

C H ● R U S

## Weekly Cycle Time Report

Chorus Customer Notification

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>	24 <sup>th</sup> March -30 <sup>th</sup> March
<b>Location(s)</b>	Palmerston North
<b>Summary of impact</b>	Palmerston North has seen great progress against WIP, Simple remains in-band. Complex orders are in and out of band, on low volumes as we clear any remaining aged WIP.
<b>Current Cycle Time</b>	Simple (19 orders) – 10 days Complex (4 orders) – 116 days
<b>Estimated Date of Resolution</b>	End of April 2025 subject to incoming volumes
<b>Remedial Actions Underway</b>	Our Service Partners have been working to a plan to clear aged WIP to achieve the target.

**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.**

This communication, including any attachments, is confidential. If you are not the intended recipient, you should not read it - please contact me immediately, destroy it, and do not copy or use any part of this communication or disclose anything about it. Thank you. Please note that this communication does not designate an information system for the purposes of the Electronic Transactions Act 2002.

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<b>Date</b>	24 <sup>th</sup> March -30 <sup>th</sup> March
<b>Location(s)</b>	Whangarei
<b>Summary of impact</b>	Whangarei has seen great progress against WIP, Simple remains in-band. Complex orders are in and out of band, on low volumes as we clear any remaining aged WIP.
<b>Current Cycle Time</b>	Simple (19 orders) – 22 days Complex (6 orders) – 68 days
<b>Estimated Date of Resolution</b>	End of April 2025 subject to incoming volumes
<b>Remedial Actions Underway</b>	Our Service Partners have been working to a plan to clear aged WIP to achieve the target.

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