

Mobile Co-location Performance Report

Consolidated - December 2011



Introduction

Mobile Co-Location Reports are prepared each month to provide a comprehensive view of our provisioning, fault management and operational support system performance. The report measures our performance against service levels defined in the Mobile Co-Location Standard Term Determination.

Executive Summary

This Service Level Performance Report has been prepared for the month of December 2011.

Further Information

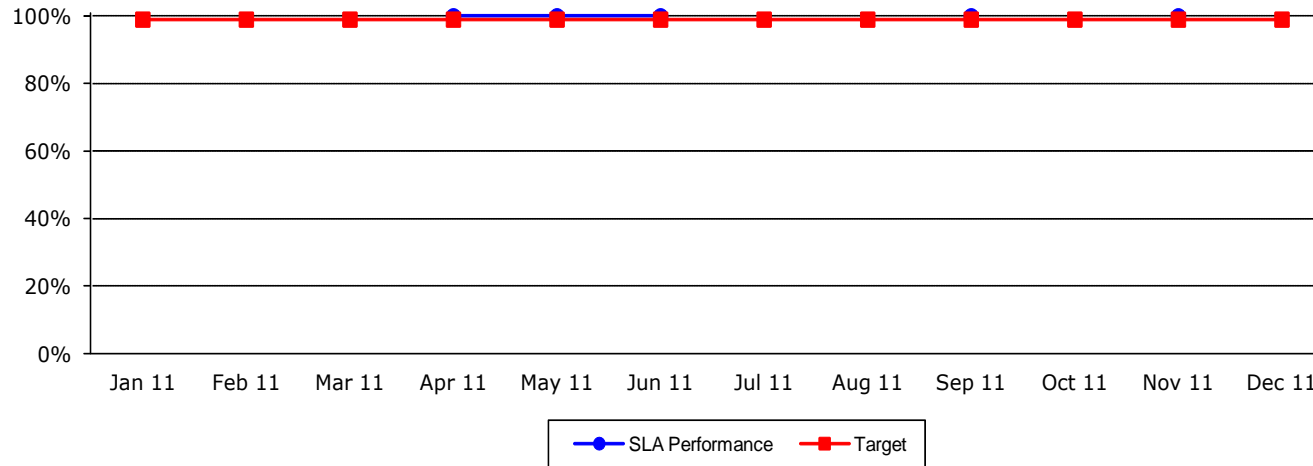
If you have any queries on the information within this report please contact Telecom through your usual channel.

Provisioning Mobile Co-location Services

This section covers Mobile Co-location provisioning service including applications, notifications, and outages.



SL 1 - Applications acknowledged within four business hours of receipt time



Commentary

No activity

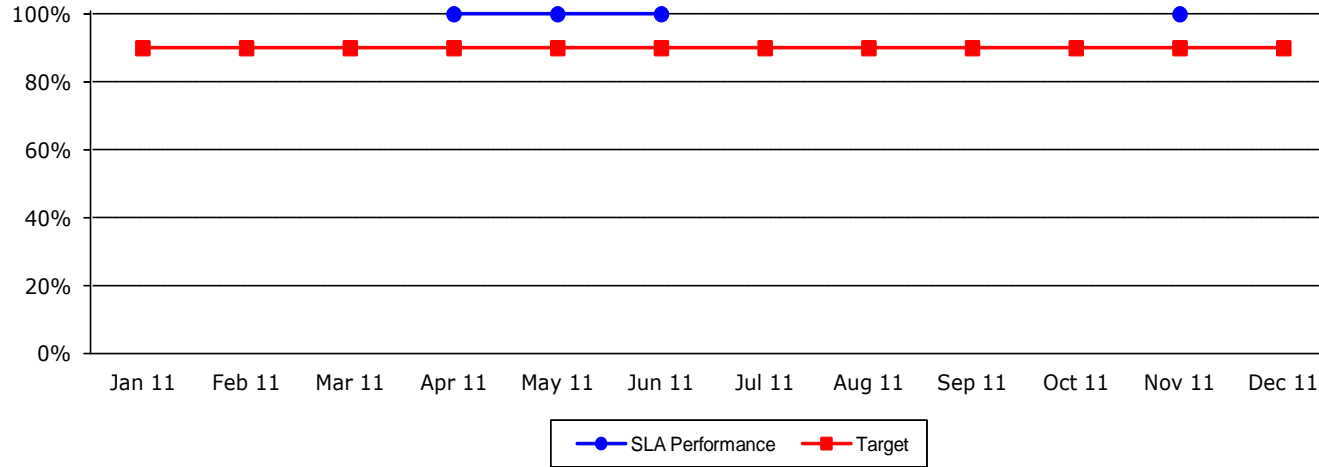
	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11
SLA Performance	-	-	-	100%	100%	100%	-	-	100%	-	100%	-
Target	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%

Provisioning Mobile Co-location Services

This section covers Mobile Co-location provisioning service including applications, notifications, and outages.



SL 2 - Interference Desktop Study completed within 15 working days from day of receipt time



Commentary
No activity

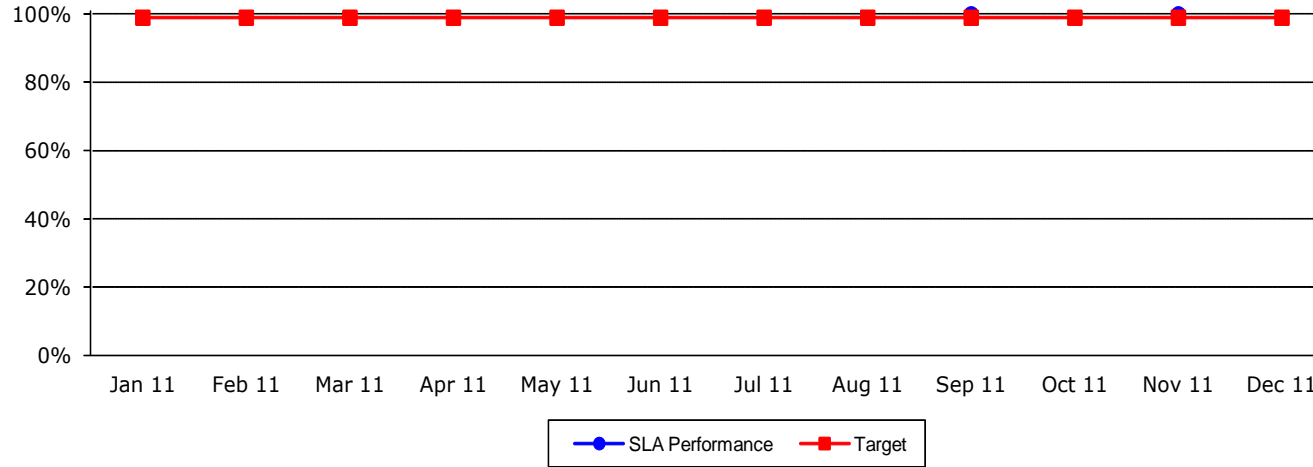
	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11
SLA Performance	-	-	-	100%	100%	100%	-	-	-	-	100%	-
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning Mobile Co-location Services

This section covers Mobile Co-location provisioning service including applications, notifications, and outages.



