

# UCLL Backhaul Performance Report

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## Consolidated Report

November 2014

### Introduction

Unbundled Copper Local Loop (UCLL) and Unbundled Copper Low Frequency Service (UCLF) 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 2 Service Level Defaults this month: SL 15 (Availability 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 Backhaul 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.

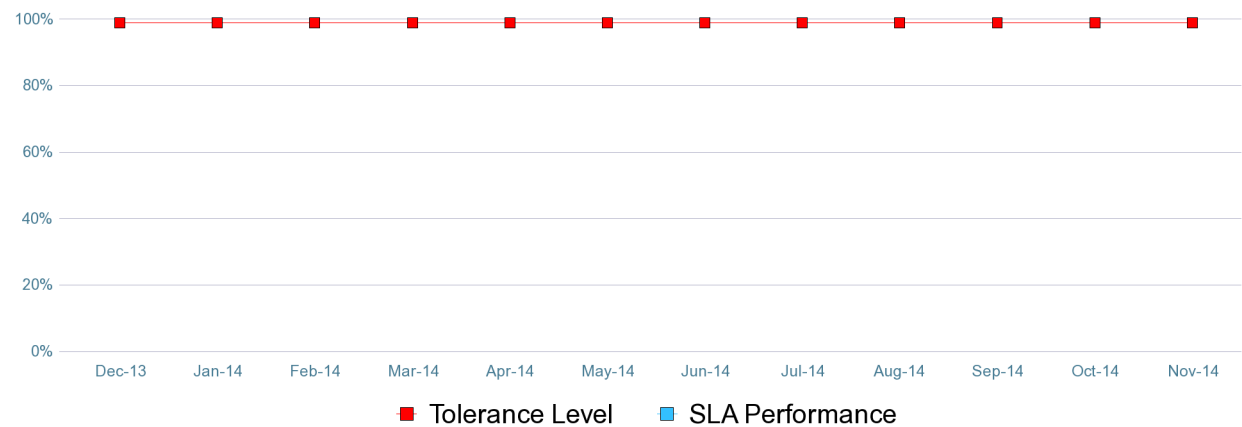


# Provisioning Backhaul services

November 2014

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

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	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	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%

