

# UCLL & UCLF Co-location Performance Report

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## Consolidated Report

November 2014

### Introduction

Unbundled Copper Local Loop (UCLL) and Unbundled Copper Low Frequency Service (UCLF) Co-location 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 Co-location Standard Term

### Executive Summary

There were 2 Service Level Defaults this month: SL 15 (NAvailability of OO&T), SL 16 (Availability of OFM), Service Level Default Reports for these Service Levels can be found in the appendix of this report.

### Points to note

Orders may have been excluded from Service Level calculations where the default was the direct result of an action that is the Access Seeker's responsibility under the UCLL & UCLF Co-location Standard Terms Determinations

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.

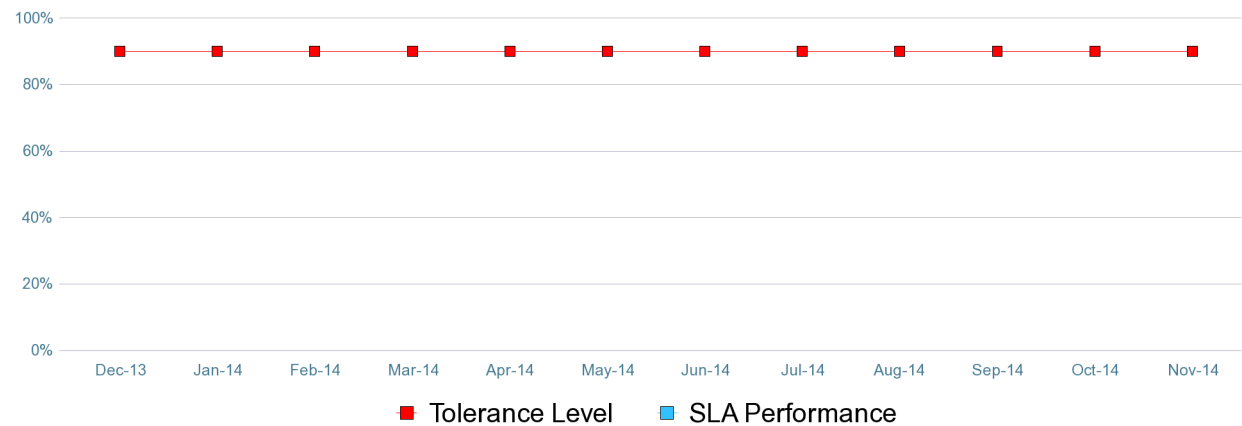


# Site and footprint readiness

November 2014

This section covers initial and full co-location audits completed within SL following order receipt.

## SL 1 - Initial site audits completed within five working days of order



**Commentary**  
No site audits completed this month

	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
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	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

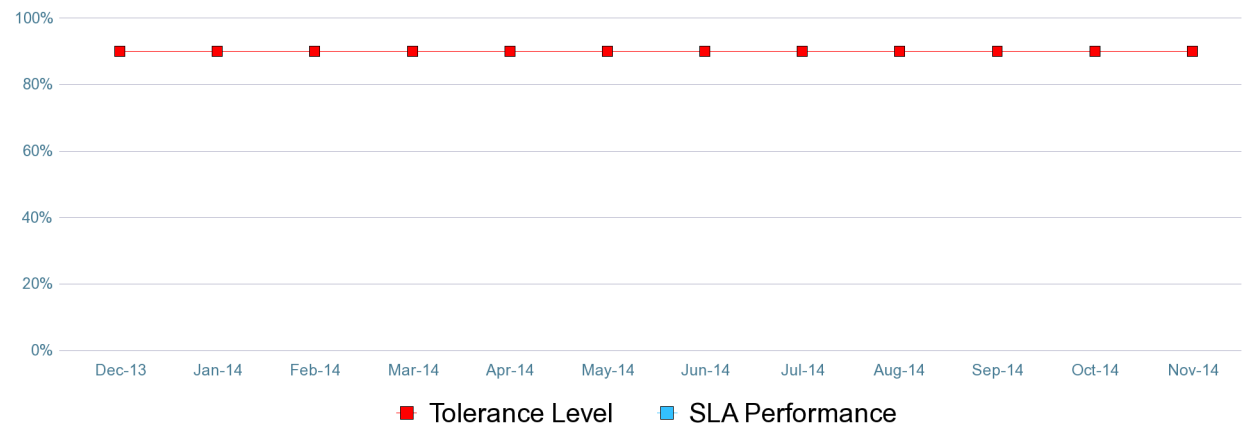


# Site and footprint readiness

November 2014

This section covers initial and full co-location audits completed within SL following order receipt.

