



Vodafone Mobile Co-Location

Performance Report for the Quarter July - Sep 2019

Report Contents

Introduction

The aim of this report is to provide visibility to our customers on the performance for their mobile Co-location applications.

Assumptions:

- This document aims to report on Vodafones performance as an Access Provider only.
- This document aims to report on Access Seekers bound by the Mobile Co-location Standard Terms Determination and includes the RBI Co-location service.

Executive Summary

For the current quarter, all of the SLA's set out in the Mobile Co-location Standard Terms Determination were met.

Companies signed up to the RBI Co-location service:

- Spark New Zealand
- 2 Degrees Networks
- Lightwire Limited
- Araneo/Teamtalk (Now Known as Vital)
- Chorus New Zealand
- Woosh Wireless
- Taylor Communications
- Enhanced Solutions

Further Information

Exclusions:

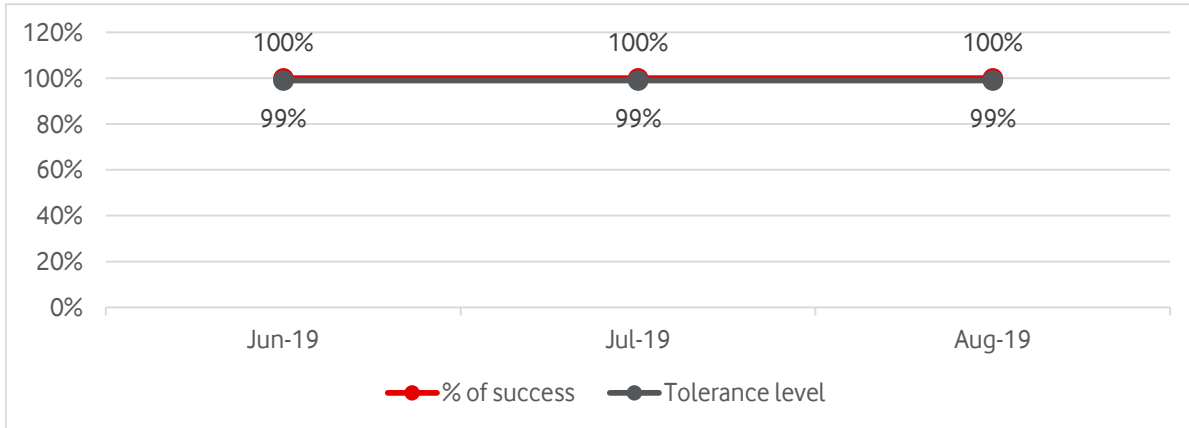
- Proposed solution acknowledgement,
- Interference desktop study,
- Multi-site applications,
- Initial site applications,
- Site design notes

as per the Mobile Co-location Standard Terms Determination as these have not been utilised in in this financial quarter and therefore not reported on in this report.

Mobile Co-Location SLT Performance against STD

SLT 1 Proposed Solution Acknowledgement

Provide acknowledgement to the Access Seeker within 4 business hours following the receipt time

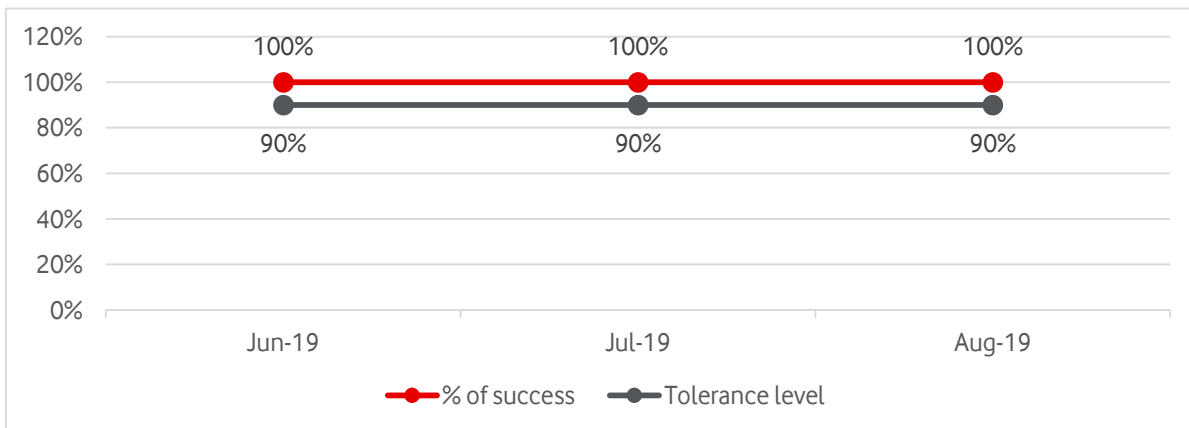


Summary

	No. received	No. success	% of success	Tolerance level
Jun-19	0	0	100%	99%
Jul-19	0	0	100%	99%
Aug-19	0	0	100%	99%

SLT 2 Interference Desktop Study

Access Provider will complete the desktop study within 15 working days from the receipt time of a proposed solution

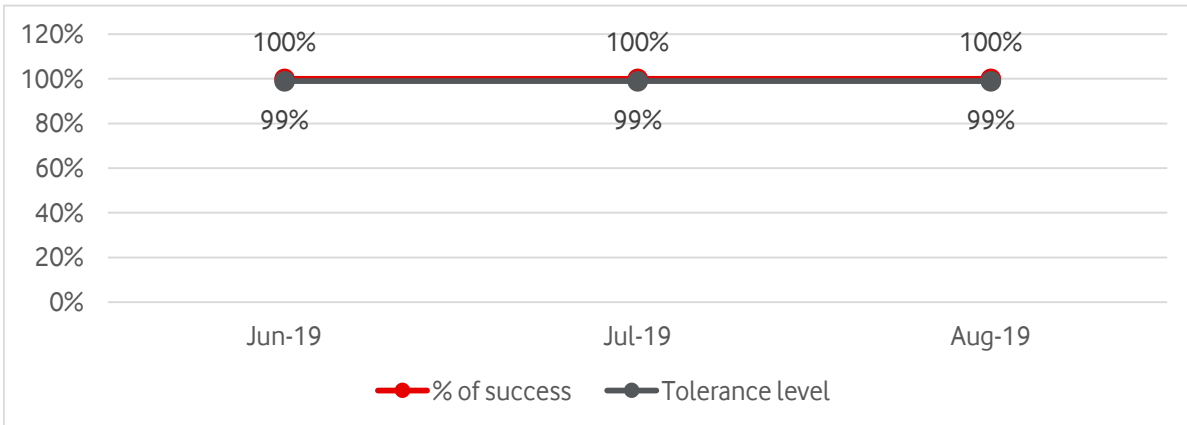


Summary

	No. received	No. success	% of success	Tolerance level
Jun-19	0	0	100%	90%
Jul-19	0	0	100%	90%
Aug-19	0	0	100%	90%

