

UCLL & UCLF Co-location Performance Report

Consolidated

August 2016

Unbundled Copper Local Loop (UCLL) and Unbundled Copper Low Frequency (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 Determinations.

Executive summary

There were two 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

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.

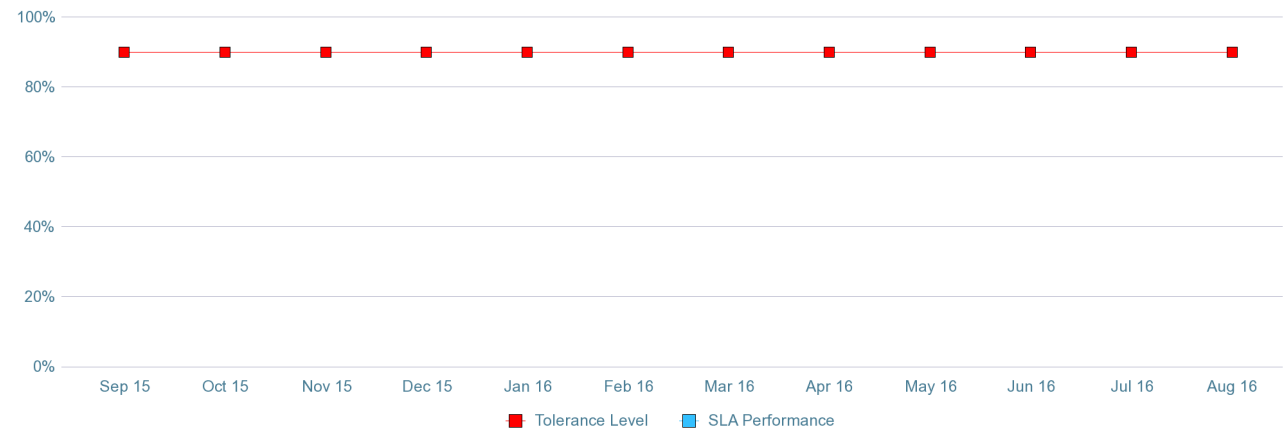


Site and footprint readiness

August 2016

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

	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16
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%

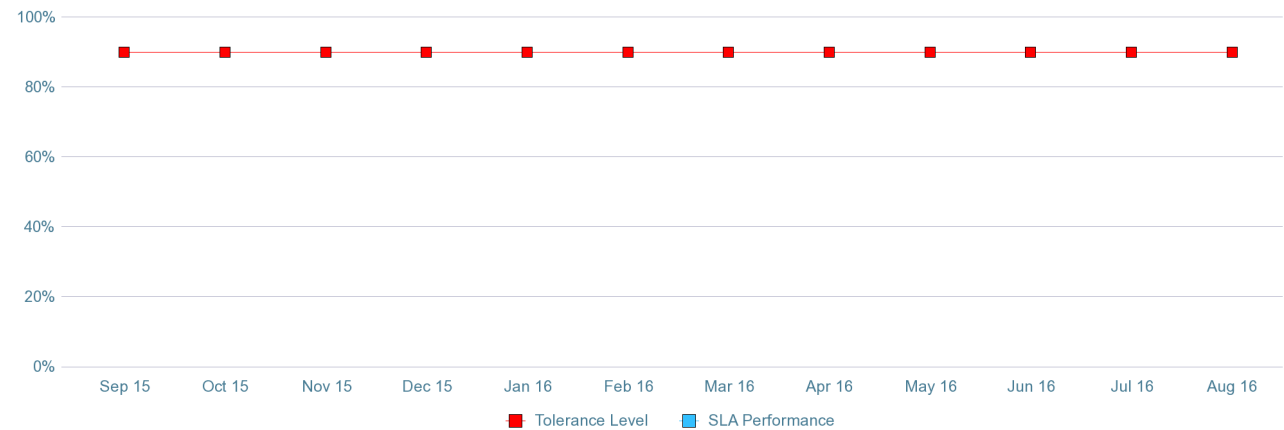


Site and footprint readiness

August 2016

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

	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16
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%