## SL 2 - Full site audits completed within ten working days of order (level A)



**Commentary**  
No site audits completed this month

	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
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	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

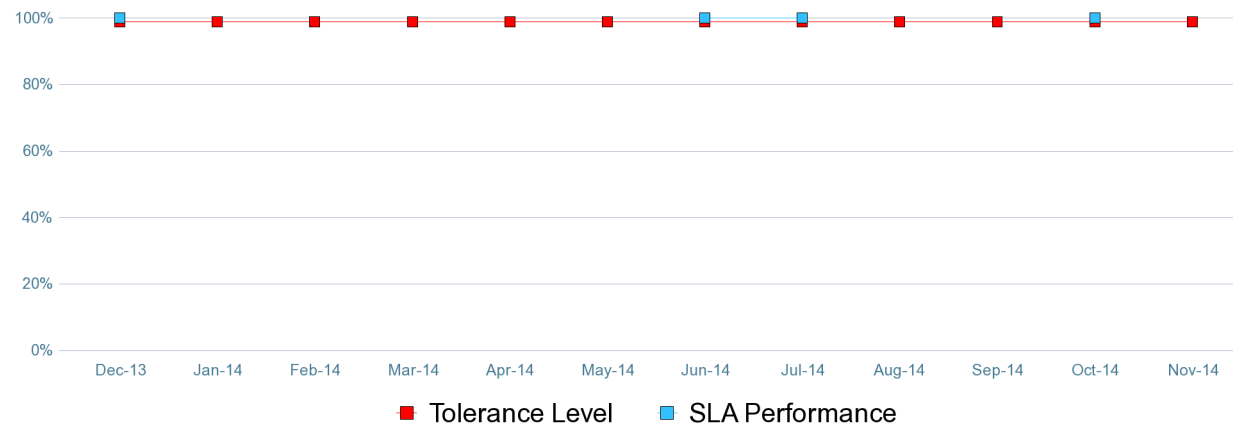


# Provisioning Co-location services

November 2014

This section covers provisioning service, including order receipts and acknowledgement, quotes, build completion, and outages

## SL 3 - Orders acknowledged within 4 consecutive business hours following receipt



### Commentary

No orders were received this month

	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
SLA Performance	100.0%	n/a	n/a	n/a	n/a	n/a	100.0%	100.0%	n/a	n/a	100.0%	n/a
Tolerance Level	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%

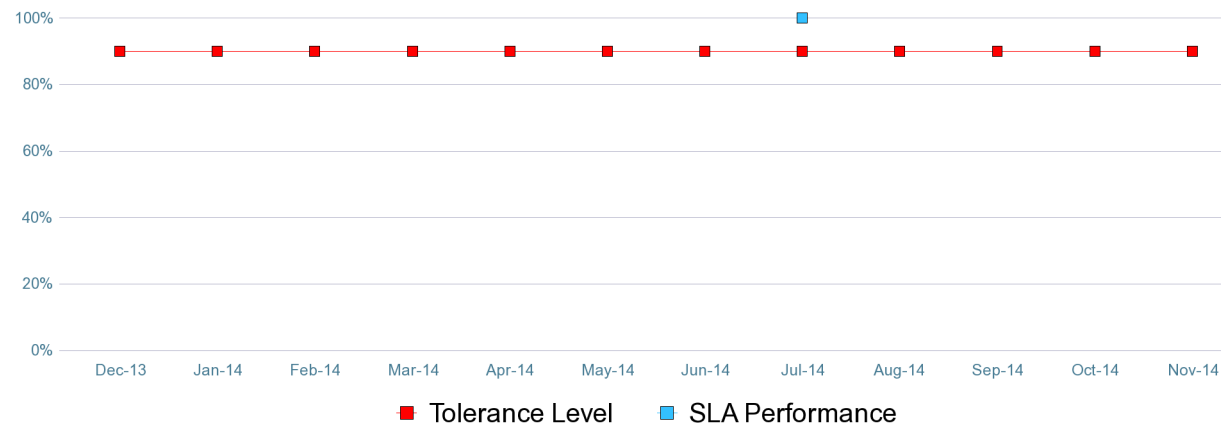


# Provisioning Co-location services

November 2014

This section covers provisioning service, including order receipts and acknowledgement, quotes, build completion, and outages

## SL 4 - Invalid order rejection notifications sent within 3 consecutive working days following receipt



### Commentary

No invalid orders were received this month

	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	100.0%	n/a	n/a	n/a	n/a
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

