

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 14 <sup>th</sup> – 20 <sup>th</sup> January 2019
<b>Location(s)</b>	Blenheim, Dunedin, Hamilton, Napier/Hastings, Palmerston North, Paraparaumu, Rotorua, Tauranga
<b>Summary of impact</b>	Over the holiday period, there were several factors that have increased the cycle time for Complex and Simple orders in multiple locations. Over this period we had RSP, end customer, Chorus Network, and Local Council brown-outs to work around. These factors prevented or impacted our ability to complete some work in a timely manner. This has driven up the median cycle time across multiple locations, particularly those with low volumes.
<b>Current Cycle Time</b>	Simple (2533 orders) – 16 days Complex (513) – 76 days
<b>Estimated Date of Resolution</b>	We will return to individual remediation plans next week which will contain specific Estimated Date of Resolution for each specific POI
<b>Remedial Actions Underway</b>	Now we are out of the holiday period, we will resume working on the aged profile of our orders.

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