SL 3 - Applications acknowledged within four business hours of receipt time



Commentary

No activity

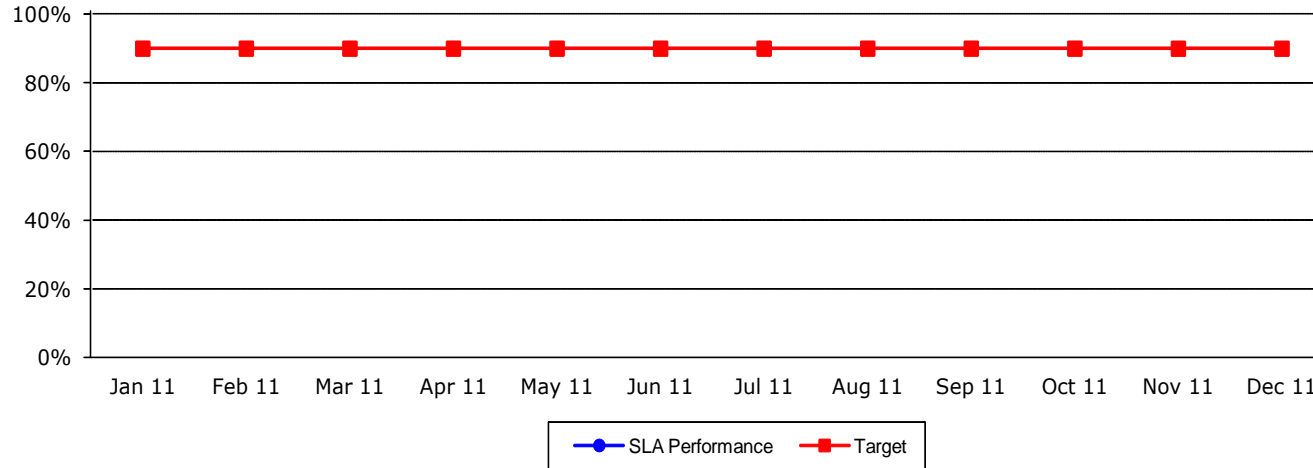
	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11
SLA Performance	-	-	-	-	-	-	-	-	100%	-	100%	-
Target	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%

Provisioning Mobile Co-location Services

This section covers Mobile Co-location provisioning service including applications, notifications, and outages.



SL4 - Notification of compliance or rejection for each Multi-Site Application within three working days of receipt time



Commentary
No activity.

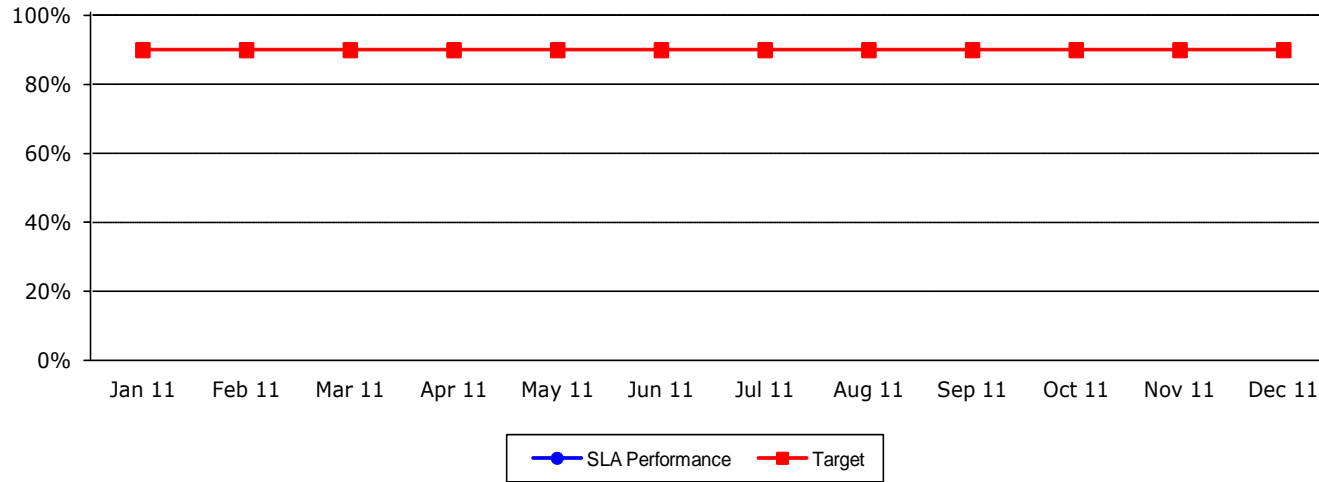
	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11
SLA Performance	-	-	-	-	-	-	-	-	-	-	-	-
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning Mobile Co-location Services



This section covers Mobile Co-location provisioning service including applications, notifications, and outages.

SL 5a - UBA Project Plan completed within 5 working days of receipt for <=10 relevant facilities, and a further 5 working days for each additional 20 relevant facilities.



Commentary

No activity.

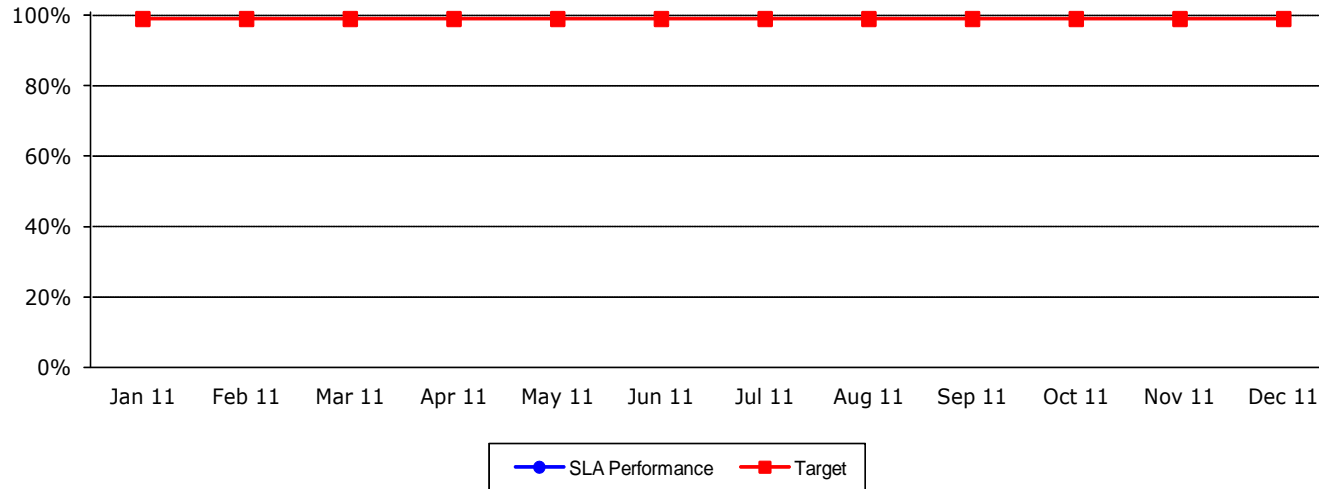
	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11
SLA Performance	-	-	-	-	-	-	-	-	-	-	-	-
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning Mobile Co-location Services

This section covers Mobile Co-location provisioning service including applications, notifications, and outages.



SL 6 - Applications acknowledged within four business hours of receipt time



Commentary
No activity.