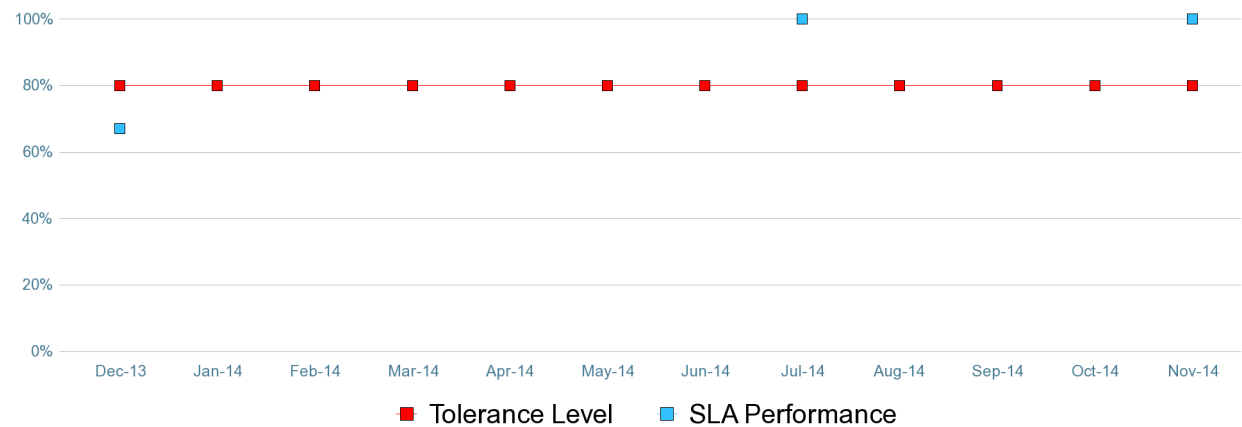


# Provisioning Co-location services

November 2014

This section covers provisioning service, including order receipts and acknowledgement, quotes, build completion, and outages

## SL 5 - Quotes provided within 10 working days of order receipt



**Commentary**  
Performance has exceed the required tolerance level

	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
SLA Performance	67.0%	n/a	n/a	n/a	n/a	n/a	n/a	100.0%	n/a	n/a	n/a	100.0%
Tolerance Level	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%

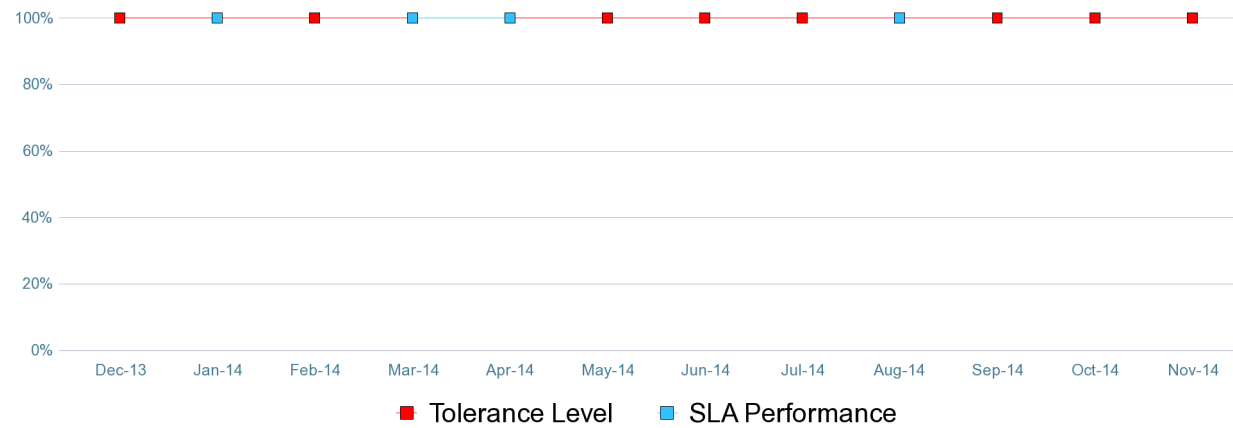


# Provisioning Co-location services

November 2014

This section covers provisioning service, including order receipts and acknowledgement, quotes, build completion, and outages

## SL 6 - Builds competed by time specified in firm order (level A)



### Commentary

No builds completed this month

	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
SLA Performance	n/a	100.0%	n/a	100.0%	100.0%	n/a	n/a	n/a	100.0%	n/a	n/a	n/a
Tolerance Level	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

