

# UCLL Backhaul Performance Report

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## Consolidated Report

July 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 two Service Level Defaults this month: SL 3 (Notification of 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.

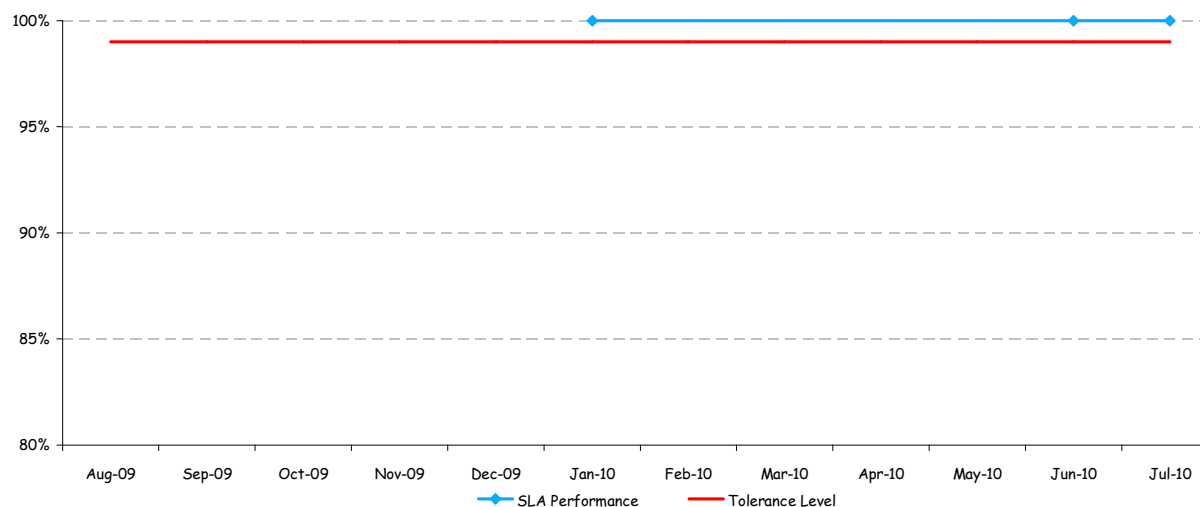


# Provisioning UCLL Backhaul services

July 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

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

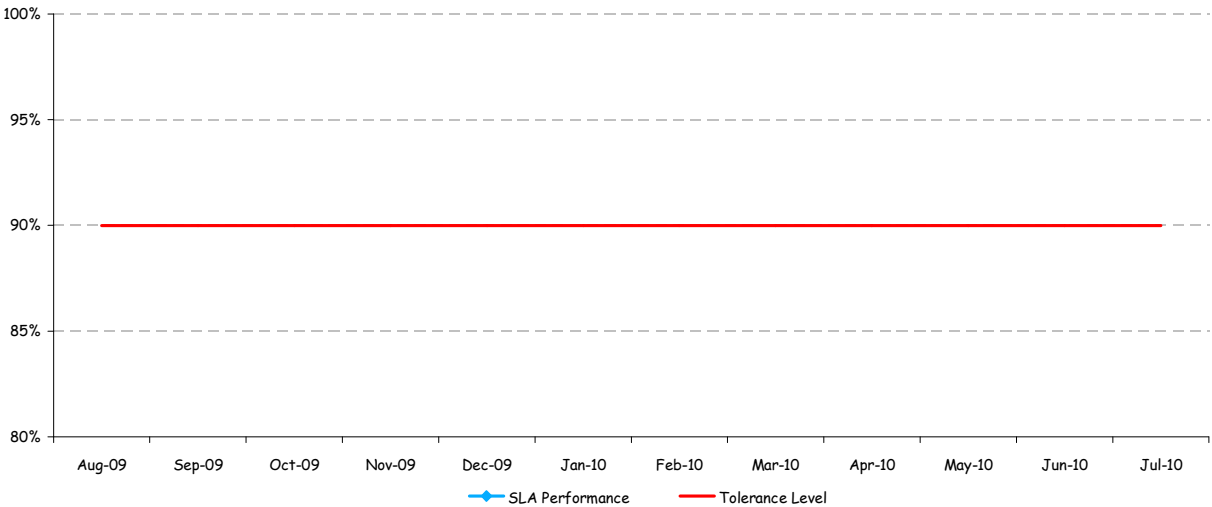
## Consolidated UCLL Backhaul Performance Report

