

Appendix Historic Data

Total Cancellations 2019 to date (top 10 reasons)

Cancellation Reason	JAN-2019	FEB-2019	MAR-2019	APR-2019	MAY-2019	JUN-2019	JUL-2019	AUG-2019	Total
Intent to Disconnect notification was rejected	1,338	1,333	1,249	1,241	1,671	1,498	1,739	1,937	12,006
Unable to contact customer	782	732	1,355	1,300	960	913	929	902	7,873
Access Denied	543	932	1,106	944	949	665	669	696	6,504
Fibre not requested	628	1,162	1,206	865	532	456	522	459	5,830
Submitted in Error	575	537	616	539	580	573	655	666	4,741
Incorrect Details	359	382	441	435	581	503	621	534	3,856
Landlord declined permission	373	538	554	474	494	387	461	363	3,644
Premise not ready for fibre installation	263	343	333	290	362	283	293	488	2,655
Now moving address	262	342	313	248	276	206	274	234	2,155
Incorrect Address - No new order submitted	176	209	239	208	325	274	316	283	2,030
The rest	1,229	1,467	1,490	1,462	1,910	1,684	2,149	1,701	13,092
Total	6,528	7,977	8,902	8,006	8,640	7,442	8,628	8,263	64,386
Orders	30,046	29,664	30,292	34,165	35,200	32,203	38,411	35,026	265,007
% of cancelled orders	22%	27%	29%	23%	25%	23%	22%	24%	24%