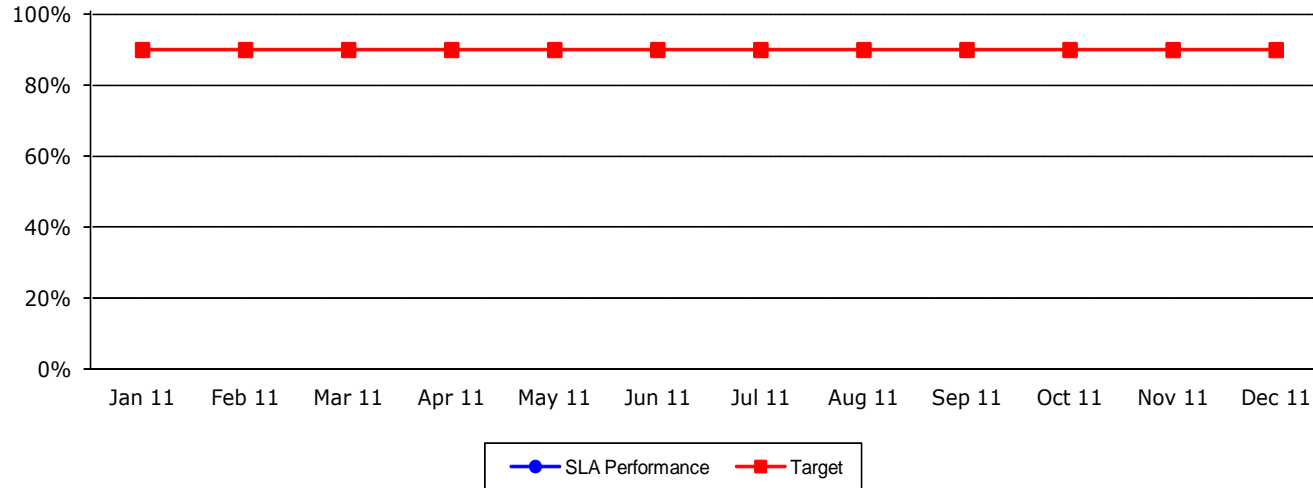
	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11
SLA Performance	-	-	-	-	-	-	-	-	-	-	-	-
Target	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%

Provisioning Mobile Co-location Services

This section covers Mobile Co-location provisioning service including applications, notifications, and outages.



SL7 - Site Data Pack completed within five working days of receipt time



Commentary
No activity.

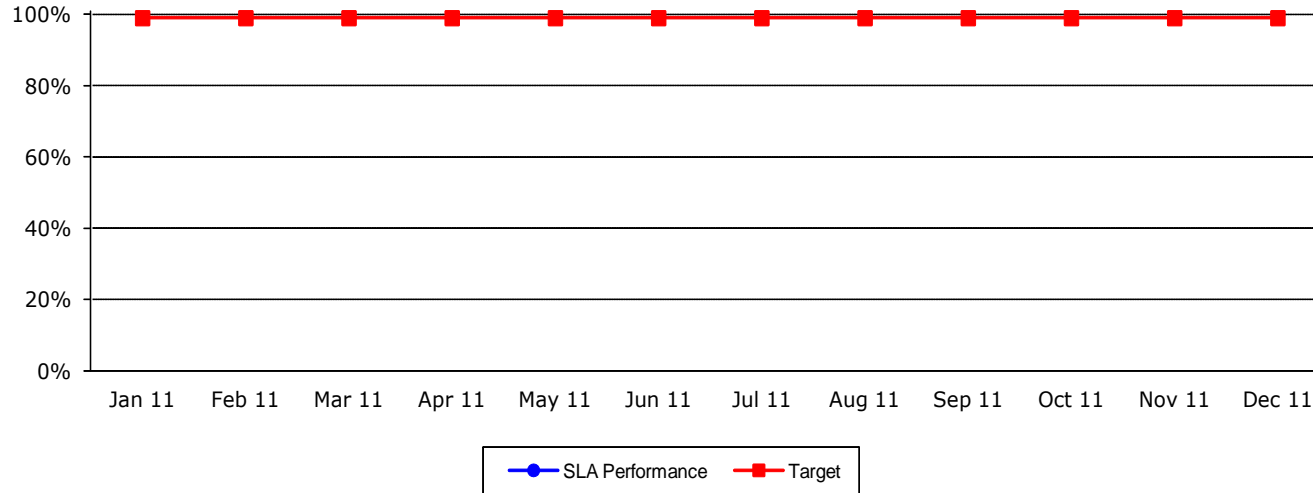
	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11
SLA Performance	-	-	-	-	-	-	-	-	-	-	-	-
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning Mobile Co-location Services

This section covers Mobile Co-location provisioning service including applications, notifications, and outages.



SL 8 - Applications acknowledged within four business hours of receipt time



Commentary
No activity.

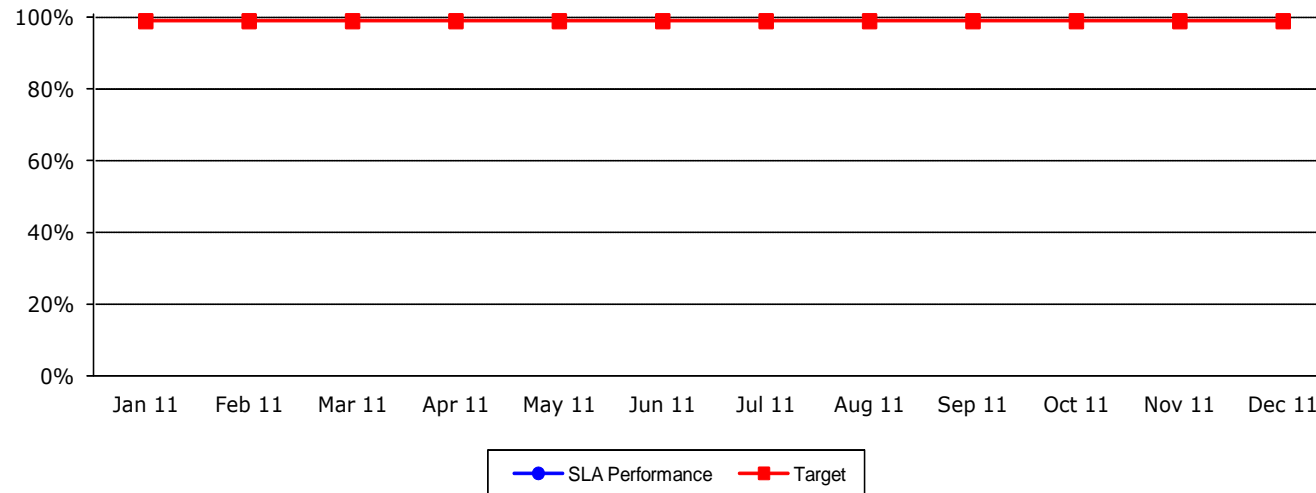
	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11
SLA Performance	-	-	-	-	-	-	-	-	-	-	-	-
Target	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%

Provisioning Mobile Co-location Services

This section covers Mobile Co-location provisioning service including applications, notifications, and outages.



SL 9 - Applications acknowledged within four business hours of receipt time



Commentary
No activity.

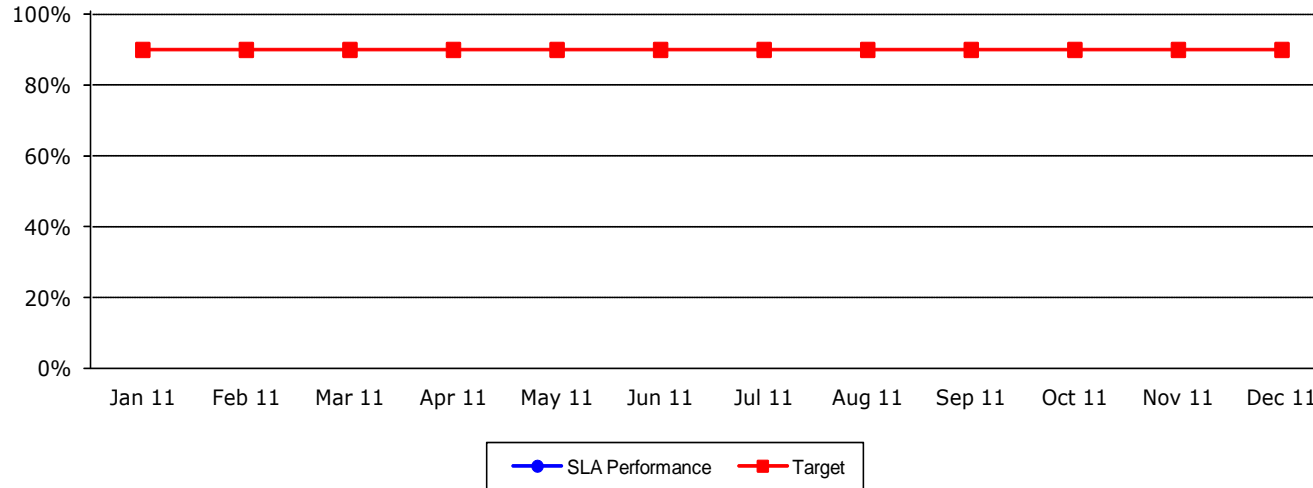
	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11
SLA Performance	-	-	-	-	-	-	-	-	-	-	-	-
Target	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%

Provisioning Mobile Co-location Services

This section covers Mobile Co-location provisioning service including applications, notifications, and outages.