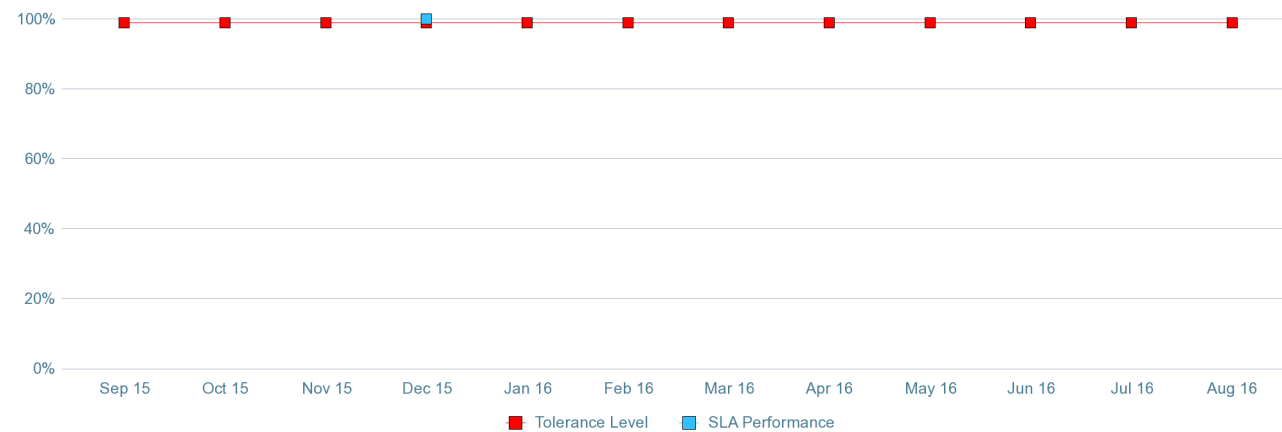


Provisioning Co-location services

August 2016

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

	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16
SLA Performance	n/a	n/a	n/a	100%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%

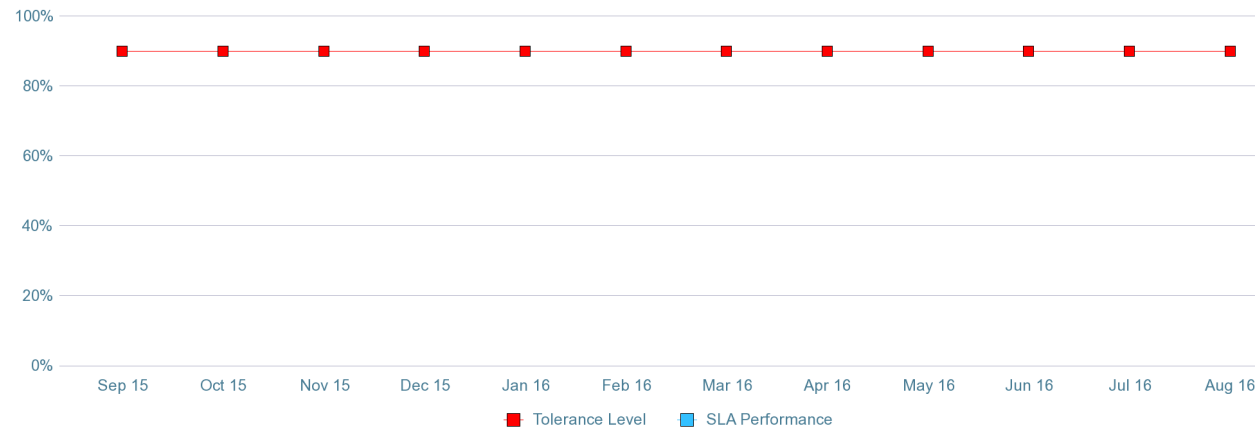


Provisioning Co-location services

August 2016

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

	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16
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%

