

UCLL & UCLF Co-location Performance Report

Consolidated Report

January 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.

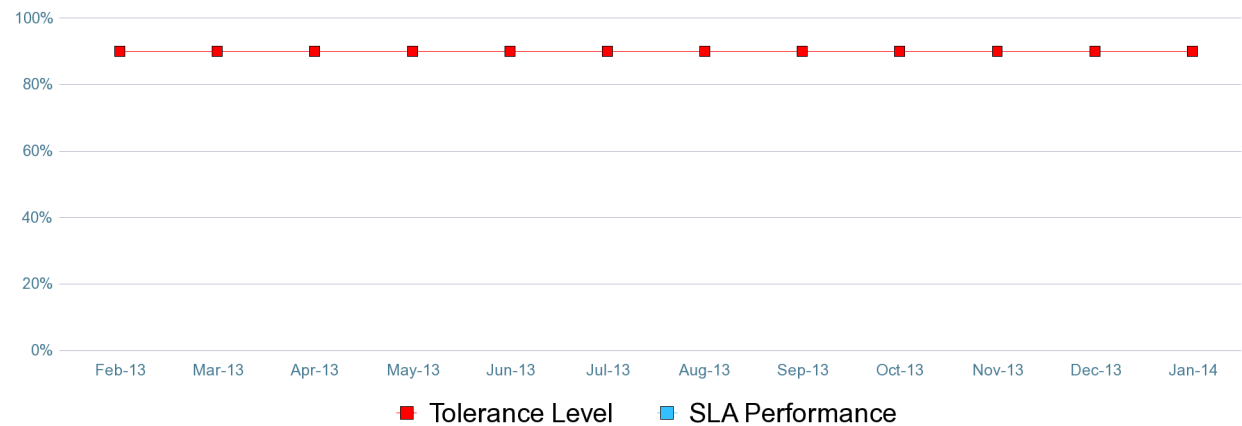


Site and footprint readiness

January 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

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

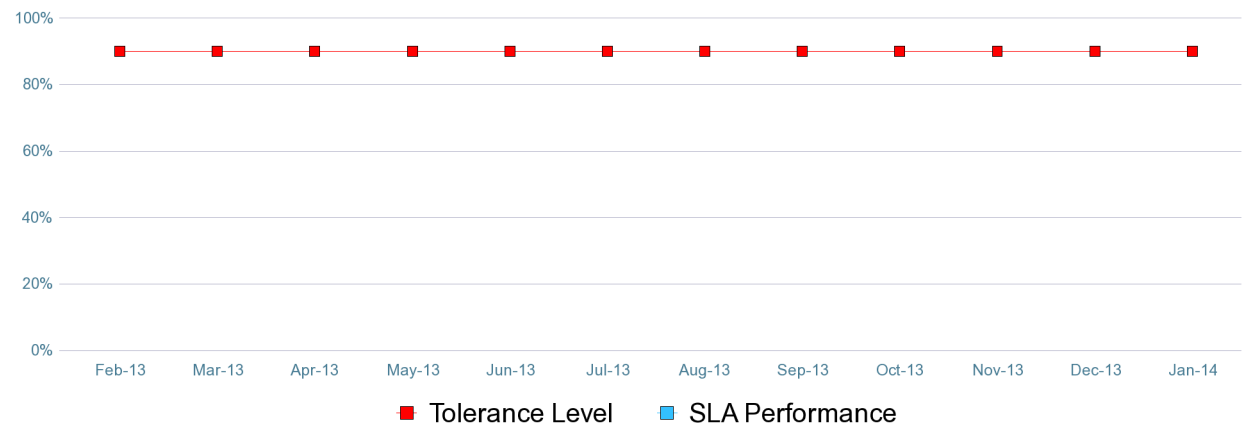


Site and footprint readiness

January 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

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

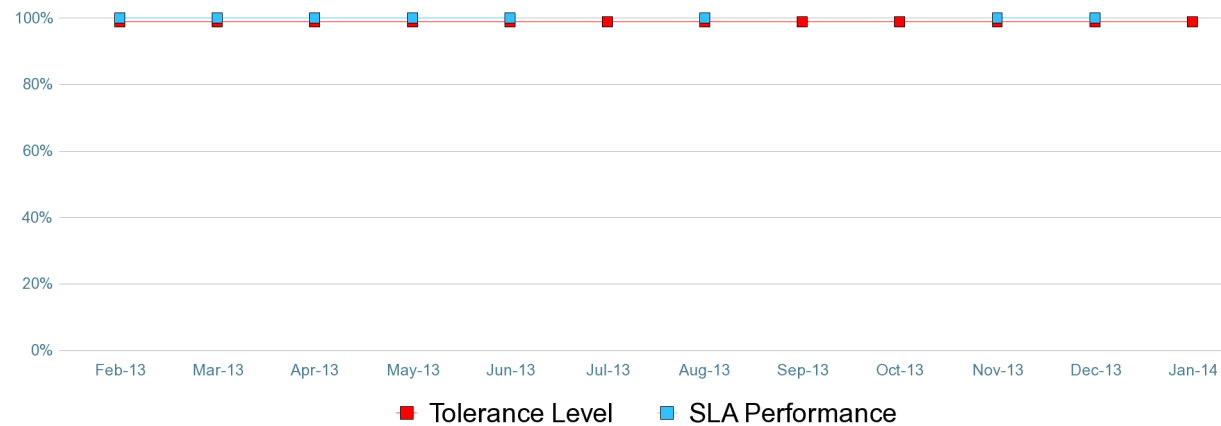