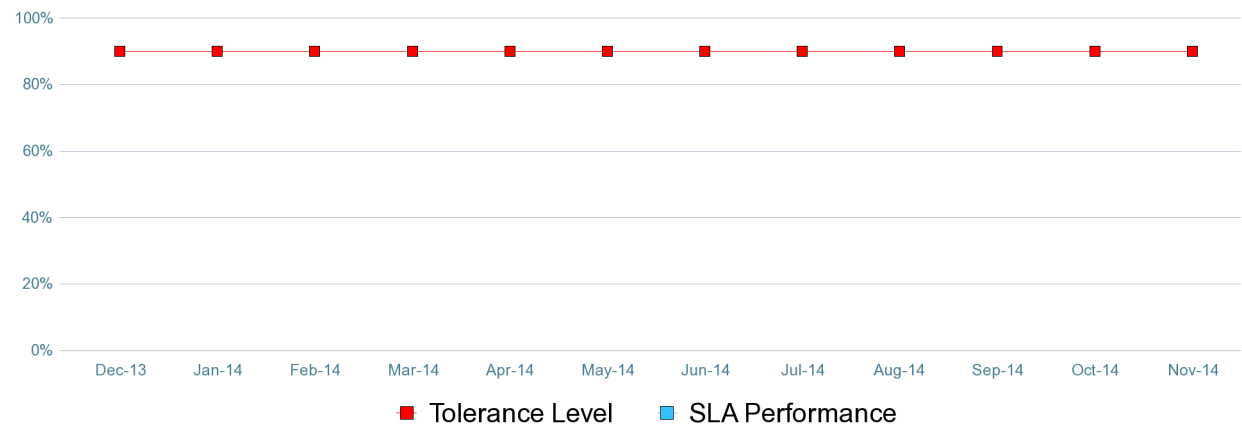


# Provisioning Backhaul services

November 2014

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

	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%

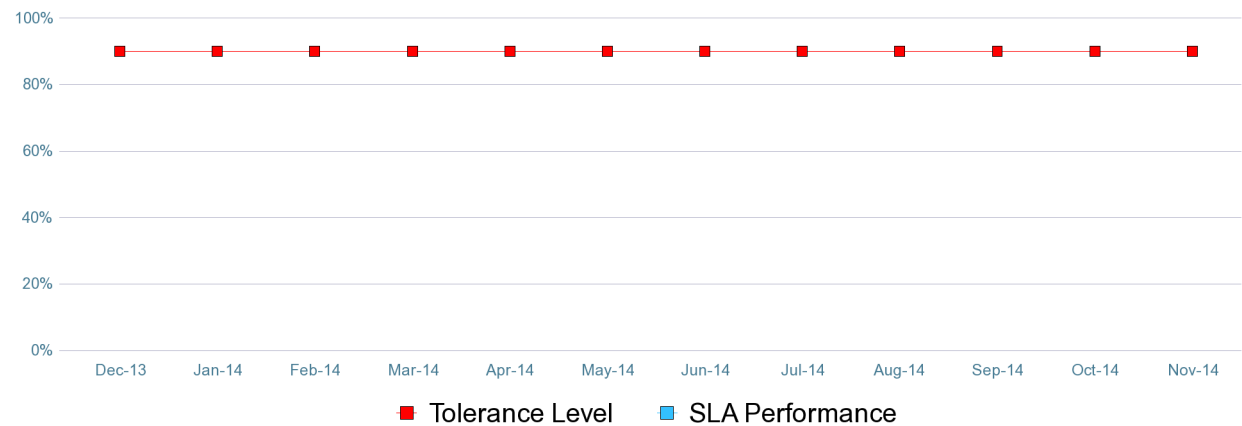


# Provisioning Backhaul services

November 2014

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 - ALI orders, except Speed Change orders not a requiring Truck Roll



