of

Fault management for SLU Backhaul Service

- SL 11 Percentage of fault report receipt acknowledgements provided to the Access Seeker within half a fault restoration hour of the fault being reported
- SL 12 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 13 Percentage of Faults restored within the notified expected restoration time

Operational Support Systems for SLU Backhaul Service

- SL 14 Percentage of OO&T availability to the Access Seeker
- SL 15 Percentage of OFM availability to the Access Seeker

