CHORUS OPEN ACCESS DEEDS OF UNDERTAKING

KEY PERFORMANCE INDICATORS REPORTING

JUNE 2018

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Chorus is committed to being an open access wholesaler. This includes a commitment to provide products on a non-discriminatory or equivalence of inputs (EOI) basis.

This report presents Key Performance Indicators (KPI) to demonstrate Chorus' compliance with its non-discrimination and EOI commitments for the provisioning and restoration of Chorus products. This report is provided in accordance with clauses 14.5 of our Fibre and Copper Open Access Deeds of Undertakings and clause 14.6 of our UFB2 Deeds of Undertaking Commitments ("the Deeds")

This is the 25th KPI report to be published by Chorus.

The KPI report is one part of our wider compliance programme, which includes quarterly surveys of our customers and service level reporting. Service level reports can be found here:

https://sp.chorus.co.nz/sla-reports/120

Chorus meets with the Commission every quarter to discuss Chorus' compliance with the Deeds.

Report Results

For the measurements and products included in this report, the measurements indicate that Chorus is meeting its EOI and non-discrimination commitments.

While there are minor variations between customers for some products and for some metrics, these variations are within the normal range for these metrics and do not give rise to EOI or non-discrimination issues. The reasons for these variations are explained in the Results Overview section.

While this report cannot be directly compared to Chorus' operational reports, this report and the service level report both confirm that Chorus is meeting its service level commitments.

Report Period

This report covers three reporting periods:

- 1 August 2017 to 31 October 2017 (Quarter 4)
- 1 November 2017 to 31 January2018 (Quarter 1)
- 1 February 2018 to April 2018 (Quarter 2)

Measures

There have been no changes to the way we have approached the KPI report for this quarter. This means that for this quarter, for products which have met the volume threshold, we have reported the following non-discrimination and EOI measures:

Provisioning Metrics	Met Commit Rate	Did Chorus install the service when we said we would (reported as %).
	Right First Time	Were there any faults with the service within 7 calendar days of it being provisioned (reported as %).
	Time to Complete	From the time we received the order, how long did it take us to give service (reported as working hours, 9 hours per day)
Restoration Metrics	Met Commit Rate	Did we repair the service when we said we would (reported as %).
	Repeat Fault Rate	Were there any subsequent faults raised within 7 days (calendar days excluding national holidays) of the fault being restored (reported as %).
	Time to Complete	From the time we received the problem ticket, how long did it take for us to restore service (reported as working hours, 12 hours per day) This includes all transactions where a customer requested a fault to be fixed “ASAP” and also future dated orders.

Volume Threshold

We have reported on products which meet the following volume threshold for each metric:

- At least two customers ordered the product (or had product faults); and
- A minimum of five orders per customer are ordered for the quarter (or a minimum of five product faults were raised per customer for the quarter).

A product will need to meet this threshold for all of the reporting months in order to be represented. Some products may meet the volume threshold for some measurements and not others.

Selection of Customer Data

For each measurement, we have reported on the top five customers by volume (either in terms of orders or faults) where the volume threshold has been met for three consecutive reporting periods.

This data is presented on an anonymous basis. The anonymous label given to a particular customer will vary between different metrics (i.e. "Customer A" will not always be the same customer).

This quarterly KPI report includes the top five by volume at quarter ending 28th February 2018. This means that top five customers in this report, and the order in which they are shown, may differ from all three reporting periods contained in the February 2018 report.

For provisioning measures, the data will be added to the quarter in which service was given. There are instances where the service is provided before the 'service given date' in our provisioning systems. Where this occurs, the service given date is updated manually and can result in changes to data from previous quarters. For restoration measures, the data will be added to the quarter in which the order was closed.

Results Overview

For the measurements and products included in this report, the measurements indicate that Chorus is meeting its EOI and non-discrimination commitments.

This report does show minor variations between customers for some products and for some metrics. We think that these variations are within the normal range for these metrics and do not give rise to EOI or non-discrimination issues.

Throughout the report, we include specific commentary where the variation may be meaningful. However, there are also some general reasons why there may be natural variations between customers month-on month. We explain these below.

Provisioning

There are a number of factors that may impact provisioning measurements and lead to variations between customers. These include:

- **Volume impact on systems:** bulk orders placed in significant volumes can cause Chorus' systems to slow down and can require manual intervention. While orders are still dealt with on a "first in first out basis", the slowing of the systems and the manual intervention could impact both the customer who has placed the bulk order and other customers placing an order around the same time;
- **Volume impact of service Company:** if Chorus receives a bulk order that has not been forecast, this can mean that the work schedule is full to capacity. If this happens, any delay due to a technician managing a complex order can have a flow on impact for subsequent orders. This can have some impact on orders placed by other customers in the same time period;
- **Chorus team factors:** fluctuations in the availability of trained team members (e.g. due to unplanned events or sickness) can result in some orders having different completion times, depending on the number of orders placed. Team resource is however planned to meet committed provisioning timeframes;
- **Geographic**: if a customer does a promotion in a particular geographic area, this may mean that their order volumes can be concentrated in that particular region. These volumes and the Chorus team factors can result in minor differences in time to serve. In addition there may be fewer technicians available in rural areas as opposed to urban ones, which may affect the Time to Complete metric in some areas; and
- **Customer factors**: there are a number of factors that fall outside Chorus' control. For example, a transfer that involves number portability can delay Chorus' ability to complete the order if the porting does not happen within expected timeframes. Errors in order entry can also impact Chorus' delivery.

Restoration

There are a number of factors that may impact restoration measurements and lead to variations between customers. These include:

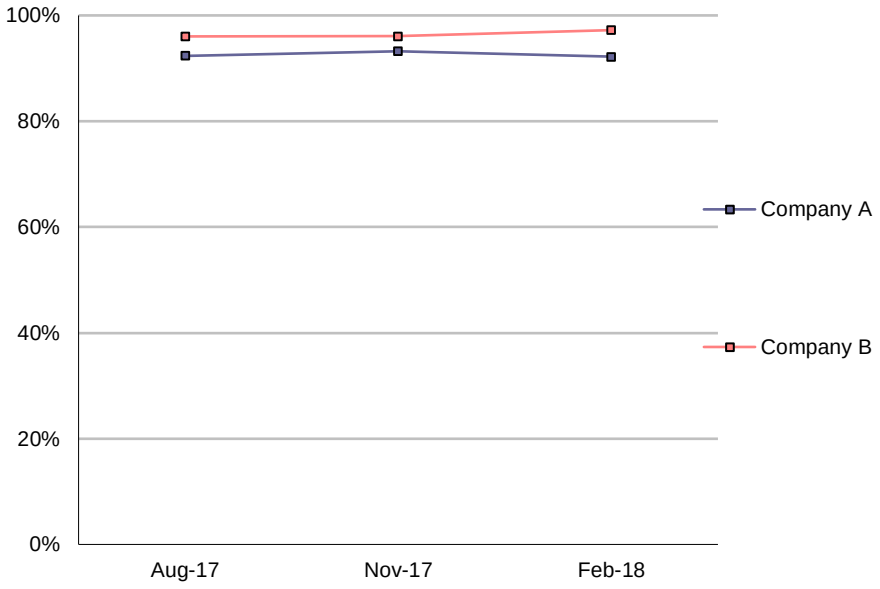
- **Weather events:** weather events can increase fault volumes and impact Chorus' ability to fix faults. For example, heavy rain limits Chorus' ability to open the network without damaging the copper;
- **Chorus team factors**; Chorus uses a number of service Company. Service Company have different processes and operating models which can cause variations in fault restoration. While this does not impact service Company meeting the committed restoration targets, it can result in slightly different timeframes. Therefore if one customer has more faults in one particular region than another, this can result in minor variations in the restoration timeframes; and
- **Customer factors:** there are a number of factors that fall outside Chorus' control. This can include customer diagnosis of faults not always being correct. Often fault restoration can require a customer's faults personnel to complete work, and timeframes can be subject to their availability.

Chorus continues to have a large programme of work underway to continually improve our restoration performance. This includes initiatives targeting reducing Repeat Fault Rate s, a nationwide reactive maintenance programme, and ongoing customer training for fault diagnosis and management.

BASEBAND COPPER - PROVISIONING METRICS

Met Commit Rate

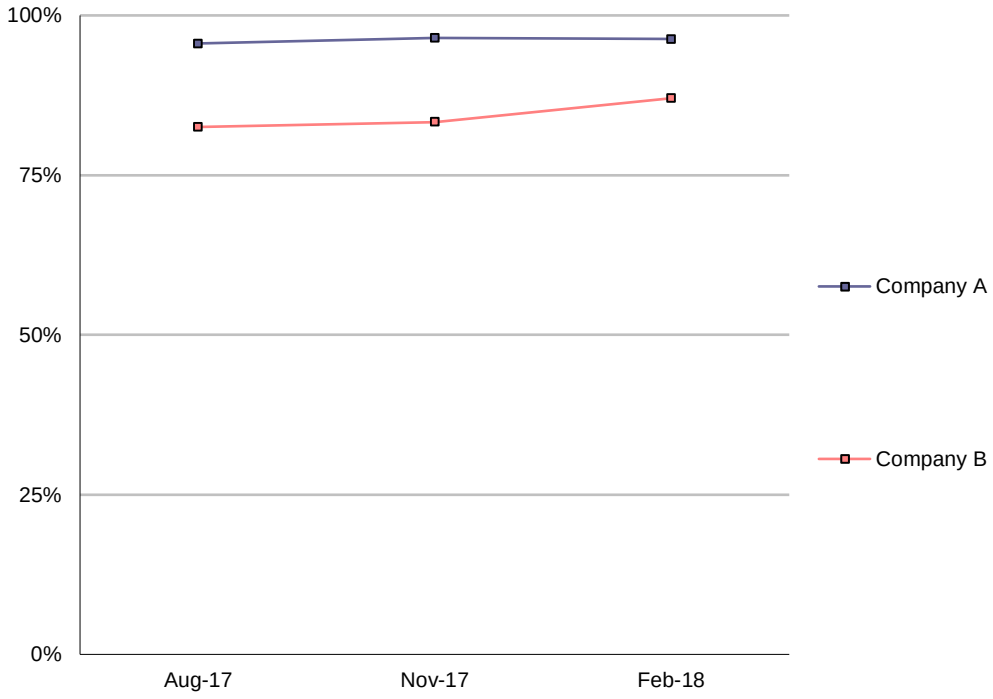
Met Commit	Aug-17	Nov-17	Feb-18
Company A	92%	93%	92%
Company B	96%	96%	97%



Results for Company A are affected by ordering behaviour.

Right First Time

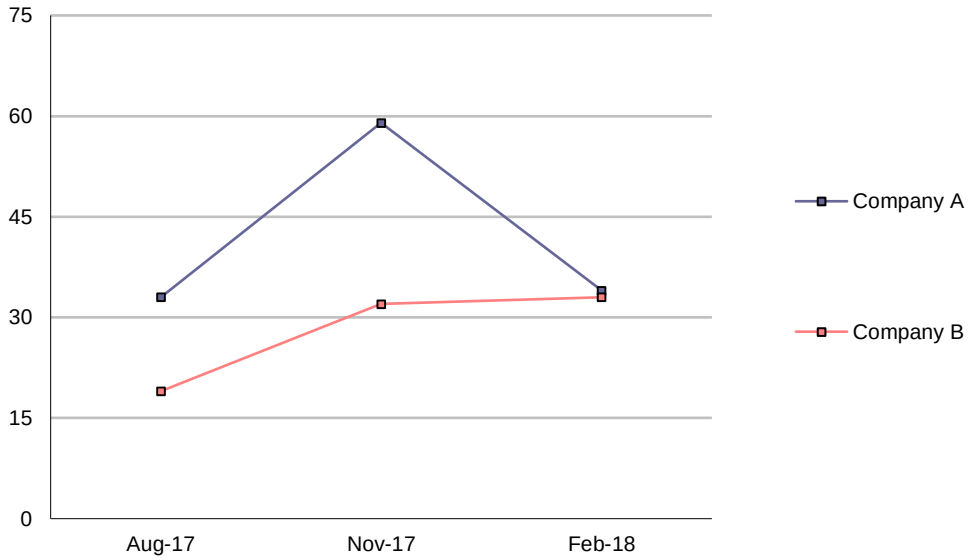
Right First Time	Aug-17	Nov-17	Feb-18
Company A	96%	96%	96%
Company B	83%	83%	87%



Results for Company B are due to ordering behaviour.