SL 10 - Design Notes response provided within five working days of receipt time



Commentary
No activity.

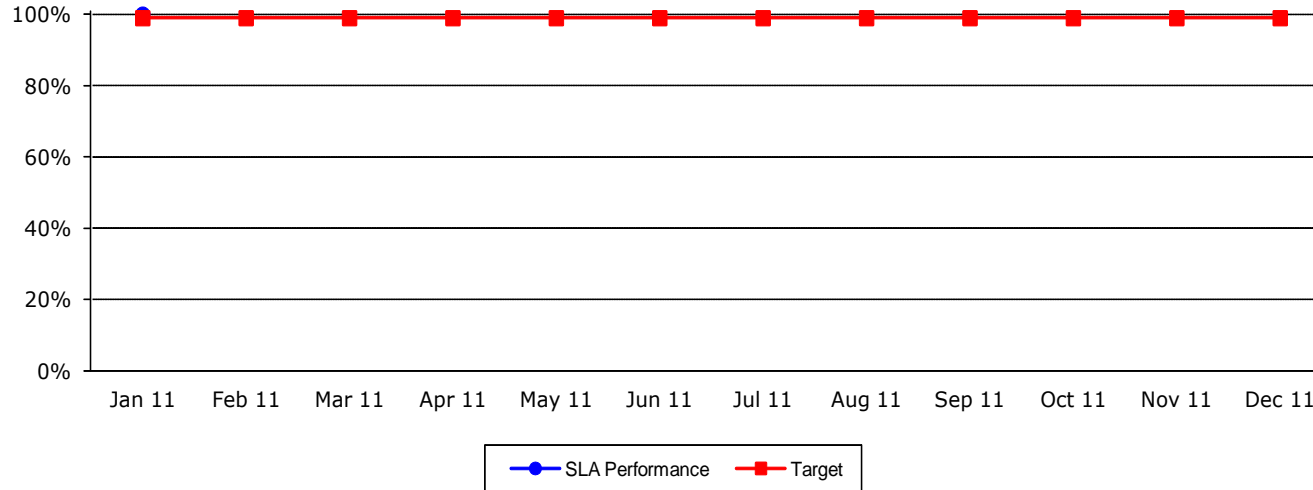
	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11
SLA Performance	-	-	-	-	-	-	-	-	-	-	-	-
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning Mobile Co-location Services

This section covers Mobile Co-location provisioning service including applications, notifications, and outages.



SL 11 - Applications acknowledged within four business hours of receipt time



Commentary
No activity.

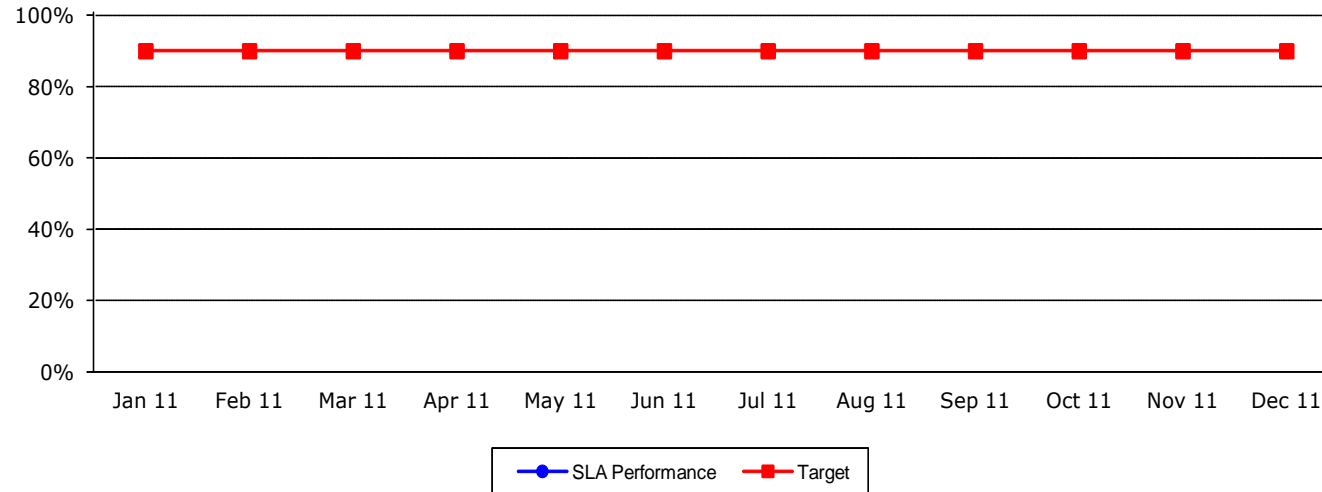
	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11
SLA Performance	100%	-	-	-	-	-	-	-	-	-	-	-
Target	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%

Provisioning Mobile Co-location Services

This section covers Mobile Co-location provisioning service including applications, notifications, and outages.



SL 12 - Issue Preliminary Site Approval or notification of rejection on Full Site Application Reject within twenty working days of receipt time



Commentary
No activity.

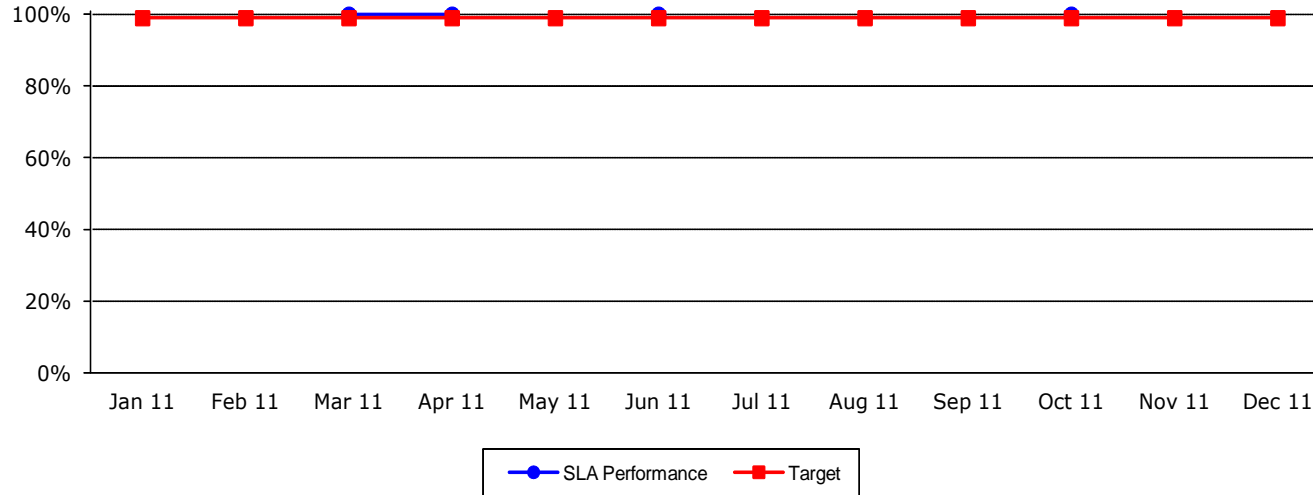
	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11
SLA Performance	-	-	-	-	-	-	-	-	-	-	-	-
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning Mobile Co-location Services

This section covers Mobile Co-location provisioning service including applications, notifications, and outages.