**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	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%

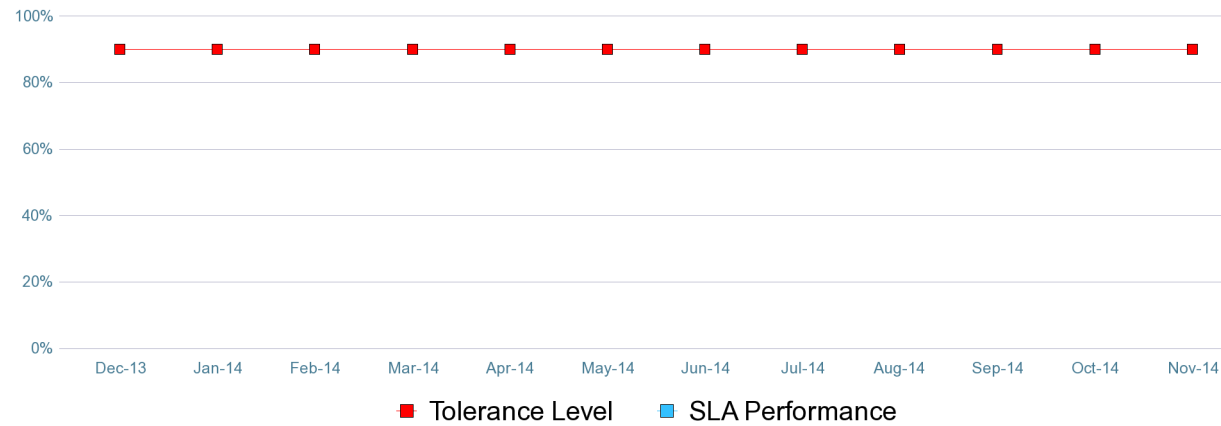


# Provisioning Backhaul services

November 2014

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

	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%

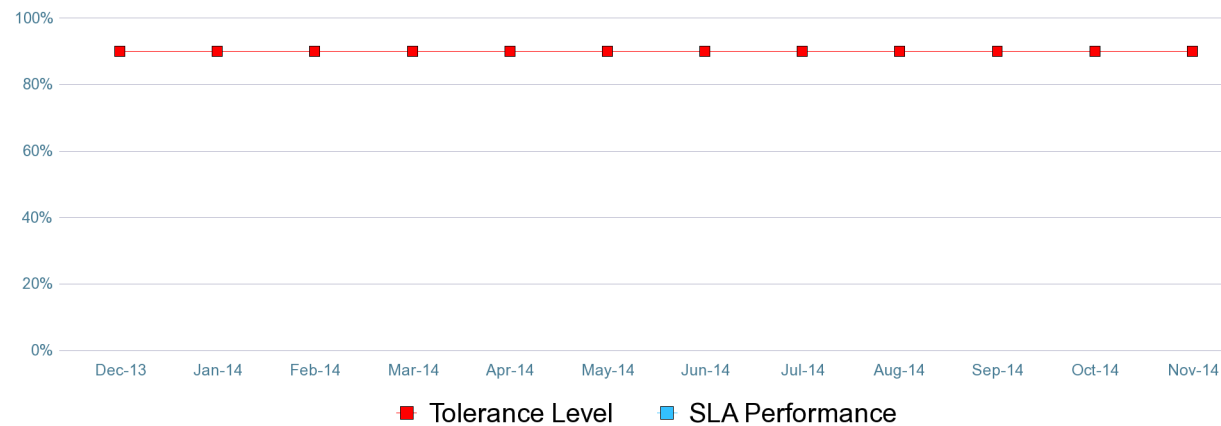


# Provisioning Backhaul services

November 2014

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

## SL 5. Orders is Completed right first time (Level A) - for each service type



### Commentary

No faults were reported 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
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
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
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
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
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
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

	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%

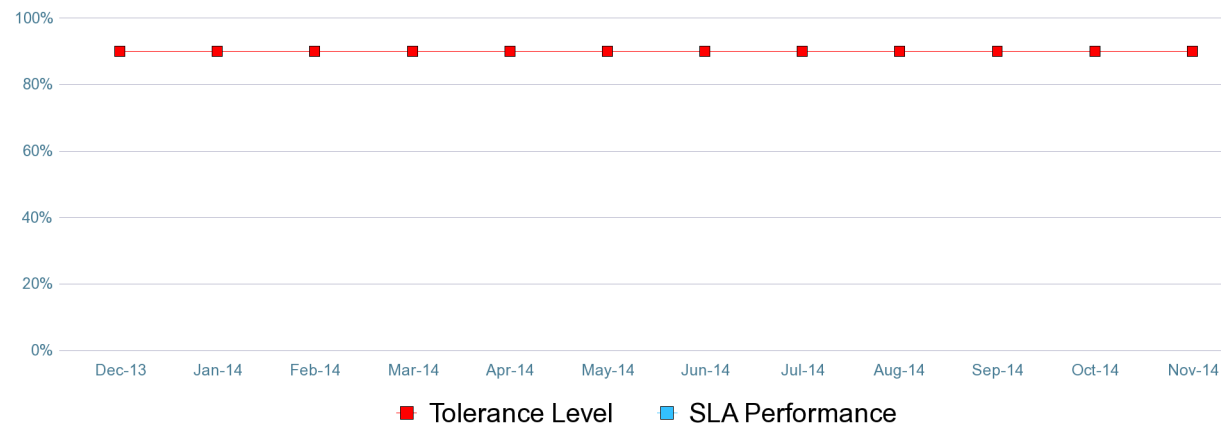


# Provisioning Backhaul services

November 2014

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

## SL 6. Orders is Completed by the notified expected RFS date (Level A) - for each service type, excluding Relinquishment Order



### Commentary

No orders were 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
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
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
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
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
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
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