Provisioning Co-location services

January 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

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

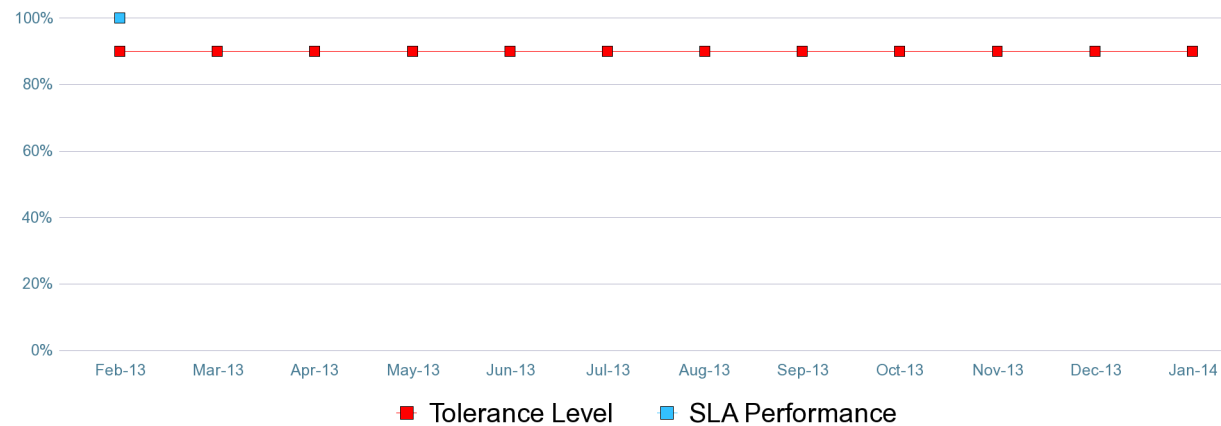


Provisioning Co-location services

January 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

| | Feb-13 | Mar-13 | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 | Nov-13 | Dec-13 | Jan-14 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | 100.0% | 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% |