Time to Complete

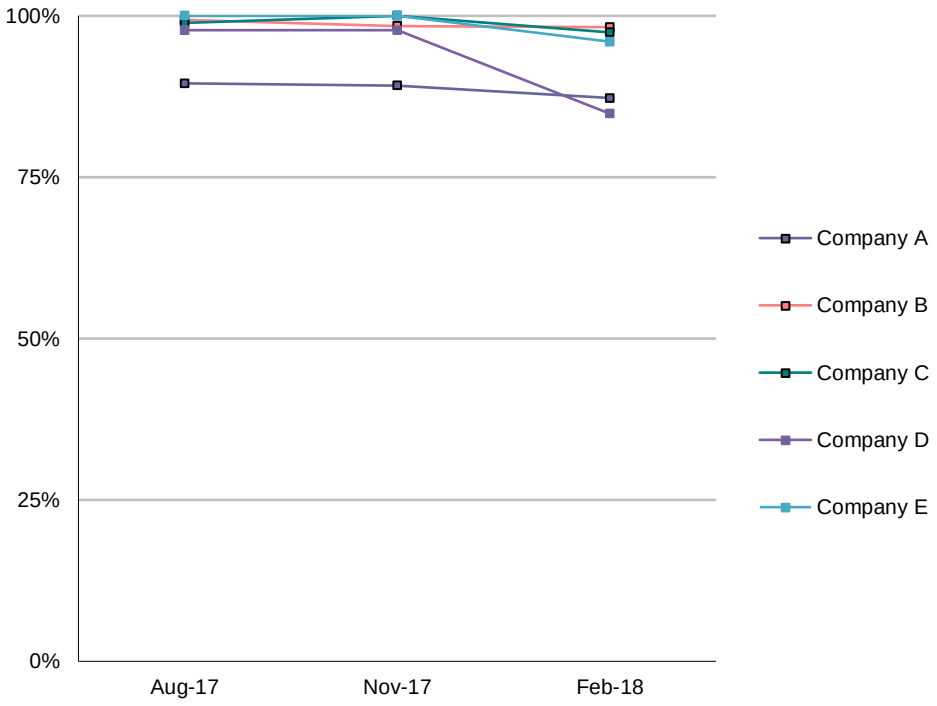
Time to Service Give (hours)	Aug-17	Nov-17	Feb-18
Company A	33	59	34
Company B	19	32	33



BASEBAND COPPER WITH UBA - PROVISIONING METRICS

Met Commit Rate

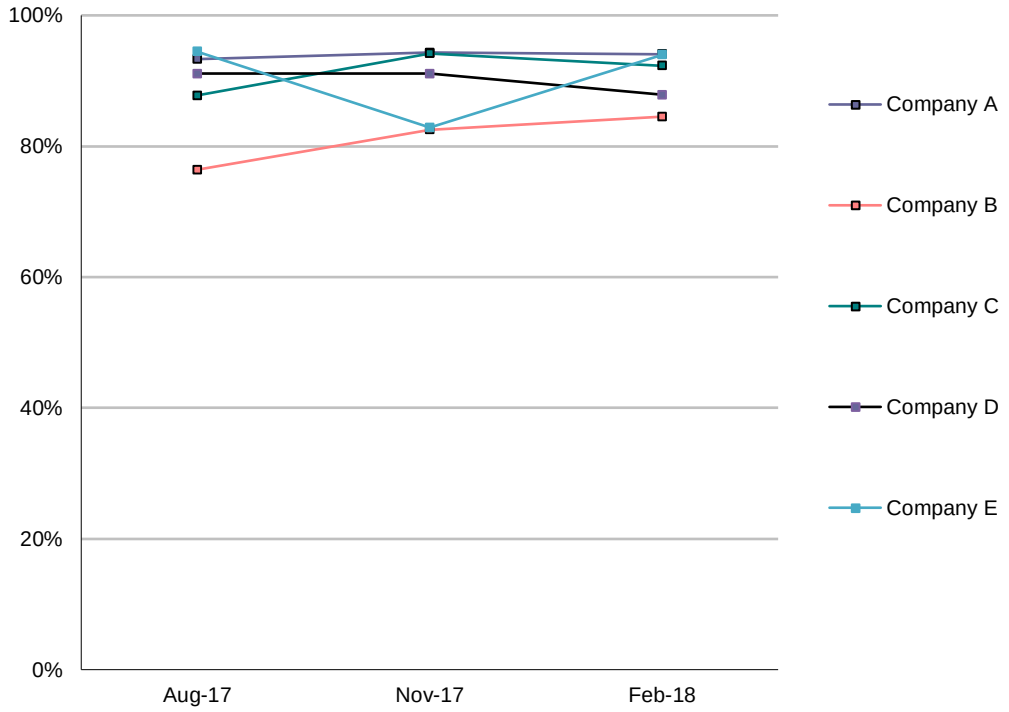
Met Commit	Aug-17	Nov-17	Feb-18
Company A	90%	89%	87%
Company B	99%	98%	98%
Company C	99%	100%	97%
Company D	98%	98%	85%
Company E	100%	100%	96%



Company A's result was affected by their ordering processes and site readiness issues. Company D's result was mostly affected by a low volume of isolated Chorus Network issues.

Right First Time

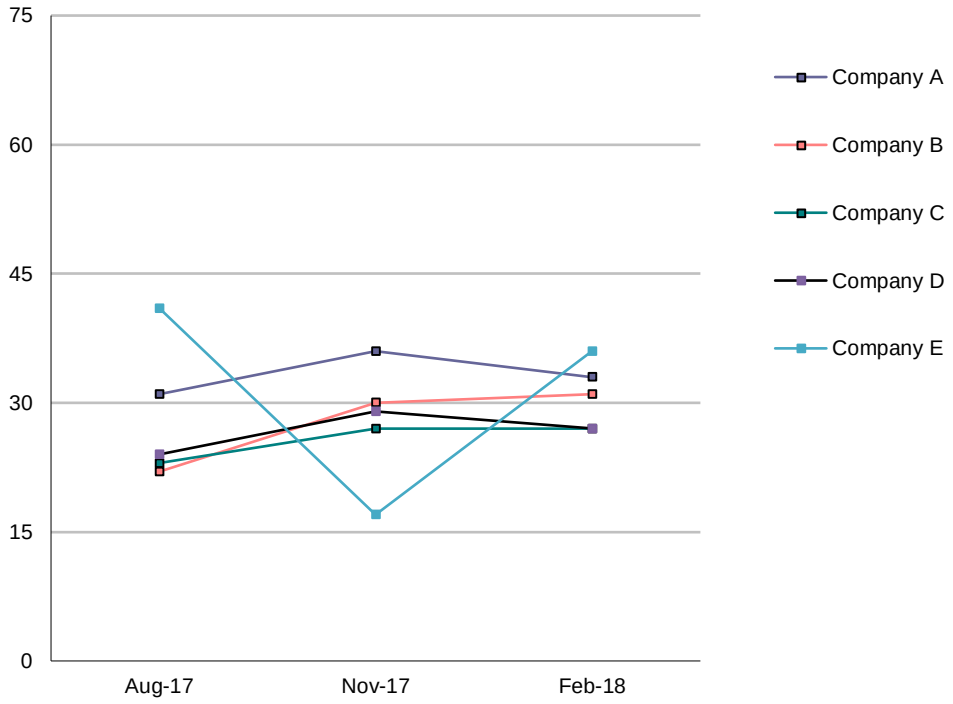
Right First Time	Aug-17	Nov-17	Feb-18
Telecom Retail	93%	94%	94%
Company B	76%	83%	85%
Company C	88%	94%	92%
Company D	91%	91%	88%
Company E	94%	83%	94%



Company B and D are affected by their ordering behaviour and troubleshooting practices.

Time to Complete

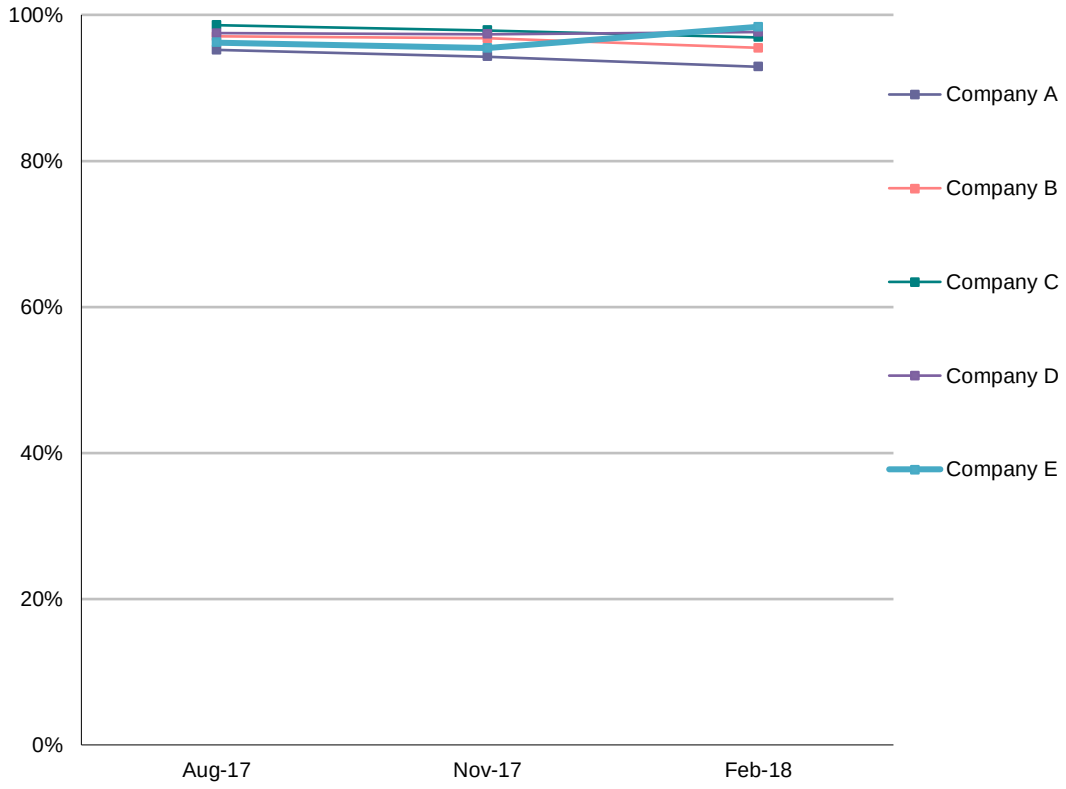
Time to Service Give (hours)	Aug-17	Nov-17	Feb-18
Company A	31	36	33
Company B	22	30	31
Company C	23	27	27
Company D	24	29	27
Company E	41	17	36



BASEBAND COPPER - RESTORATION METRICS

Met Commit Rate

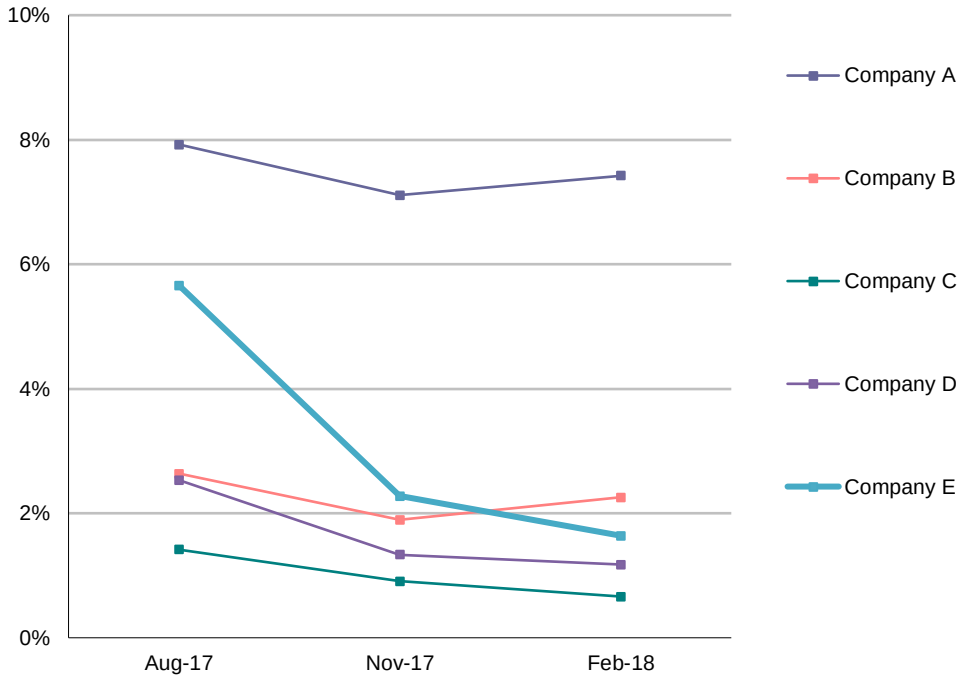
Met Commit	Aug-17	Nov-17	Feb-18
Company A	95%	94%	93%
Company B	97%	97%	95%
Company C	99%	98%	97%
Company D	97%	97%	98%
Company E	96%	95%	98%



Company A's result was affected by fault complexity.