# Provisioning UCLL Backhaul services

July 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

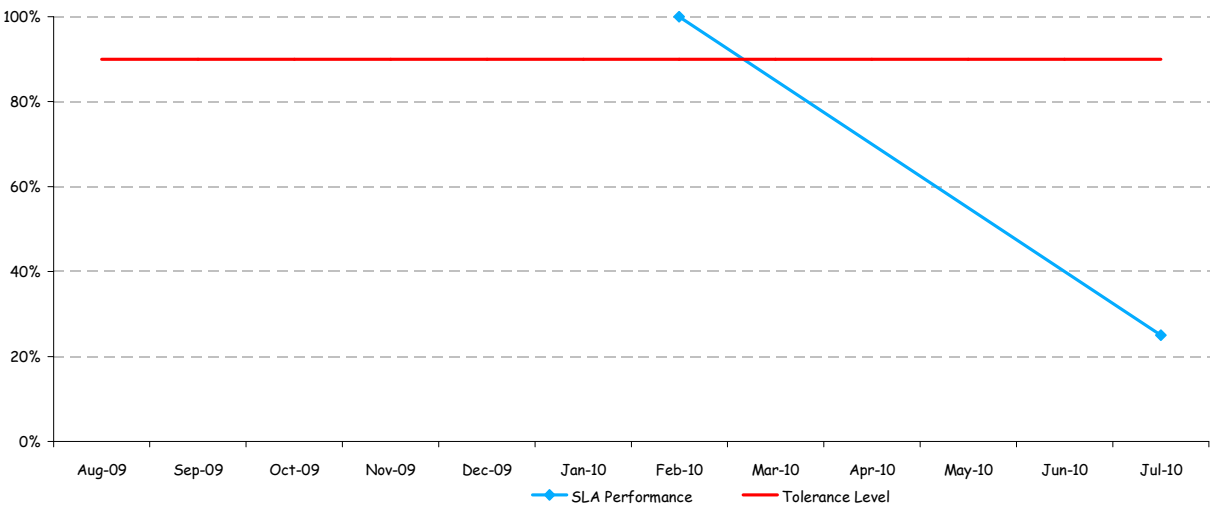
	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Provisioning UCLL Backhaul services

July 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

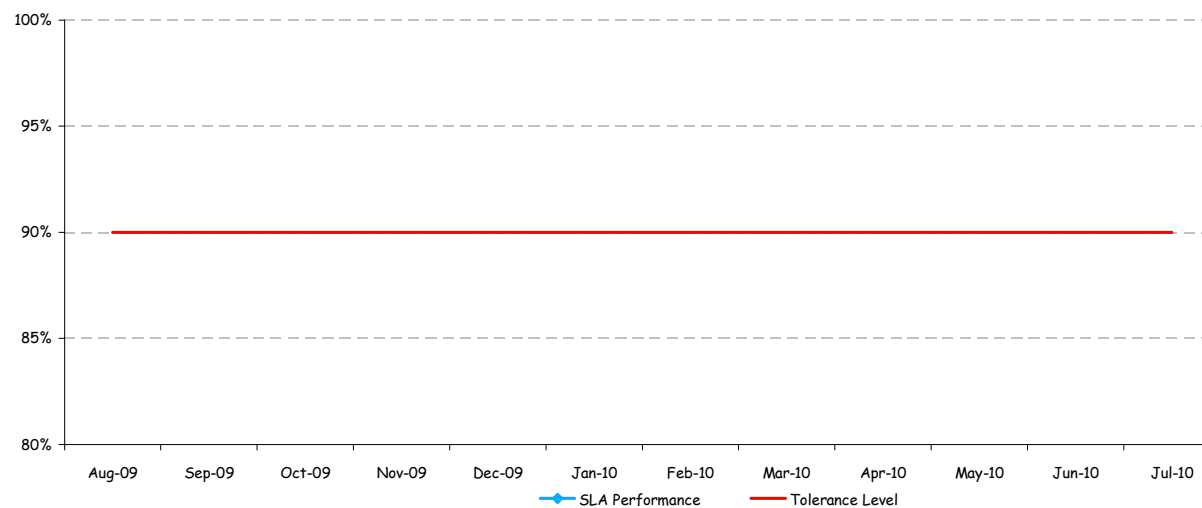
	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	100%	n/a	n/a	n/a	n/a	25%
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Provisioning UCLL Backhaul services