SLT 3 Multi Site Application Acknowledgement

Provide acknowledgement to the Access Seeker within 4 business hours following the receipt time

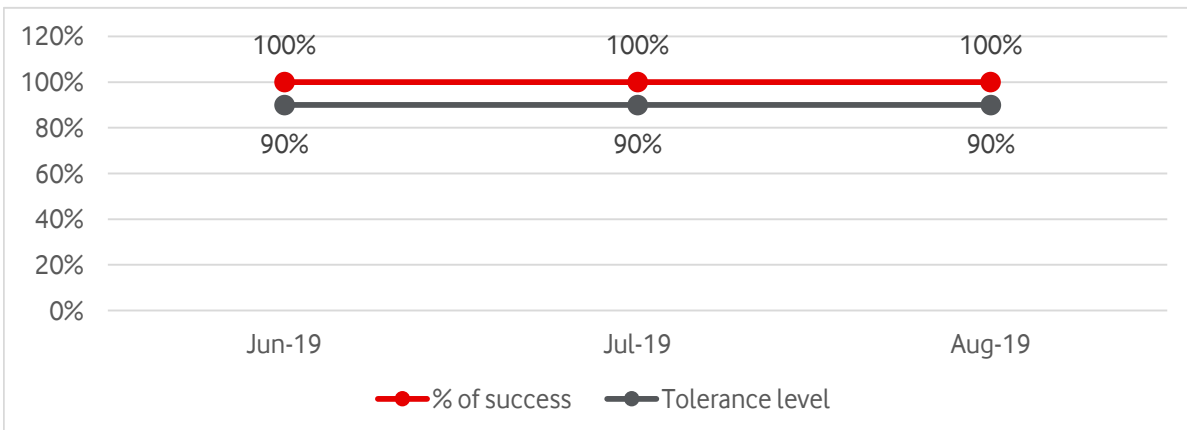


Summary

	No. received	No. success	% of success	Tolerance level
Jun-19	0	0	100%	99%
Jul-19	0	0	100%	99%
Aug-19	0	0	100%	99%

SLT 4 Notification of the validity of the Multi-site application

The Access Provider will notify the Access Seeker within 3 working days of receipt of its mutli-site application whether such application complies or is rejected



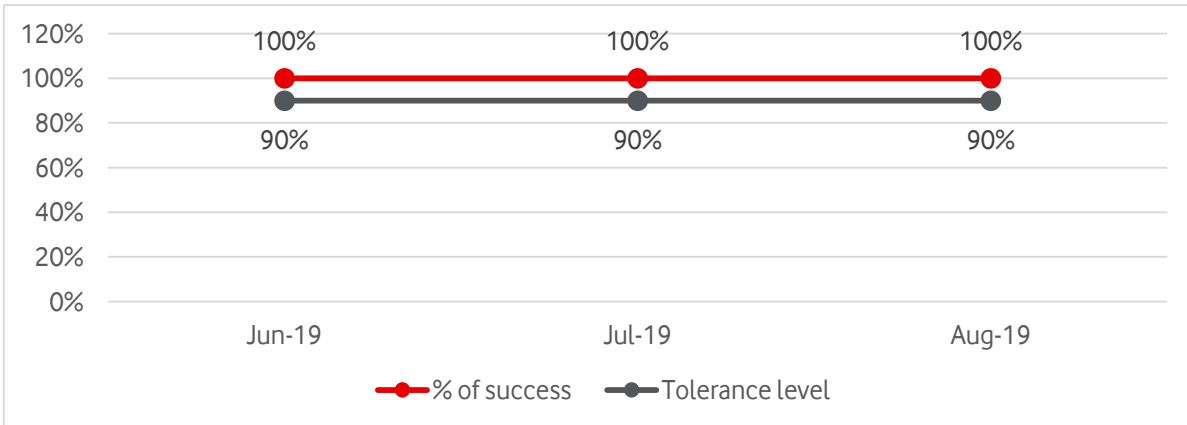
Summary

	No. received	No. success	% of success	Tolerance level
Jun-19	0	0	100%	90%
Jul-19	0	0	100%	90%
Aug-19	0	0	100%	90%

SLT 5 Multi-Site Project Plan

The Access Provider will provide the project plan within:

- 5 working days of receipt time of the multi-site application where it involves 10 relevant facilities;
- a further 5 working days where the multi-site application involves up to a further 20 relevant facilities (with that rule repeating depending on the number of relevant facilities)

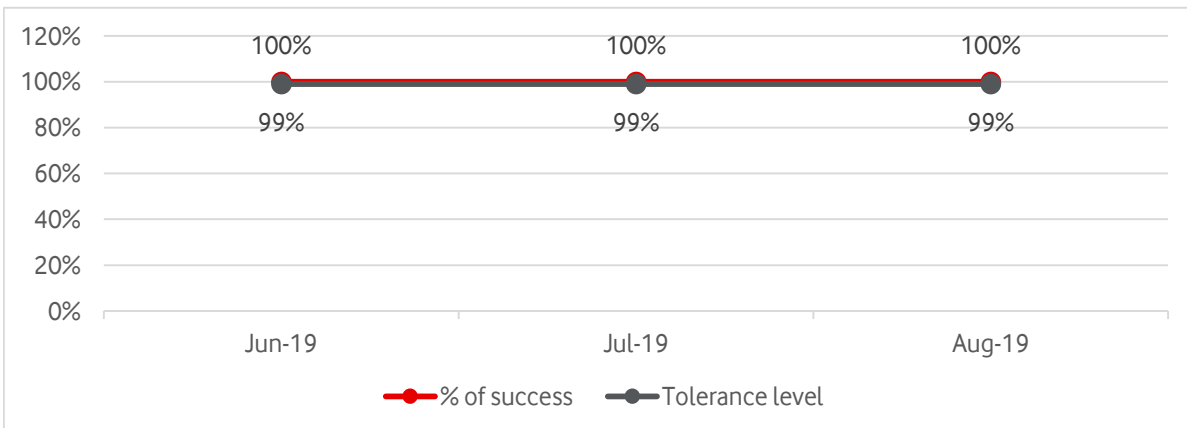


Summary

	No. received	No. success	% of success	Tolerance level
Jun-19	0	0	100%	90%
Jul-19	0	0	100%	90%
Aug-19	0	0	100%	90%