Repeat Fault Rate

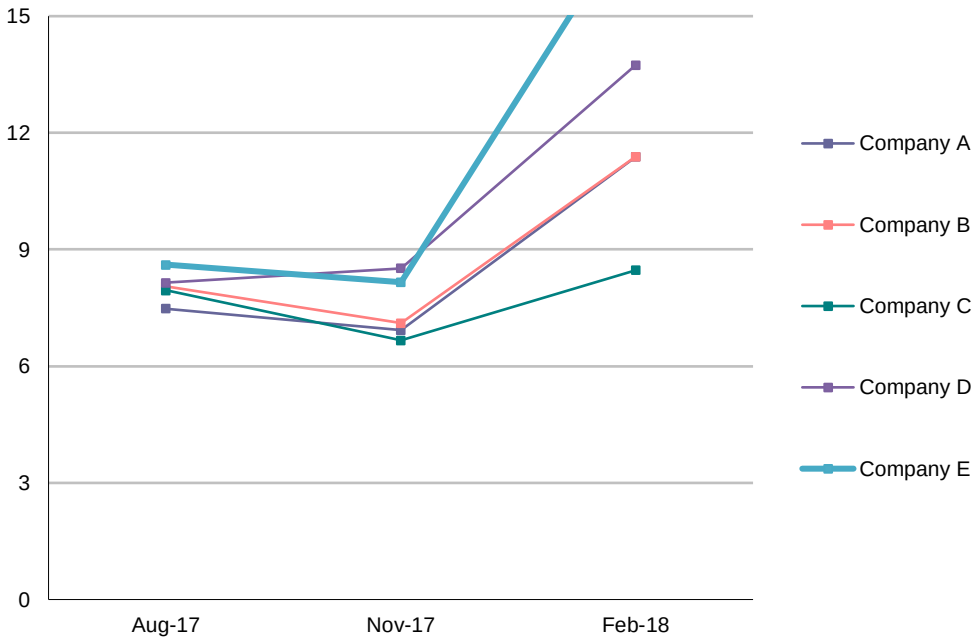
Repeat Fault	Aug-17	Nov-17	Feb-18
Company A	8%	7%	7%
Company B	3%	2%	2%
Company C	1%	1%	1%
Company D	3%	1%	1%
Company E	6%	2%	2%



Company A's result was affected by Chorus Network fault complexity issues.

Time to Complete

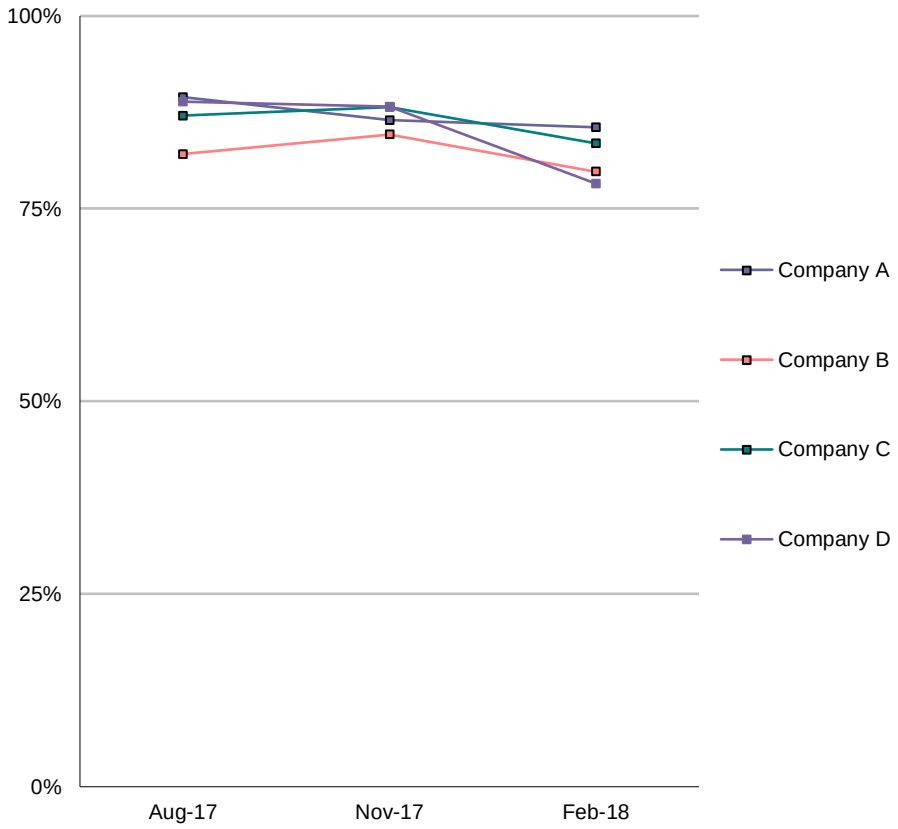
Time to Restore (hours)	Aug-17	Nov-17	Feb-18
Company A	7	7	11
Company B	8	7	11
Company C	8	7	8
Company D	8	9	14
Company E	9	8	18



BASEBAND IP - PROVISIONING METRICS

Met Commit Rate

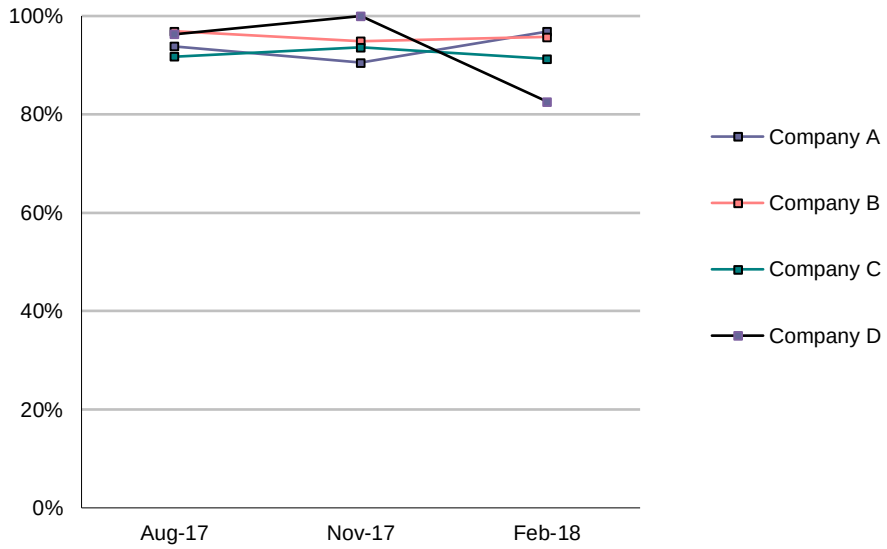
Met Commit	Aug-17	Nov-17	Feb-18
Company A	89%	86%	86%
Company B	82%	85%	80%
Company C	87%	88%	83%
Company D	89%	88%	78%



The variation for this metric was mostly affected by a processing error, which affected when the commitment time was reported but not when it was met.

Right First Time

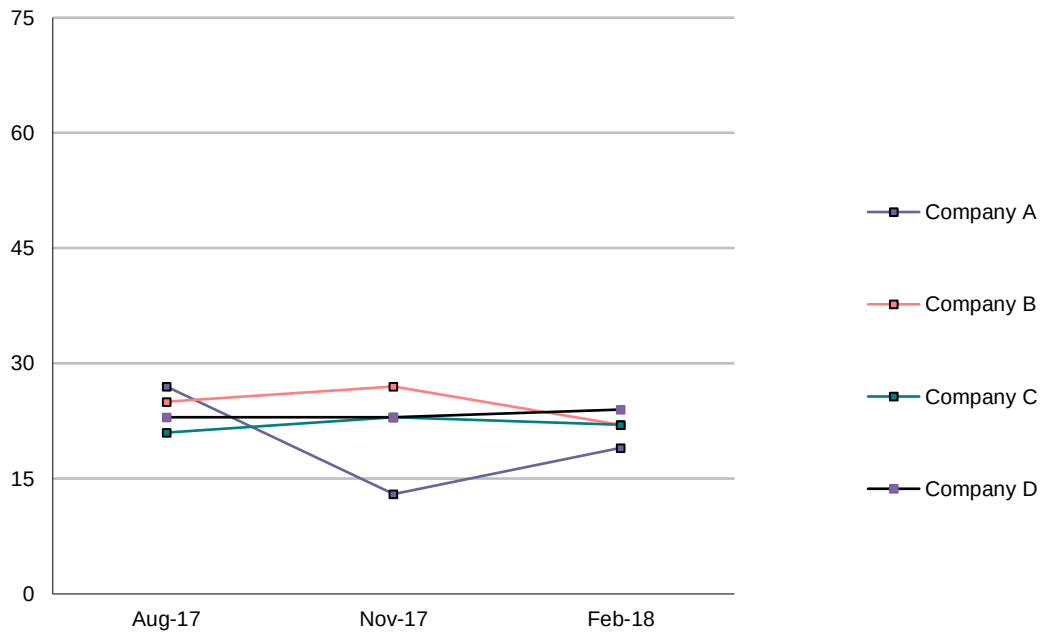
Right First Time	Aug-17	Nov-17	Feb-18
Company A	94%	91%	97%
Company B	97%	95%	96%
Company C	92%	94%	91%
Company D	96%	100%	83%



Company's B and C's results are impacted by ordering behaviour and troubleshooting.

Time to Complete

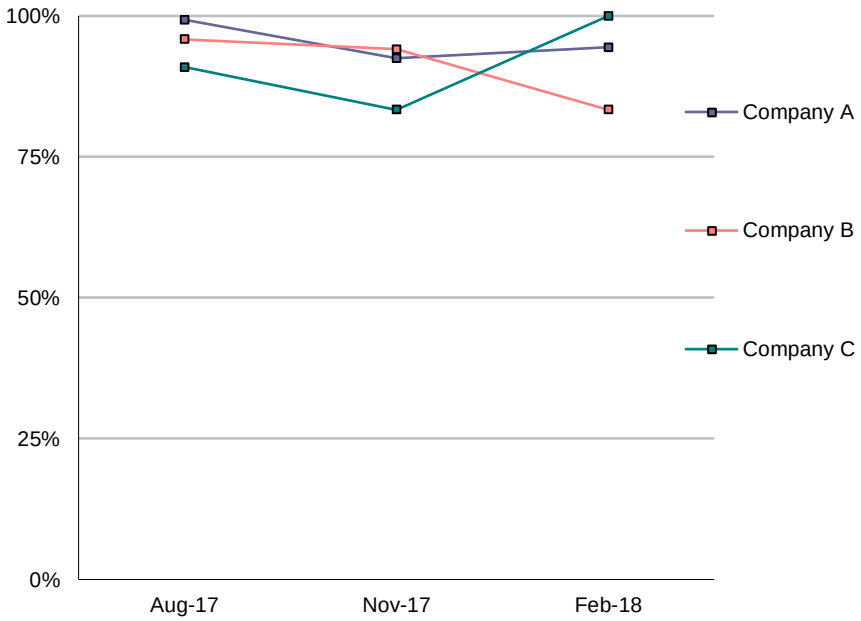
Time to Service Give (hours)	Aug-17	Nov-17	Feb-18
Company A	27	13	19
Company B	25	27	22
Company C	21	23	22
Company D	23	23	24



HSNS LITE (OVER COPPER) - PROVISIONING METRICS

Met Commit Rate

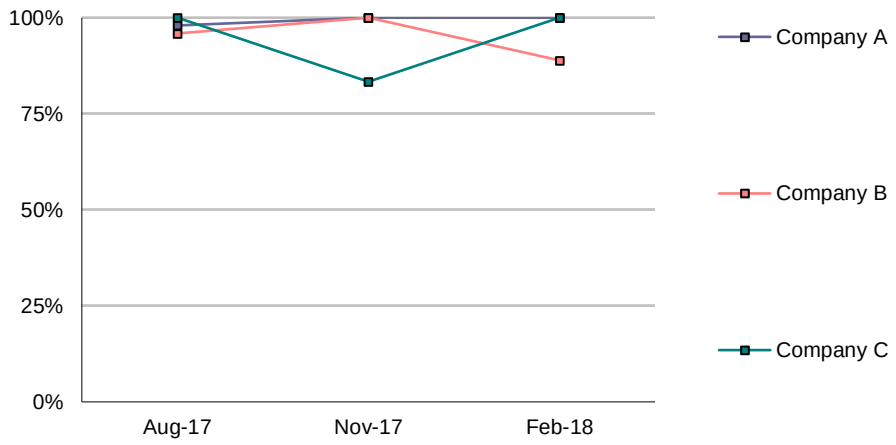
Met Commit	Aug-17	Nov-17	Feb-18
Company A	99%	93%	94%
Company B	96%	94%	83%
Company C	91%	83%	100%



Company B's result were affected by site readiness issues.

