UCLL Backhaul Performance Report

Consolidated Report

August 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 was one Service Level Default this month: SL 16 (Availability of OFM). Service 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

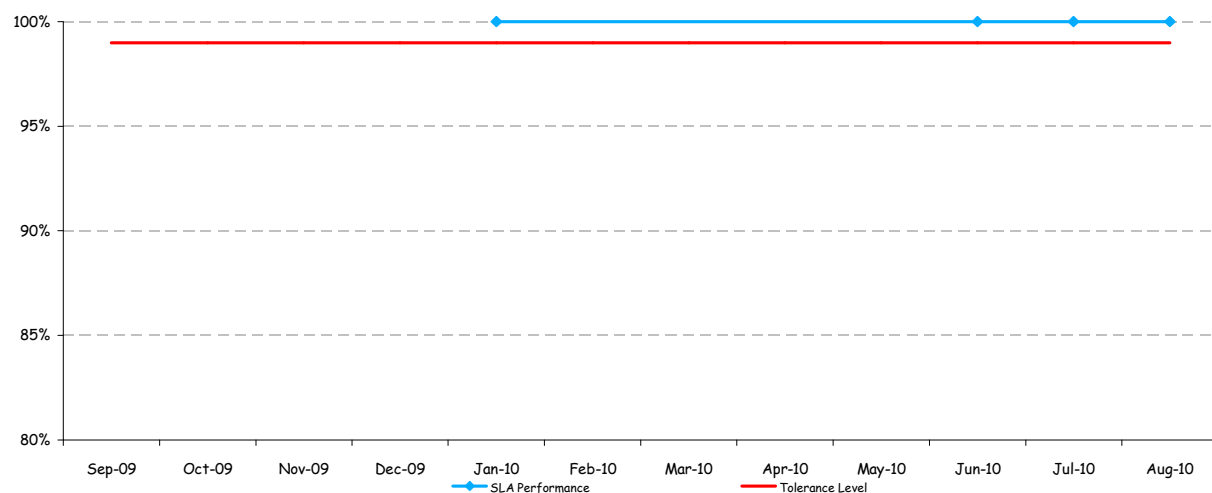If you have queries, please email your Chorus Account Manager.

Provisioning UCLL Backhaul services

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

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

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Provisioning UCLL Backhaul services

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

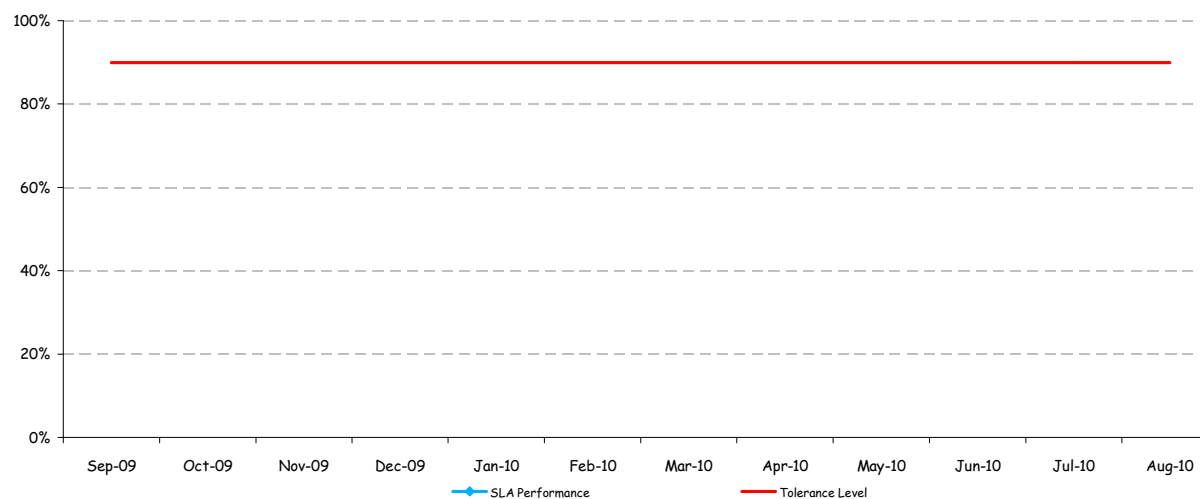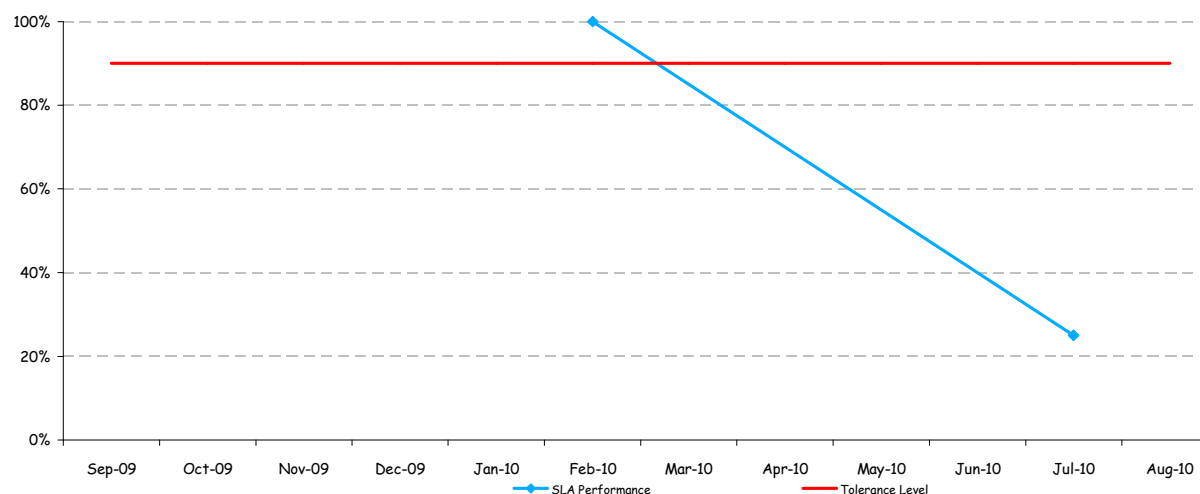|	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