SLT 6 Site Data Pack Application Acknowledgement

Provide acknowledgement to the Access Seeker within 4 business hours following the receipt time

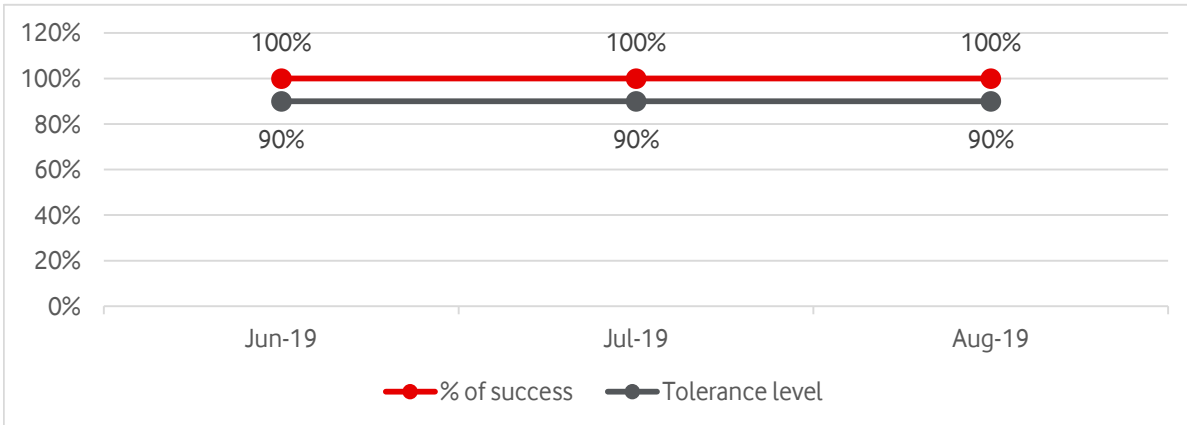


Summary

	No. received	No. success	% of success	Tolerance level
Jun-19	2	2	100%	99%
Jul-19	0	0	100%	99%
Aug-19	0	0	100%	99%

SLT 7 Site Data Pack Issue

Issue site data pack to the Access Seeker within 5 working days of receipt time of the site data pack application

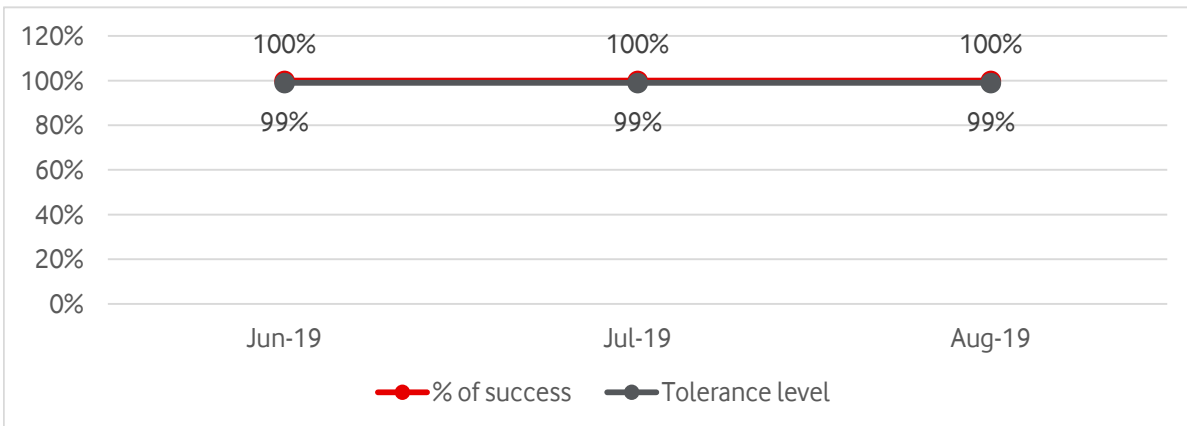


Summary

	No. received	No. success	% of success	Tolerance level
Jun-19	2	2	100%	90%
Jul-19	0	0	100%	90%
Aug-19	0	0	100%	90%

SLT 8 Initial Site Application Acknowledgement

Provide acknowledgement to the Access Seeker within 4 business hours following the receipt time

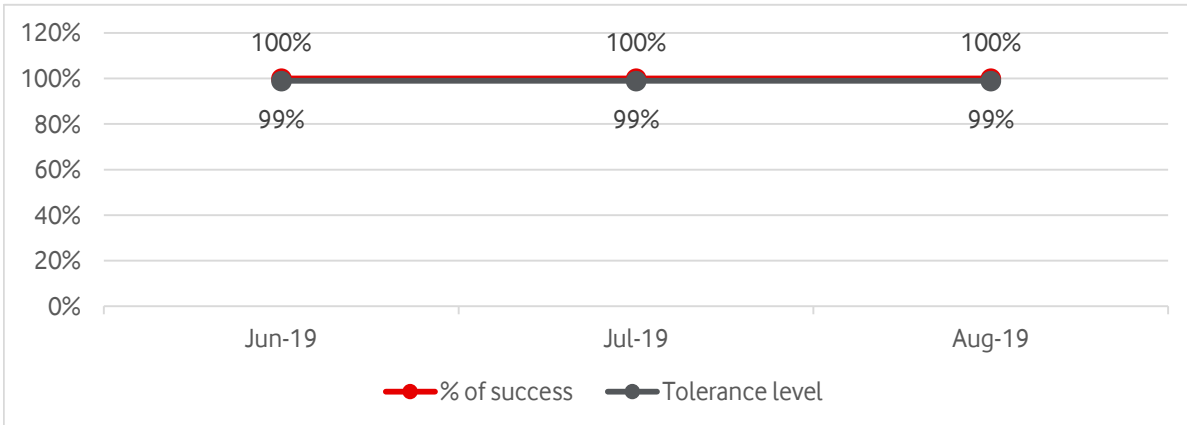


Summary

	No. received	No. success	% of success	Tolerance level
Jun-19	0	0	100%	99%
Jul-19	0	0	100%	99%
Aug-19	0	0	100%	99%