Right First Time

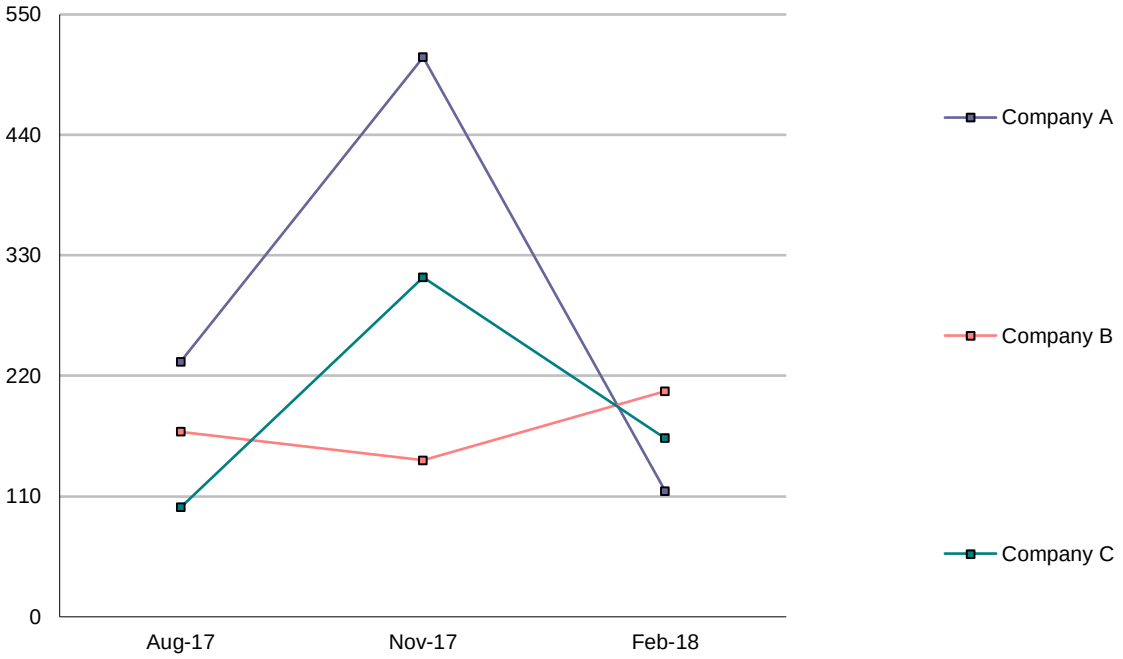
Right First Time	Aug-17	Nov-17	Feb-18
Company A	98%	100%	100%
Company B	96%	100%	89%
Company C	100%	83%	100%



Customer B was affected by fault complexity.

Time to Complete

Time to Service Give (hours)	Aug-17	Nov-17	Feb-18
Company A	233	511	115
Company B	169	143	206
Company C	100	310	163



Customer B and C's result were affected by build complexity and site readiness issues.

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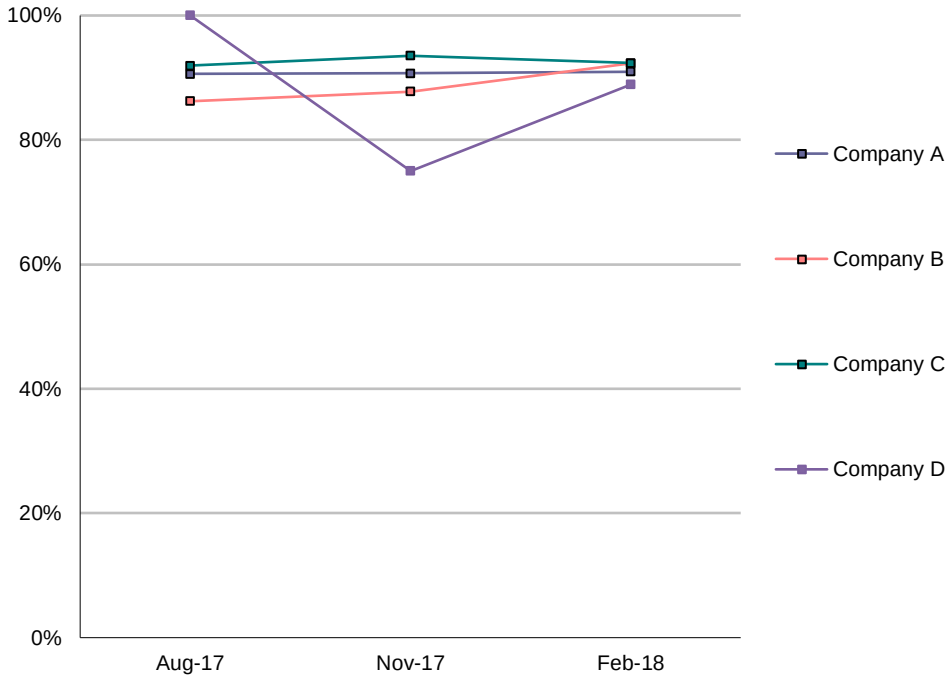
UCLL - PROVISIONING METRICS

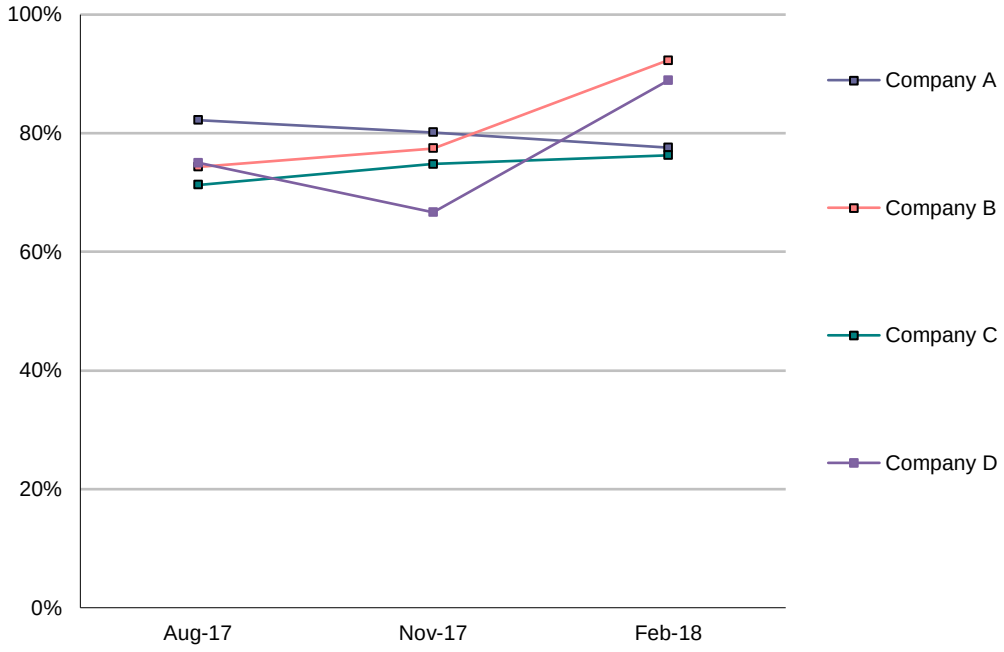
Met Commit Rate

Met Commit	Aug-17	Nov-17	Feb-18
Company A	91%	91%	91%
Company B	86%	88%	92%
Company C	92%	94%	92%
Company D	100%	75%	89%



Right First Time

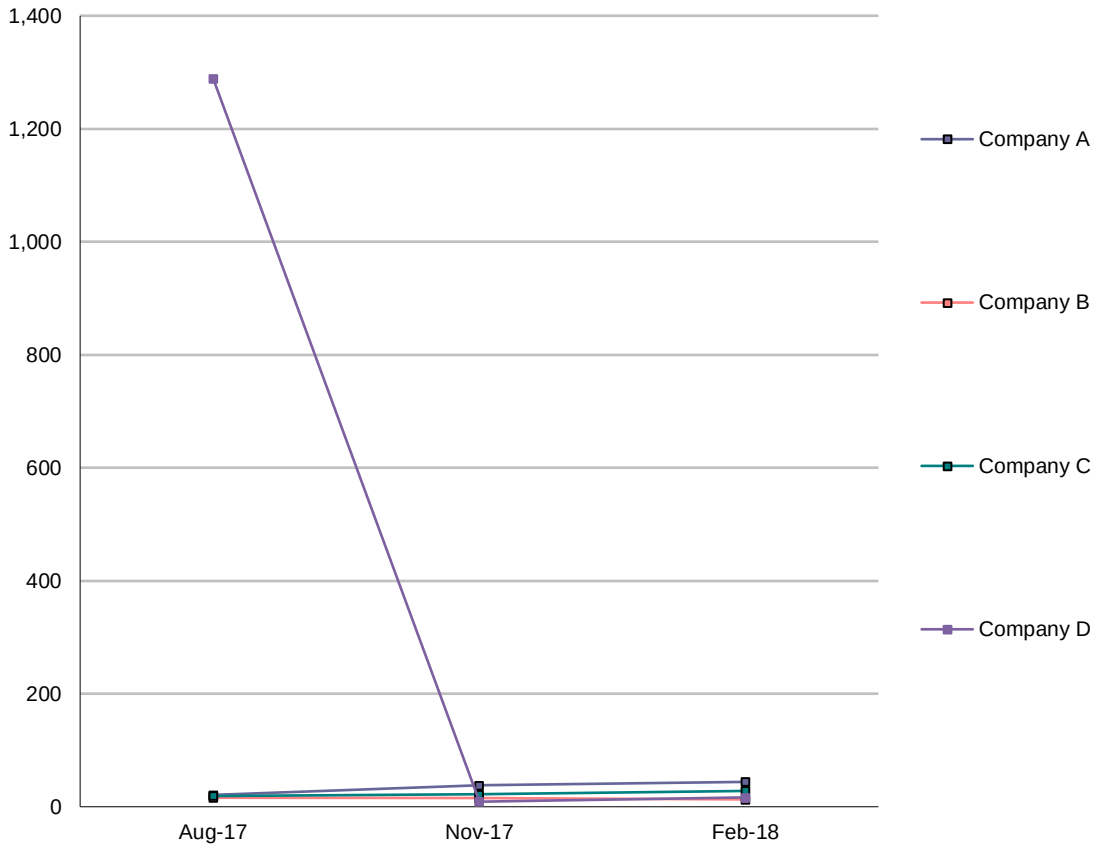
Right First Time	Aug-17	Nov-17	Feb-18
Company A	82%	80%	78%
Company B	74%	77%	92%
Company C	71%	75%	76%
Company D	75%	67%	89%



Results for Companies A and C were affected by their troubleshooting practices and ordering behaviour and rescheduling error.

Time to Complete

Time to Service Give (hours)	Aug-17	Nov-17	Feb-18
Company A	21	38	44
Company B	16	15	13
Company C	19	22	28
Company D	1289	9	16

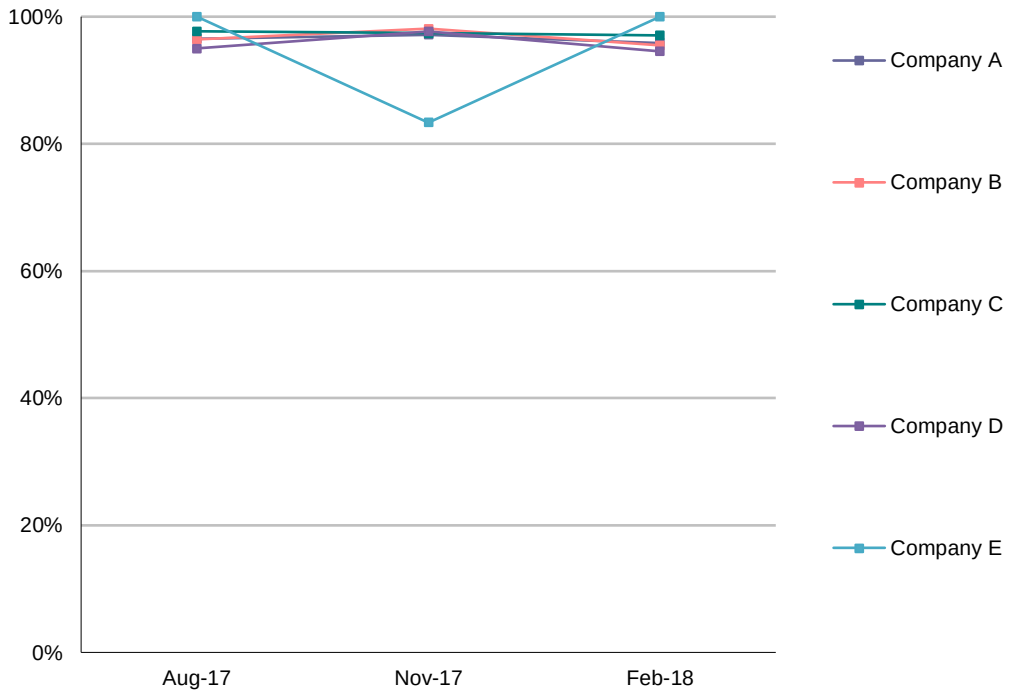


Results for Company A and C were impacted by site readiness and network access.

UCLL - RESTORATION METRICS

Met Commit Rate

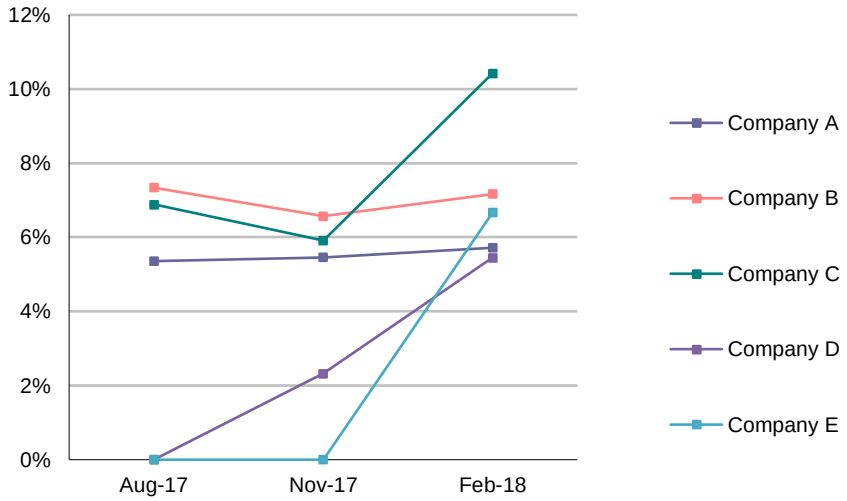
Met Commit	Aug-17	Nov-17	Feb-18
Company A	97%	97%	96%
Company B	96%	98%	95%
Company C	98%	97%	97%
Company D	95%	98%	95%
Company E	100%	83%	100%



Results for Customer D were mostly affected by fault complexity delaying technicians, which required rescheduling.