July 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

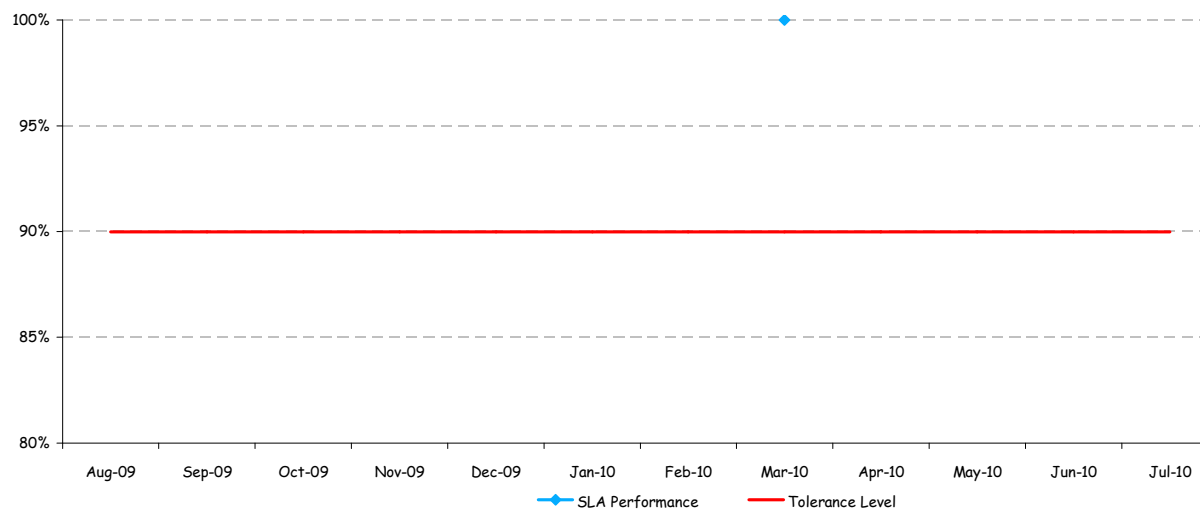
	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Provisioning UCLL Backhaul services

July 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

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	Jul-10
New Connection	n/a	n/a	n/a	n/a	n/a	n/a	n/a	100%	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	n/a	100%	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

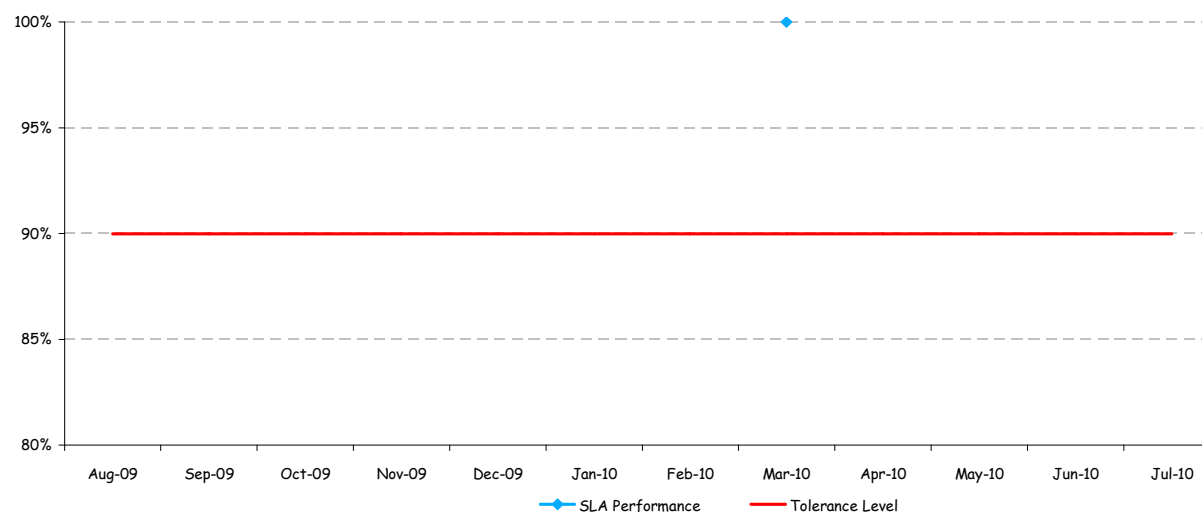
## Consolidated UCLL Backhaul Performance Report

# Provisioning UCLL Backhaul services

July 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

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	Jul-10
New Connection	n/a	n/a	n/a	n/a	n/a	n/a	n/a	100%	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	n/a	100%	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