SLT 9 Site Design Notes Acknowledgement

Provide acknowledgement to the Access Seeker within 4 business hours following the receipt time

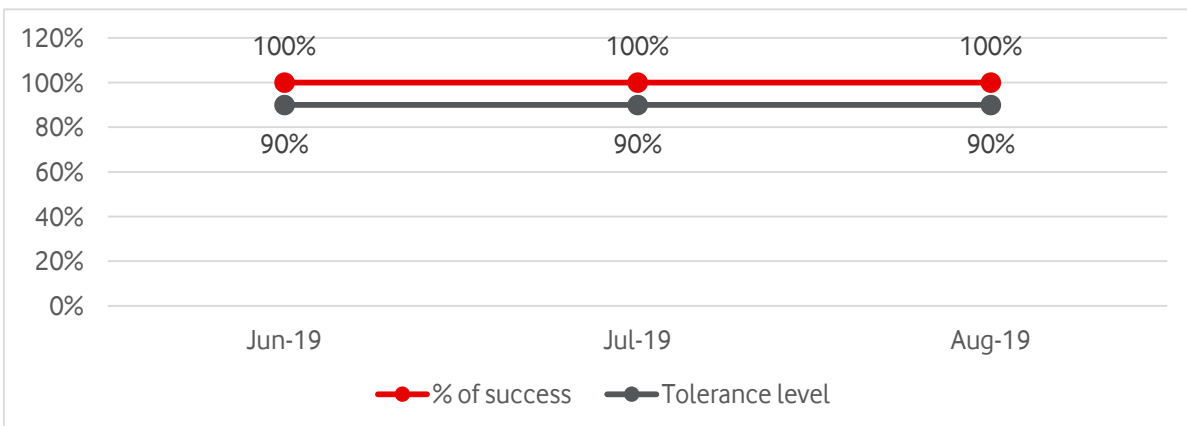


Summary

	No. received	No. success	% of success	Tolerance level
Jun-19	0	0	100%	99%
Jul-19	0	0	100%	99%
Aug-19	0	0	100%	99%

SLT 10 Confirmation of the Access Seekers Site Design Notes

Confirm Access Seekers site design notes, ore request further consultation on the Access Seekers site design notes, within 5 working days of receipt time

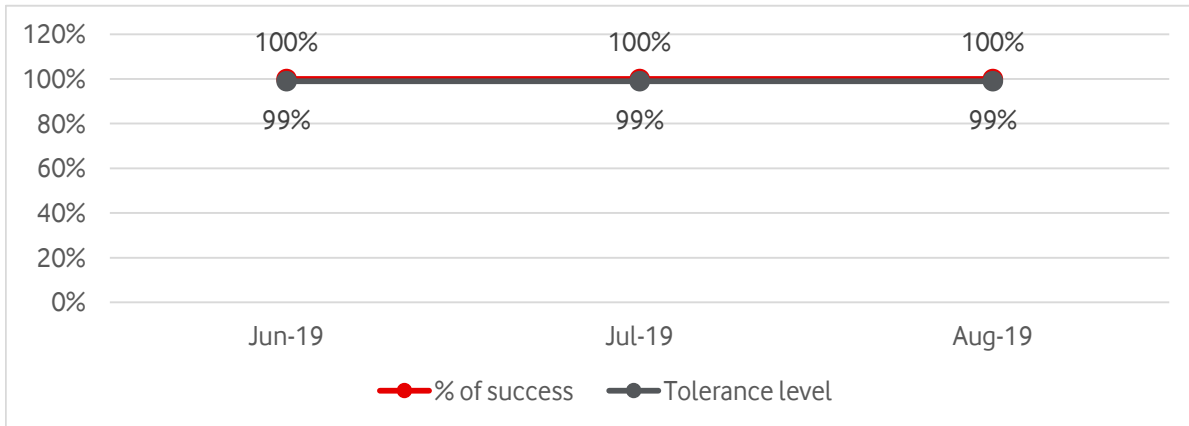


Summary

	No. received	No. success	% of success	Tolerance level
Jun-19	0	0	100%	90%
Jul-19	0	0	100%	90%
Aug-19	0	0	100%	90%

SLT 11 Full Site Application Acknowledgement

Provide acknowledgement to the Access Seeker within 4 business hours following the receipt time

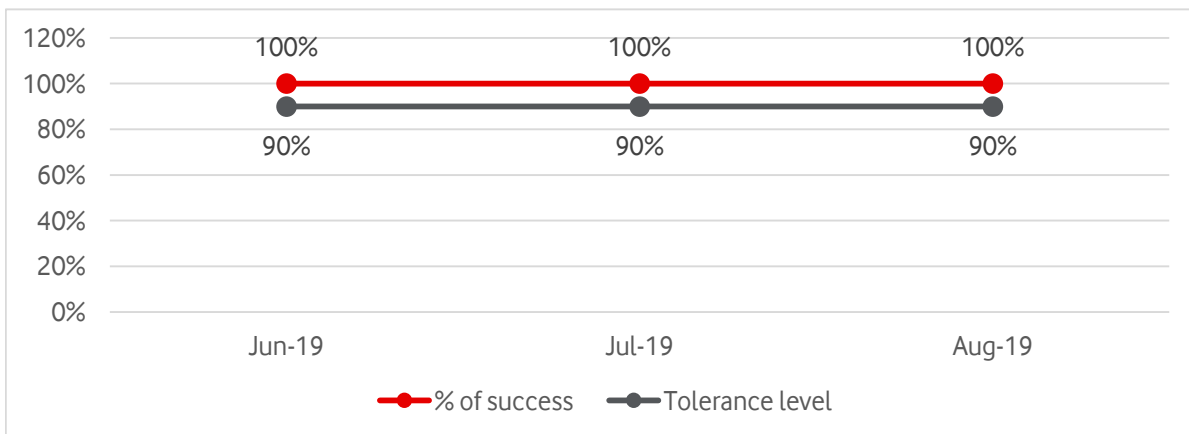


Summary

	No. received	No. success	% of success	Tolerance level
Jun-19	5	5	100%	99%
Jul-19	5	5	100%	99%
Aug-19	2	2	100%	99%

SLT 12 Preliminary Site Approval (on full site application)

Issue preliminary site approval or notification of rejection to the Access Seeker within 20 working days of receipt time of the full site application. This service level also applies to re-submitted full site applications.