SL 13 - Preliminary Notice acknowledged within four business hours of receipt time



Commentary
No activity

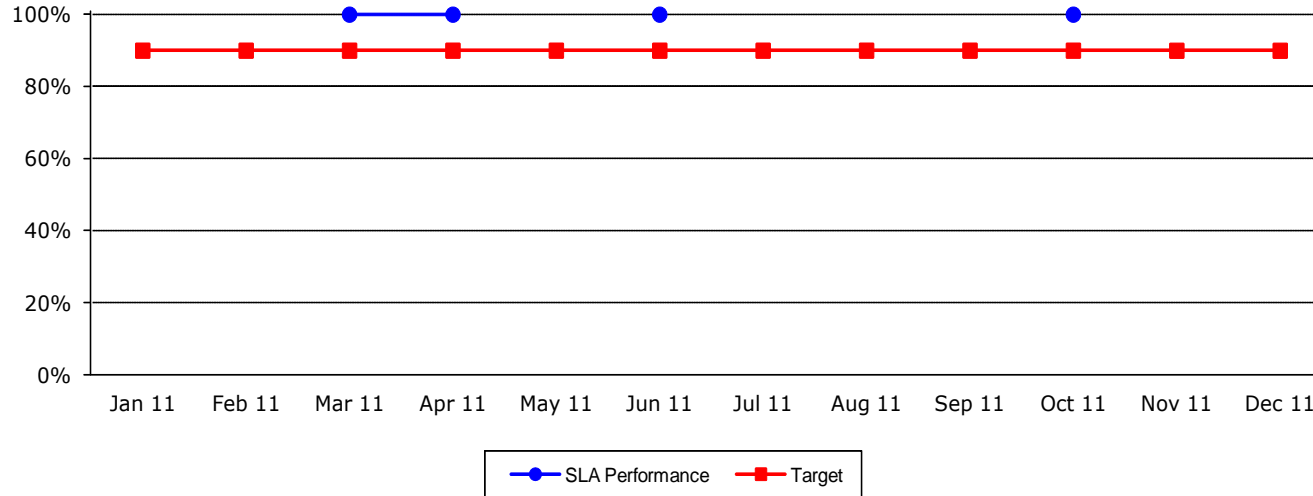
	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11
SLA Performance	-	-	100%	100%	-	100%	-	-	-	100%	-	-
Target	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%

Provisioning Mobile Co-location Services

This section covers Mobile Co-location provisioning service including applications, notifications, and outages.



SL 14 - Issue Final Site Approval or notification of rejection within five working days of receipt time



Commentary
No activity

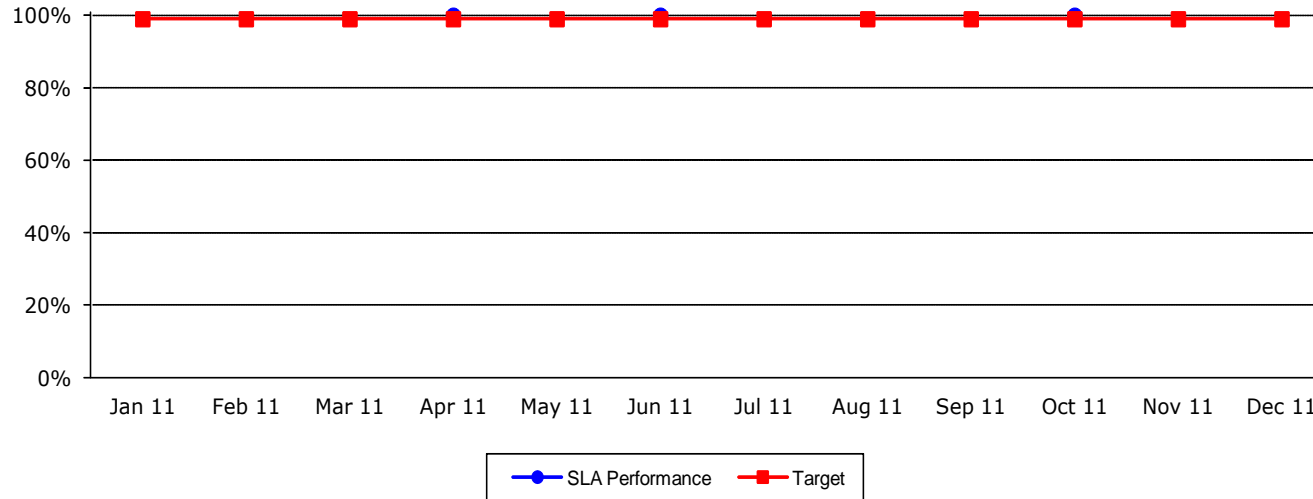
	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11
SLA Performance	-	-	100%	100%	-	100%	-	-	-	100%	-	-
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning Mobile Co-location Services

This section covers Mobile Co-location provisioning service including applications, notifications, and outages.



SL 15 - Project Plan acknowledged within four business hours of receipt time



Commentary
No activity

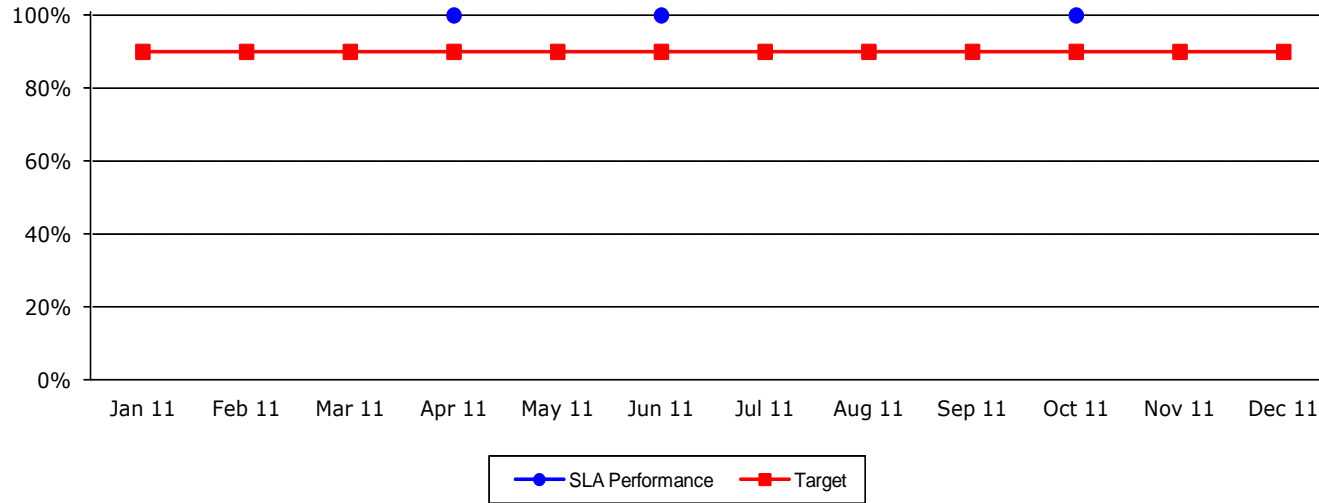
	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11
SLA Performance	-	-	-	100%	-	100%	-	-	-	100%	-	-
Target	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%

Provisioning Mobile Co-location Services

This section covers Mobile Co-location provisioning service including applications, notifications, and outages.