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Provisioning UCLL Backhaul services

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

	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10
SLA Performance	n/a	n/a	n/a	n/a	n/a	100%	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%
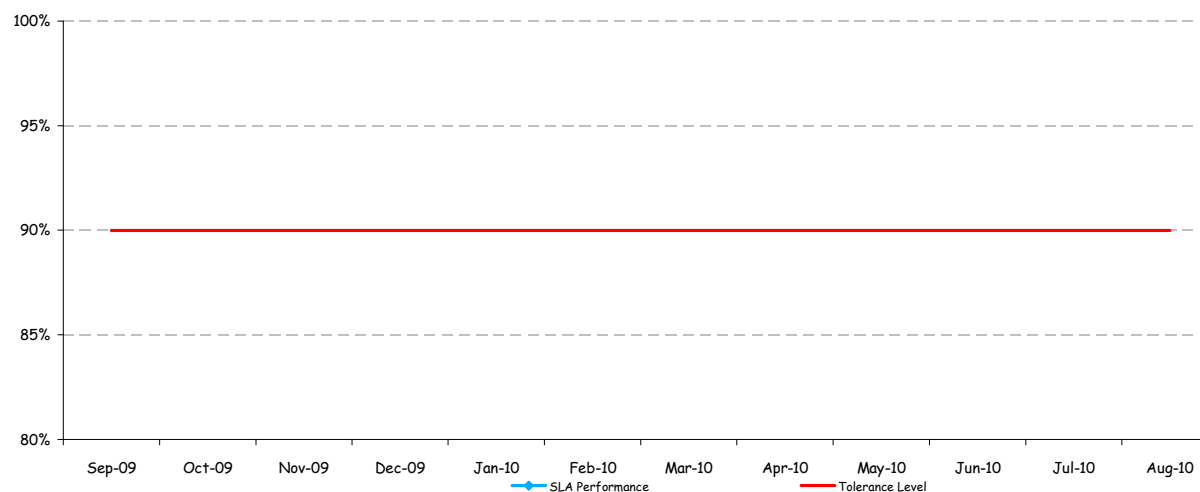
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Provisioning UCLL Backhaul services