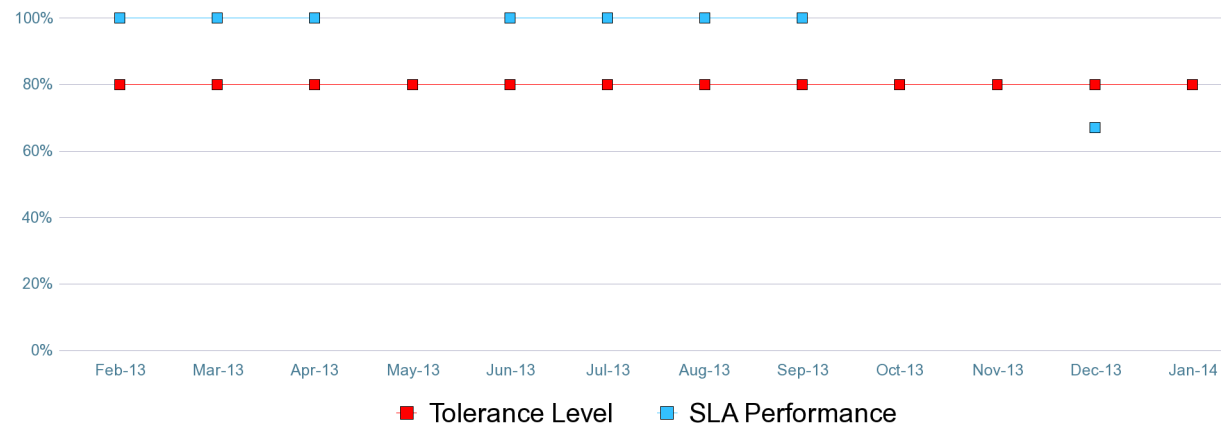


Provisioning Co-location services

January 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

No quote required this month

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

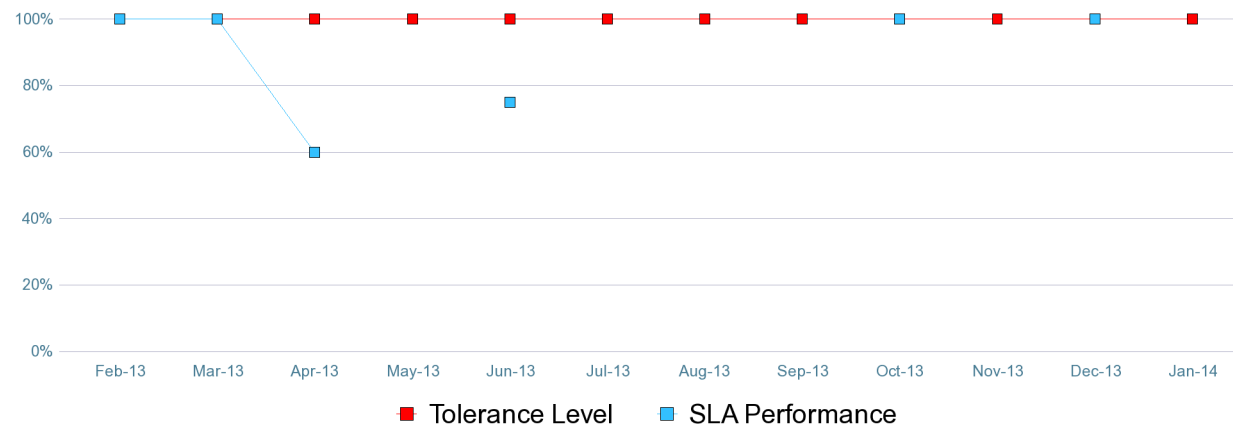


Provisioning Co-location services

January 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

| | Feb-13 | Mar-13 | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 | Nov-13 | Dec-13 | Jan-14 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | 100.0% | 100.0% | 60.0% | n/a | 75.0% | n/a | n/a | n/a | 100.0% | n/a | 100.0% | 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% |