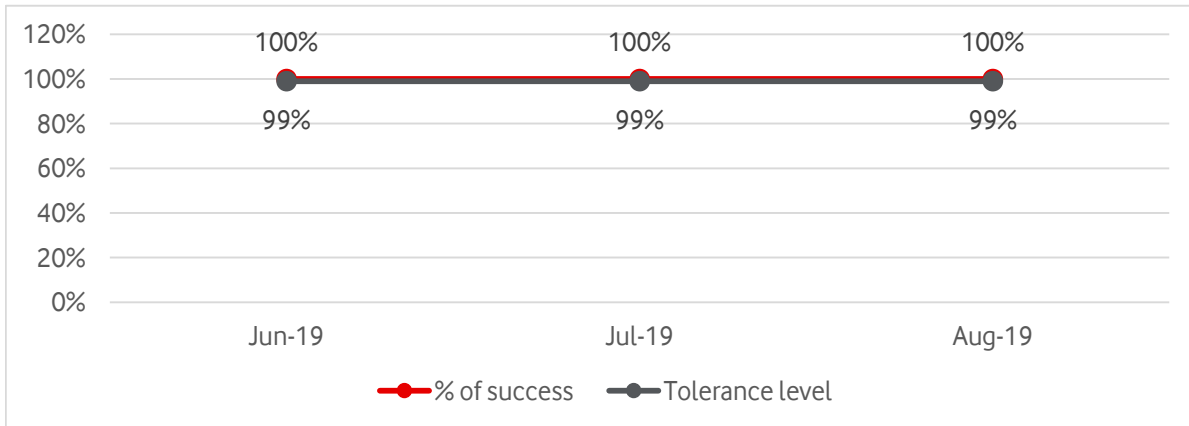


Summary

	No. received	No. success	% of success	Tolerance level
Jun-19	6	6	100%	90%
Jul-19	6	6	100%	90%
Aug-19	2	2	100%	90%

SLT 13 Preliminary Notice Acknowledgement (on Final Site Approval)

Provide acknowledgement to the Access Seeker within 4 business hours following the receipt time

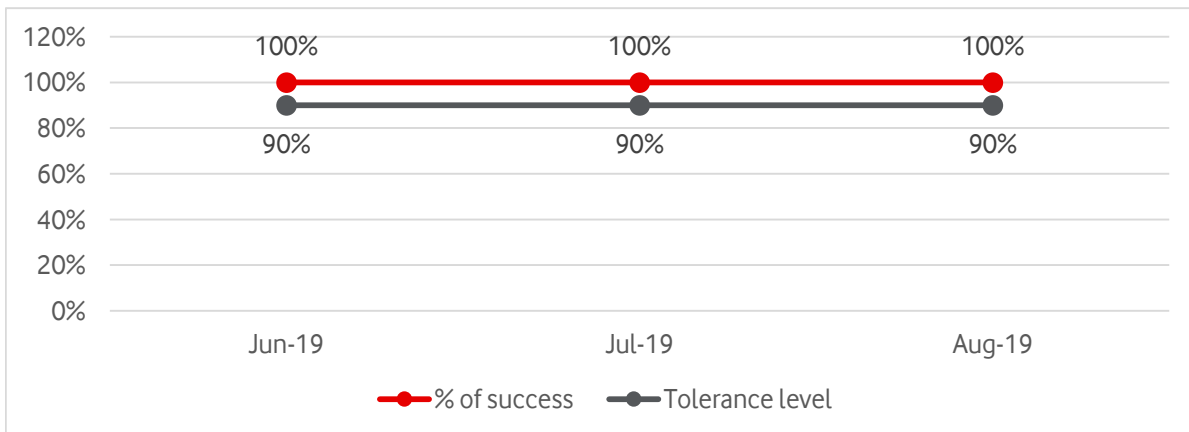


Summary

	No. received	No. success	% of success	Tolerance level
Jun-19	0	0	100%	99%
Jul-19	3	3	100%	99%
Aug-19	8	8	100%	99%

SLT 14 Decision on Access Seekers Preliminary Notice (Final Site Approval)

Issue final site approval or notification of rejection to the Access Seeker within 5 working days of receipt time of the preliminary notice Acceptance of Conditions from the Access Seeker

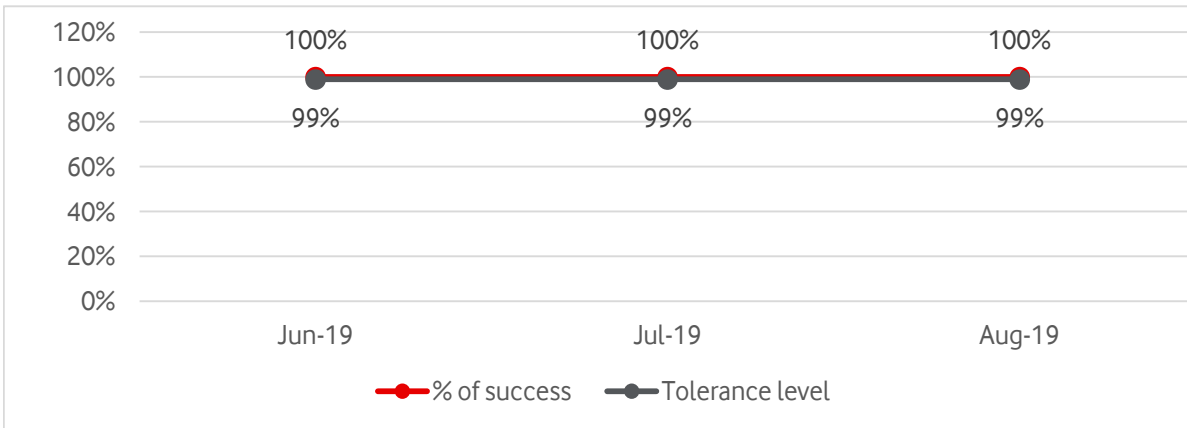


Summary

	No. received	No. success	% of success	Tolerance level
Jun-19	0	0	100%	90%
Jul-19	3	3	100%	90%
Aug-19	8	8	100%	90%