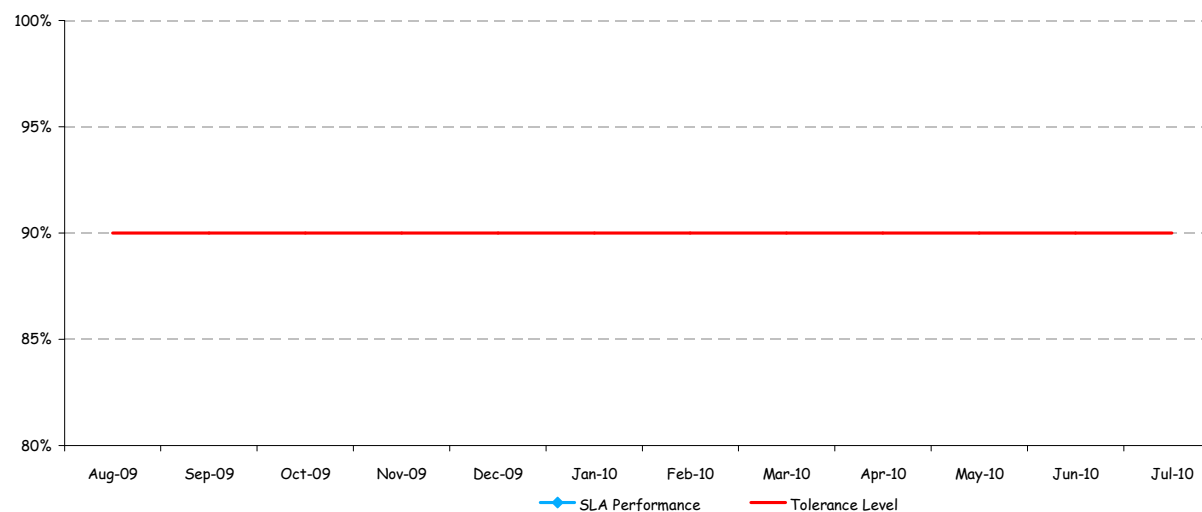


# Provisioning UCLL Backhaul services

July 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

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

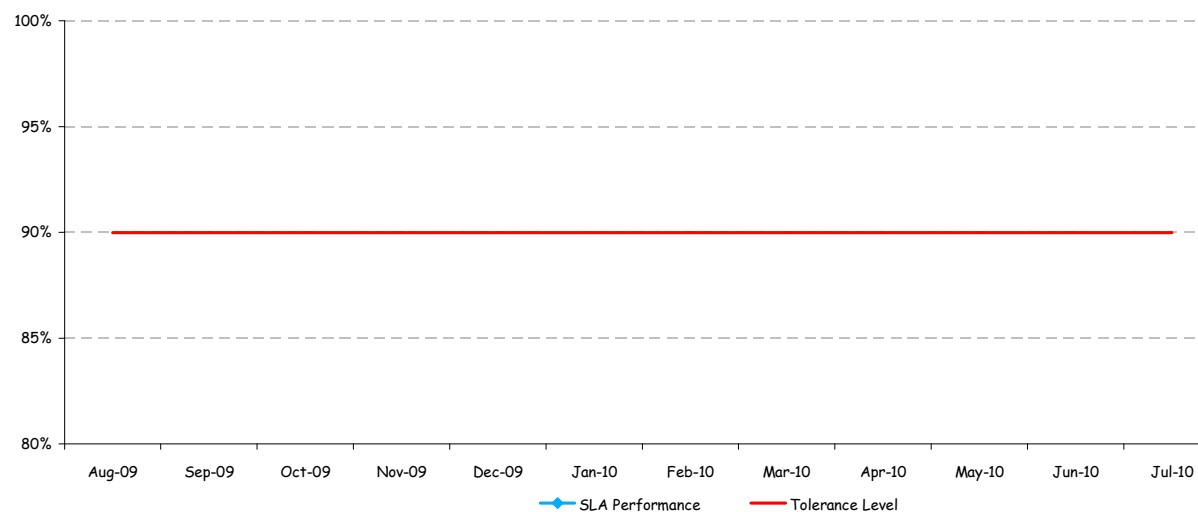
July 2010

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



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

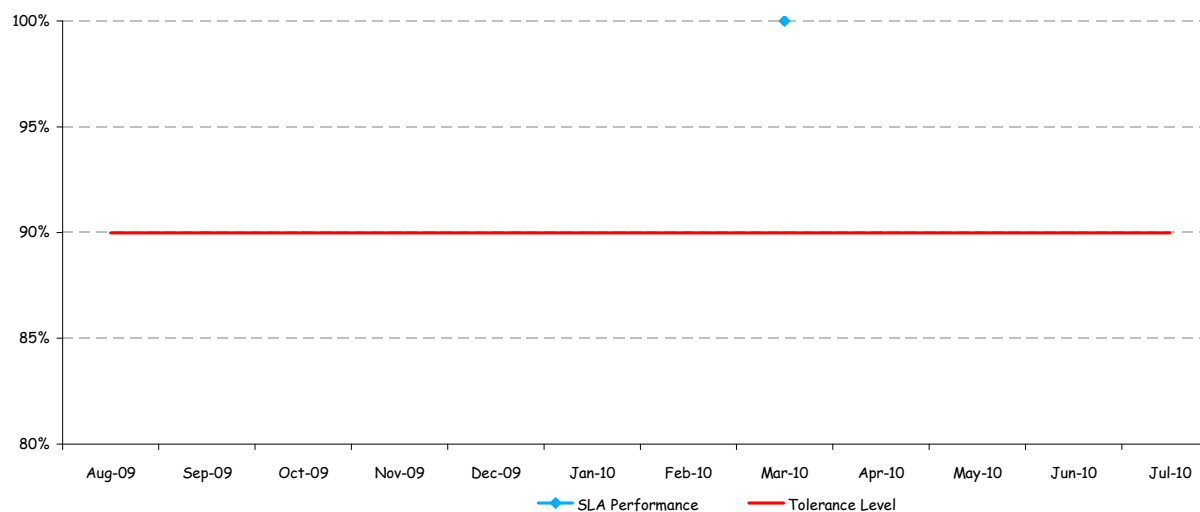