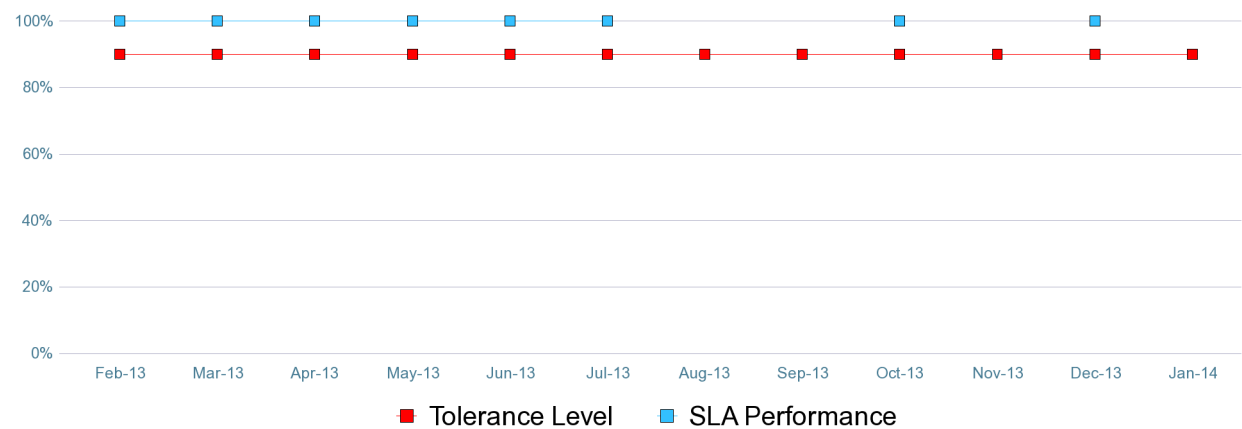


Provisioning Co-location services

January 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

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

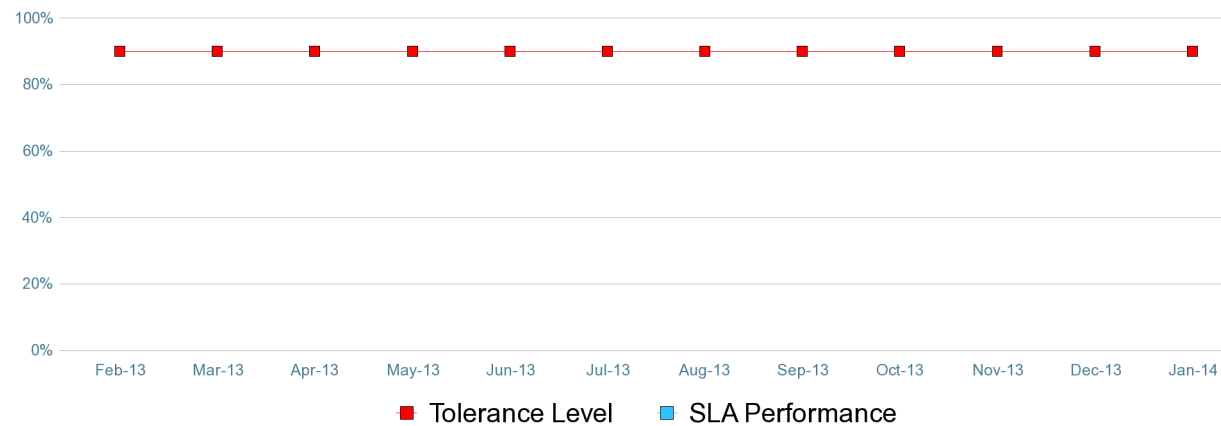


Provisioning Co-location services

January 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

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

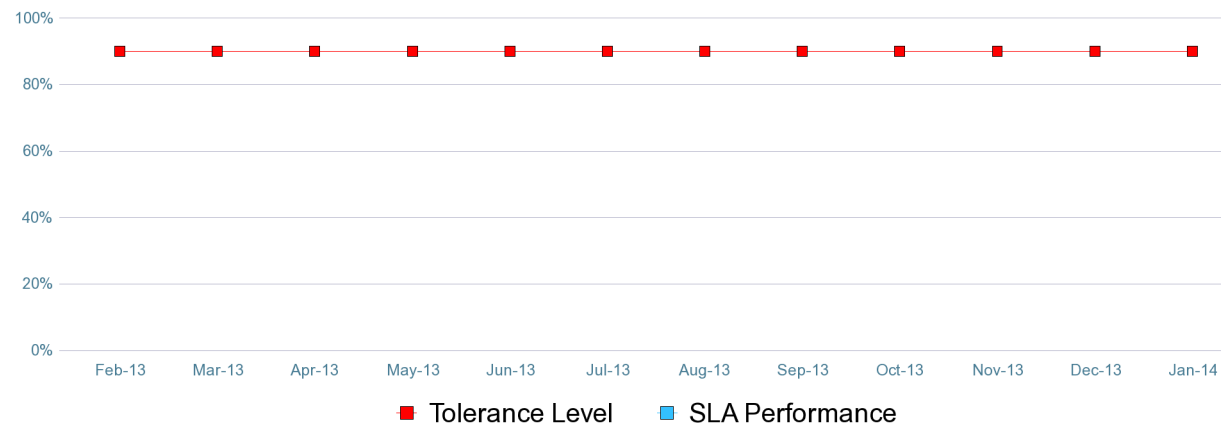


Provisioning Co-location services