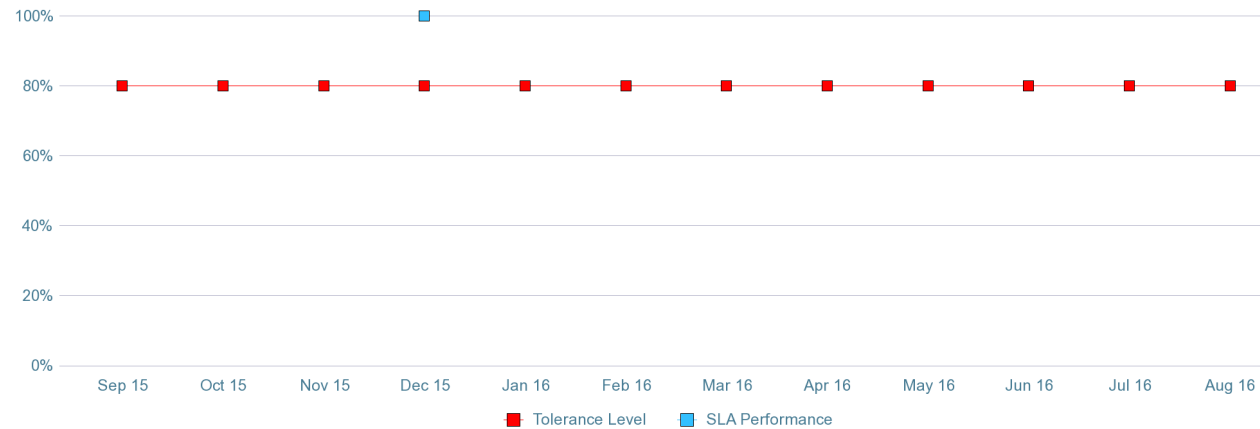


Provisioning Co-location services

August 2016

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

	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16
SLA Performance	n/a	n/a	n/a	100%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tolerance Level	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%

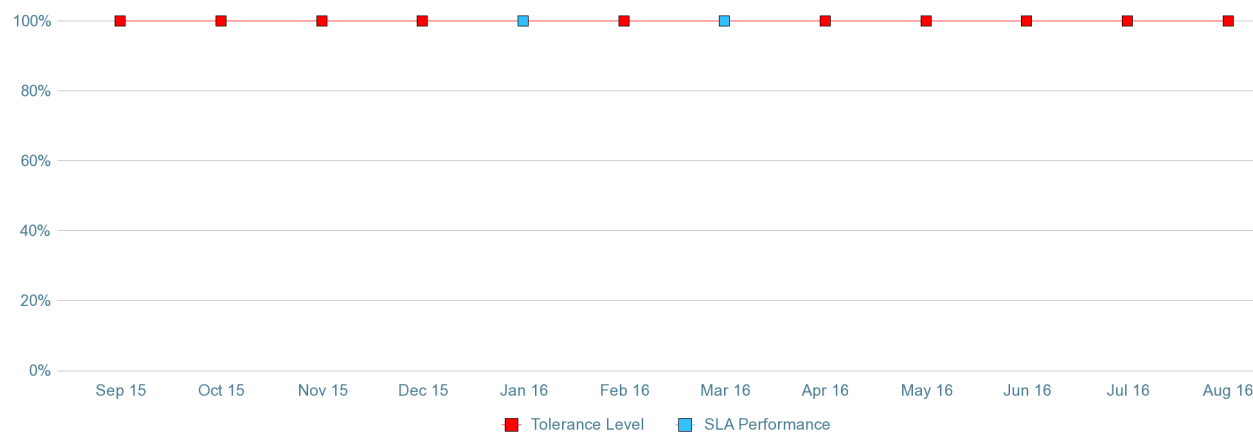


Provisioning Co-location services

August 2016

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

	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16
SLA Performance	n/a	n/a	n/a	n/a	100%	n/a	100%	n/a	n/a	n/a	n/a	n/a
Tolerance Level	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