	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%

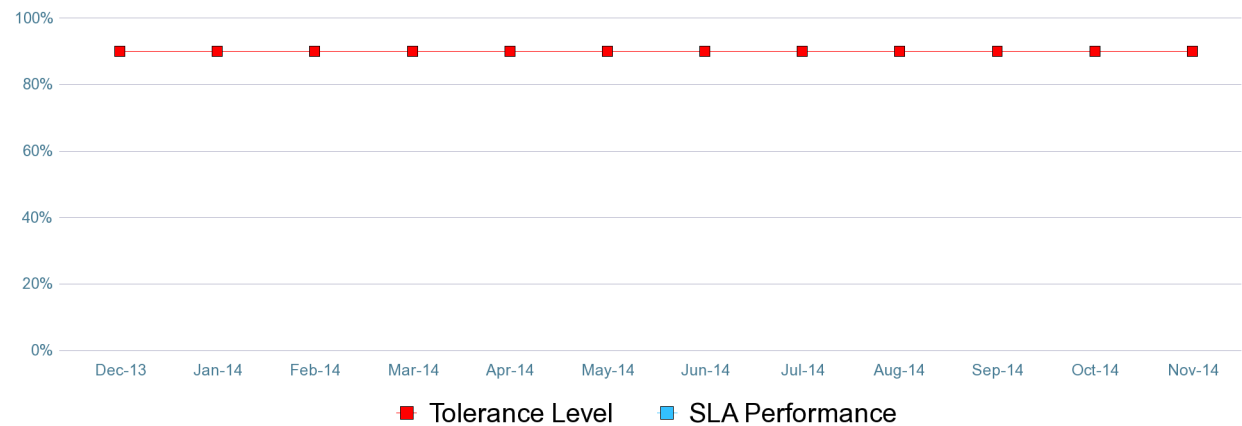


# Provisioning Backhaul services

November 2014

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

	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%

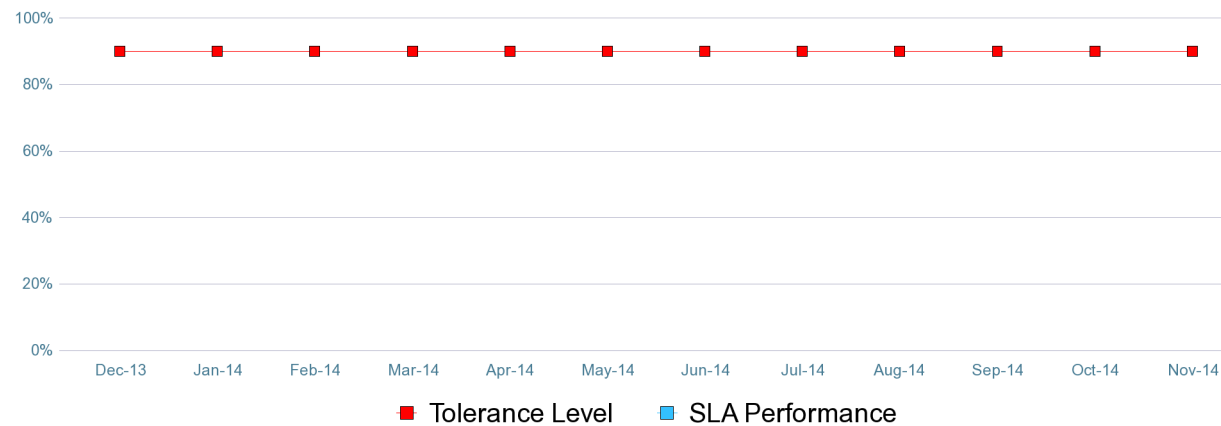


# Provisioning Backhaul services

November 2014

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

## SL 8. Notification of the RFS date changes provided within the three working days of change request receipt - All Orders



### Commentary

No change requests 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	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%