## Consolidated UCLL Backhaul Performance Report

# Provisioning UCLL Backhaul services

July 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

No orders were completed this month

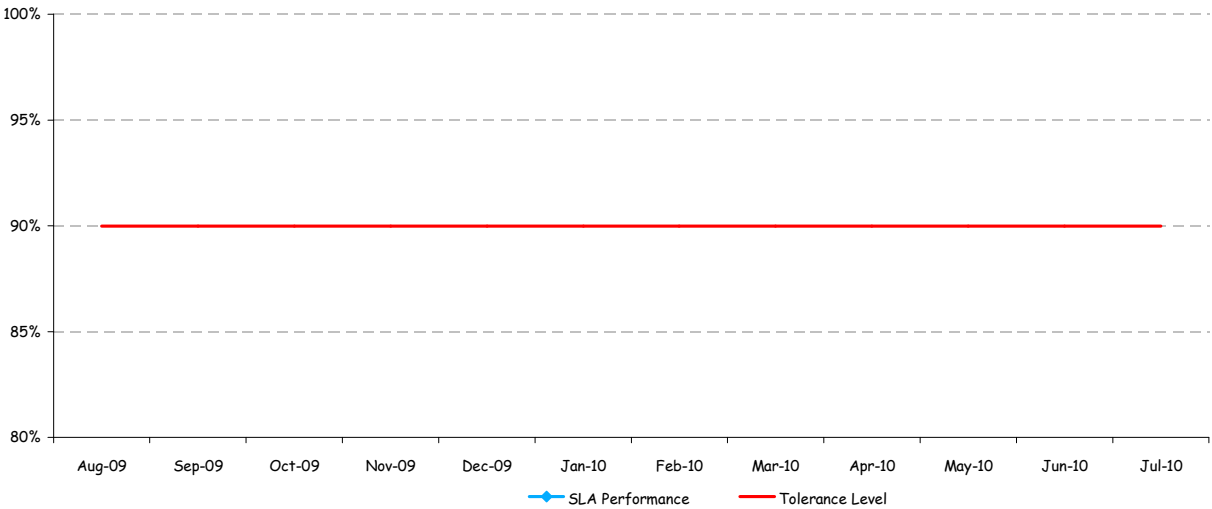
	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	100%	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Provisioning UCLL Backhaul services

