

## Active Confirmation – Proposed Timetable

Step	Action	Comments
1	<p><b>Consultation opens</b></p> <p>Formal consultation opens on Tuesday 20 August to enable us to gather feedback from service providers in relation to:</p> <ul style="list-style-type: none"> <li>the proposed timetable, with feedback due by Friday 30 August; and</li> <li>the alternative approach proposal (including baseline and alternative approach results), with feedback due by Friday 4 October.</li> </ul>	
2	<p><b>BAU data capture to establish baseline results</b></p> <p>Report to RSPs on:</p> <ul style="list-style-type: none"> <li>Volume of orders;</li> <li>appointment confirmation rate (by contact type i.e. call, voicemail);</li> <li>reschedules on the day for unconfirmed appointments;</li> <li>Met/commit performance; and</li> <li>Service company compliance with BAU process.</li> </ul> <p>Reporting in relation to a 2 week period starting from Monday 26 August.</p> <p>Intention is to gather accurate baseline data of reschedule rates.</p> <p>Reporting provided to you within a week of the end of the reporting period.</p>	<ul style="list-style-type: none"> <li>Data capture applies for all fibre orders excluding those in relation to Chorus-led Migrations.</li> <li>No change to Dispatch call scripts or text confirmation 24 hours out. There is a change to the earlier text message confirmation as follows: <ul style="list-style-type: none"> <li>Copy is slightly different as it advises consumers failing to respond may result in cancellation of their appointment (i.e. there is a call to action); and</li> <li>Text is sent either 3 or 7 days out from the scheduled appointment depending on whether there is a long or short lead time (respectively). [Note: previously there was no distinction and all texts went 3 days out.]</li> </ul> </li> <li>Truck rolls continue during this period where no active confirmation from consumer to Chorus text prompt.</li> <li>We'll provide service providers with reporting related to their own customer base as well as aggregated across all service providers.</li> <li>We'll provide visibility of service company customer comms and the process steps for testing the alternative approach (Stage 4) by the end of this week.</li> </ul> <p>[Note: We previously talked about this being a trial. In reality, it is a data capture exercise]</p>

Step	Action	Comments
		<i>based on BAU process (i.e. including trucks rolling where there is no active confirmation from a consumer to Chorus' text prompt).]</i>
3	<p><b>Consultation on proposed timetable closes</b></p> <p>Formal consultation on the proposed timetable closes on Friday 30 August.</p>	If we decide to change the timetable as a result of any feedback, we will let you know before 9 September 2019 (the proposed start of Stage 4).
4	<p><b>Alternative approach to challenge baseline results</b></p> <p>Alternative approach adopted to no active confirmation (i.e. no truck roll).</p> <p>Report to RSPs on same metrics as BAU data capture above. In addition, reporting on escalations to Chorus related to the alternative approach (i.e. only in relation to no truck roll and not BAU process escalations).</p> <p>Reporting in relation to a 2 week period starting from Monday 9 September.</p> <p>Reporting provided to you within a week of the end of the reporting period.</p>	<ul style="list-style-type: none"> <li>Alternative approach applies in relation to all fibre orders provisioned by Visionstream during the reporting period.</li> <li>The only change to BAU process is that a truck is cancelled where there is no active confirmation from consumer to text prompt.</li> <li>We're hopeful this timing allows service providers an opportunity to measure customer CX as part of their assessment of the alternative approach.</li> <li>We'll provide service providers with reporting related to their own customer base as well as aggregated across all service providers.</li> <li>We'll provide visibility of the content of service company customer communications and the process steps for testing the alternative approach.</li> <li>The first game of the Rugby World Cup is on Friday 20 September. This is the only event we are aware of which may impact the results of the alternative approach (i.e. the test period covers the last two weeks before the first kick off). <i>[Note: September public school holidays don't start until 28<sup>th</sup> September.]</i></li> <li>We don't intend to iterate as we go over the test period on a bespoke basis for each service provider. For example, that means there won't be an opportunity – at this stage – to try different versions of tailored service provider copy in the relevant text message.</li> </ul>
5	<p><b>Consultation on alternative approach proposal closes</b></p> <p>Consultation on the alternative approach closes on Friday 4 October.</p>	

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6	<p><b><i>Consideration by Chorus</i></b></p> <p>After the consultation period ends, we'll take some time to consider:</p> <ul style="list-style-type: none"> <li>○ the baseline results and how these compare to the alternative approach results; and</li> <li>○ all service provider feedback provided during Steps 1 to 5.</li> </ul> <p>We'll also consider the impacts of the alternative approach on our Service Companies and the techs they employ.</p>	<p>During this period we may seek further feedback or clarifications from service providers.</p>
7	<p><b><i>Decision Point</i></b></p> <p>We'll make a decision by Monday 14 October whether to adopt the alternative approach as BAU. If we choose to proceed with the alternative approach, we'll give service providers 1 months' notice before implementation.</p>	