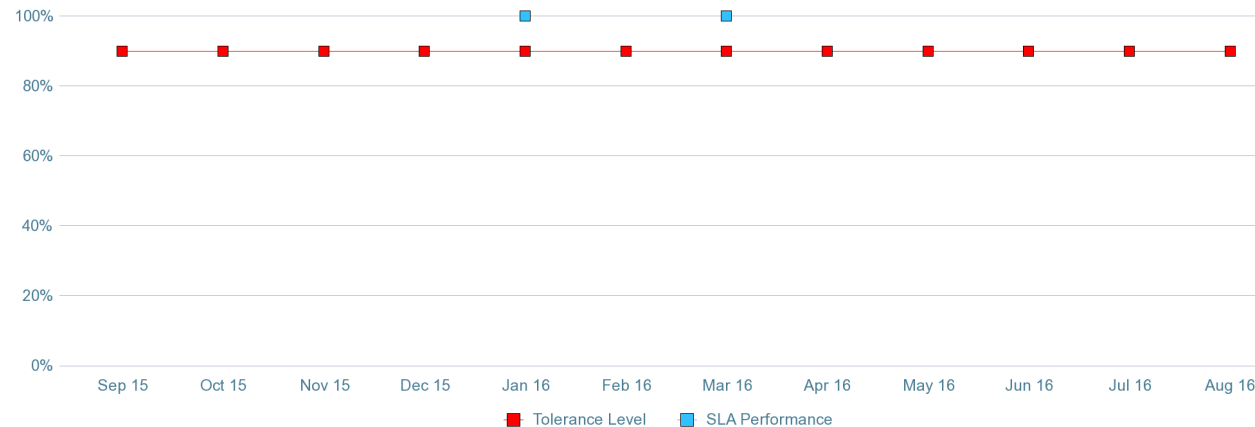


Provisioning Co-location services

August 2016

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

	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16
SLA Performance	n/a	n/a	n/a	n/a	100%	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%

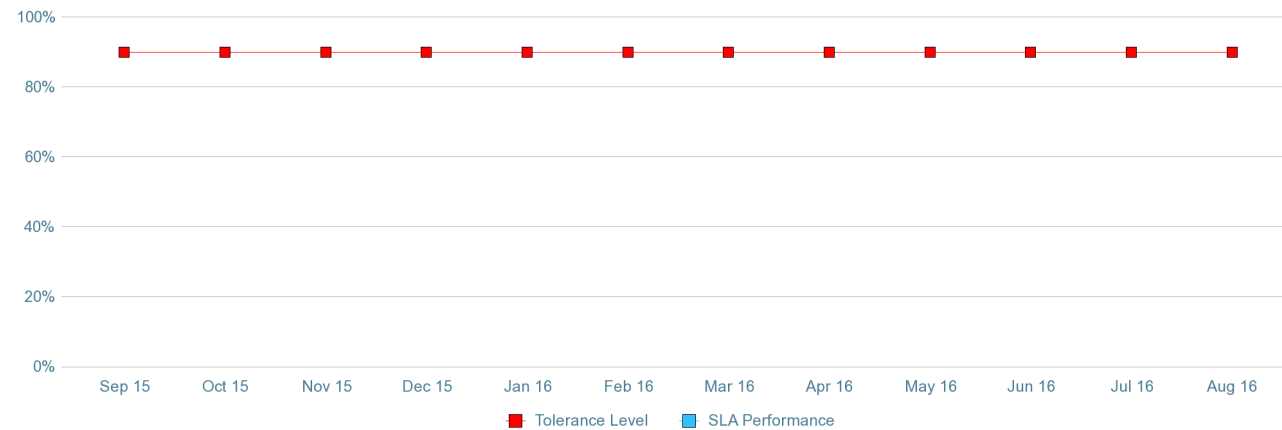


Provisioning Co-location services

August 2016

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

SL 8 - Planned outage notifications advised at least five working days before outage occurring



Commentary
No Planned Outages this month

	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16
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%

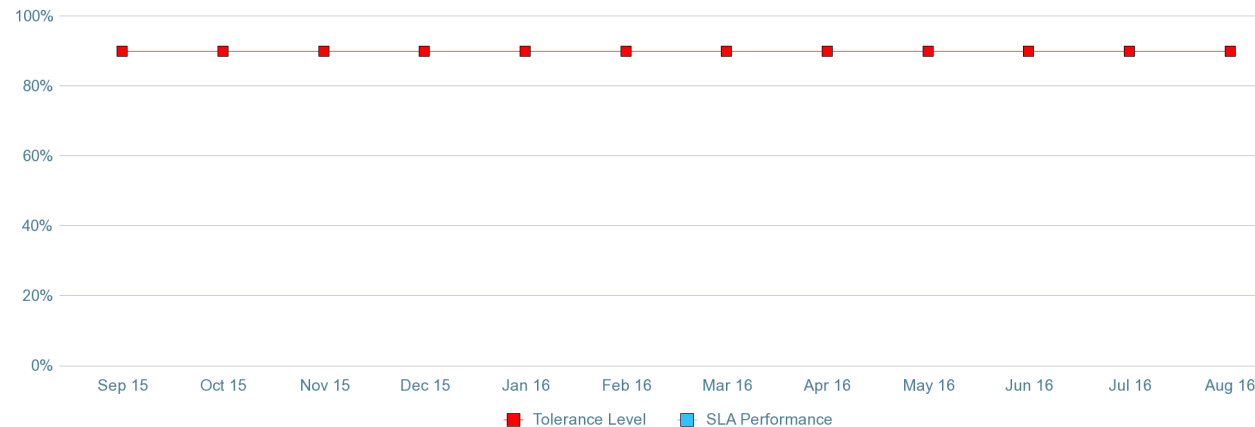


Provisioning Co-location services

August 2016

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

SL 9 - Unplanned outage notifications advised within two hours of Chorus discovering or receiving outage notice (24x7 basis)