January 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

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

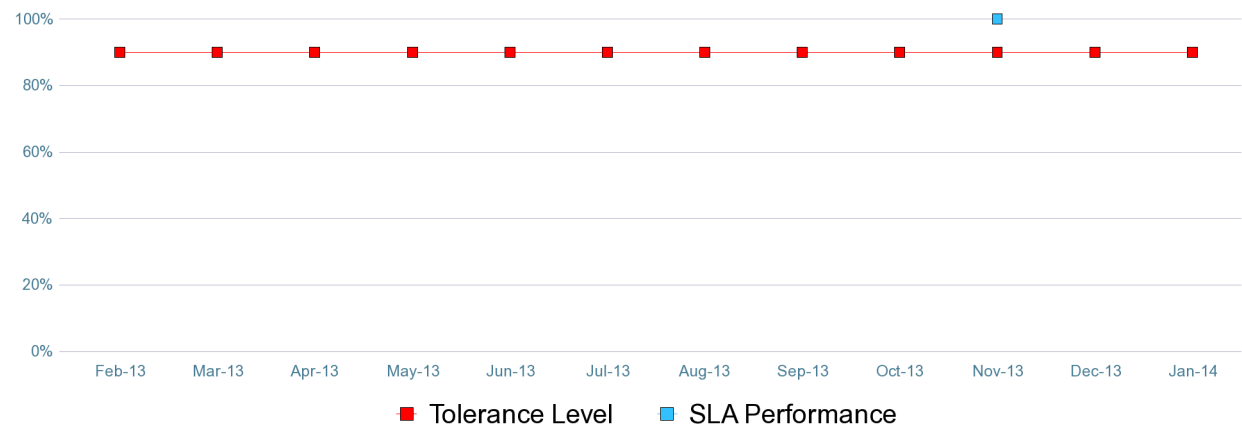


Fault Management

January 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



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

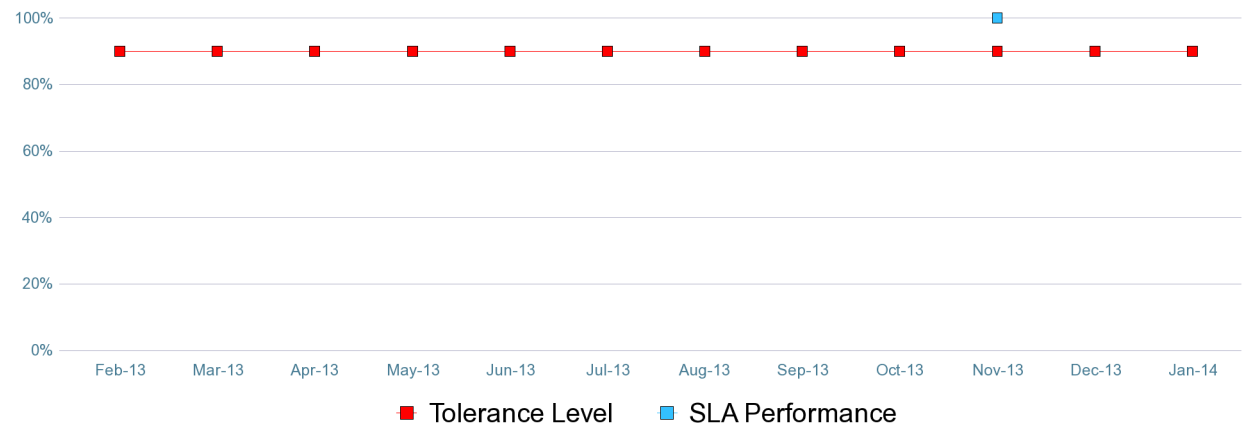


Fault Management

January 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
No faults were reported this month