SLT 15 Project Plan Acknowledgement

Provide acknowledgement to the Access Seeker within 4 business hours of receipt time

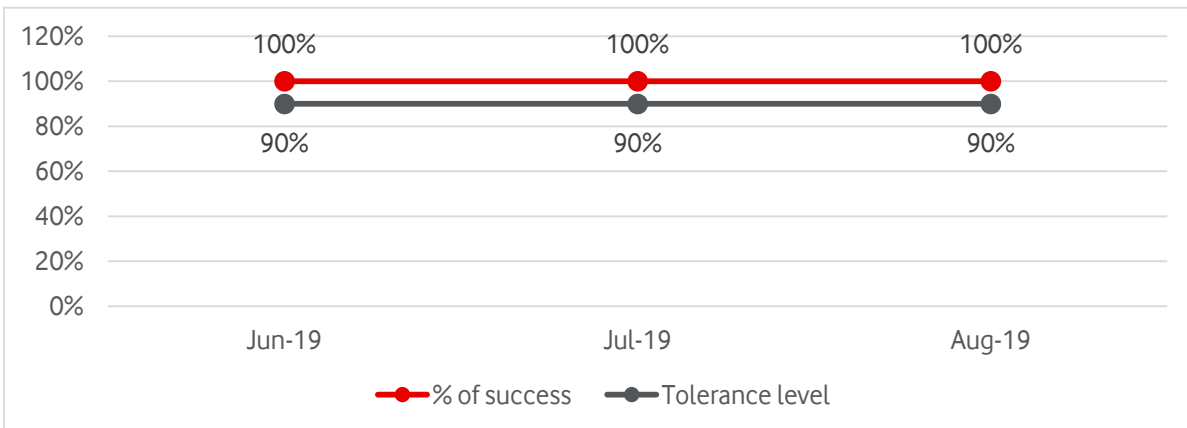


Summary

	No. received	No. success	% of success	Tolerance level
Jun-19	1	1	100%	99%
Jul-19	2	2	100%	99%
Aug-19	6	6	100%	99%

SLT 16 Approval to Build (approval of project plan)

Issue approval to build or notification of rejection and change request to the Access Seeker within 10 working days of receipt time of the project plan. This service level also applies to re-submitted project plans.

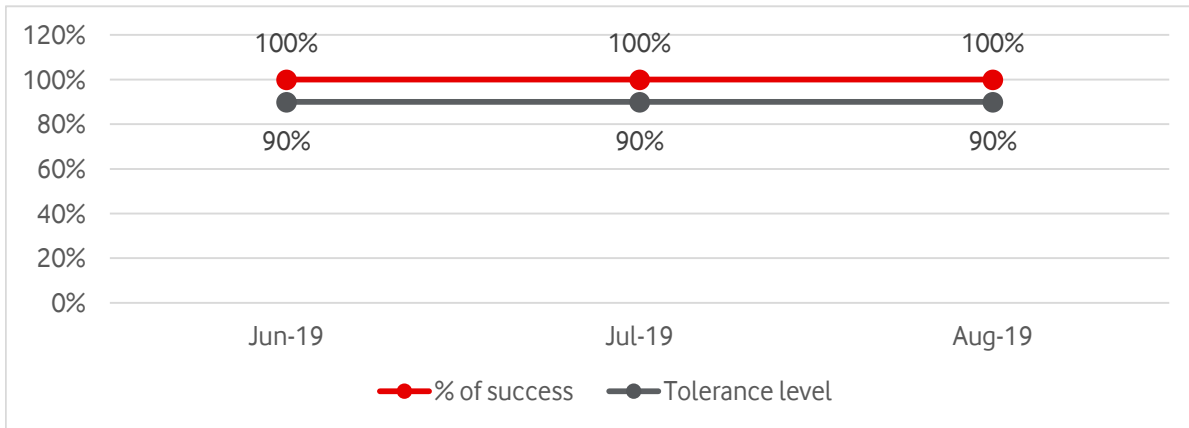


Summary

	No. received	No. success	% of success	Tolerance level
Jun-19	0	0	100%	90%
Jul-19	1	1	100%	90%
Aug-19	2	2	100%	90%

SLT 17 Notification of Planned Outages

Advise Co-locatees at least 10 working days before planned outages occur

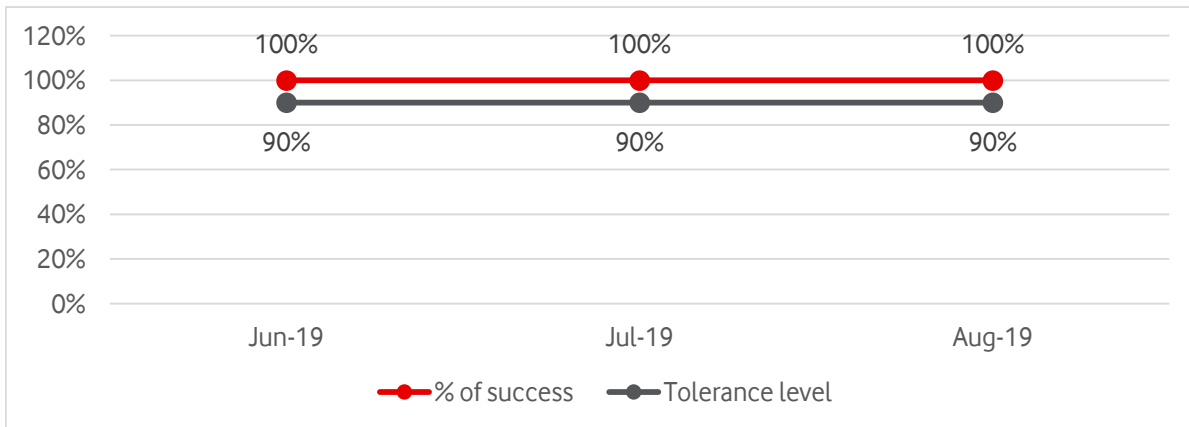


Summary

	No. of occurrences	No. success	% of success	Tolerance level
Jun-19	0	0	100%	90%
Jul-19	0	0	100%	90%
Aug-19	0	0	100%	90%