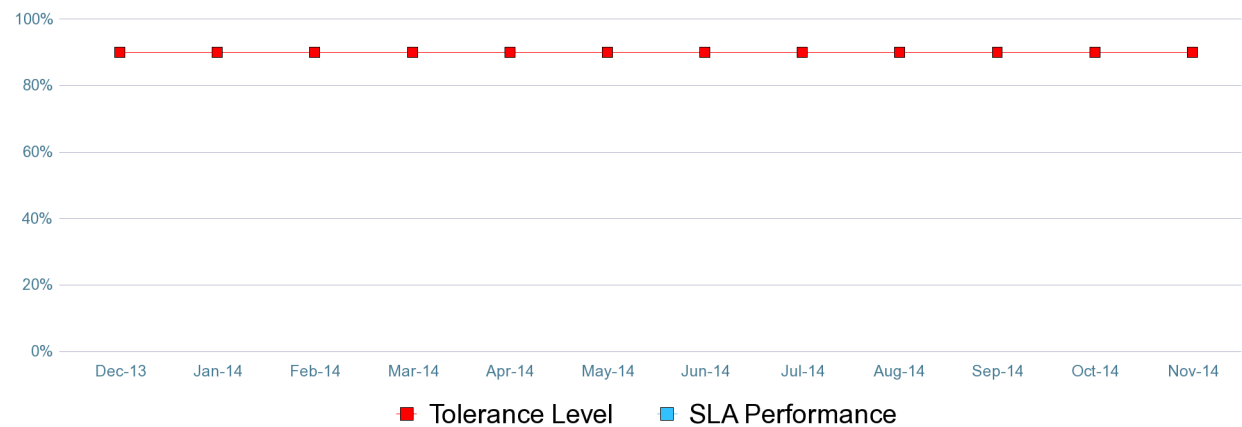


# Provisioning Backhaul services

November 2014

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

	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%

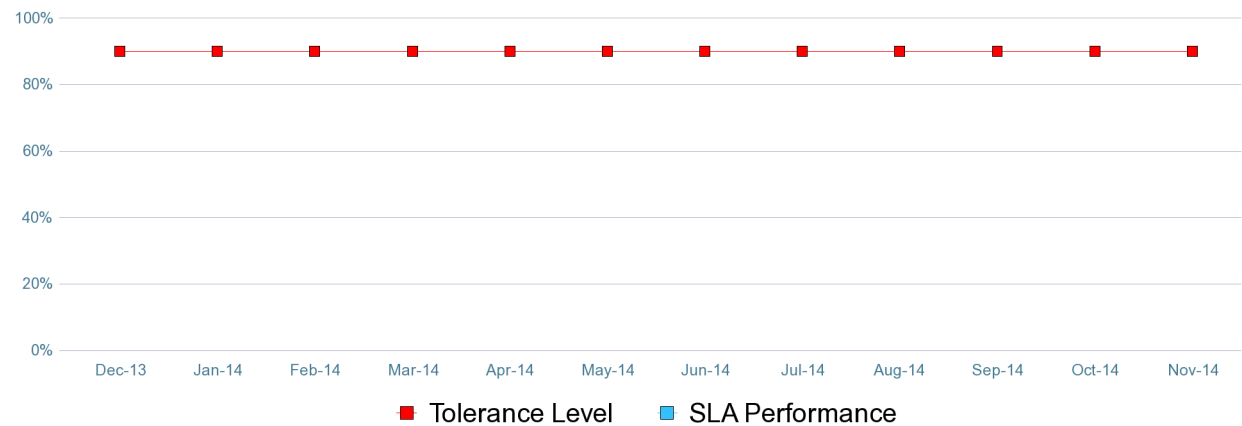


# Provisioning Backhaul services

November 2014

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

	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%

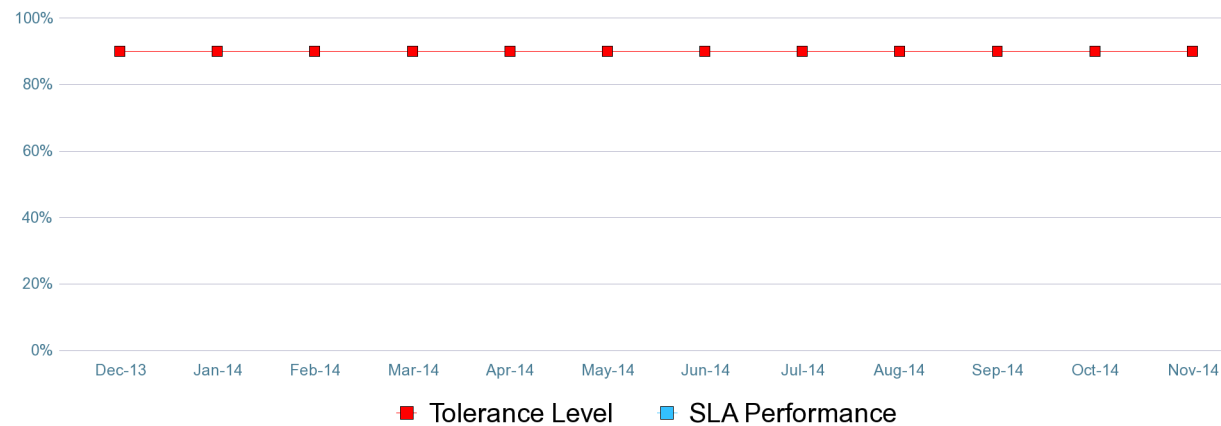


# Provisioning Backhaul services

November 2014

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

## SL 11. Unplanned outage notification advised within two hours of Chorus discovering receiving outage notice (24x7 basis)