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

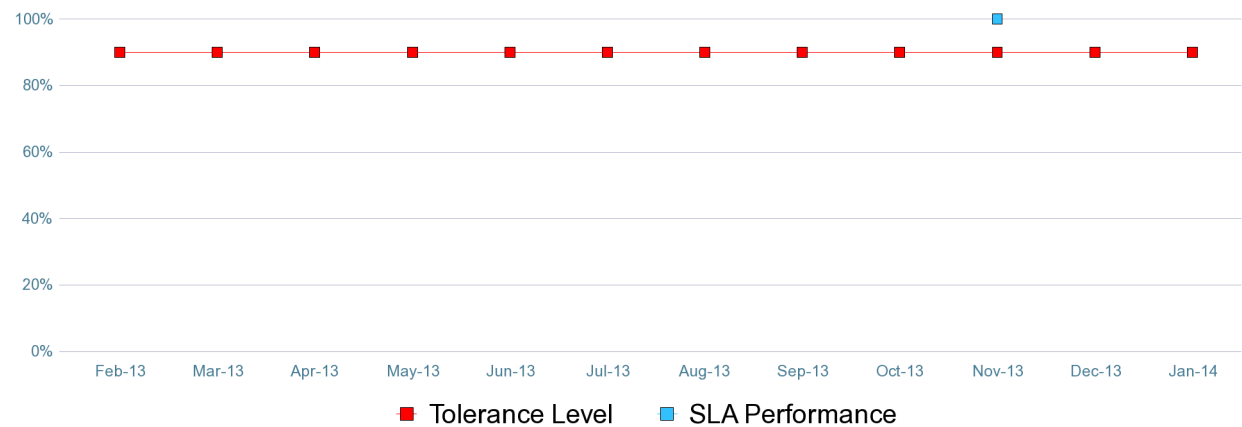


Fault Management

January 2014

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

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



Commentary

No faults were reported/
restored this month

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

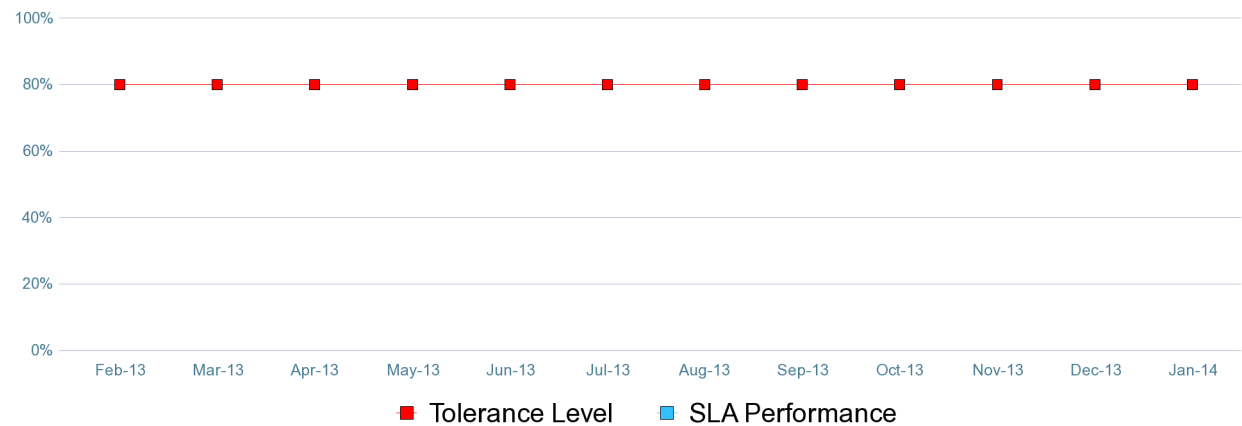


Provisioning Co-location services

January 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

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

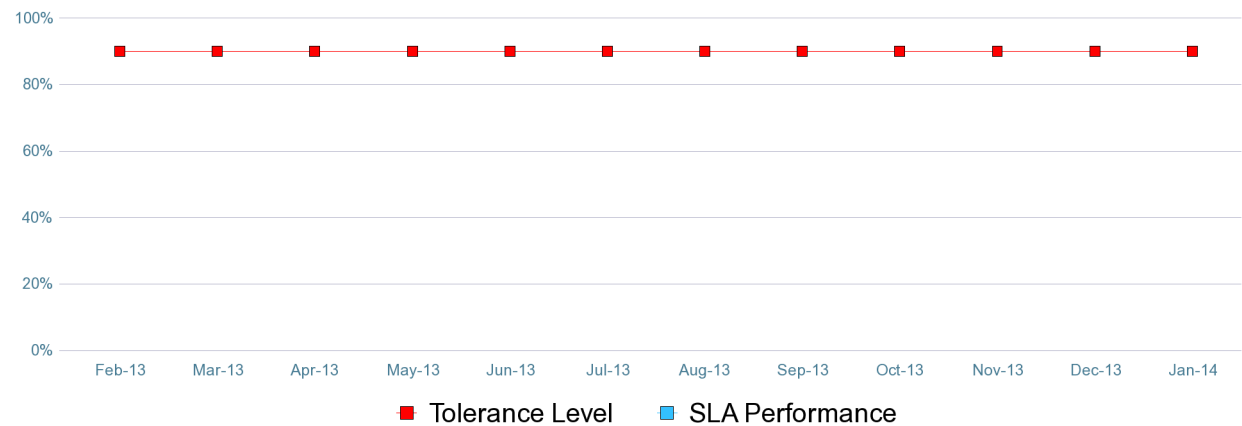