July 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

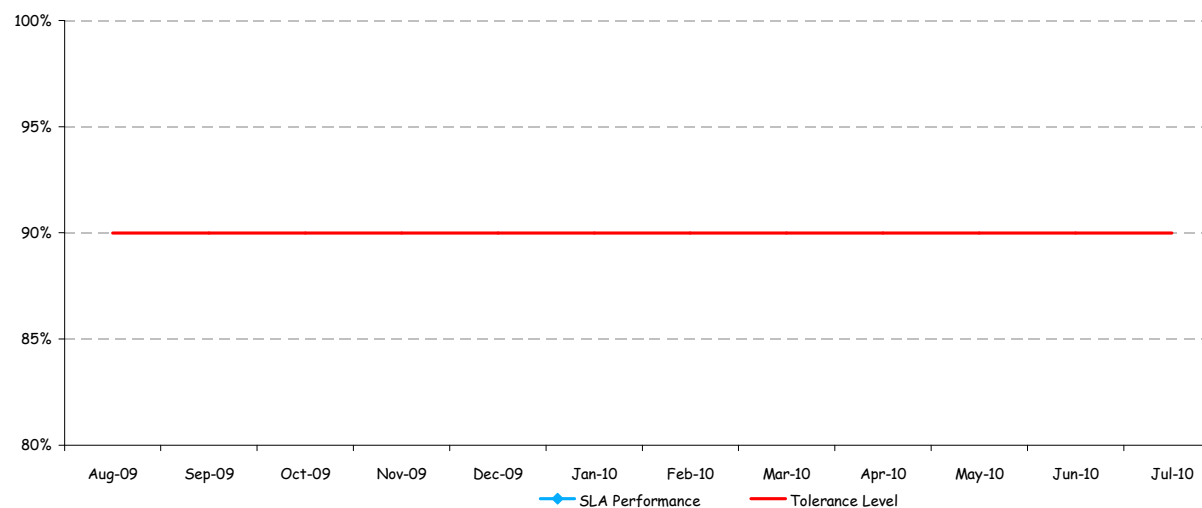
	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Provisioning UCLL Backhaul services

July 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)