August 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
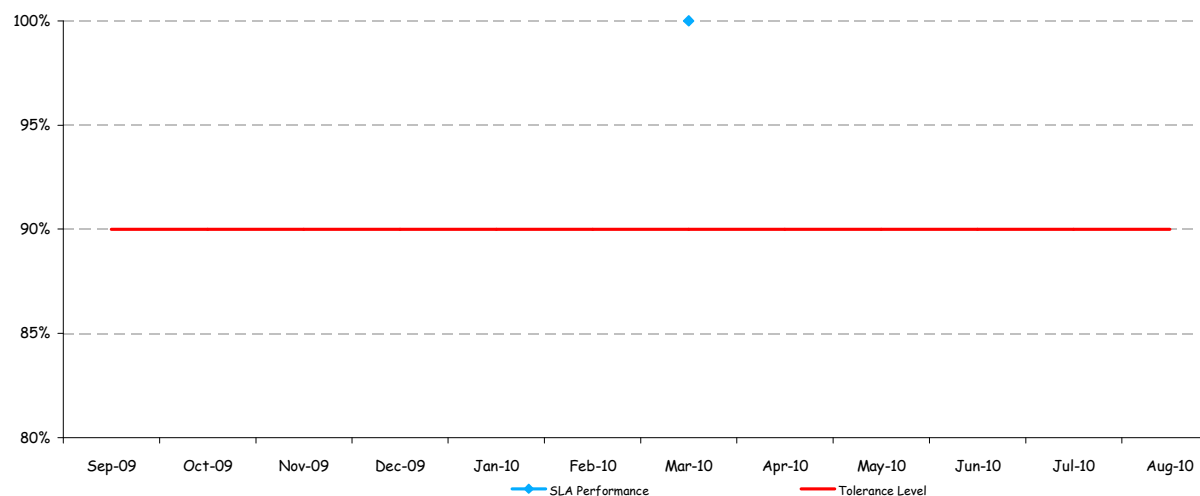
Commentary
No speed change orders were received this month

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

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Provisioning UCLL Backhaul services

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

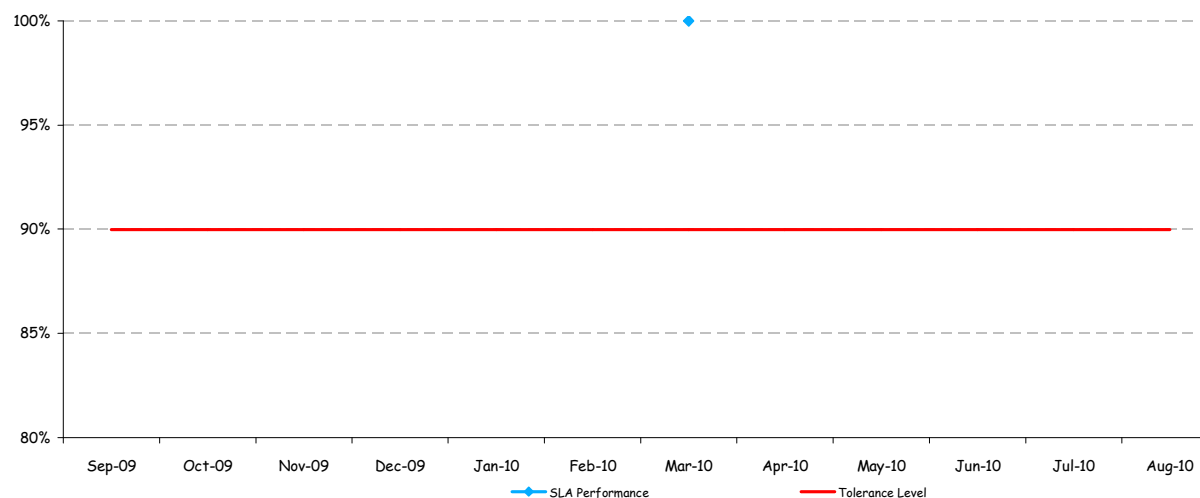|	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10
New Connection	n/a	n/a	n/a	n/a	n/a	n/a	100%	n/a	n/a	n/a	n/a	n/a
Network Change	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Speed Change	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Relinquishment	n/a	n/a	n/a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

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Provisioning UCLL Backhaul services