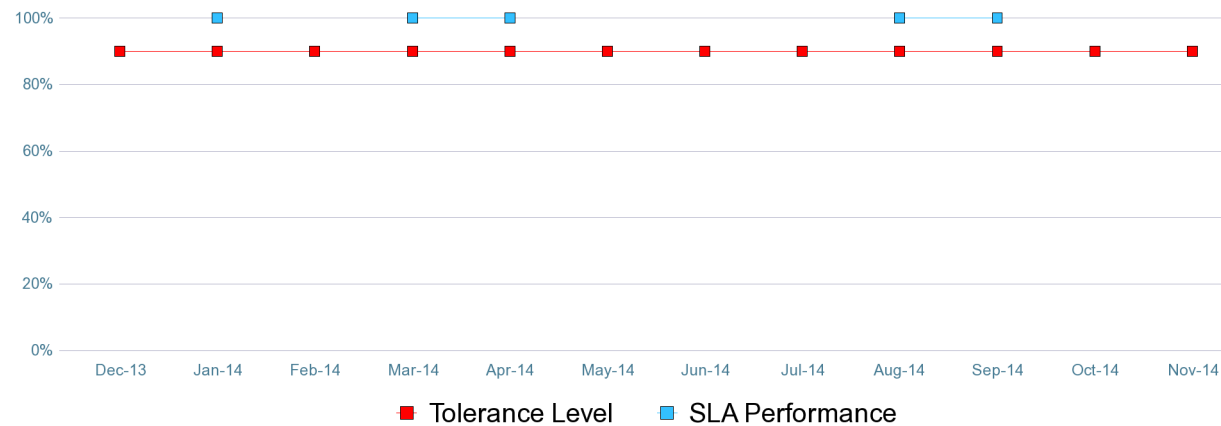


# Provisioning Co-location services

November 2014

This section covers provisioning service, including order receipts and acknowledgement, quotes, build completion, and outages

## SL 7 - Build completion confirmations sent within 2 consecutive working days of Chorus build completion



### Commentary

No builds completed this month

	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
SLA Performance	n/a	100.0%	n/a	100.0%	100.0%	n/a	n/a	n/a	100.0%	100.0%	n/a	n/a
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%



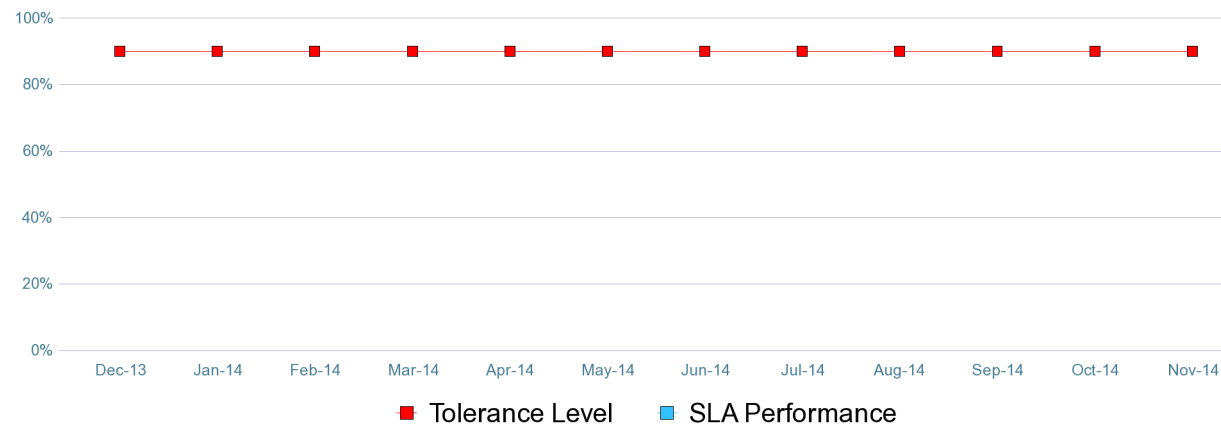


# Provisioning Co-location services

November 2014

This section covers provisioning service, including order receipts and acknowledgement, quotes, build completion, and outages

## SL 8 - Planned outage notifications advised at least 5 working days ahead of planned outage occurring



### Commentary

No Planned Outages this month

	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
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	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