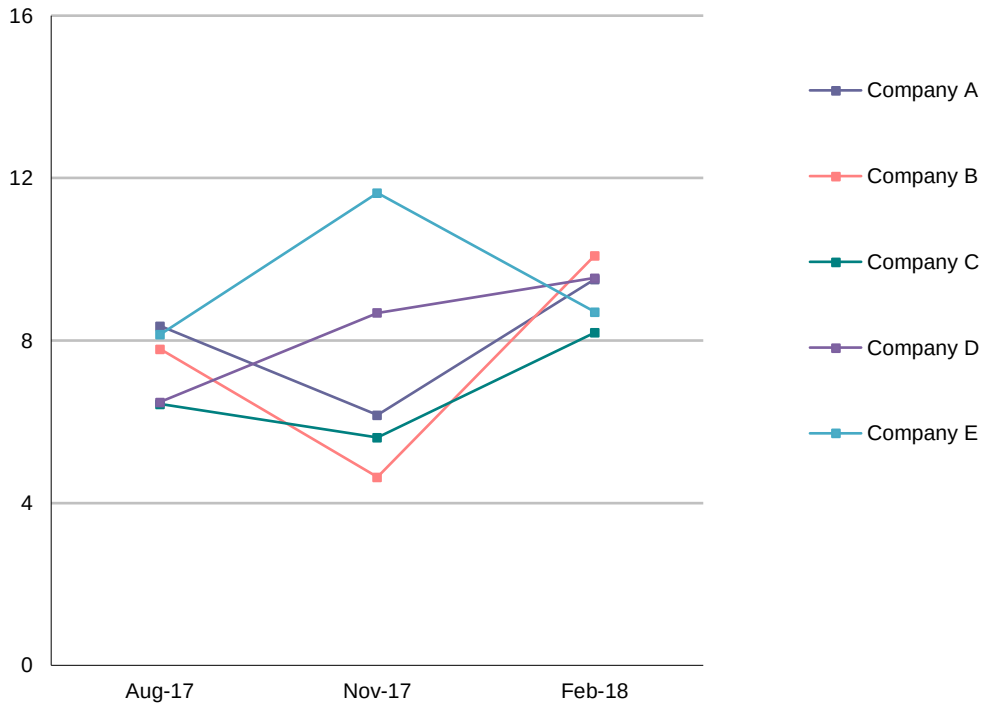
Repeat Fault Rate

Repeat Fault	Aug-17	Nov-17	Feb-18
Company A	5%	5%	6%
Company B	7%	7%	7%
Company C	7%	6%	10%
Company D	0%	2%	5%
Company E	0%	0%	7%



Time to Complete

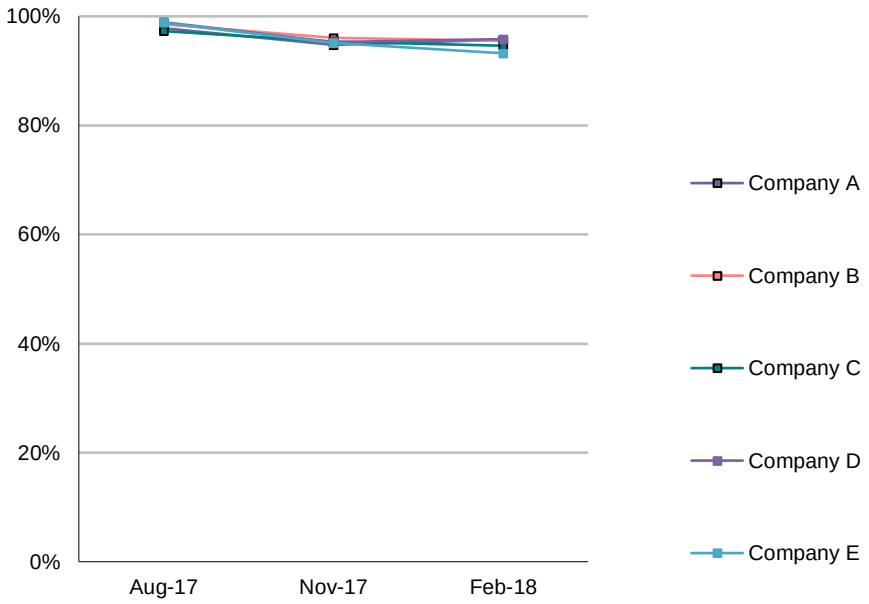
Time to Restore (hours)	Aug-17	Nov-17	Feb-18
Company A	8	6	10
Company B	8	5	10
Company C	6	6	8
Company D	6	9	10
Company E	8	12	9



UBA WITH AGENCY VOICE - PROVISIONING METRICS

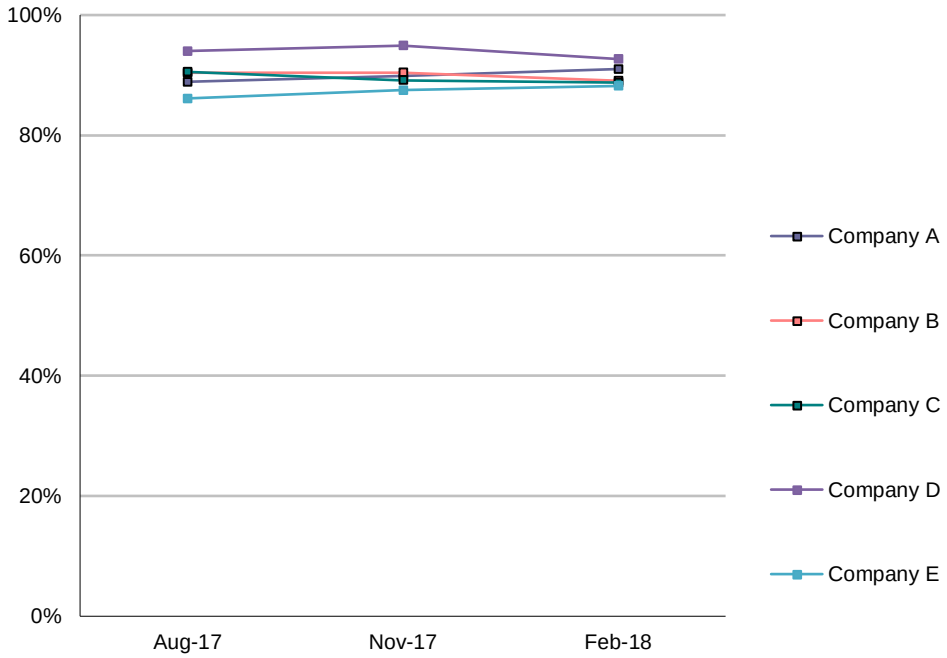
Met Commit Rate

Met Commit	Aug-17	Nov-17	Feb-18
Company A	98%	95%	96%
Company B	99%	96%	95%
Company C	97%	95%	95%
Company D	99%	95%	96%
Company E	99%	95%	93%



Right First Time

Right First Time	Aug-17	Nov-17	Feb-18
Company A	89%	90%	91%
Company B	90%	90%	89%
Company C	91%	89%	89%
Company D	94%	95%	93%
Company E	86%	88%	88%



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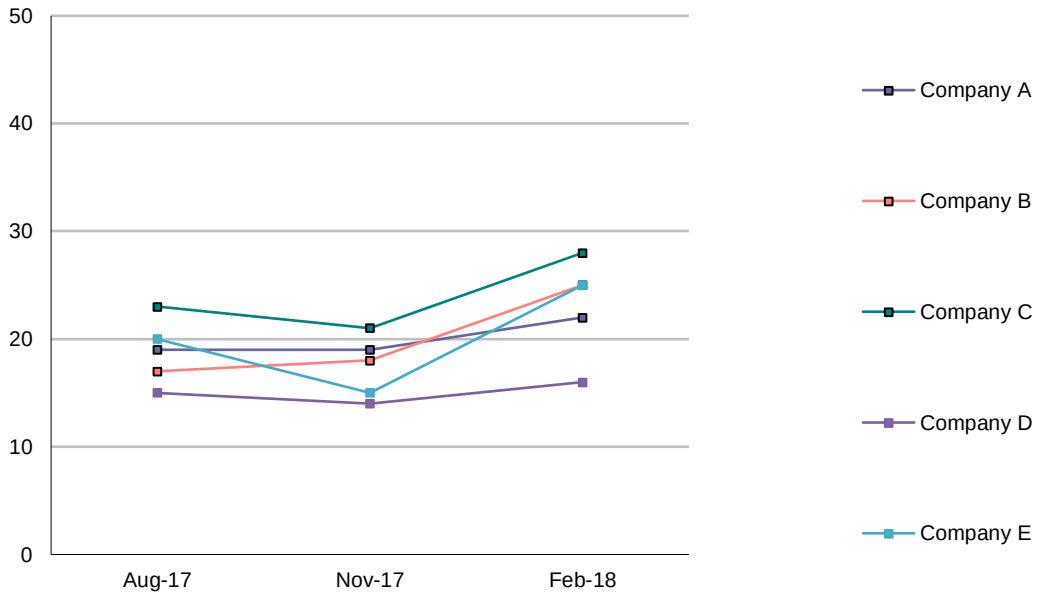
Time to Complete

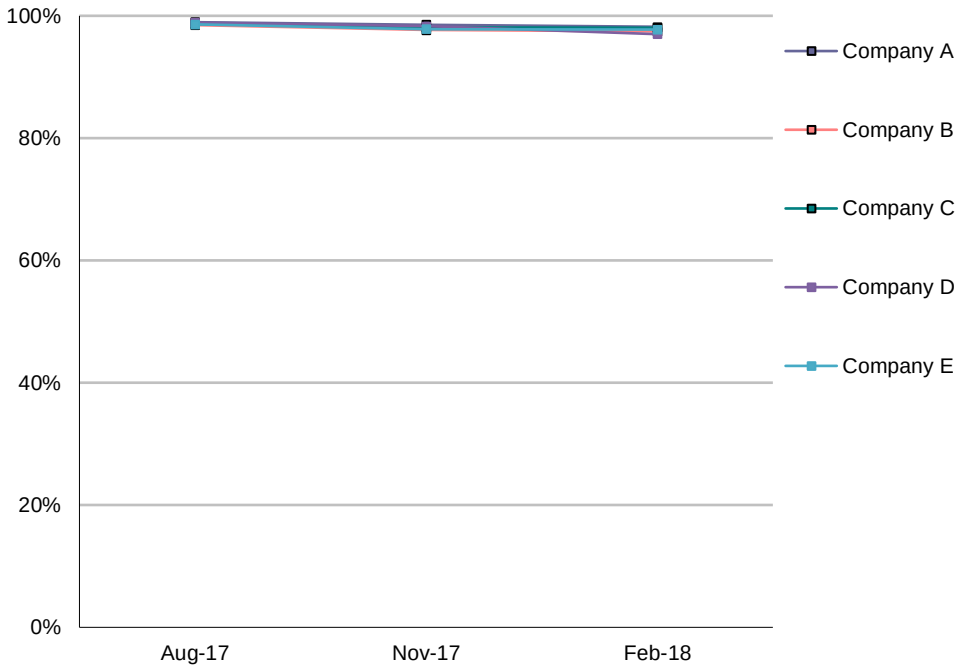
Time to Service Give (hours)	Aug-17	Nov-17	Feb-18
Company A	19	19	22
Company B	17	18	25
Company C	23	21	28
Company D	15	14	16
Company E	20	15	25