### 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%

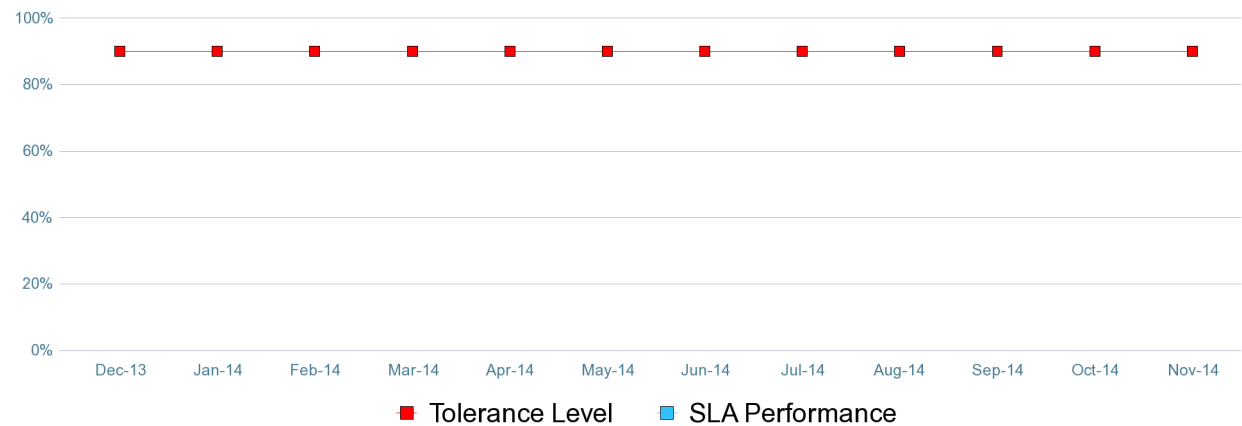


# Fault Management

November 2014

This section covers fault receipt acknowledgement, notification, restoration

## SL 12 - Faults report receipt acknowledgments provided within half a fault restoration hour of fault report



### Commentary

No faults were reported 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%

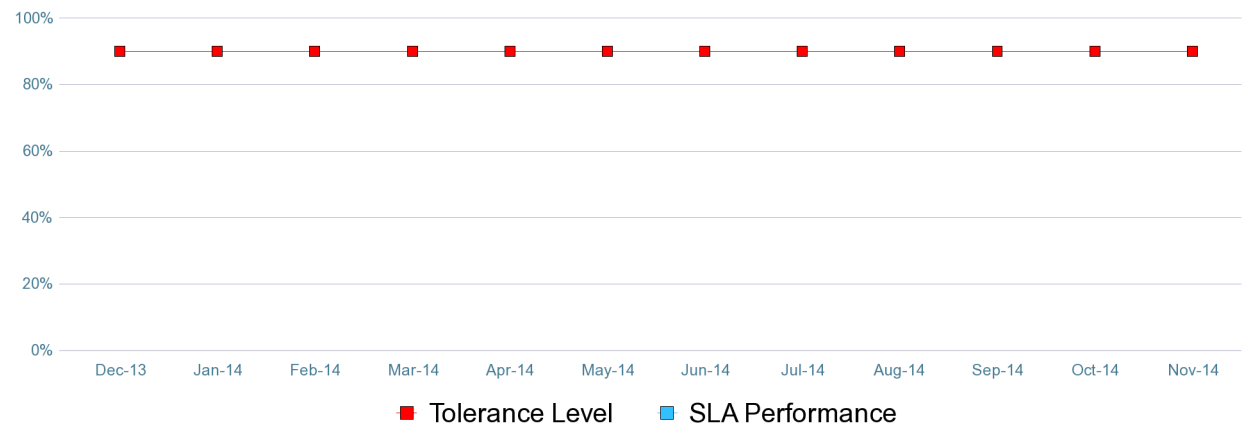


# Fault Management

November 2014

This section covers fault receipt acknowledgement, notification, restoration