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

No orders were completed this month

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

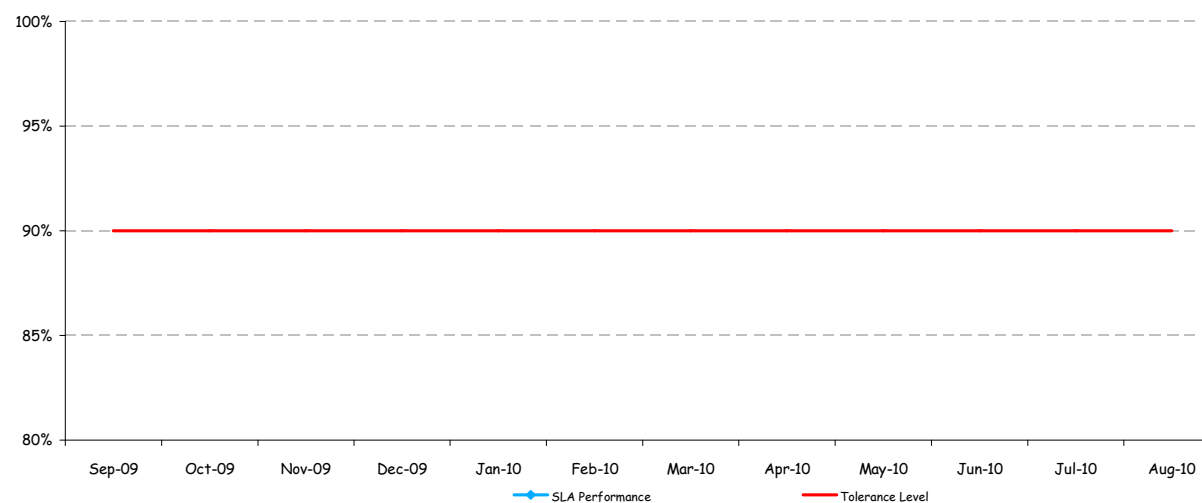Consolidated UCLL Backhaul Performance Report

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Provisioning UCLL Backhaul services

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

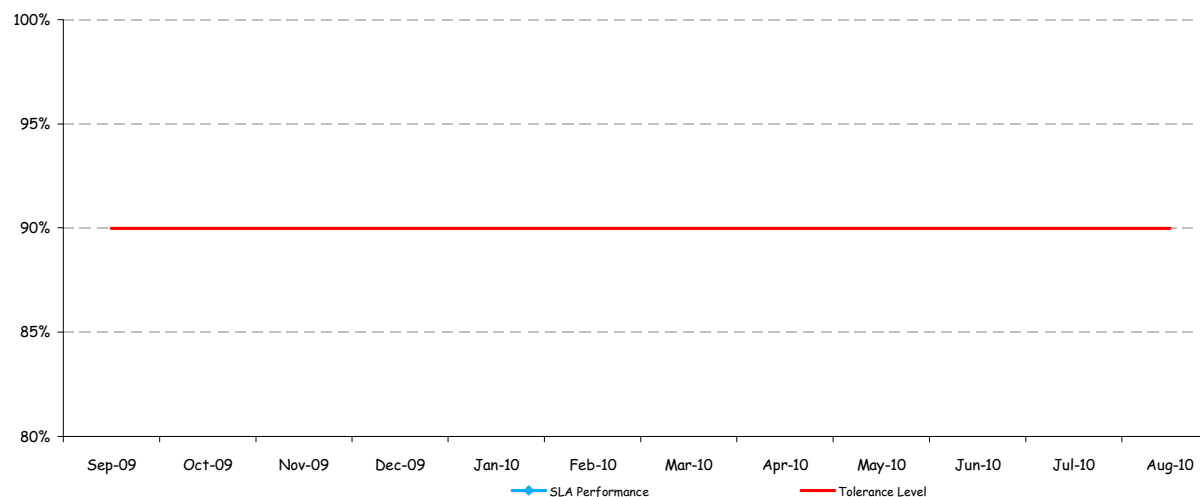No relinquishment orders were completed this month

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

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Provisioning UCLL Backhaul services