UBA ONLY (NAKED) - PROVISIONING METRICS

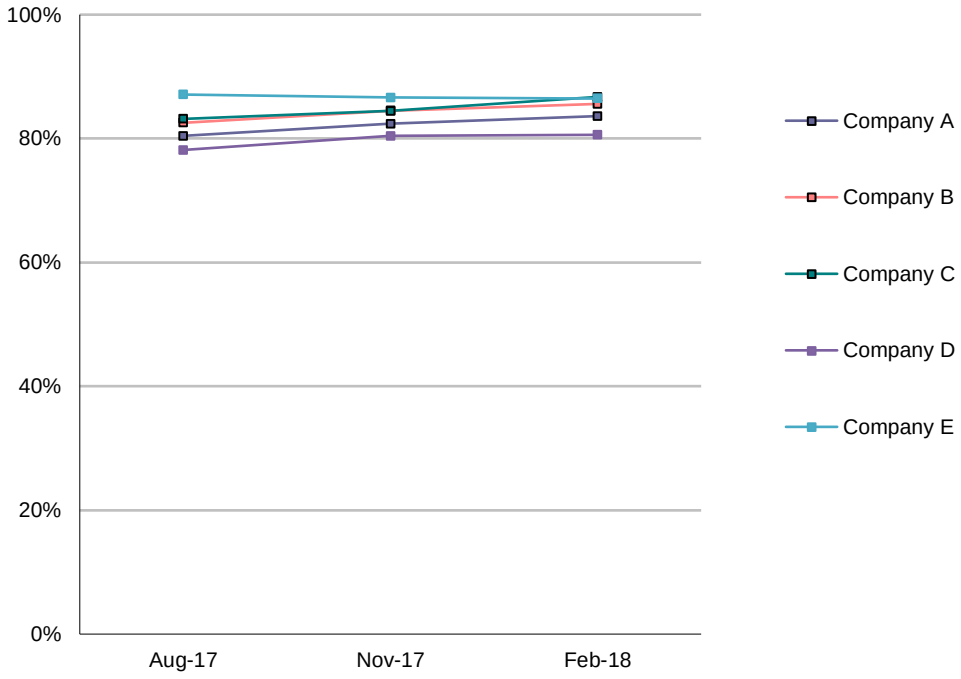
Met Commit Rate

Met Commit	Aug-17	Nov-17	Feb-18
Company A	99%	99%	98%
Company B	98%	98%	97%
Company C	99%	98%	98%
Company D	99%	98%	97%
Company E	99%	98%	98%



Right First Time

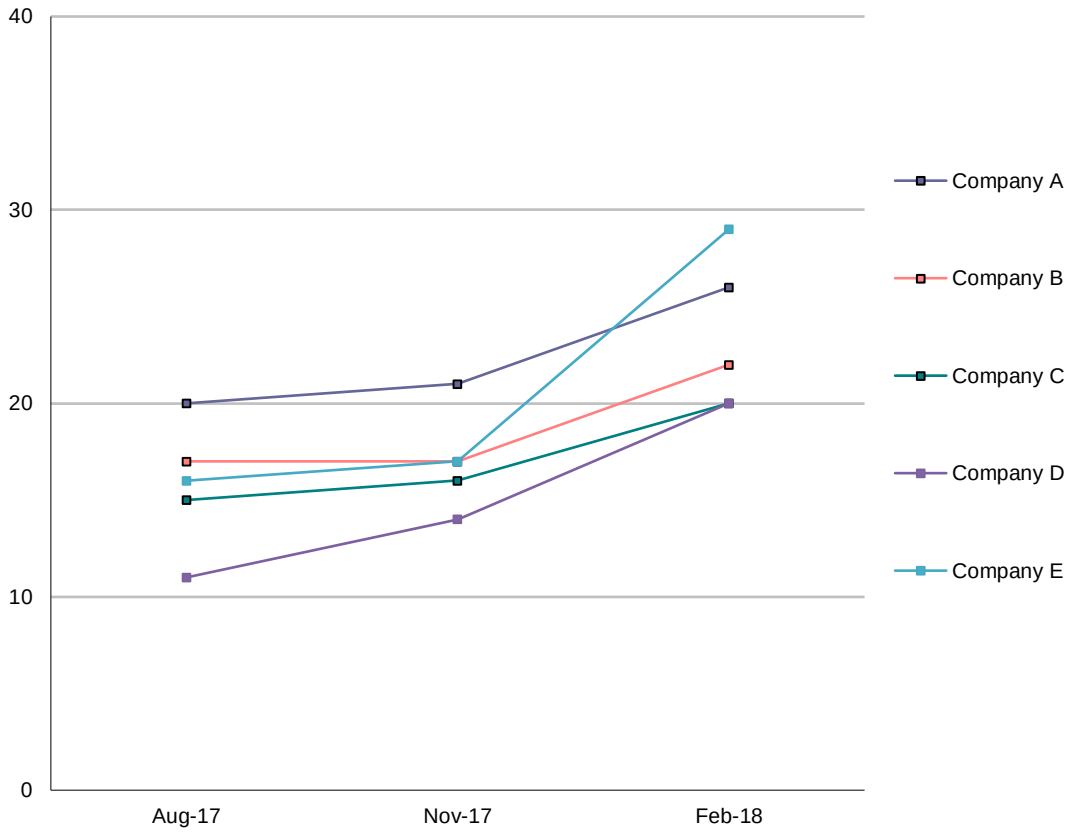
Right First Time	Aug-17	Nov-17	Feb-18
Company A	80%	82%	84%
Company B	83%	84%	86%
Company C	83%	84%	87%
Company D	78%	80%	81%
Company E	87%	87%	86%



Company D's results are affected by their ordering behaviour.

Time to Complete

Time to Service Give (hours)	Aug-17	Nov-17	Feb-18
Company A	20	21	26
Company B	17	17	22
Company C	15	16	20
Company D	11	14	20
Company E	16	17	29

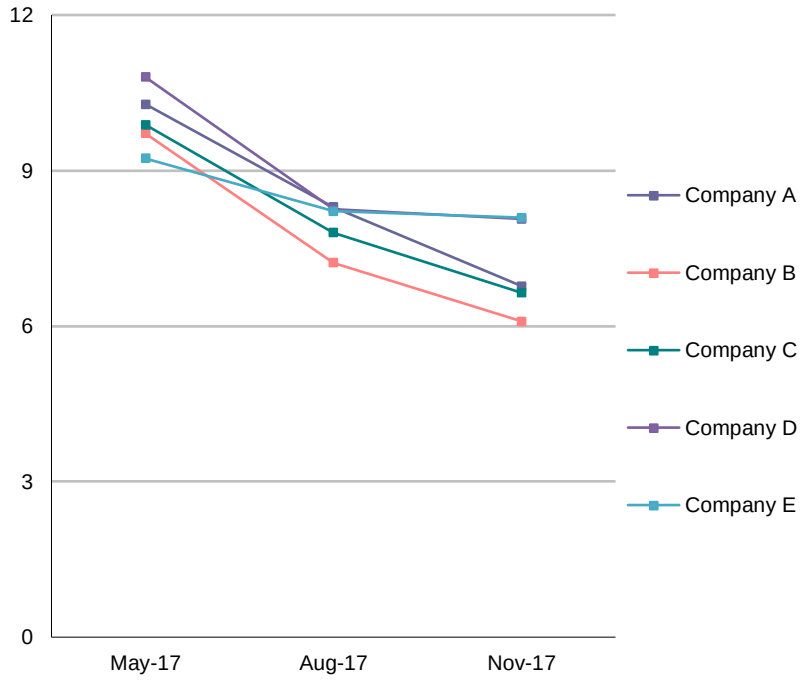


UBA - RESTORATION METRICS

Both UBA only (naked) and UBA with POTS (clothed) faults are presented in these metrics.

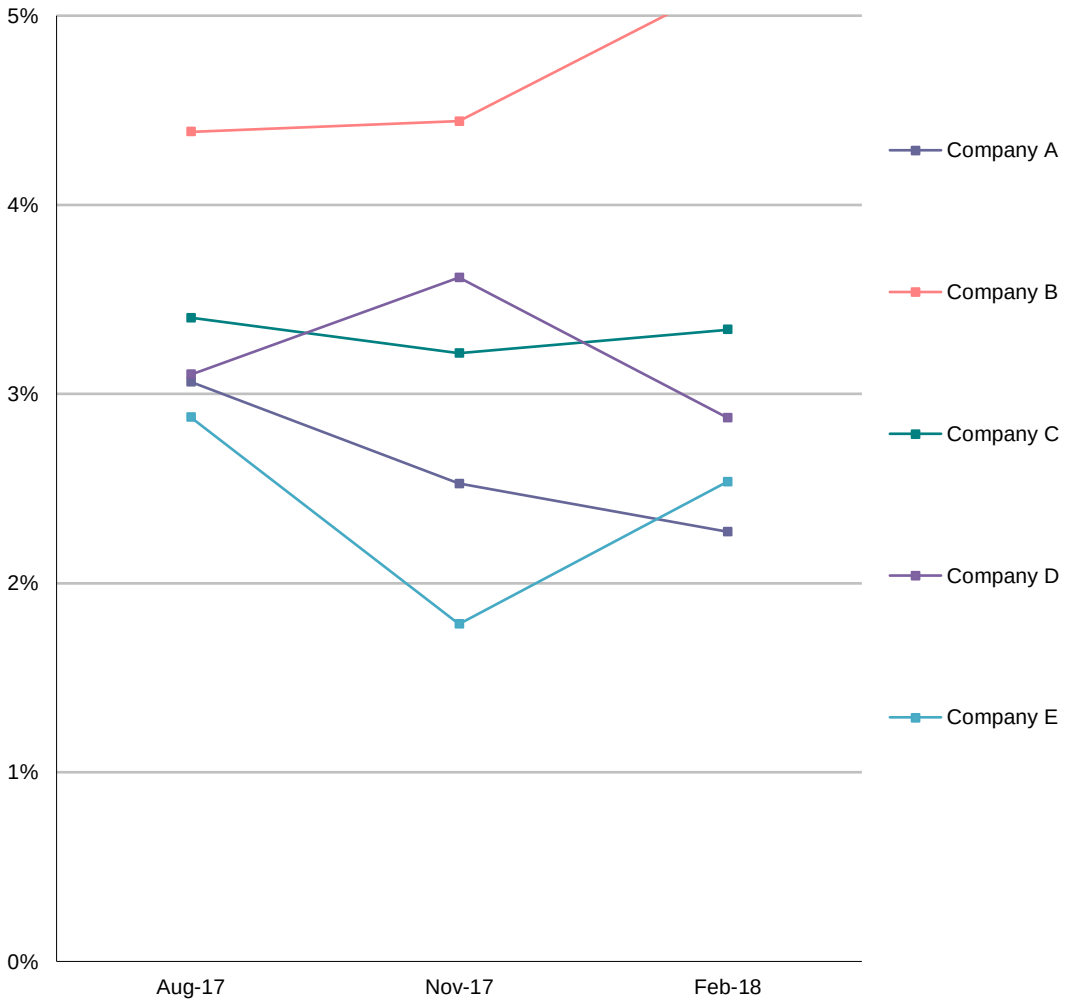
Met Commit Rate

Met Commit	Aug-17	Nov-17	Feb-18
Company A	97%	97%	96%
Company B	97%	97%	96%
Company C	97%	97%	96%
Company D	97%	97%	95%
Company E	97%	97%	95%



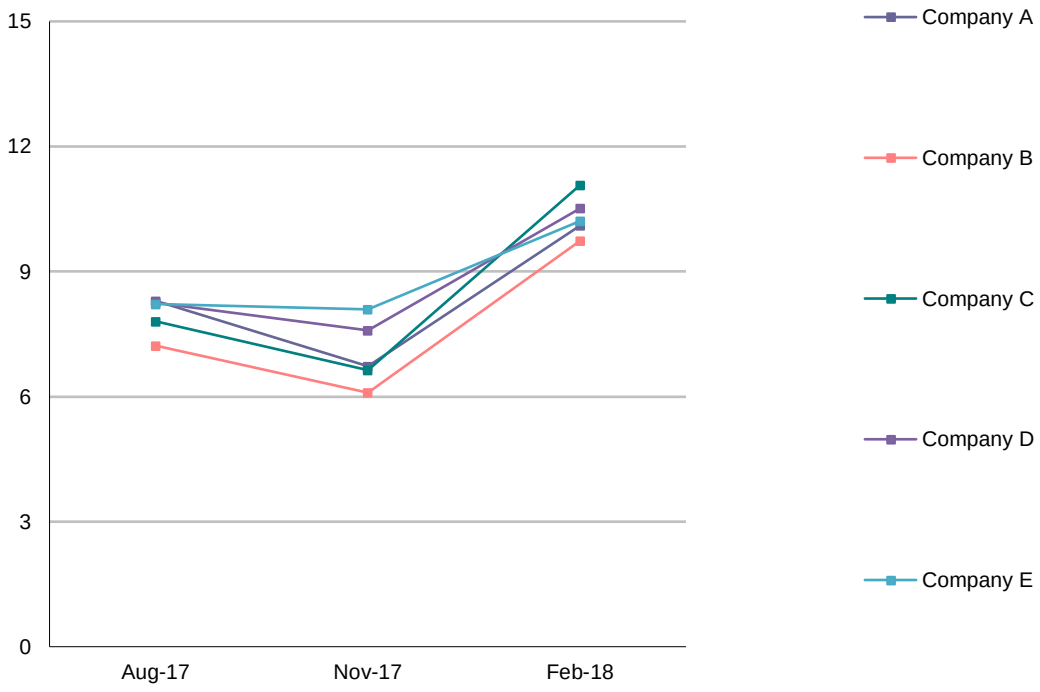
Repeat Fault Rate

Repeat Fault	Aug-17	Nov-17	Feb-18
Company A	3%	3%	2%
Company B	4%	4%	5%
Company C	3%	3%	3%
Company D	3%	4%	3%
Company E	3%	2%	3%