SLT 18 Notification of Unplanned Outages

Advise within 2 hours, on a 24x7 basis, of Access Provider discovering or receiving notification of the unplanned outage

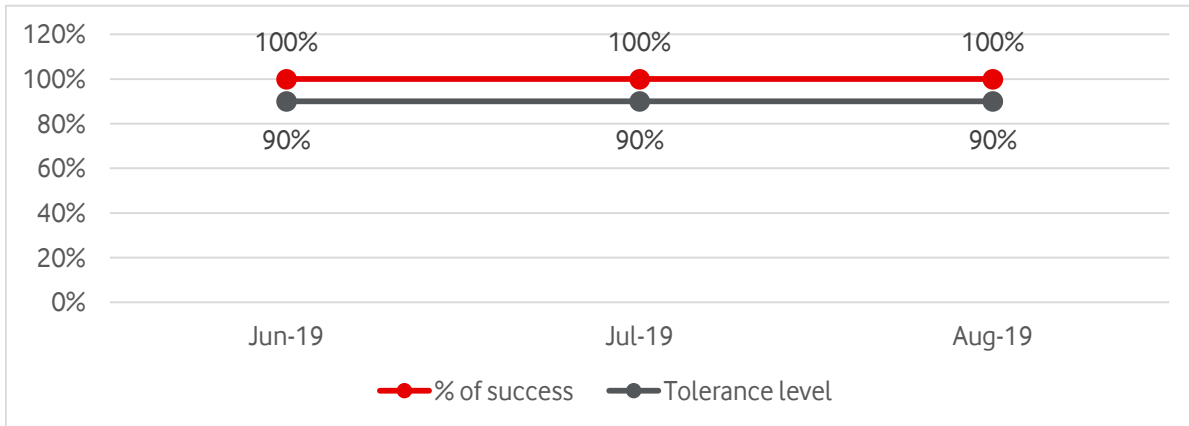


Summary

	No. of occurrences	No. success	% of success	Tolerance level
Jun-19	0	0	100%	90%
Jul-19	0	0	100%	90%
Aug-19	0	0	100%	90%

SLT 19 Fault Report Receipt Acknowledgement

Provide fault report receipt acknowledgement within half a fault restoration hour of the fault being reported

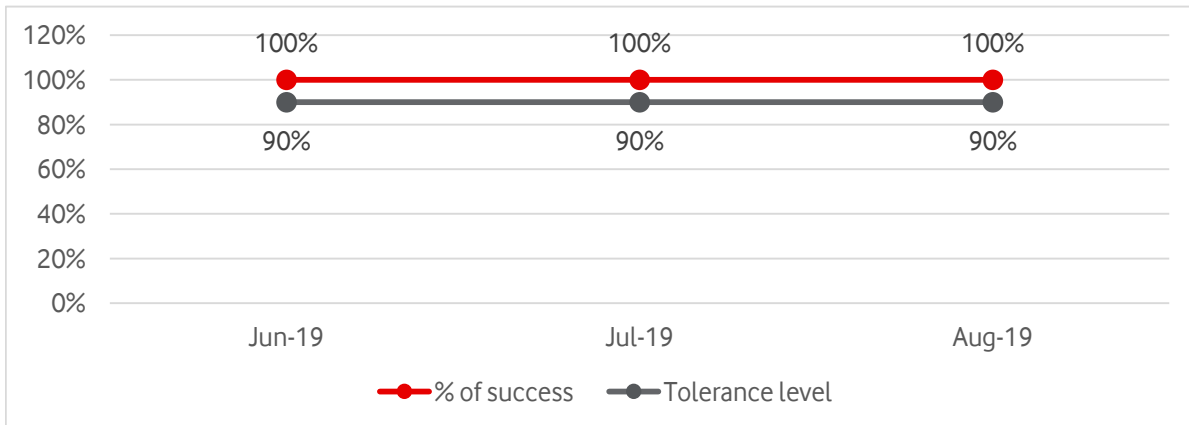


Summary

	No. of occurrences	No. success	% of success	Tolerance level
Jun-19	0	0	100%	90%
Jul-19	0	0	100%	90%
Aug-19	0	0	100%	90%

SLT 20 Notification of Expected Restoration Time

Provide notification of the expected restoration time within 8 fault restoration hours of the fault being reported

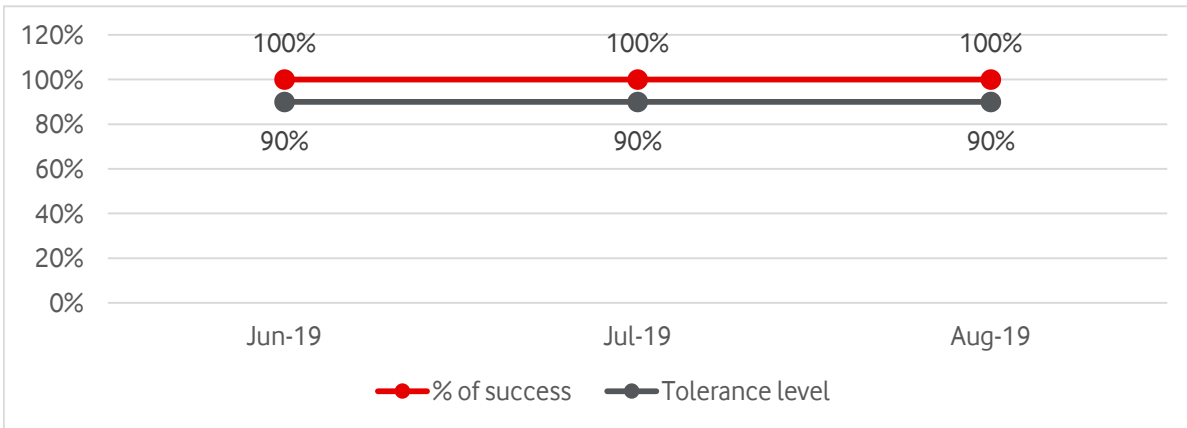


Summary

	No. received	No. success	% of success	Tolerance level
Jun-19	0	0	100%	90%
Jul-19	0	0	100%	90%
Aug-19	0	0	100%	90%