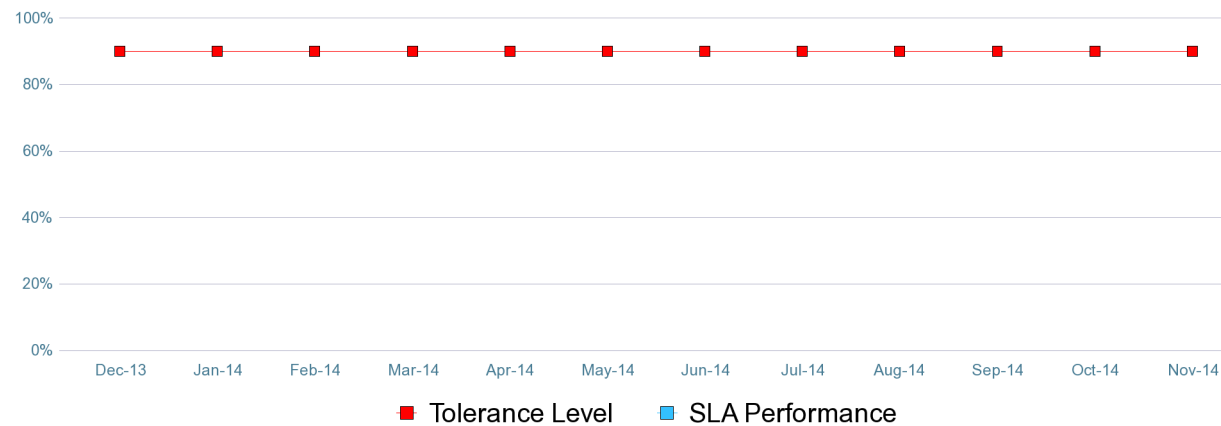


# Provisioning Co-location services

November 2014

This section covers provisioning service, including order receipts and acknowledgement, quotes, build completion, and outages

## SL 9 - Unplanned outage notifications sent within two hours of Chorus discovering unplanned outage or receiving unplanned outage notice



### Commentary

No Unplanned Outages this month

	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
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	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

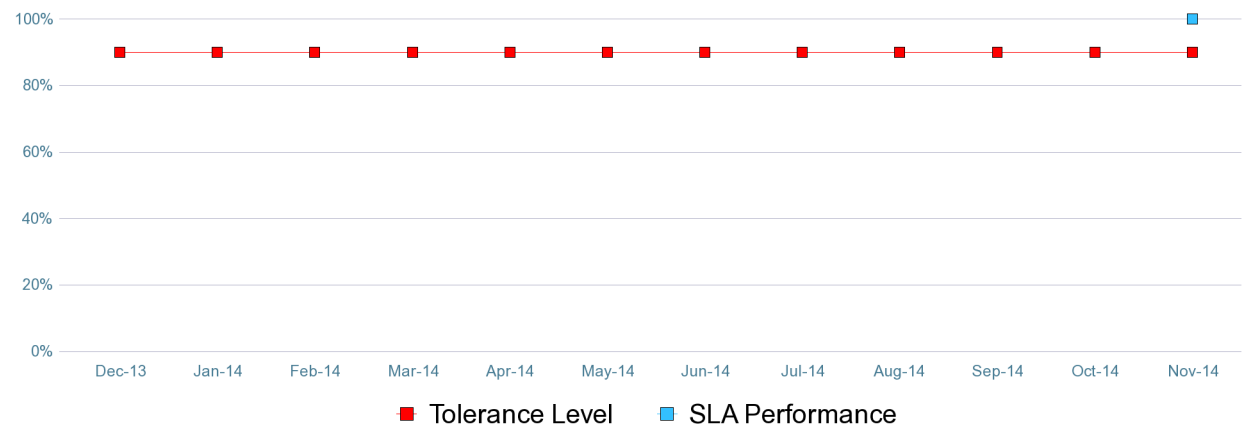


# Fault Management

November 2014

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

## SL 10 – Fault report receipt acknowledgements provided within half a fault restoration hour of fault report



### Commentary

Performance has exceed the required tolerance level

	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	100.0%
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