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
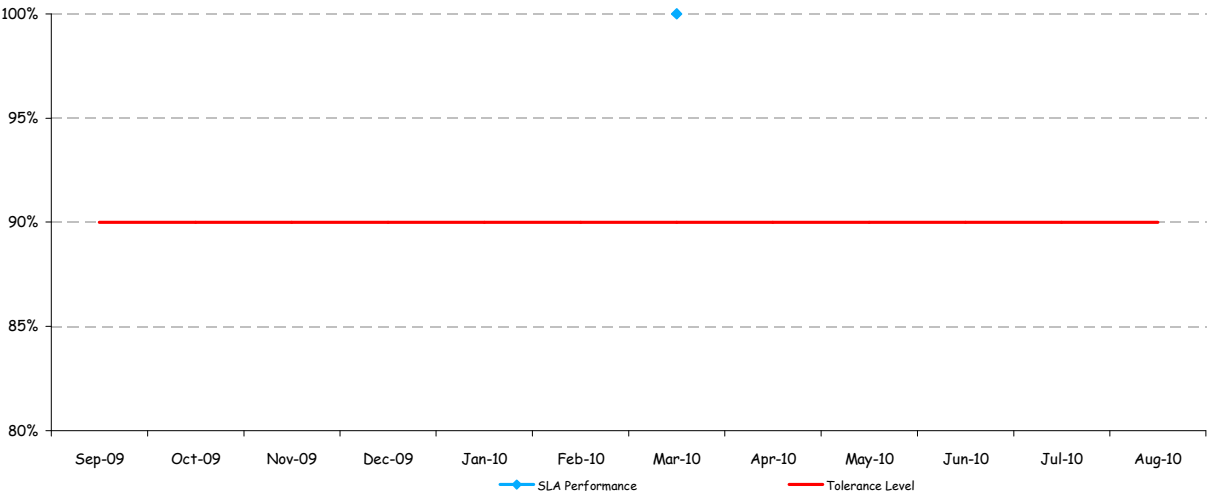

Commentary

No change requests were received this month

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

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Provisioning UCLL Backhaul services

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
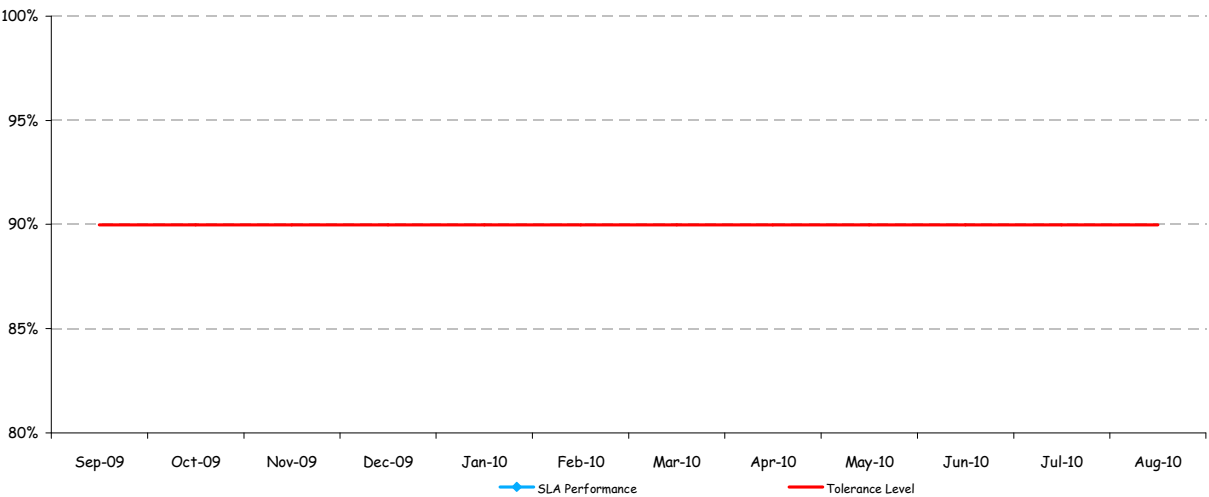
No orders were completed this month

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

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Provisioning UCLL Backhaul services