SL 16 - Issue a approval to build or notification of rejection within ten working days of receipt time



Commentary

No activity

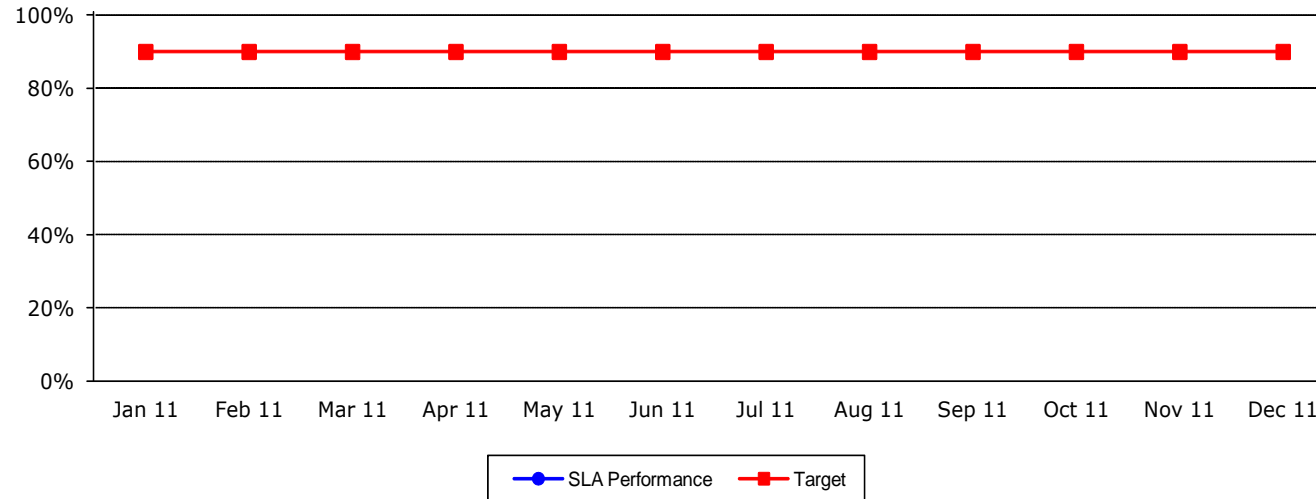
	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11
SLA Performance	-	-	-	100%	-	100%	-	-	-	100%	-	-
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning Mobile Co-location Services

This section covers Mobile Co-location provisioning service including applications, notifications, and outages.



SL 17 - Notified the minimum of ten working days before a planned outage occurred



Commentary
No activity.

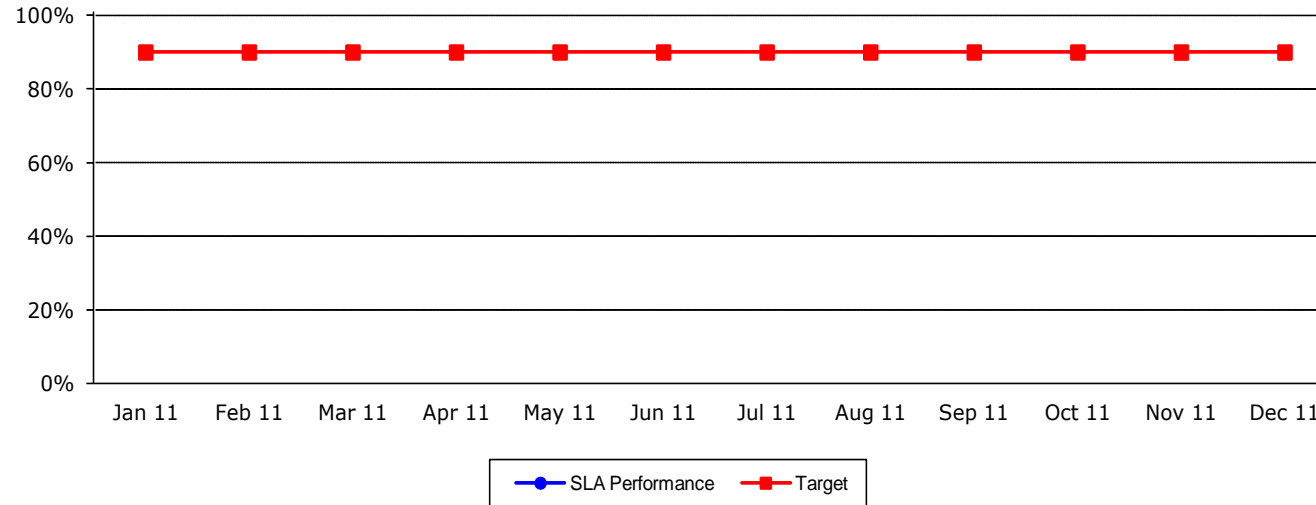
	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11
SLA Performance	-	-	-	-	-	-	-	-	-	-	-	-
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Provisioning Mobile Co-location Services

This section covers Mobile Co-location provisioning service including applications, notifications, and outages.



SL 18 - Notified within two hours before an unplanned outage occurred



Commentary
No activity.

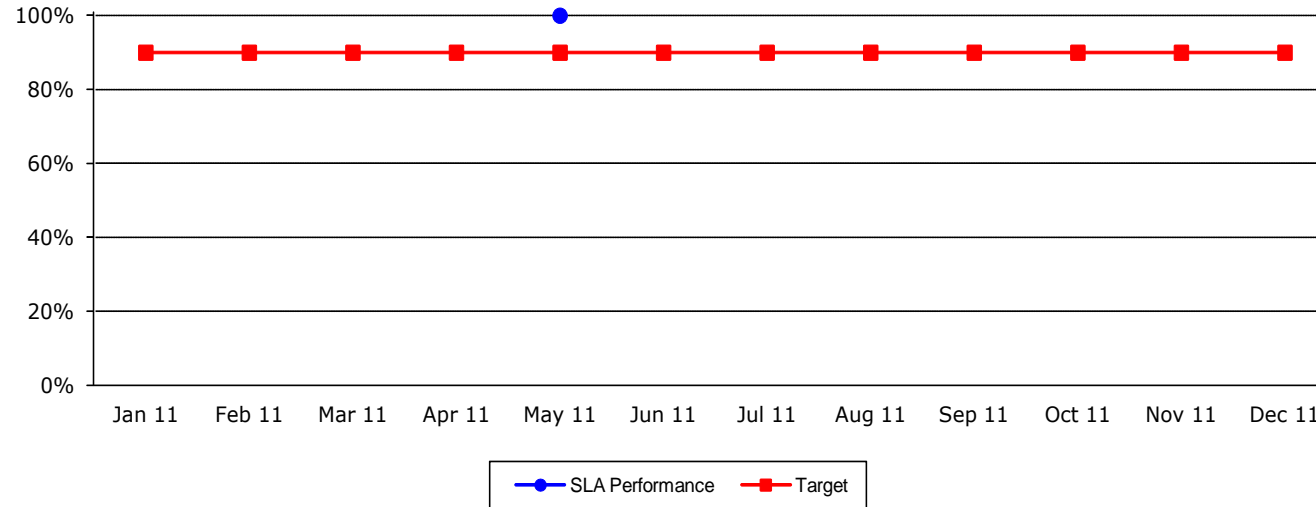
	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11
SLA Performance	-	-	-	-	-	-	-	-	-	-	-	-
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Fault Management

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



SL 19 - Fault report receipt acknowledgements provided within half a fault restoration hour of fault report



Commentary
No activity.