Time to Complete

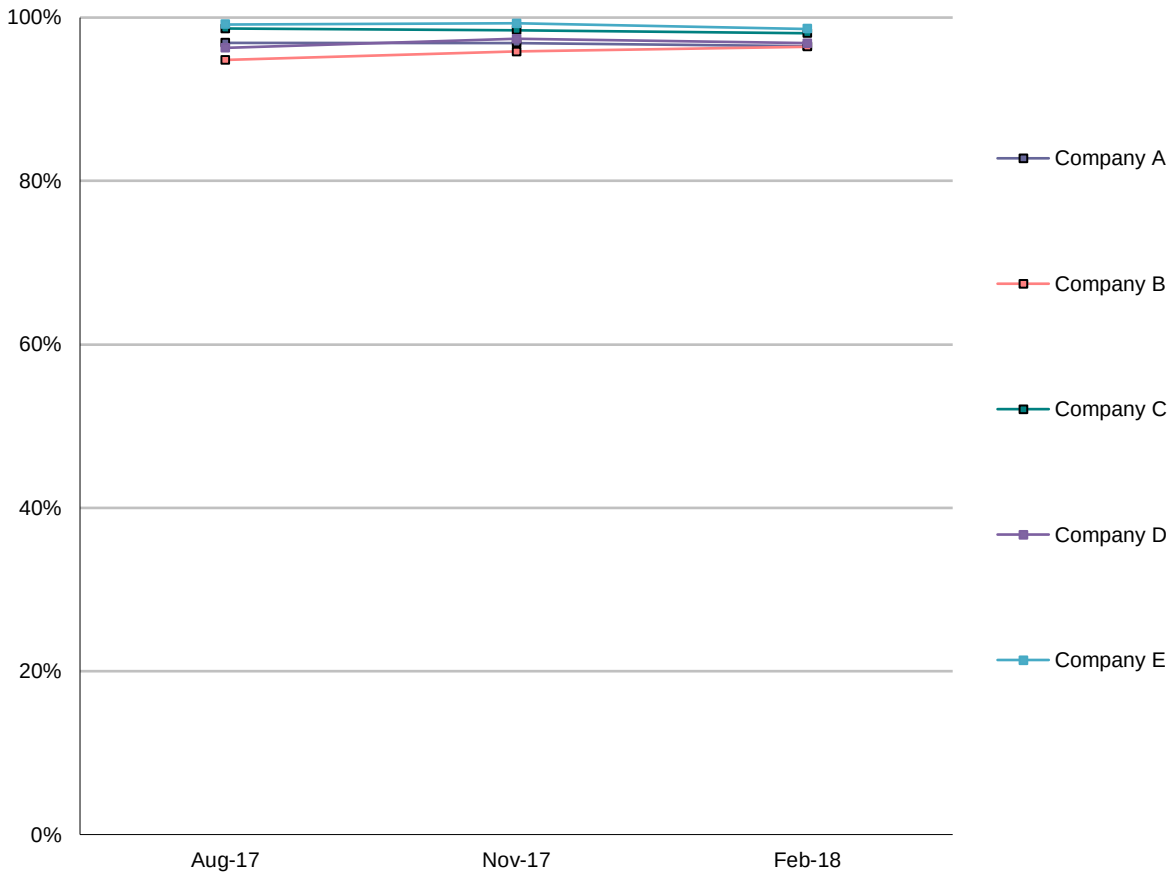
Time to Restore (hours)	Aug-17	Nov-17	Feb-18
Company A	8	7	10
Company B	7	6	10
Company C	8	7	11
Company D	8	8	11
Company E	8	8	10



NGA BITSTREAM 2 - PROVISIONING METRICS

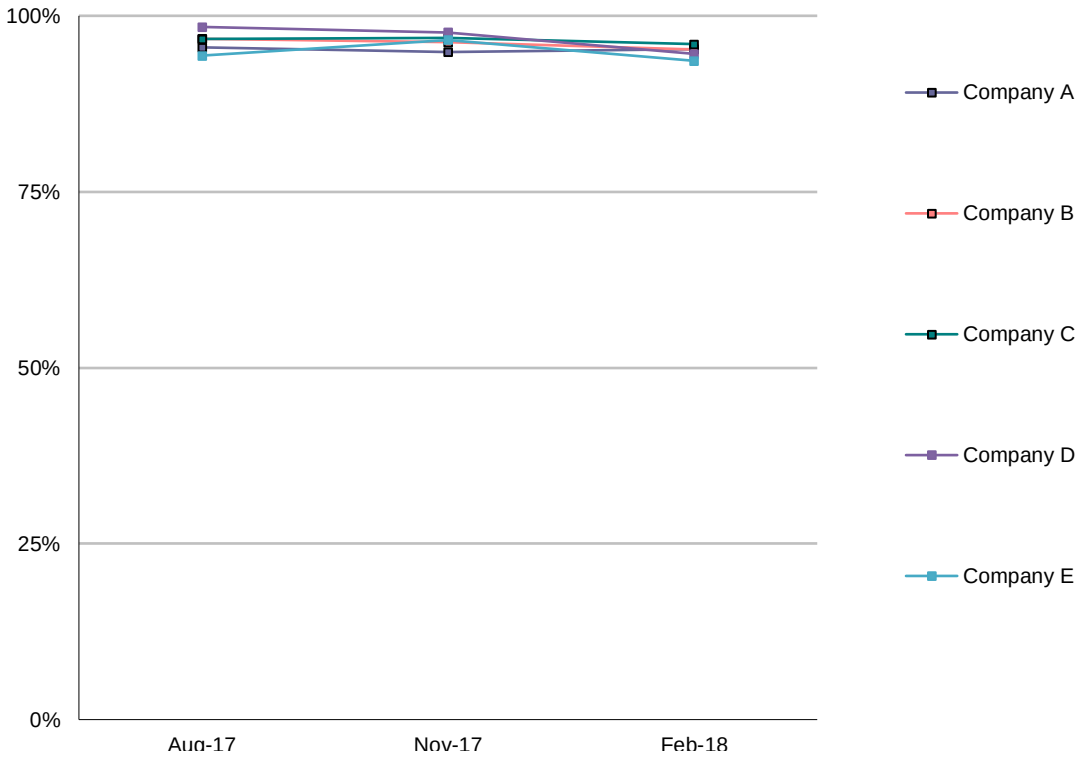
Met Commit Rate

Met Commit	Aug-17	Nov-17	Feb-18
Company A	97%	97%	97%
Company B	95%	96%	96%
Company C	99%	98%	98%
Company D	96%	97%	97%
Company E	99%	99%	99%



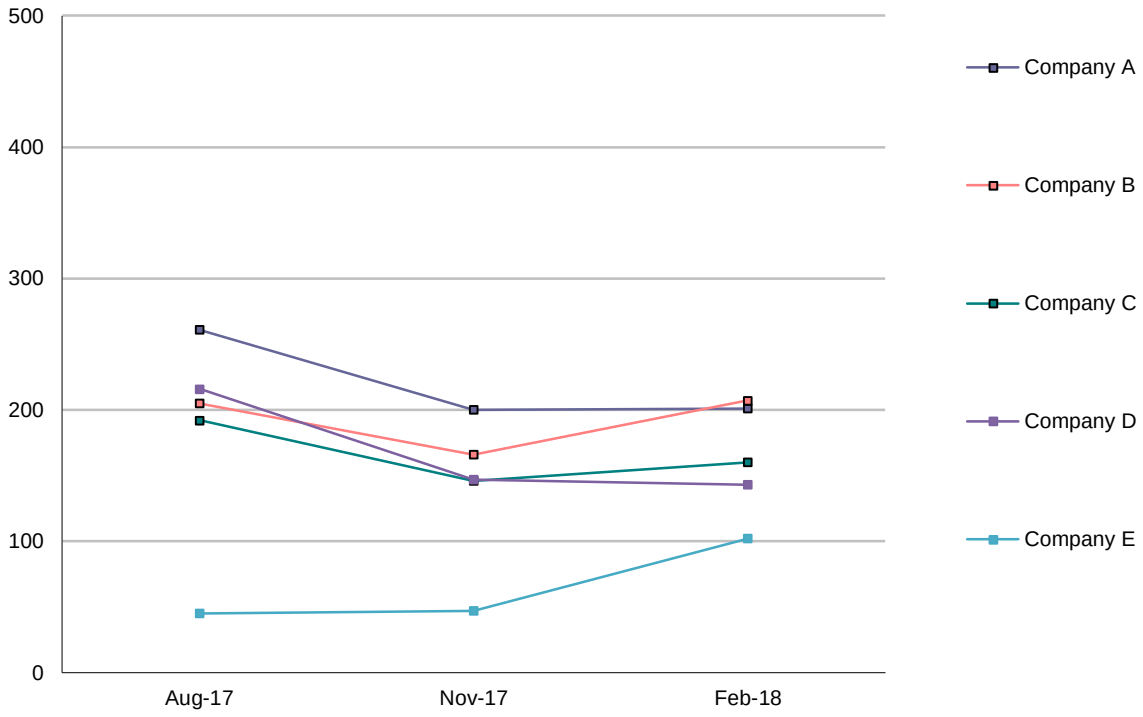
Right First Time

Right First Time	Aug-17	Nov-17	Feb-18
Company A	96%	95%	95%
Company B	97%	96%	95%
Company C	97%	97%	96%
Company D	98%	98%	95%
Company E	94%	97%	94%



Time to Complete

Time to Service Give (hours)	Aug-17	Nov-17	Feb-18
Company A	261	200	201
Company B	205	166	207
Company C	192	146	160
Company D	216	147	143
Company E	45	47	102

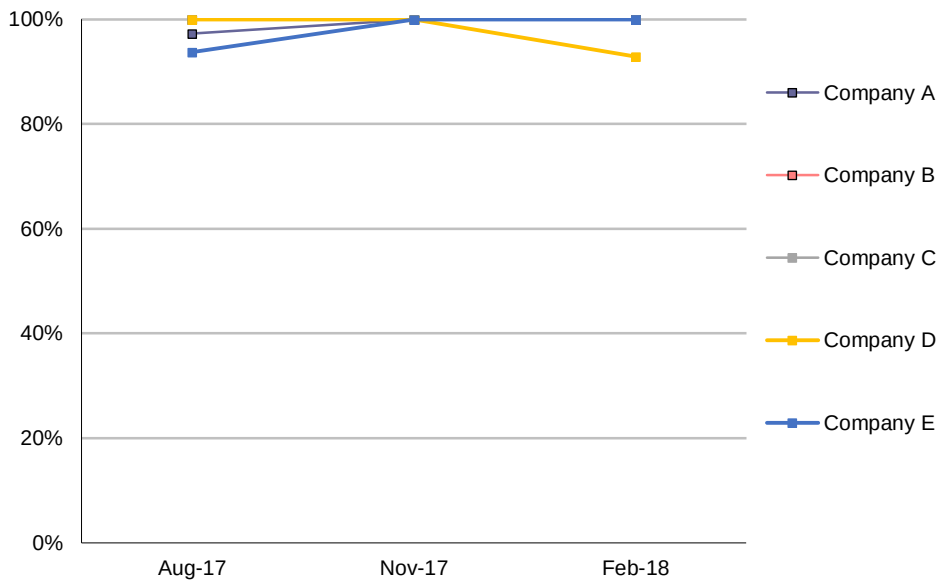


Variation in this metric was primarily due to order complexity needing consents and civil work.

NGA BITSTREAM 3 - PROVISIONING METRICS

Met Commit Rate

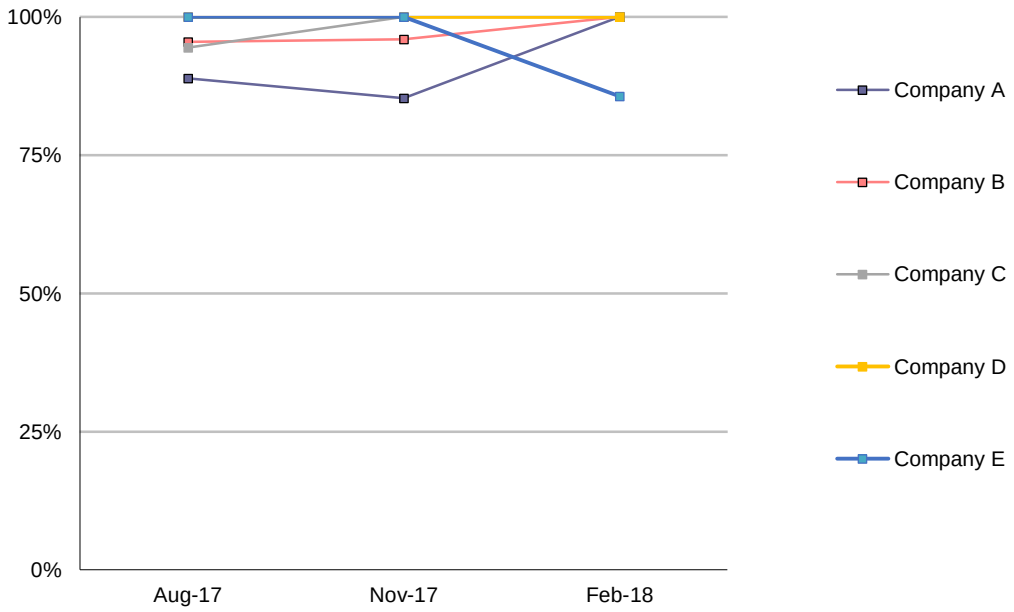
Met Commit	Aug-17	Nov-17	Feb-18
Company A	97%	100%	100%
Company B	100%	100%	100%
Company C	100%	100%	100%
Company D	100%	100%	93%
Company E	94%	100%	100%



The variation for this metric was mostly affected by a processing error, which affected when the commitment time was reported but not when it was met.