Commentary

No Unplanned Outages this month

	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16
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%

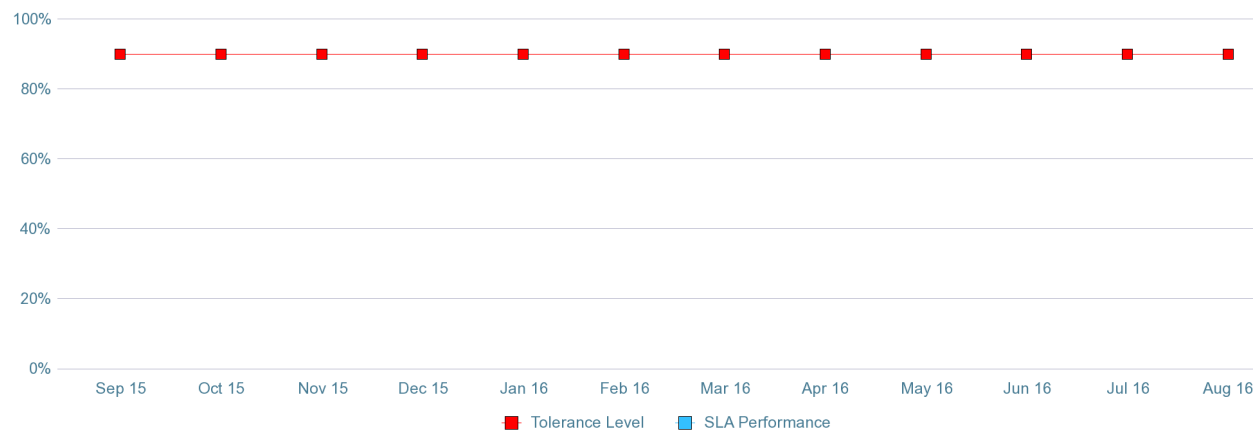


Fault Management

August 2016

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

No faults were reported this month

	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16
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%

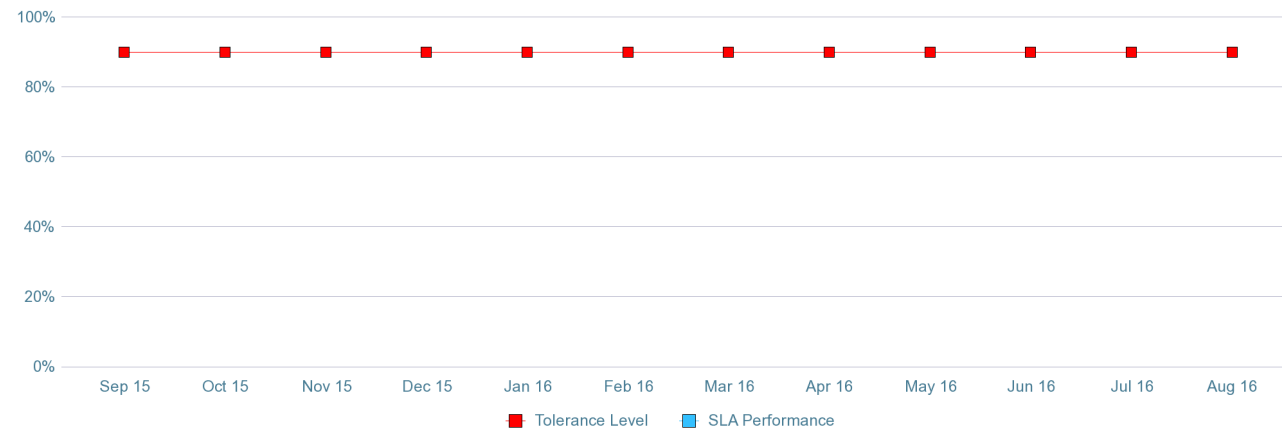


Fault Management

August 2016

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

	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16
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%