August 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

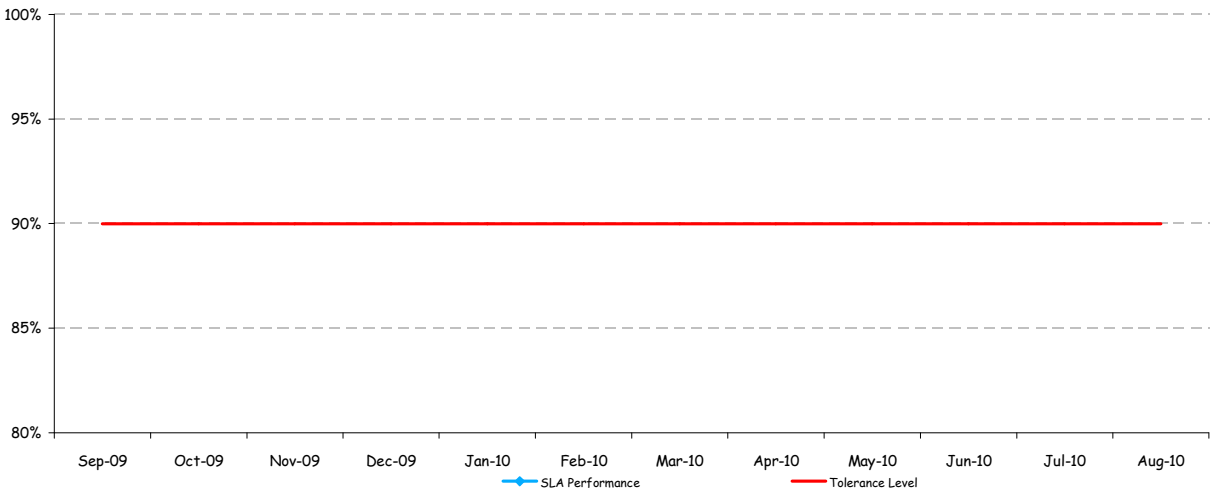**Commentary**
No Planned Outages this month

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

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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)
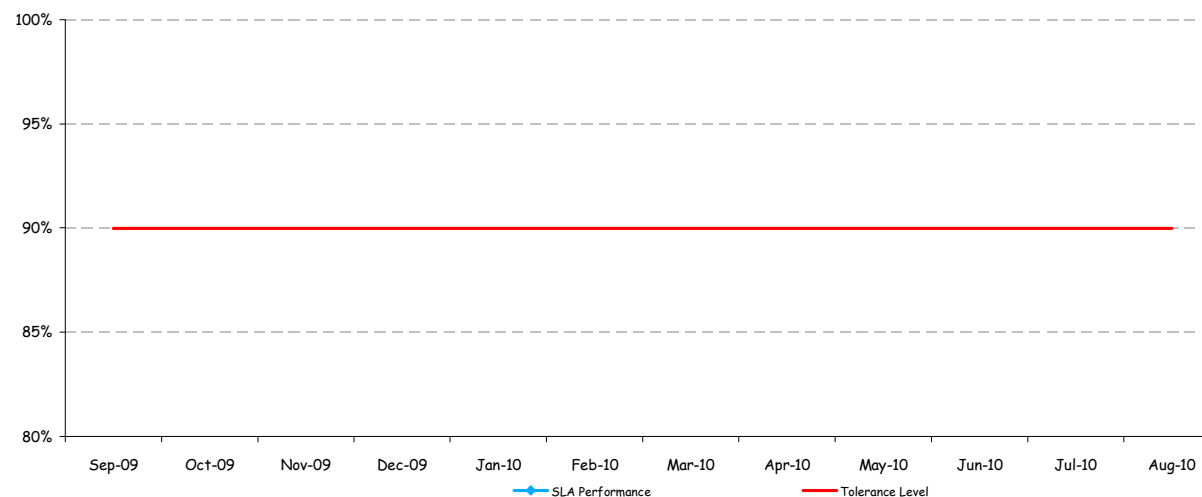
Commentary