SL 13 - Expected fault restoration time notification 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

	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%

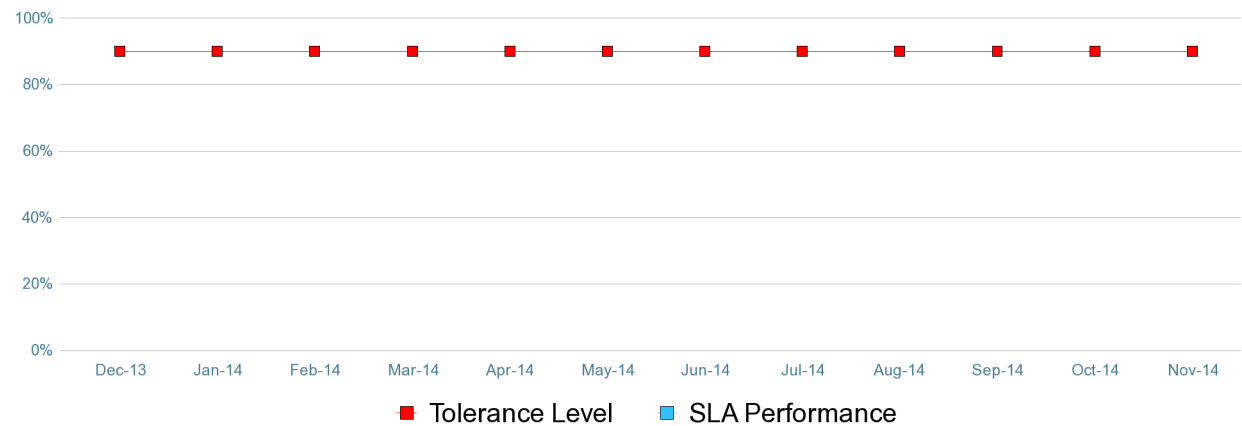


# Fault Management

November 2014

This section covers fault receipt acknowledgement, notification, restoration

## SL 14 - Faults restored within notified expected restoration time (Level A)



### Commentary

No faults were reported/  
restored 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%