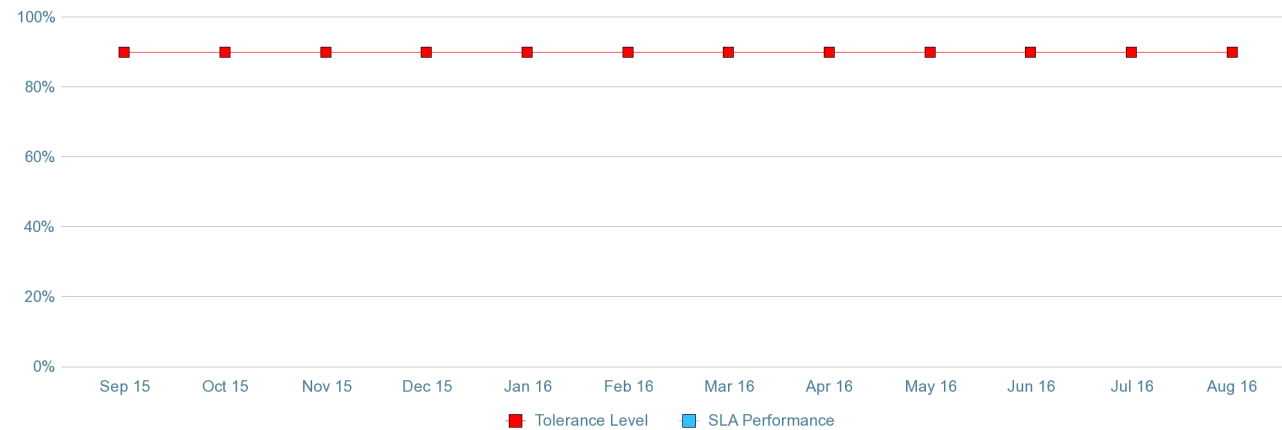


Fault Management

August 2016

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

	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16
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%

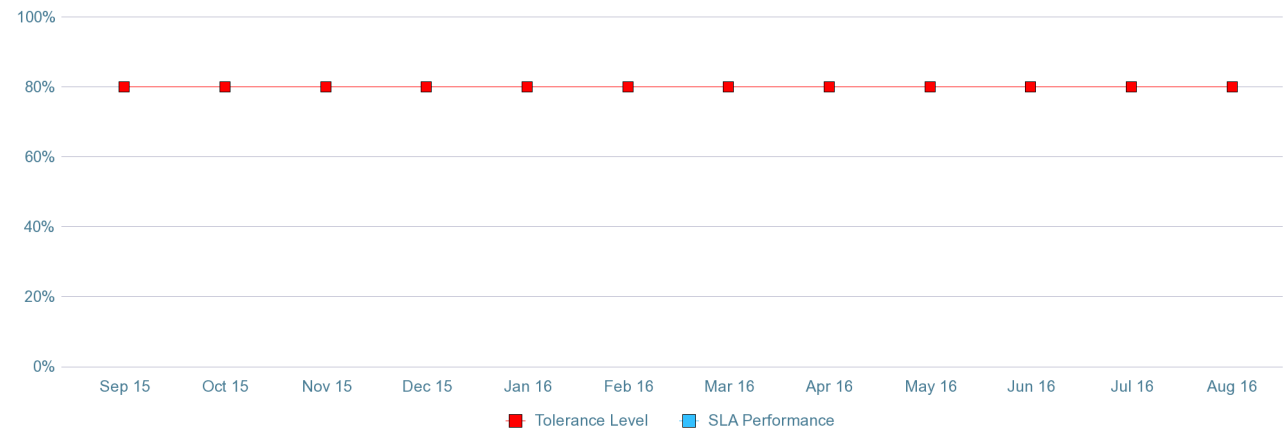


Provisioning Co-location services

August 2016

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

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



Commentary
No escorts required this month

	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16
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%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%