No Unplanned Outages this month

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

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Fault Management

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
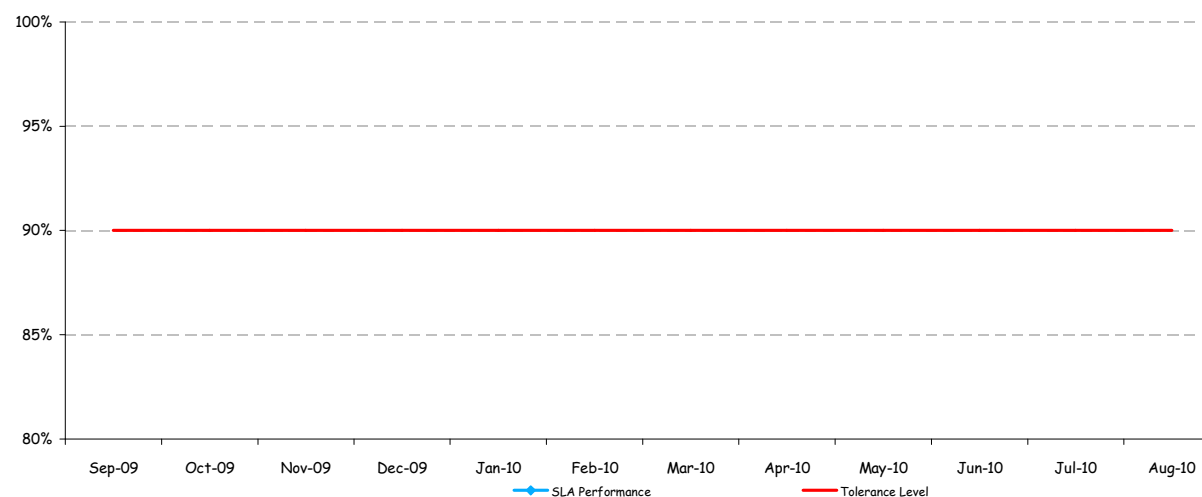

Commentary
No faults were reported this month

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

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Fault Management

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

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

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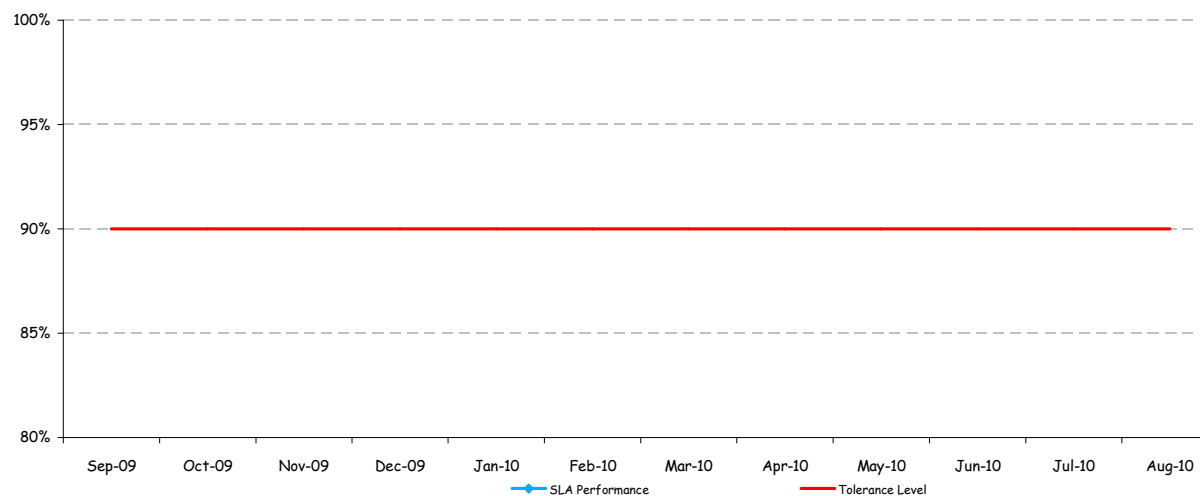
Fault Management

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

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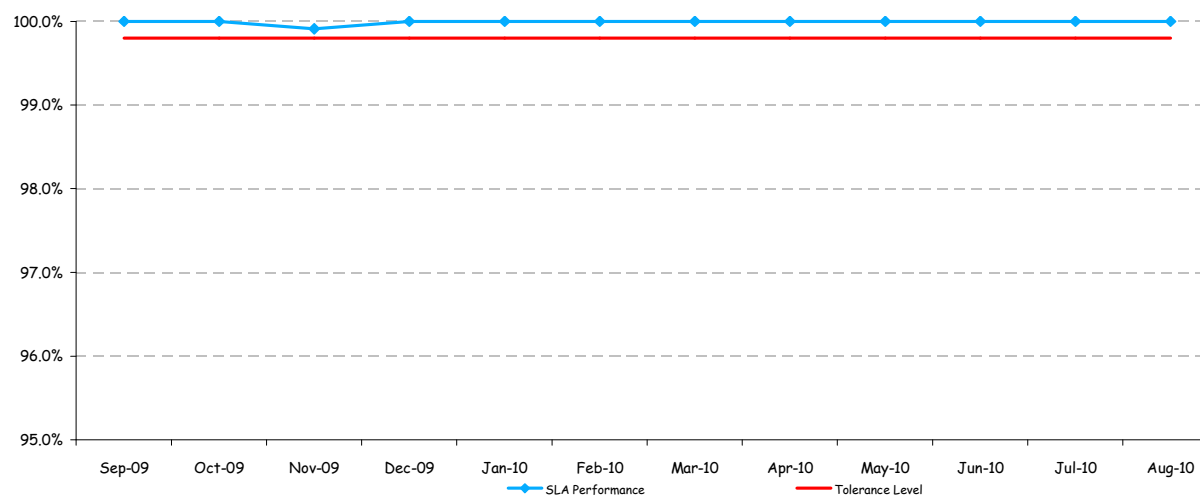
Commentary

