

C H ● R U S

TRANSFER ORDER TRIAL – MID-TRIAL REPORTING

6/2/2021

Introduction

Following industry feedback that the validation of Losing Service Provider (LSP) names can pose challenges, Chorus decided to trial the removal of this validation.

The trial is underway, initially proposed to run for four weeks between May 14th and June 11th. During the trial Chorus is measuring the impact of the change and also any negative consequences. The main objective of the trial is to reduce RSP effort, without significantly increasing the rate of incorrect transfers.

Sharing Trial Results

- Chorus committed to providing early Trial results midway through the trial (May 31st)
- We would also determine with RSPs whether the change should remain beyond the proposed trial end date (June 11th)
- The full results of the trial will be reported back to the industry in July (TBC) before deciding on any permanent change to the current state.

Update Following RSP Check-in

- Following the 31 May check-in, it was decided that the Trial period will be extended until July 18th
- See Slides 5-6 for decision detail and revised timelines.

Measures of Success

To measure the success of the trial, we will review the following:

	Measure
Transfer Success Rate - Key Measures of Success	<ol style="list-style-type: none">1. Average orders submitted per successful transfer2. Number of transfer orders rejected with reason;<ul style="list-style-type: none">• 'Not Feasible – Losing Service Provider Name is Invalid'3. Number of transfer orders reversed – indicating an incorrect Transfer that could have been saved through validation<ul style="list-style-type: none">• Completed, followed by a consequent transfer / Connect and Replace order submitted within<ul style="list-style-type: none">• 0 - 7 days• 7 - 35 days
<i>Chorus will also track the below measures during the trial</i>	
Received Volumes	<ul style="list-style-type: none">• Number of Transfers completed (Total)• Number of Transfer orders received
CX Verbatims	<ul style="list-style-type: none">• CX verbatims received that indicate potential slamming<ul style="list-style-type: none">• NOTE: Verbatim will be attached to consequent Connect and Replace order
Escalations	<ul style="list-style-type: none">• We will investigate any increase in end-customer escalations resulting from this change

Baseline Reporting - Transfers

		Baseline Measure (Dec-Feb data)	Trial Target	Interim Results 17-28 May	Commentary / Details
Key Measures of Success	Average Orders per Successful Transfer	1.84	1.2	1.47	<ul style="list-style-type: none"> 704 (Complete) + 1,205 (In Progress) = 1,909 1,723 Total orders (Excl. In Feasibility)
	Transfer Orders Rejected	6,944 (36%)	10%	72 (2.8%)	Large drop following 'toggle on' <ul style="list-style-type: none"> ~120 on 17th May
	Transfers Reversed <ul style="list-style-type: none"> 0 - 7 Days after Completion 7 - 35 Days after Completion 	<ul style="list-style-type: none"> 0.95% (99) 0.98% (102) 	<ul style="list-style-type: none"> 1.5% 1.5% 	9 (1.3%)	<ul style="list-style-type: none"> No validation completed on baseline Total reversals = 18 (2.5%)
Other Measures Tracked	Transfers Completed	10,400	No Trial Target Set - Tracking Performance	704	<ul style="list-style-type: none"> 1,205 In Progress 186 in Feasibility
	Transfer Orders Received	19,056		2,543	<ul style="list-style-type: none"> All orders in all statuses
	Relevant Escalations	N/A		3	<ul style="list-style-type: none"> 3 known escalations 2 would not have been avoided through LSP validation
	Relevant CX Verbatims	12		0	Note: Chorus does not directly survey Transfer orders

Summary of Findings and Recommendation

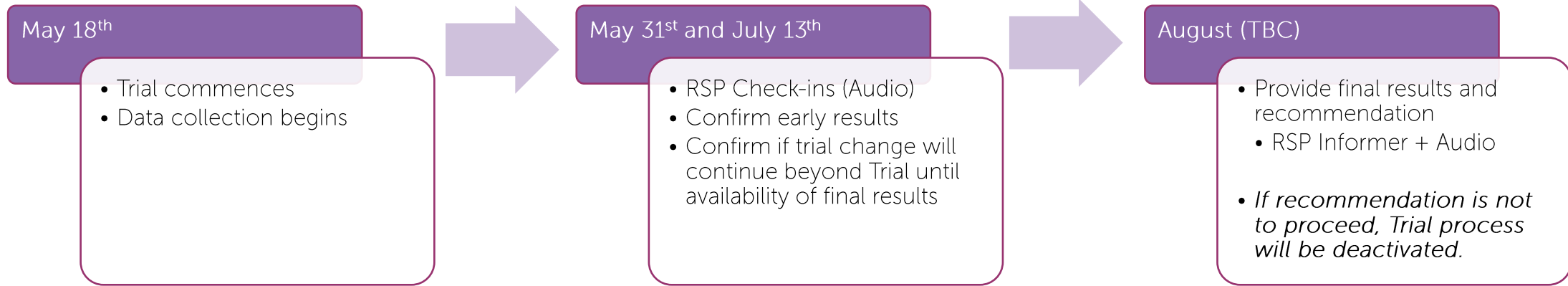
Information and Early Findings

- Important Note: The change was not 'Toggled' on until 16:00 on May 17th
- The available volume of completed Transfer orders is still relatively low
- The elapsed time of completed orders is still relatively low
- Although the overall incorrect address Transfers is low, the change does not appear to have had a large impact on incorrect Transfers
 - As time elapses following completion, this rate may increase.

Recommendation

- The recommendation is to continue with the Trial and extend it a further month (new end date is July 18th) to ensure that we capture enough data to prove the effectiveness of the change
- Chorus will then leave the LSP validation off beyond July 18th until final data is collected in mid-August
- Once final data is available we can share the results then make a final decision on whether to keep the change permanently.

Revised Trial Timeline



LSP Validation Trial	<ul style="list-style-type: none"> • Trial duration will last for two months in total (May 18th – July 18th) • We will check in twice (May 14th and July 13th) to confirm initial results and if the change will be 'Toggled Off' or left on at the conclusion of the Trial measurement period until a final decision has been made
Result Sharing and Launch Confirmation	<ul style="list-style-type: none"> • Final result sharing will be in August (date TBC) • We will include a recommendation on whether to make the change permanent
LSP Validation Launch	<p>If the trial proves successful:</p> <ul style="list-style-type: none"> • Leave change 'Toggled On' • If it was switched off on July 18th, reinstate the change on the date notified to the industry.