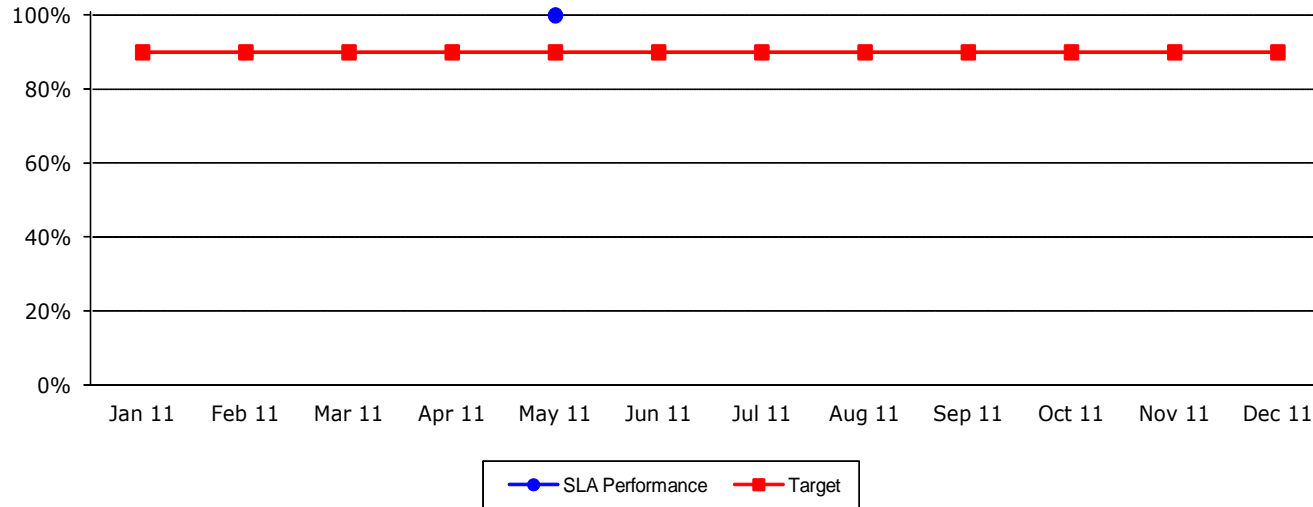
	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11
SLA Performance	-	-	-	-	100%	-	-	-	-	-	-	-
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Fault Management

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



SL 20 - Notified the expected restoration time within 8 fault restoration hours of the fault being reported



Commentary
No activity.

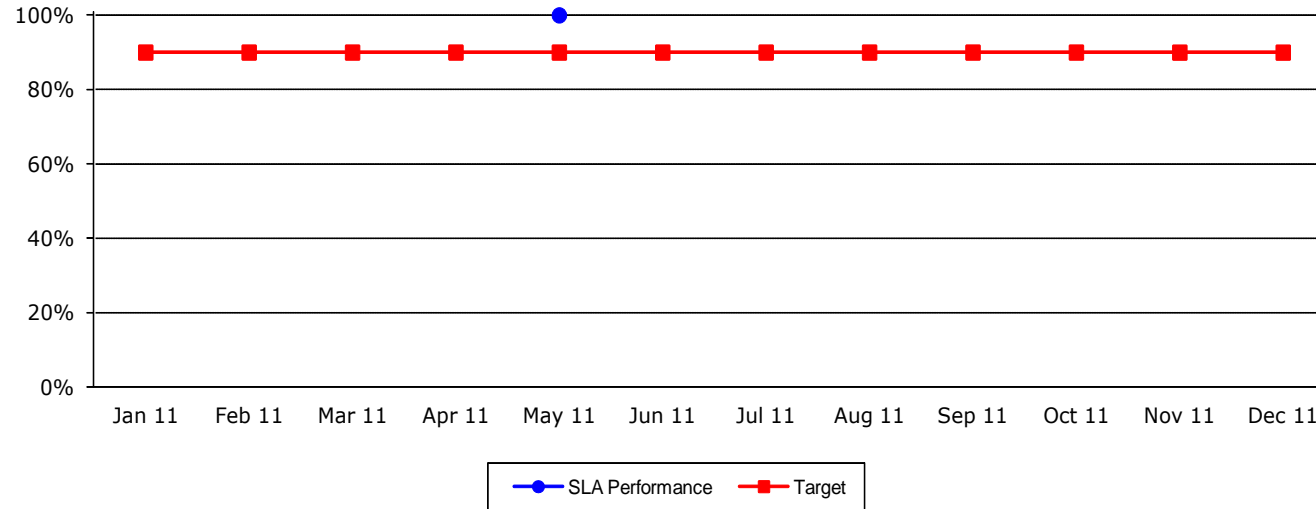
	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11
SLA Performance	-	-	-	-	100%	-	-	-	-	-	-	-
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Fault Management

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



SL 21 - Restored fault within the notified expected restoration time



Commentary
No activity.

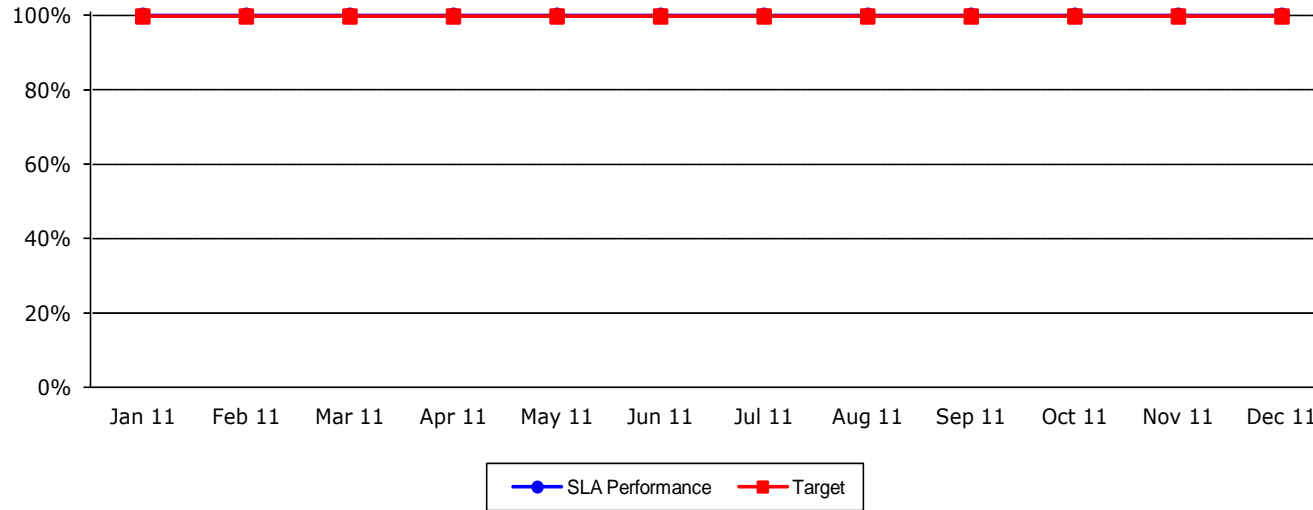
	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11
SLA Performance	-	-	-	-	100%	-	-	-	-	-	-	-
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Operational Support Systems

This section covers operational support systems for access seekers.



SL 22 - Online provisioning system "Tarantula" made available 24 hours a day, 7 days a week



Commentary

Performance has met the target tolerance level.

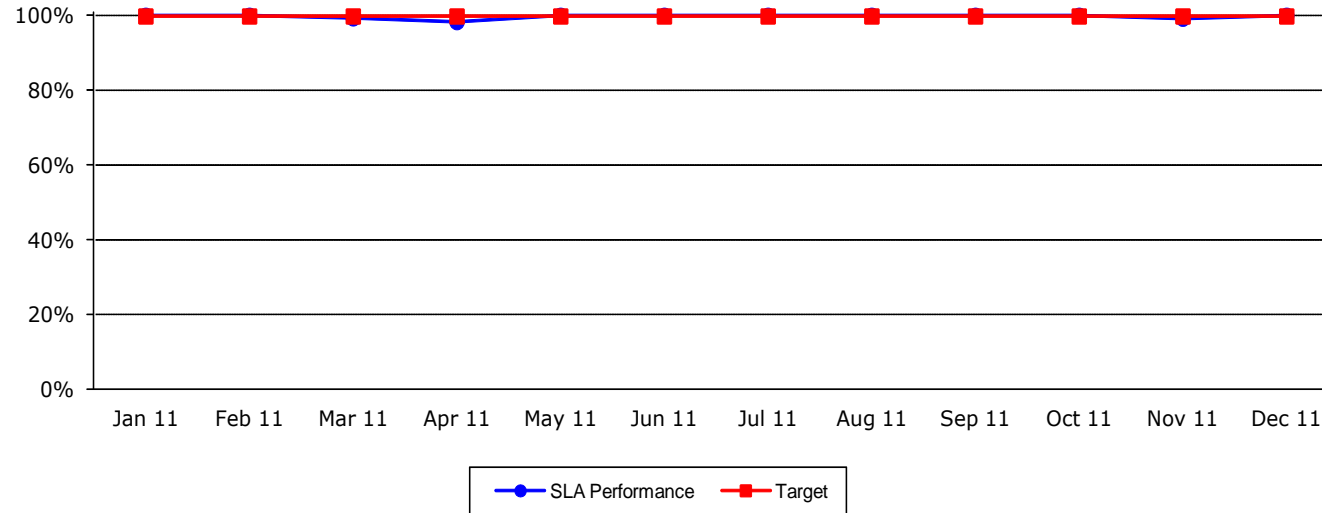
	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11
SLA Performance	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Target	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%

Operational Support Systems

This section covers operational support systems for access seekers.