### 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	Jul-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

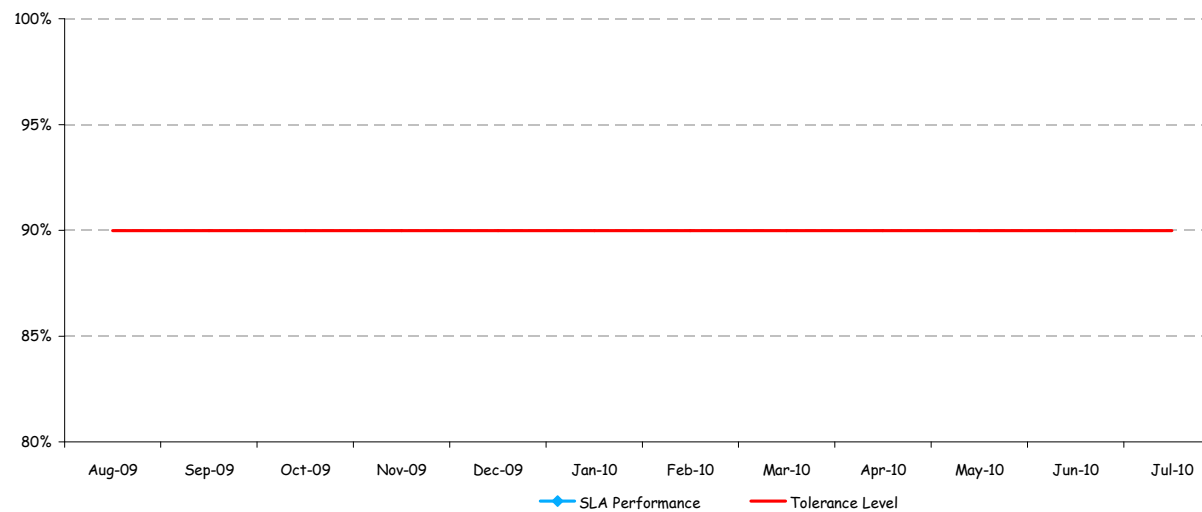
July 2010

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



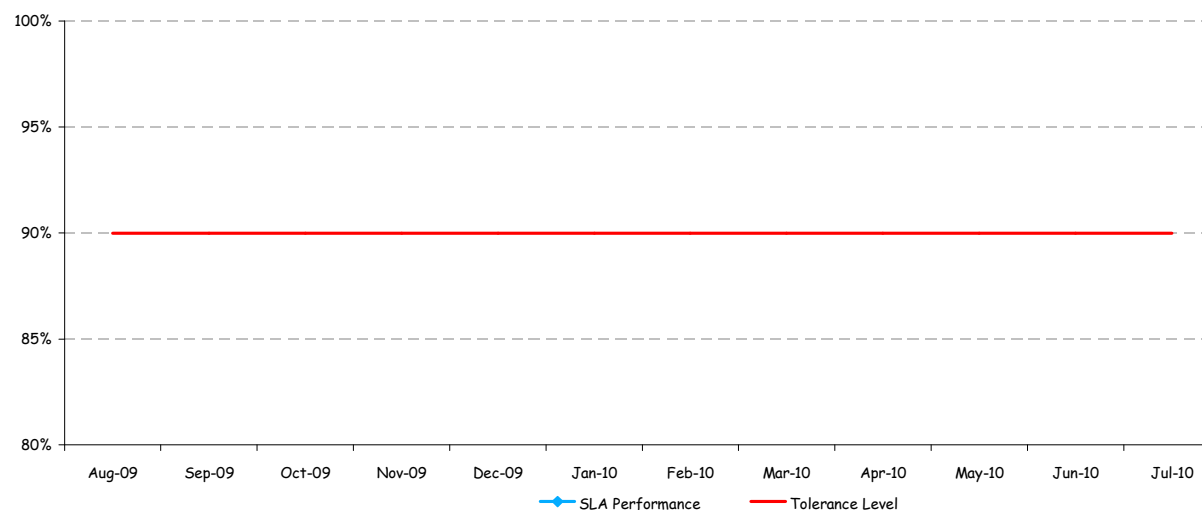
	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Fault Management

July 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

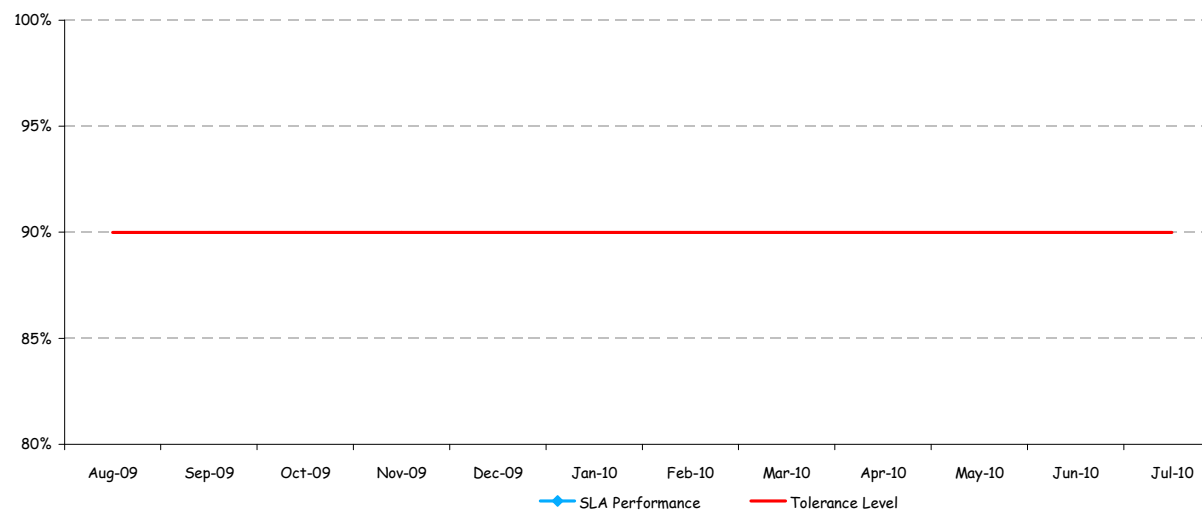
	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Fault Management

July 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

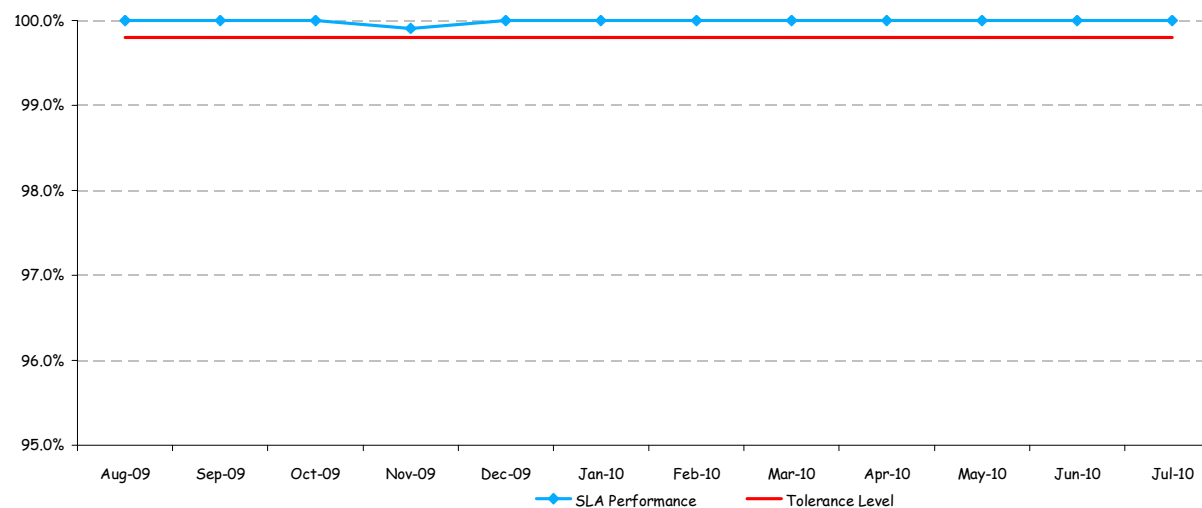
	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