Co-location forecasting

January 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

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

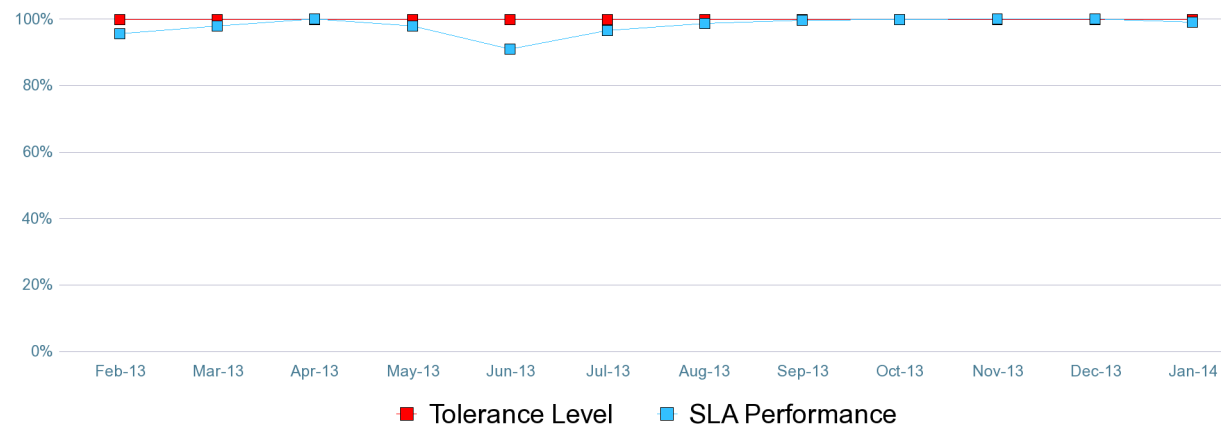


Operational support systems

January 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

| | Feb-13 | Mar-13 | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 | Nov-13 | Dec-13 | Jan-14 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | 95.6% | 98.0% | 100.0% | 98.0% | 90.9% | 96.5% | 98.7% | 99.6% | 99.9% | 100.0% | 100.0% | 99.2% |
| 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% |