No faults were reported this month

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

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This section covers operational support systems for access seekers

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

Commentary
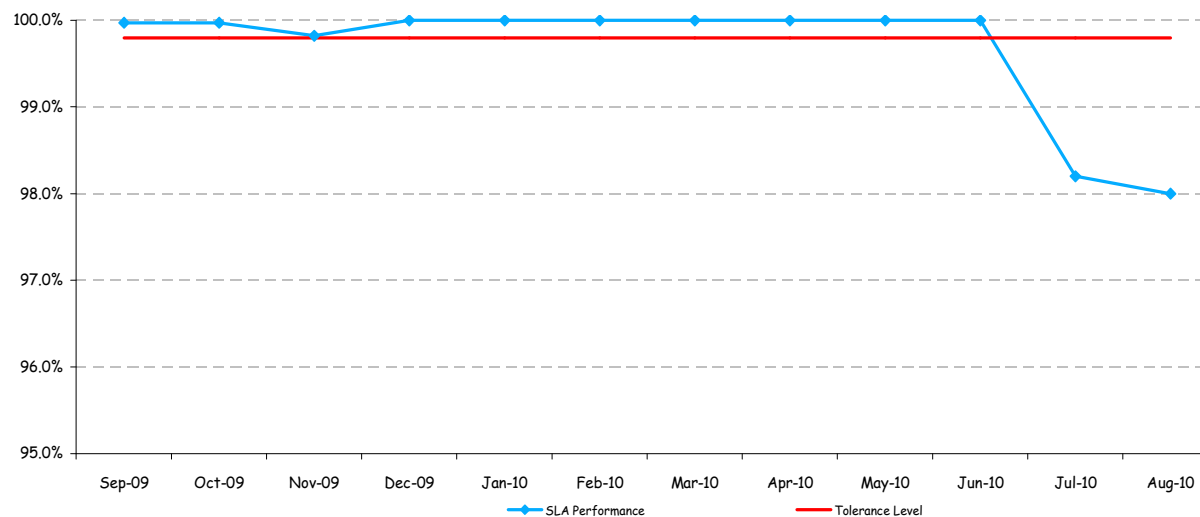Performance has exceeded the required tolerance level

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

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Operational support systems

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

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

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Full explanation of terms used in this report

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

Consolidated UCLL Backhaul Performance Report

UCLL Backhaul Service Level Default

Item No.	16		Tolerance Level	99.8%

Service Attribute	Availability of OFM

Cause of default	There were 3 key outages that prevented the tolerance level being met in August: 1. A key component of the B2B system was unavailable (the supporting Chorus Database) which prevented tickets from transitioning through the OFM system 2. A middleware component lost access to the Chorus Database that supports the OFM B2B system. This prevented tickets from transition through the OFM system. 3. A core piece of software failed, that supports the OFM Self Service Portal
Procedure for correcting default	System availability was restored following each outage.
Steps taken to remedy default	1. Database restarted. Enhanced monitoring & alerts have been introduced. 2. Chorus B2B gateway restarted & server reconfigured. 3. Software was restarted. Root cause identified that the software needs to be upgraded and plans are in place to complete this.
Effectiveness of steps taken	TBC - root cause analysis for outages 1 and 2 are still underway to ensure permanent corrective can be taken. Following the software upgrade, outage 3 will not reoccur.
Date of previous defaults	July 2010

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