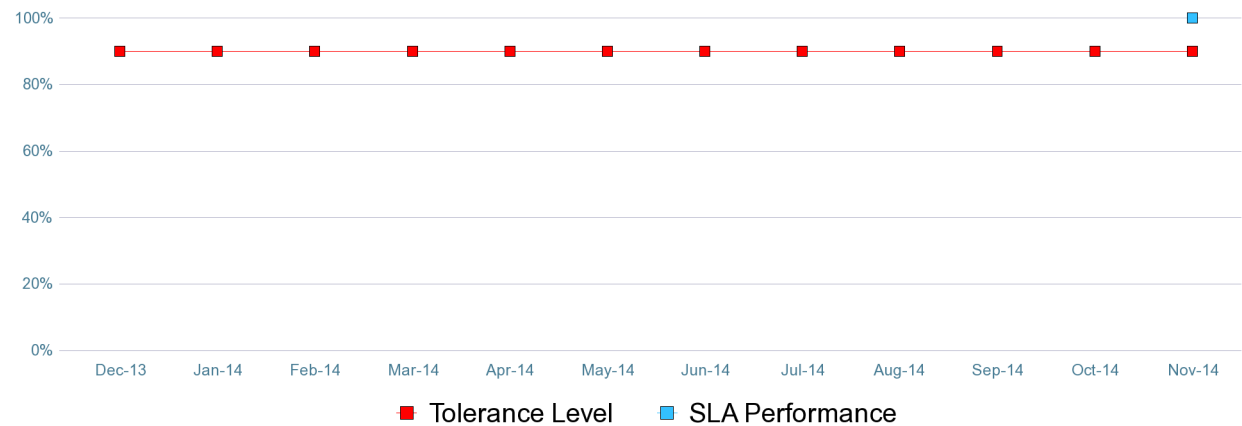


# Fault Management

November 2014

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

## SL 11 - Expected fault restoration time notifications sent within 8 fault restoration hours of fault report



**Commentary**  
Performance has exceed the required tolerance level

	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	100.0%
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

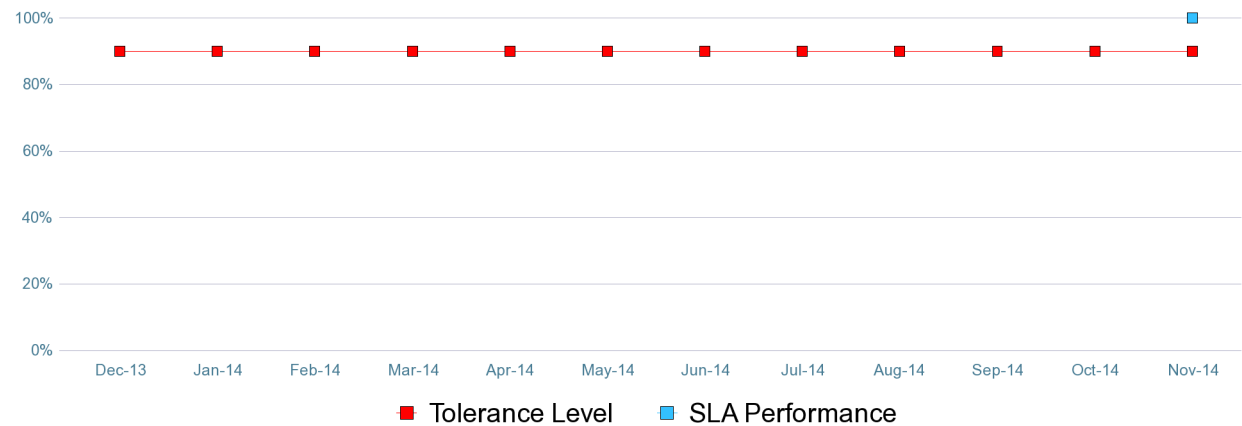


# Fault Management

November 2014

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

## SL 12 - Faults restored within notified expected restoration period (level A)



**Commentary**  
Performance has exceed the required tolerance level

	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
SLA Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	100.0%
Tolerance Level	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

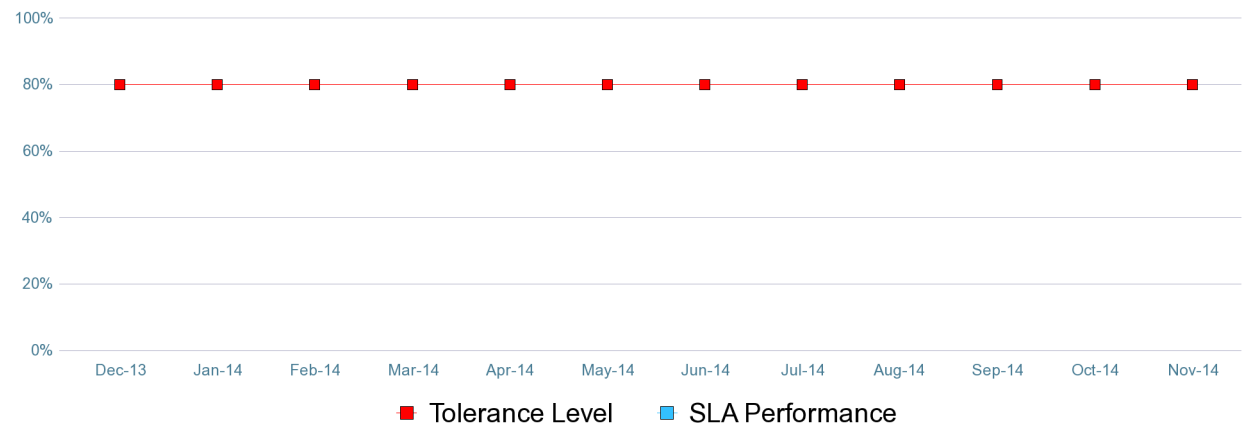


# Provisioning Co-location services

November 2014

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

## SL 13 - Times during BAU period Chorus made escort available within 2 consecutive working days of request



### Commentary

No escorts required this month

	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
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	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%