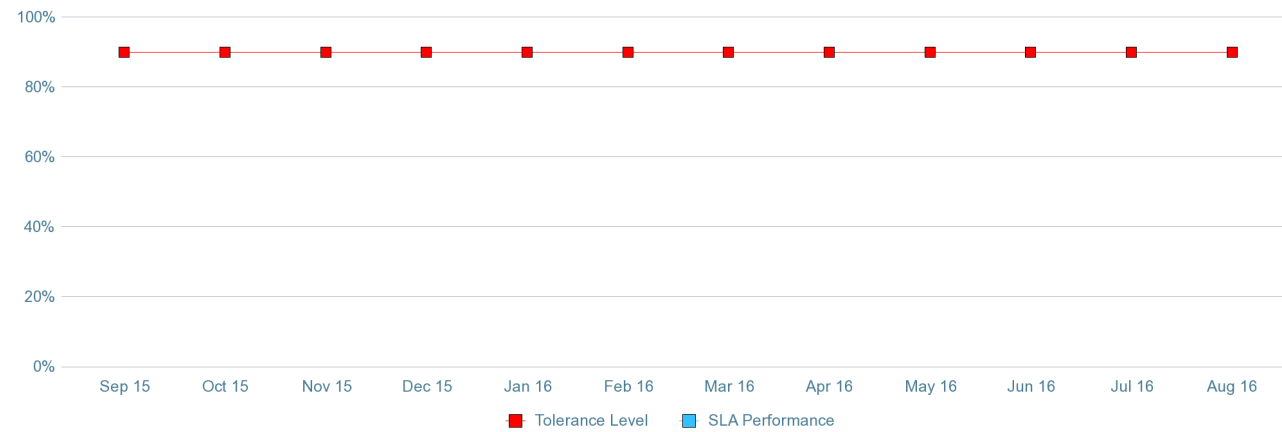


Co-location forecasting

This section covers co-location forecasting

August 2016

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



Commentary

No forecast required this month

	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16
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%

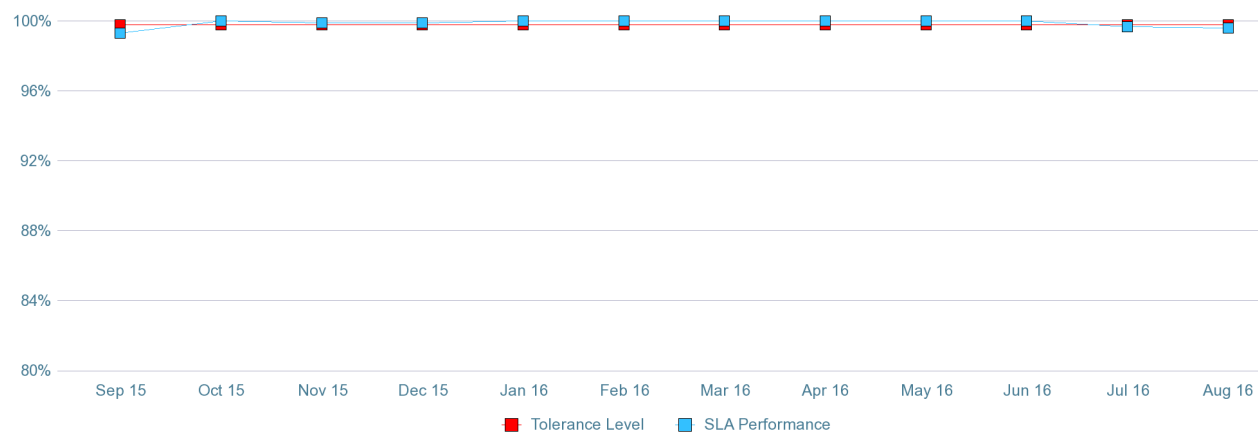


Operational support systems

This section covers operational support systems for access seekers

August 2016

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



Commentary

Performance has not met the required tolerance level. See default report

	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16
SLA Performance	99.3%	100.0%	99.9%	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.7%	99.6%
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%