# Operational support systems

July 2010

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

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

## Consolidated UCLL Backhaul Performance Report

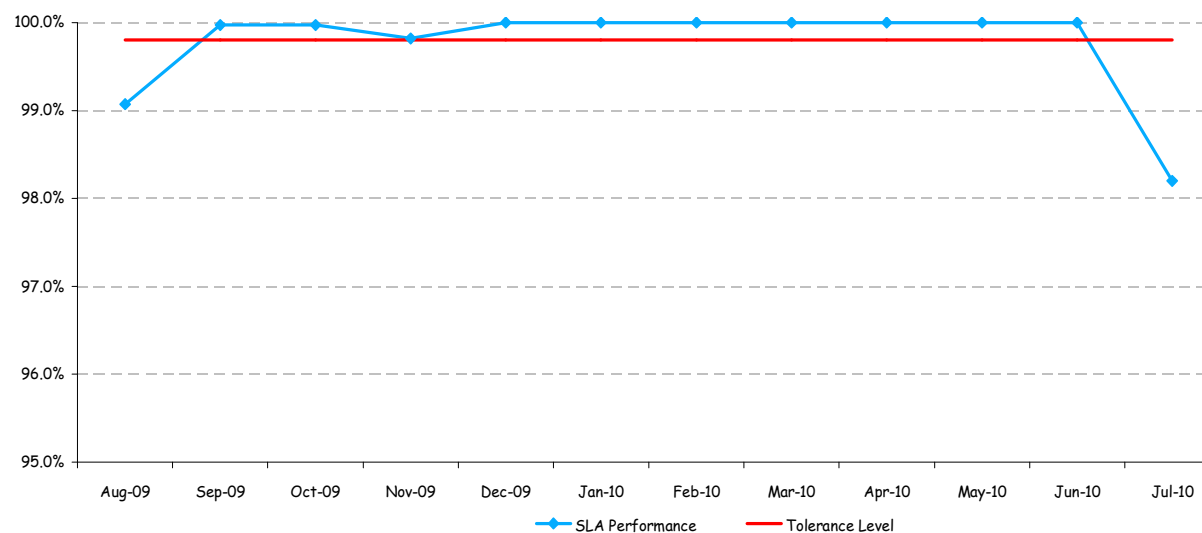


# Operational support systems

July 2010

This section covers operational support systems for access seekers

## SL 16 - Online Fault Management availability (24/7)



### Commentary

Performance has exceeded the required tolerance level

	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10
SLA Performance	99.1%	100.0%	100.0%	99.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.2%
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

July 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](http://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

July 2010

Item No.	3	Tolerance Level	90%
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Service Attribute	Notification of RFS date
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Cause of default	Human error - the orders were missed in the workflow process system leading to the delay in RFS date notification
Procedure for correcting default	Reiteration of the processes around checking the workflow system
Steps taken to remedy default	Processes reiterated within Provisioning team
Effectiveness of steps taken	TBC - Low volumes make this difficult to assess in the short term but monitoring will continue
Date of previous defaults	N/A

# UCLL Backhaul Service Level Default

July 2010

Item No.	16	Tolerance Level	90%
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Service Attribute	Availability of OFM
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Cause of default	Incorrect modification of a config file, used by Customer Interaction Software used for Service Management. This had a cascading impact and caused the assure system to fail.
Procedure for correcting default	System availability was restored.
Steps taken to remedy default	The required config file was restored from backup and the service restarted. Permissions were modified to prevent incorrect modifications from reoccurring.
Effectiveness of steps taken	Effective - it is now only be possible for Admin staff to modify files, under strict change governance.
Date of previous defaults	N/A