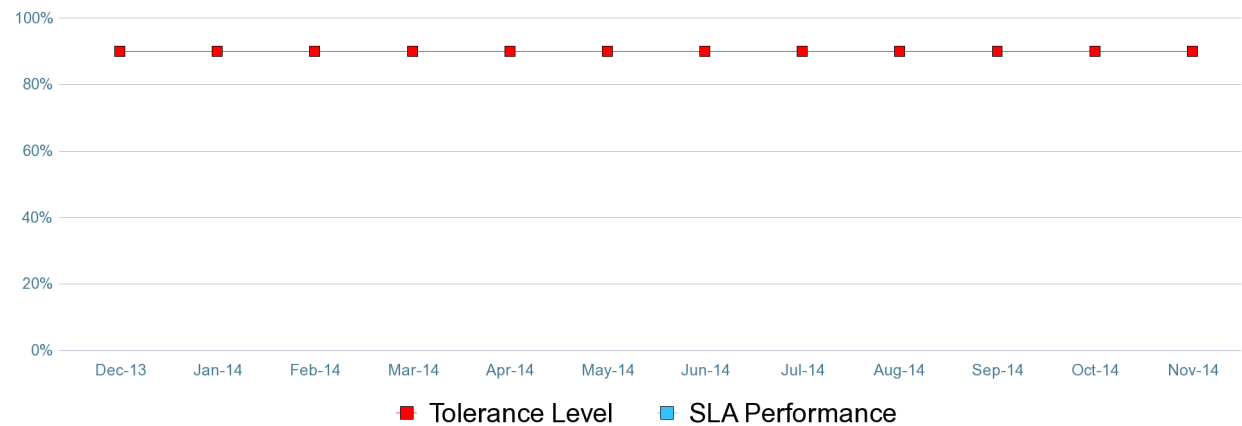


# Co-location forecasting

November 2014

This section covers co-location forecasting

## SL 14 - Cabinetisation forecasts provided within 10 working days of 6 month anniversaries from 7 November 2007



### Commentary

No forecast required this month

	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
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	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

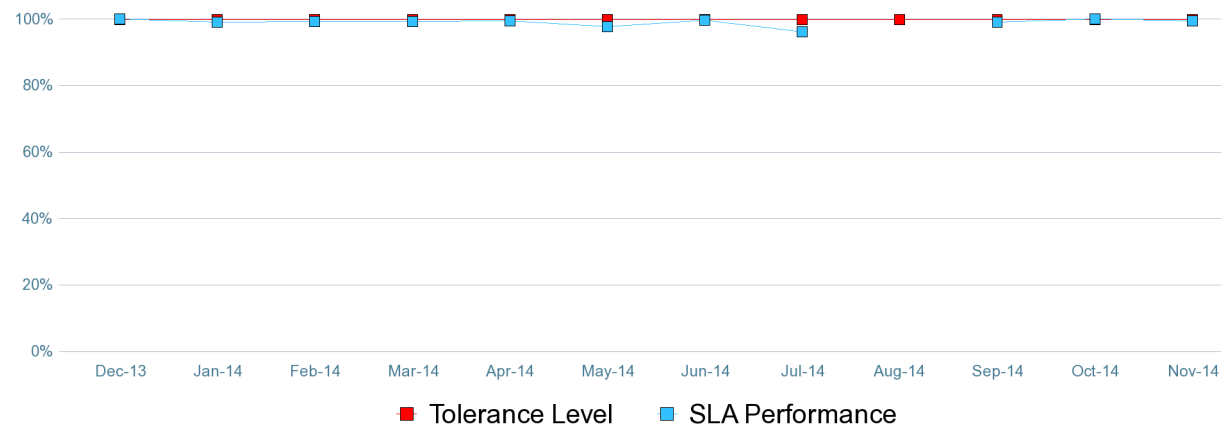


# Operational support systems

November 2014

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 SL15 Service Default Report for more information

	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
SLA Performance	100.0%	99.2%	99.3%	99.3%	99.5%	97.8%	99.6%	96.3%	n/a	99.1%	100.0%	99.4%
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%