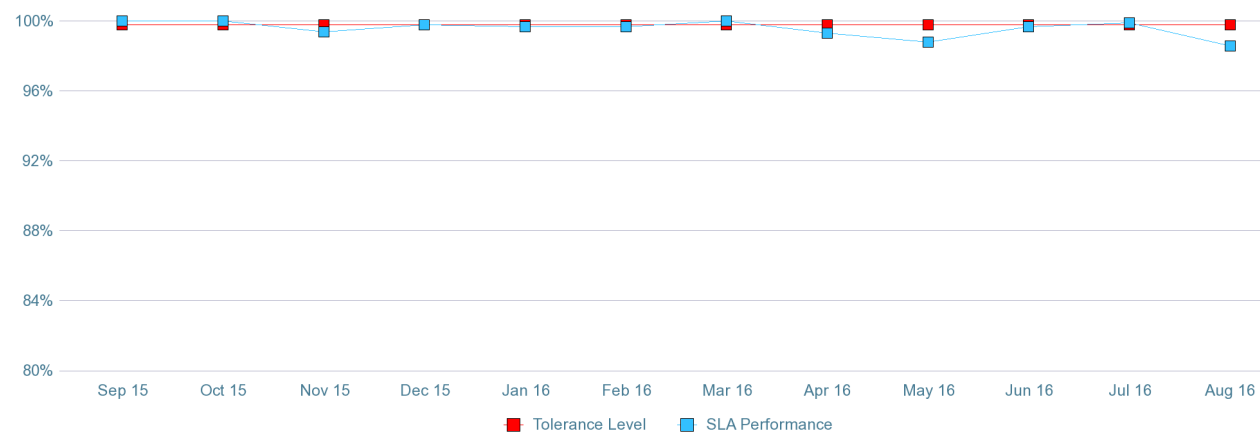


Operational support systems

This section covers operational support systems for access seekers

August 2016

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



Commentary

Performance has not met the required tolerance level. See default report

	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16
SLA Performance	100.0%	100.0%	99.4%	99.8%	99.7%	99.7%	100.0%	99.3%	98.8%	99.7%	99.9%	98.6%
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

August 2016

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.

Initial site readiness and footprint readiness

- SL 1 Percentage of Initial Site Audits completed within 5 Working Days following receipt of the order
- SL 2 Percentage of Full Site Audits completed within 10 Working Days following receipt of the order (Level A)

Provision of Co-location Service

- SL 3 Percentage of orders acknowledged within 4 consecutive business hours following receipt time
- SL 4 Percentage of rejection notifications for invalid orders sent to the access seeker within 3 consecutive working days following receipt time
- SL 5 Percentage of quotes provided to the access seeker within 10 working days of receipt of the order
- SL 6 Percentage of Chorus builds completed within the time specified in the firm order sent to the access seeker (level A)
- SL 7 Percentage of Chorus build completion confirmations sent to the access seeker within 2 consecutive working days of completing the Chorus build
- SL 8 Percentage of planned outage notifications advised to the access seeker at least 5 working days before the planned outage occurs
- SL 9 Percentage of unplanned outage notifications advised to the access seeker within 2 hours of Chorus receiving the notification of the unplanned outage

Fault Management for Co-location Service

- SL 10 Percentage of fault report receipt acknowledgements provided to the access seeker within half a fault restoration hour of the fault being reported
- SL 11 Percentage of notifications advising the expected fault restoration time sent to the access seeker within 8 fault restoration hours of the fault being reported
- SL 12 Percentage of faults restored within the notified expected restoration time (level A)
- SL 13 Percentage of times during the BAU period Chorus will make an escort available within 2 consecutive working days of the request

Chorus Forecasting for Co-location Service

- SL 14 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

Operational Support Systems for Co-location Service

- SL 15 Percentage of OO&T availability to the Access Seeker
- SL 16 Percentage of OFM availability to the Access Seeker



UCLL & UCLF Co-location Service Level Default

August 2016

Item No.	15	Tolerance Level	99.8%
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Service Attribute	OOT System Availability
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Cause of default	1) There was an outage this month due to an human error while ongoing system migration which impacted multiple servers. This caused multiple applications to go offline. 2) Technical teams had identified an issue with the certificate between Chorus Potal and CWMS
Procedure for correcting default	System was restored
Steps taken to remedy default	1) Migration was completed by using other servers and all the applications were made available 2) Renewed certificates between Chorus Potal and CWMS.
Effectiveness of steps taken	Effective
Date of previous default	August 2015, September 2015, July 2016



UCLL & UCLF Co-location Service Level Default

August 2016

Item No.	16	Tolerance Level	99.8%
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Service Attribute	OFM System Availability
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Cause of default	1)There was an outage this month due to an human error while ongoing system migration which impacted multiple servers. This caused multiple appliactions to go offline. 2)HPSM lost connectivity to the Oracle Database server due to which customers would have experienced connection issues
Procedure for correcting default	System was restored
Steps taken to remedy default	1) Migration was completed by using other servers and all the appliactions were mada available 2) HPSM was restored
Effectiveness of steps taken	Effective
Date of previous default	January 2016, February 2016, April 2016, May 2016, June 2016