SL 23 - Online Fault Management availability (24/7)



Commentary

Performance has met target.

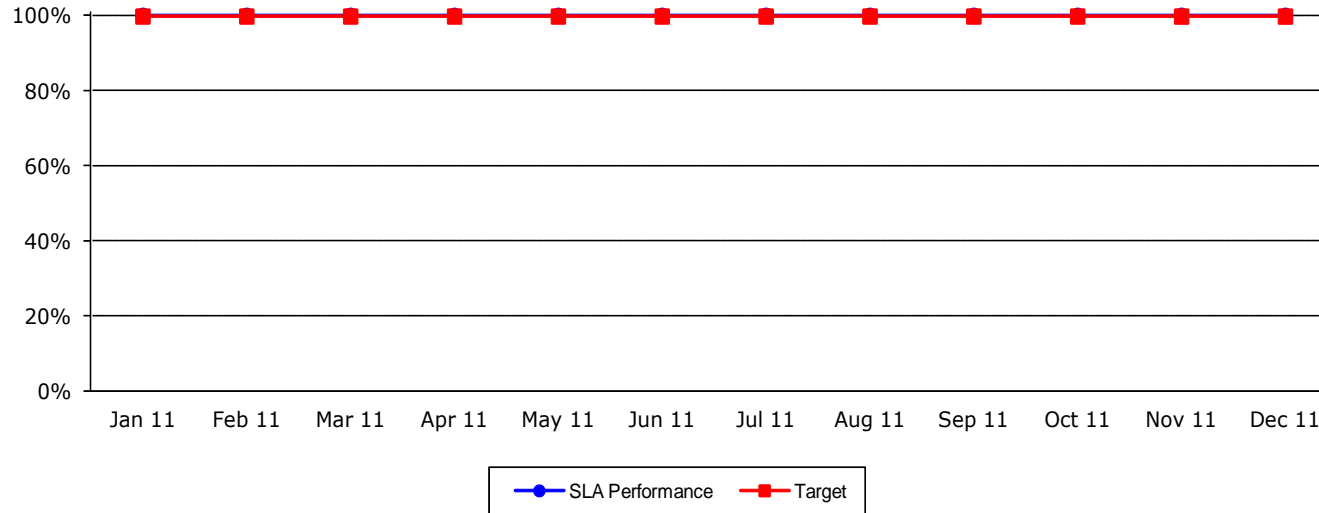
	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11
SLA Performance	100.0%	100.0%	99.3%	98.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.2%	100.0%
Target	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%

Operational Support Systems

This section covers operational support systems for access seekers.



SL 24 - Online Common Format Site Database made available 24 hours a day, 7 days a week



Commentary

Performance has met the target tolerance level.

	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11
SLA Performance	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Target	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%

Explanation of terms used in this report



Note: Telecom has summarised the relevant Service Levels for the purpose of this report. For the full description of each relevant Service Level Telecom refers to Standard Terms Determination for Telecom's Mobile Co-location service (Schedule 2) which is available on the Commerce Commission's website at www.comcom.govt.nz.

- SL 1 Provide acknowledgement of receipt of each Interference Management Desktop Study Application to the Access Seeker within 4 Business Hours following the Receipt Time
- SL 2 Complete the Interference Desktop Study within 15 Working Days from day of Receipt Time
- SL 3 Provide acknowledgement of receipt of each Multi-Site Application to the Access Seeker within 4 Business Hours following the Receipt Time
- SL 4 Provide either approval to Multi-Site Application or notification of rejection to the Access Seeker within 3 Working Days following the Receipt Time
- SL 5 Provide Project Plan for Multi-Site Application to the Access Seeker within 5 Working Days of Receipt Time where it involves 10 Relevant Facilities. A further 5 Working Days where it involves up to a further 20 Relevant Sites
- SL 6 Provide acknowledgement of receipt of each Site Data Pack Application to the Access Seeker within 4 Business Hours following the Receipt Time
- SL 7 Provide Site Data Pack to Access Seeker within 5 Working Days following day of Receipt Time
- SL 8 Provide acknowledgement of receipt of each Initial Site Application to the Access Seeker within 4 Business Hours following the Receipt Time
- SL 9 Provide acknowledgement of receipt of each Site Design Notes to the Access Seeker within 4 Business Hours following the Receipt Time
- SL 10 Confirm Access Seekers Site Design Notes, or request further consultation within 5 Working Days following day of Receipt Time.
- SL 11 Provide acknowledgement of receipt of each Full Site Application to the Access Seeker within 4 Business Hours following the Receipt Time
- SL 12 Complete either the Preliminary Site Approval or notification of rejection to the Access Seeker within 20 Working Days following the Receipt Time
- SL 13 Provide acknowledgement of receipt of Preliminary Notice to the Access Seeker within 4 Business Hours following the Receipt Time
- SL 14 Provide either Final Site Approval or notification of rejection to the Access Seeker within 5 Working Days following the Receipt Time
- SL 15 Provide acknowledgement of receipt of Project Plan to the Access Seeker within 4 Business Hours following the Receipt Time
- SL 16 Provide either Approval to Build or notification of rejection and change request to the Access Seeker within 10 Working Days of Receipt Time
- SL 17 Provide notification of Planned Outages at least 10 Working Days before Planned Outages occurs
- SL 18 Provide notification of Unplanned Outages within 2 hours, on a 24x7 basis once discovering or receiving notification of Unplanned Outage
- SL 19 Provide acknowledgement of receipt of Fault Report to the Access Seeker within half a Fault Restoration Hour of fault reported
- SL 20 Provide notification of expected restoration time within 8 Fault Restoration Hours of the fault reported
- SL 21 Restore reported fault within the notified expected restoration time
- SL 22 Provisioning System is available to the Access Seeker 24 hours a day, 7 days a week
- SL 23 OFM is available to the Access Seeker 24 hours a day, 7 days a week
- SL 24 Common Format Site Database is available to the Access Seeker 24 hours a day, 7 days a week

Appendix

SL Defaults for items 2, 7, 10, 12, 14, and 16 for the same Relevant Facility



Performance Penalties for cumulative delay days

This report is site specific and will calculate and cumulative delay days either when Approval to Build is given, or when the Application is withdrawn by the Access Seeker. Where an Application is withdrawn, the calculation will include only those Service Levels that have been completed.

Access Seeker	N/A	Relevant Site	N/A
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Service Level	Service Attribute	Service Level Target (Working Days)	Working days for actual delivery
2	Interference Desktop Study	15	N/A
7	Issue of Site Data Pack	5	N/A
10	Confirmation of Access Seekers Site Design Notes	5	N/A
12	Decision on Access Seeker's Full Site Application	5	N/A
14	Decision on Access Seeker's Preliminary Notice	5	N/A
16	Decision on Access Seeker's Project Plan (Approval to Build)	10	N/A
Total		30	N/A

Comments:	N/A
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