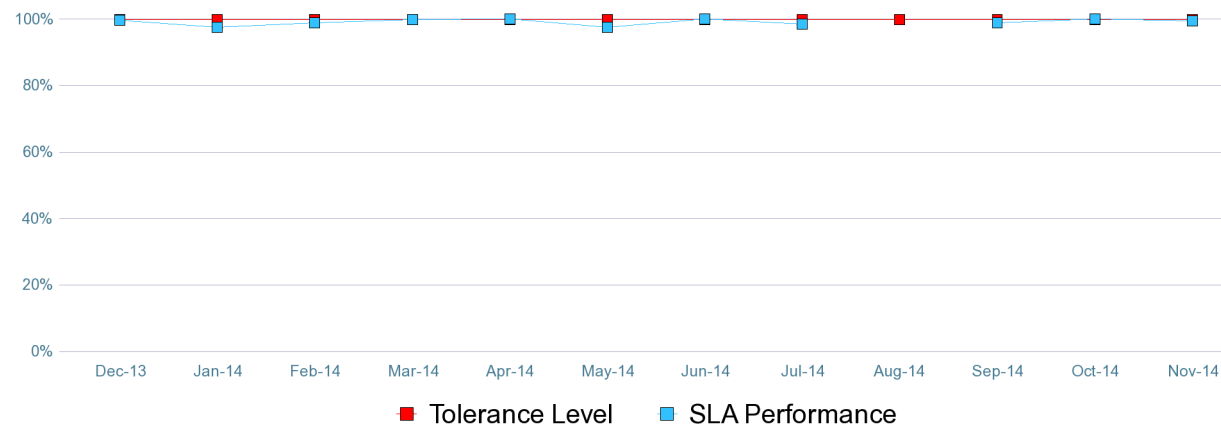


# Operational support systems

November 2014

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 SL16 Service Default Report for more information

	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
SLA Performance	99.7%	97.5%	98.9%	99.9%	100.0%	97.5%	100.0%	98.6%	n/a	99.0%	100.0%	99.4%
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 2014

**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 Co-location Service Level Terms (UCLL Co-location Standard Terms Determination Schedule 3) which is available on the Commerce Commission's website at [www.comcom.govt.nz](http://www.comcom.govt.nz).

- SL1 Percentage of Initial Site Audits completed within 5 Working Days following receipt of the order
- SL2 Percentage of Full Site Audits completed within 10 Working Days following receipt of the order (Level A)r
- SL3 Percentage of orders acknowledged within 4 consecutive business hours following receipt time
- SL4 Percentage of rejection notifications for invalid orders sent to the access seeker within 3 consecutive working days following receipt time
- SL5 Percentage of quotes provided to the access seeker within 10 working days of receipt of the order
- SL6 Percentage of Chorus builds completed within the time specified in the firm order sent to the access seeker (level A)
- SL7 Percentage of Chorus build completion confirmations sent to the access seeker within 2 consecutive working days of completing the Chorus build
- SL8 Percentage of planned outage notifications advised to the access seeker at least 5 working days before the planned outage occurs
- SL9 Percentage of unplanned outage notifications advised to the access seeker within 2 hours of Chorus receiving the notification of the unplanned outage
- SL10 Percentage of fault report receipt acknowledgements provided to the access seeker within half a fault restoration hour of the fault being reported
- SL11 Percentage of notifications advising the expected fault restoration time sent to the access seeker within 8 fault restoration hours of the fault being reported
- SL12 Percentage of faults restored within the notified expected restoration time (level A)
- SL13 Percentage of times during the BAU period Chorus will make an escort available within 2 consecutive working days of the request
- SL14 Percentage of written rolling 3-year cabinet forecast reports provided to the access seeker within 10 working days of the 6 month anniversary of the 07 November 2007
- SL15 Percentage of OO&T availability to the Access Seeker
- SL16 Percentage of OFM availability to the Access Seeker



# UCLL & UCLF Co-location Default Report

November 2014

Item No.	15	Item No.	100%
Service Attribute	Availability of OO&T		
Cause of default	There was one incident which resulted in delays in processing orders due to users were unable to access or would have been experiencing freezing across multiple applications i.e. Wireline or Netcracker		
Procedure for correcting default	Full System Availability and functionality was restored following each outage.		
Steps taken to remedy default	Misconfiguration of the system caused a broadcast storm which caused this fault		
Effectiveness of steps taken	To be Determined		
Date of previous default	May 2014, June 2014, July 2014, September 2014, November 2014		



# UCLL & UCLF Co-location Default Report

November 2014

Item No.	16	Item No.	100%
Service Attribute	Availability of OFM		
Cause of default	There was one incident which resulted in delays in processing orders due to users were unable to access or would have been experiencing freezing across multiple applications i.e. HPSM		
Procedure for correcting default	Assure System Availability and functionality was restored following each outage.		
Steps taken to remedy default	Misconfiguration of the system caused a broadcast storm which caused this fault		
Effectiveness of steps taken	Effective		
Date of previous default	May 2014, July 2014, September 2014, November 2014		