SLT 21 Meet Notified Expected Restoration Time

Restore fault within the Access Providers notified expected restoration time

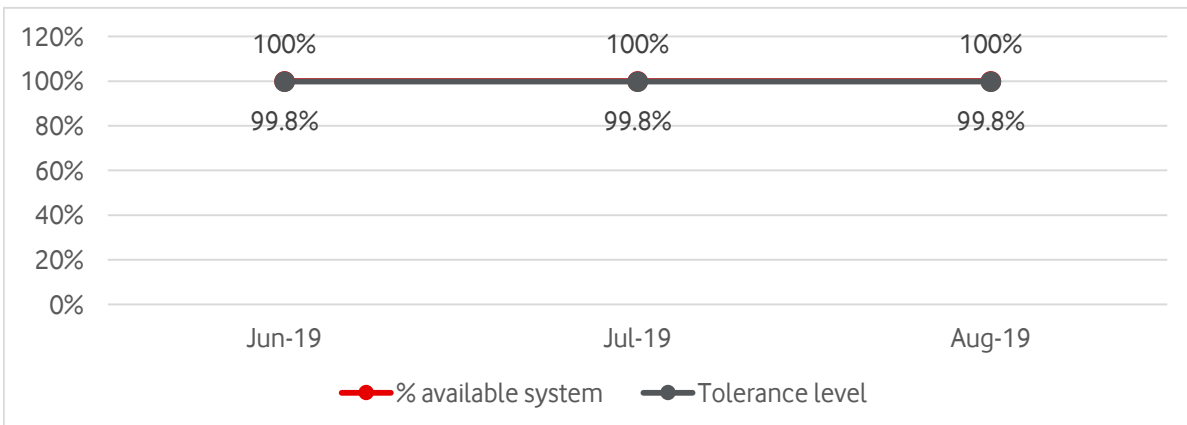


Summary

	No. received	No. success	% of success	Tolerance level
Jun-19	0	0	100%	90%
Jul-19	0	0	100%	90%
Aug-19	0	0	100%	90%

SLT 22 Availability of Provisioning System

The provisioning system is available to the Access Seeker 24 hours a day, 7 days a week

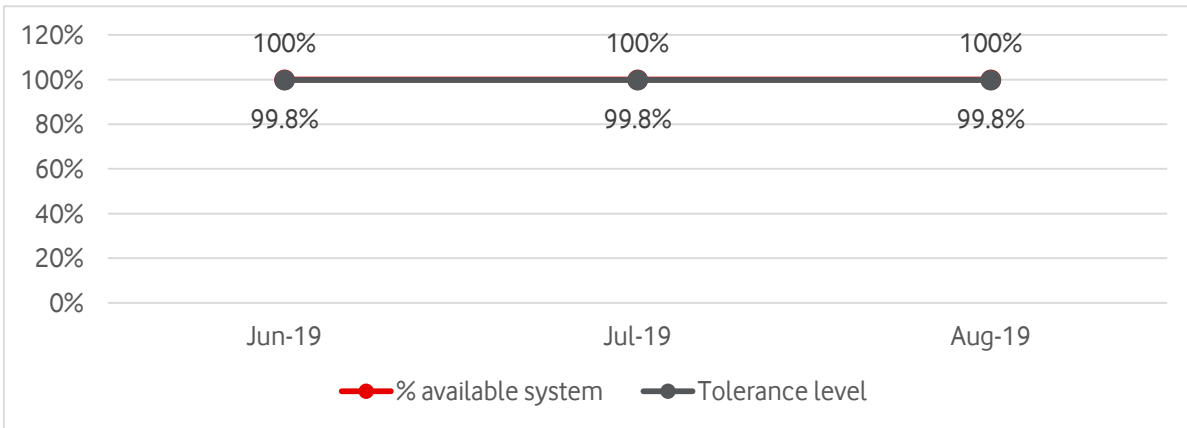


Summary

	Available system	% available system	Tolerance level
Jun-19	1	100%	99.8%
Jul-19	1	100%	99.8%
Aug-19	1	100%	99.8%

SLT 23 Availability of Fault Management System

The fault management system is available to the Access Seeker 24 hours a day, 7 days a week

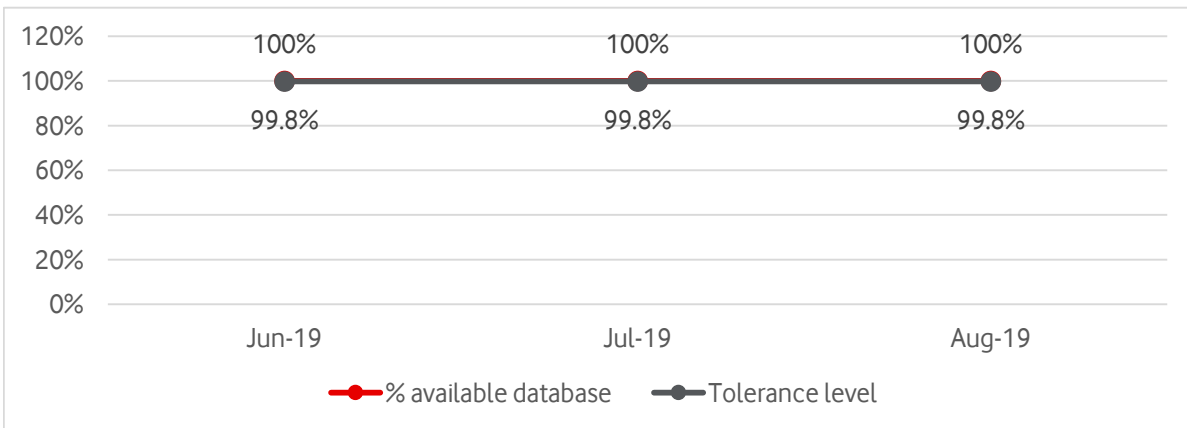


Summary

	Available system	% available system	Tolerance level
Jun-19	1	100%	99.8%
Jul-19	1	100%	99.8%
Aug-19	1	100%	99.8%

SLT 24 Common Format Site Database

The common format site database is available to the access seeker 24 hours a day, 7 days a week



Summary

	Available database	% available database	Tolerance level
Jun-19	1	100%	99.8%
Jul-19	1	100%	99.8%
Aug-19	1	100%	99.8%