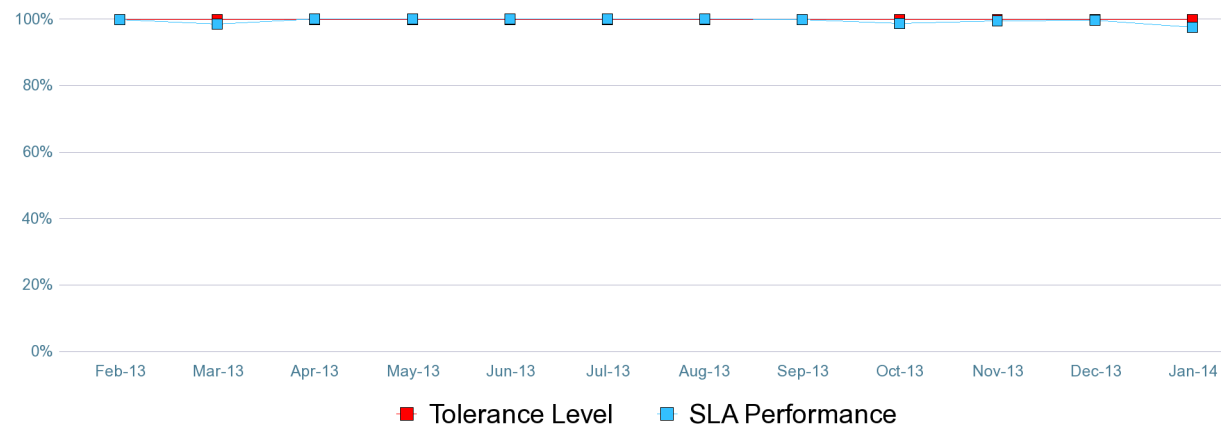


Operational support systems

January 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

| | Feb-13 | Mar-13 | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 | Nov-13 | Dec-13 | Jan-14 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| SLA Performance | 99.8% | 98.6% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 99.9% | 98.7% | 99.4% | 99.7% | 97.5% |
| 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

January 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.

- 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

January 2014

| | | | |
|----------------------------------|---|----------|------|
| Item No. | 15 | Item No. | 100% |
| Service Attribute | Availability of OO&T | | |
| Cause of default | There were three incidents in January which resulted in delays to processing some order types due to degradation of Fulfil component systems. | | |
| Procedure for correcting default | Full System Availability and functionality was restored following the outage. | | |
| Steps taken to remedy default | The relevant steps were taken to restore service including the reset of system components. | | |
| Effectiveness of steps taken | Effective | | |
| Date of previous default | May 2013, June 2013, July 2013, August 2013, September 2013, January 2014 | | |



UCLL & UCLF Co-location Default Report

January 2014

| | | | |
|----------|----|----------|-------|
| Item No. | 16 | Item No. | 99.8% |
|----------|----|----------|-------|

| | |
|-------------------|---------------------|
| Service Attribute | Availability of OFM |
|-------------------|---------------------|

| | |
|----------------------------------|---|
| Cause of default | There was one incident in January which resulted in delays to processing some order types due to degradation of Assure component systems. |
| Procedure for correcting default | Assure System Availability and functionality was restored following the outage. |
| Steps taken to remedy default | The relevant steps were taken to restore service including the reset of system components. |
| Effectiveness of steps taken | Effective |
| Date of previous default | October 2013, December 2013 |