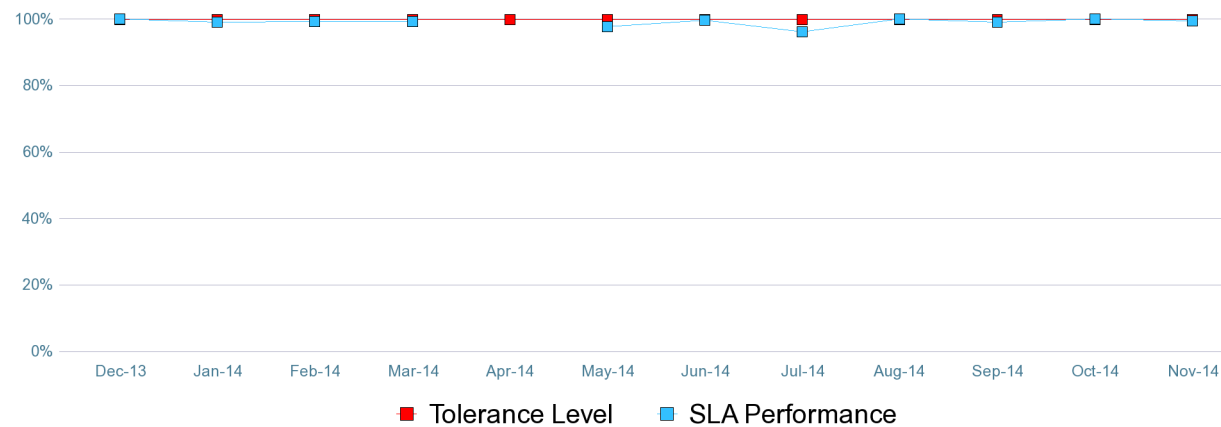


# Operational support systems

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%	n/a	97.8%	99.6%	96.3%	100.0%	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%

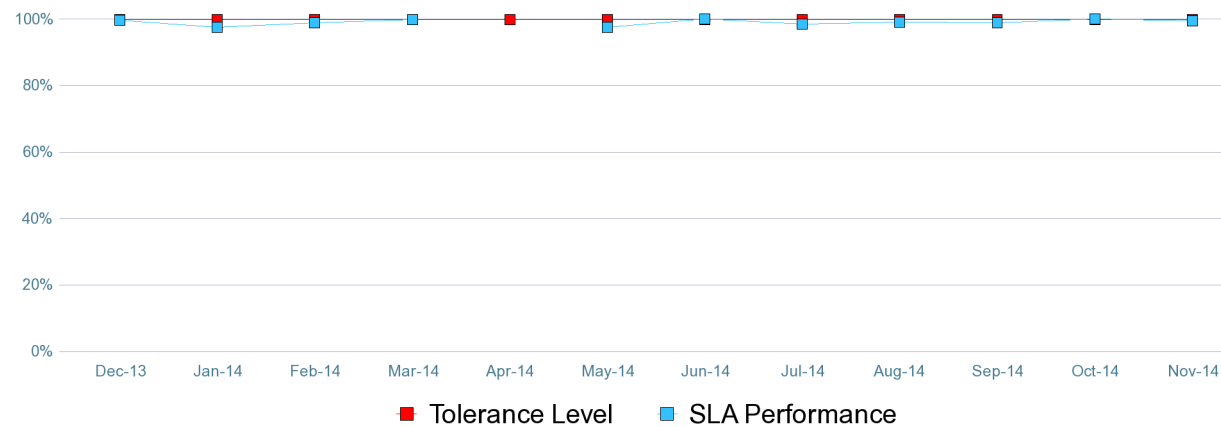


# Operational support systems

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%	n/a	97.5%	100.0%	98.6%	99.2%	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 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)**

- SL1 Percentage of Backhaul orders acknowledged within 4 business hours following receipt of the order
- SL2 Percentage of rejection notifications for invalid Backhaul orders sent to the Access Seeker within 8 business hours following receipt time
- SL3 Percentage of notification of expected RFS dates sent to the Access Seeker within 7 working days of the Deemed Acceptance Time
- SL4 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)
  
- SL5 Percentage of notification of RFS date changes received within 3 working days following receipt of the requests to change an existing order
- SL6 Percentage of Backhaul orders that experienced no Faults in work carried out to provision an order within 5 working days following confirmation by Chorus of completion of the order (Level A)
- SL7 Percentage of Backhaul orders completed by the notified expected RFS date
- SL8 Percentage of Backhaul Relinquishment orders completed by the notified expected RFS date
  
- SL9 Percentage of confirmation of completions sent to the as within 4 business hours after the Backhaul order has been completed
  
- SL10 Percentage of Planned Outage notifications advised to the Access Seeker at least 5 working days prior to the Planned Outage taking place
- SL11 Percentage of Unplanned Outage notifications advised to the Access Seeker within 2 hours on a 24x7 basis of Chorus discovering or receiving notification of the Unplanned Outage
- SL12 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
- SL13 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
- SL14 Percentage Of Faults restored within the notified expected restoration time
- SL15 Percentage of OO&T availability to the Access Seeker
- SL16 Percentage of OFM availability to the Access Seeker



# UCLL Backhaul 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 Backhaul 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, August 2014, September 2014, November 2014		

