

# Weekly Cycle Time Report

Chorus Customer Notification

Good afternoon

The latest Weekly Cycle Time Report is now available here (<https://sp.chorus.co.nz/report/fibre-cycle-time-management>). Median Cycle Time has breached MTT for the following areas, and remedial action is underway as outlined below.

<b>Date</b>	Week of 13 <sup>th</sup> – 19 <sup>th</sup> April
<b>Location(s)</b>	Christchurch / Riccarton
<b>Summary of impact</b>	Over March we received a relatively high number of Simple orders which have not been completed at the same rate as incoming due to reduced field activity. These orders are now outside of the target cycle time thresholds. This will cause Christchurch / Riccarton to remain out of band until this backlog is worked through.
<b>Current Cycle Time</b>	Simple (4 orders) – 45 days Complex (0 orders) – N/A days
<b>Estimated Date of Resolution</b>	The impact from our restricted network activity has on cycle time is still to be determined.
<b>Remedial Actions Underway</b>	Nationwide we are working with Service Companies to focus on connecting essential services as a priority

**This is a general notification sent from the Chorus Service Events team. If you require further information about this report, please contact your Chorus Service Delivery Manager.**

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<b>Date</b>	Week of 13 <sup>th</sup> – 19 <sup>th</sup> April
<b>Location(s)</b>	Glenfield / Mayoral Drive / Mt. Eden
<b>Summary of impact</b>	Auckland has seen a significant drop in order volume completed since the implementation of the restricted field activity. The priority with these connections has been essential services. The reduction in orders completed will cause a backlog of aged WIP, this will need to be completed before cycle time will be back within targets.
<b>Current Cycle Time</b>	Simple (112 orders) – 24 days Complex (24 orders) – 91 days
<b>Estimated Date of Resolution</b>	The impact from our restricted network activity has on cycle time is still to be determined.
<b>Remedial Actions Underway</b>	Nationwide we are working with Service Companies to focus on connecting essential services as a priority

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<b>Date</b>	Week of 13 <sup>th</sup> – 19 <sup>th</sup> April
<b>Location(s)</b>	Hamilton
<b>Summary of impact</b>	Over Feb/March we had a sharp increase in incoming WIP from some of the more remote regions within the Hamilton POI. Our service partners were addressing this at the time by moving resource into the area. The age profile of simple orders looked relatively tidy before the reduction in field activity in response to the alert levels. This age profile has changed over the last month and there is now a backlog of aged WIP in Hamilton which will cause cycle time to stay outside of targets until it's completed.
<b>Current Cycle Time</b>	Simple (21 orders) – 30 days Complex (4 orders) – 62 days
<b>Estimated Date of Resolution</b>	The impact from our restricted network activity has on cycle time is still to be determined.
<b>Remedial Actions Underway</b>	Nationwide we are working with Service Companies to focus on connecting essential services as a priority

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