Right First Time

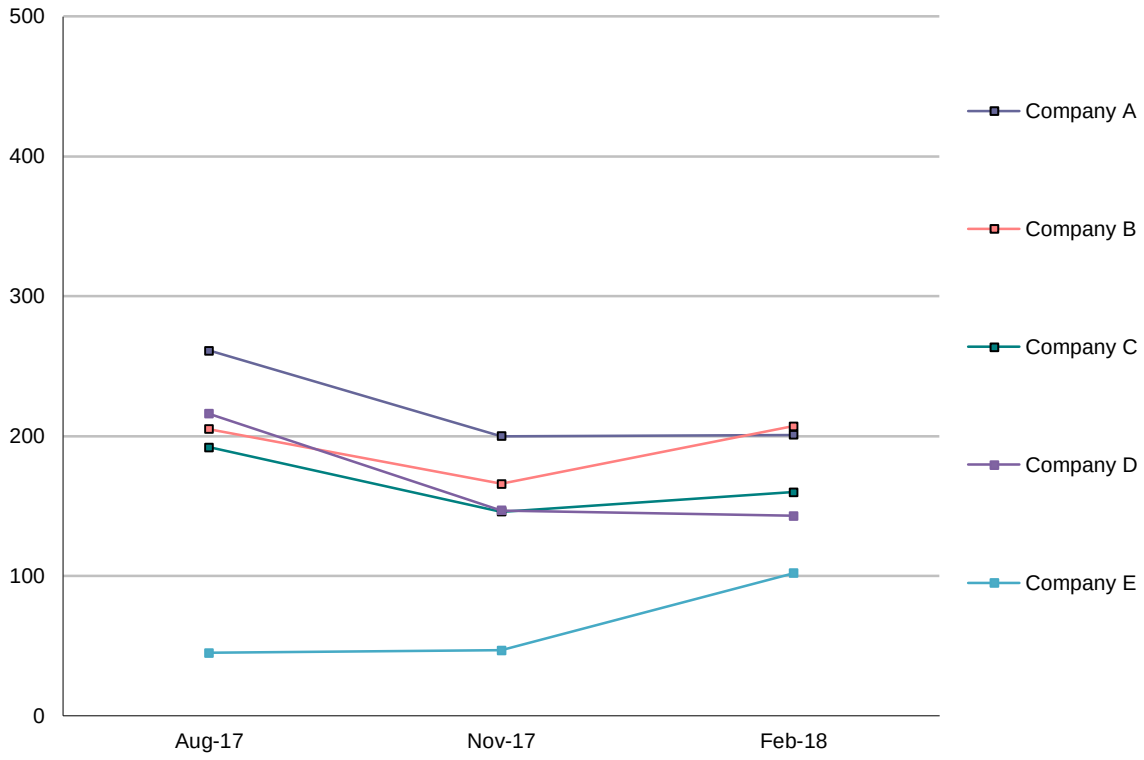
Right First Time	Aug-17	Nov-17	Feb-18
Company A	89%	85%	100%
Company B	96%	96%	100%
Company C	94%	100%	100%
Company D	100%	100%	100%
Company E	100%	100%	86%



Results for this metric were due to customer reschedules.

Time to Complete

Time to Service Give (hours)	Aug-17	Nov-17	Feb-18
Company A	343	437	324
Company B	239	283	298
Company C	189	222	396
Company D	423	623	311
Company E	314	324	122

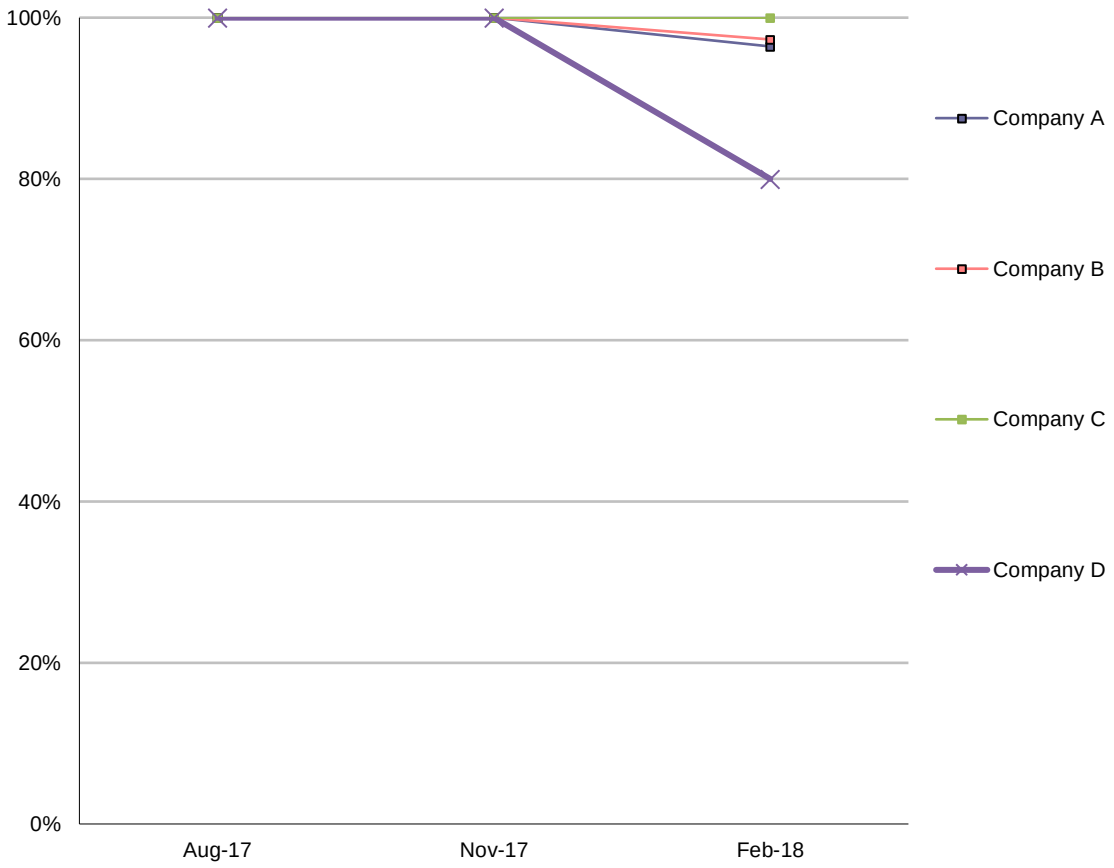


Variation for this metric was due to order complexity needing consents, communal build and civil work. Customers A and D were also affected by site readiness issues.

GIGNATION - BUSINESS - PROVISIONING METRICS

Met Commit Rate

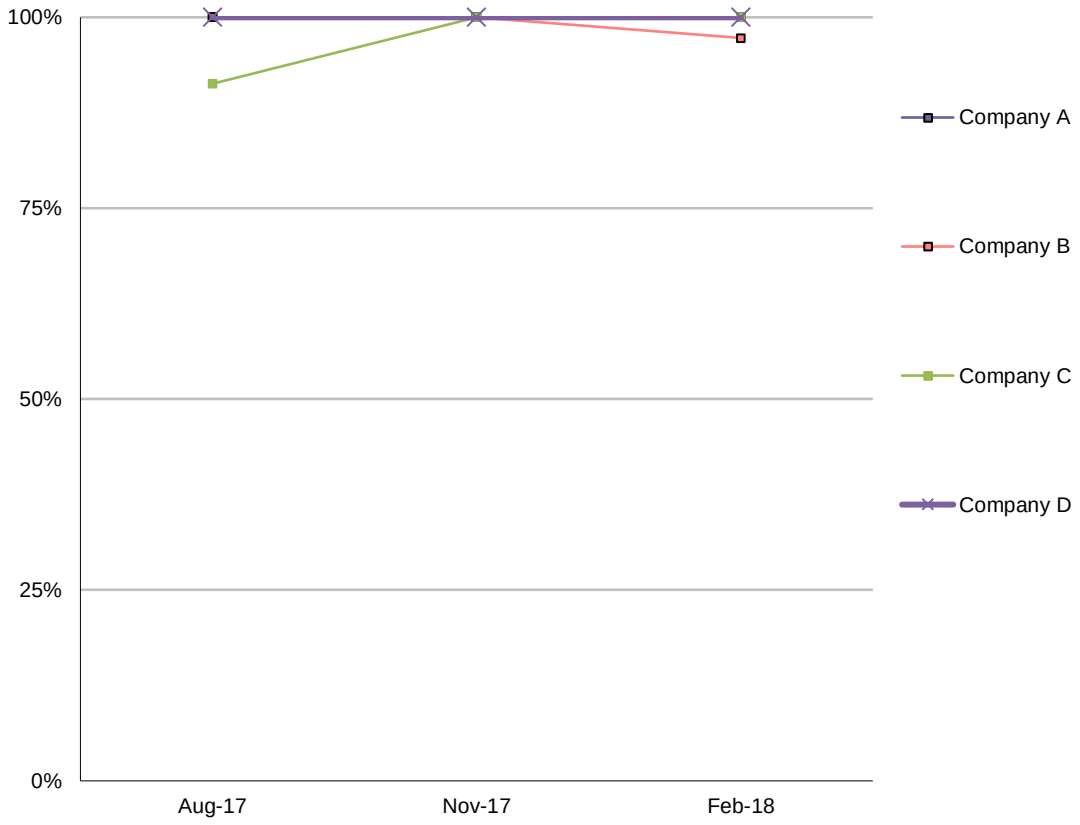
Met Commit	Aug-17	Nov-17	Feb-18
Company A	100%	100%	96%
Company B	100%	100%	97%
Company C	100%	100%	100%
Company D	100%	100%	80%



The variation for this metric was affected by a processing error which affected when the commitment time was reported but not when it was met.

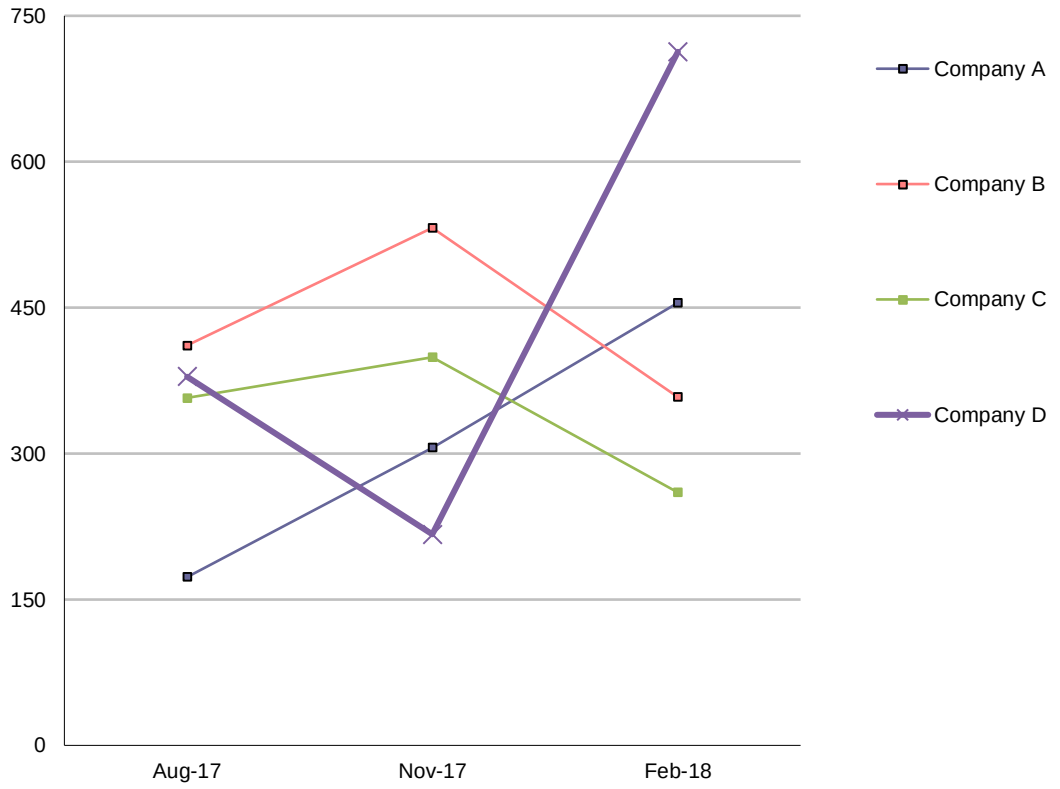
Right First Time

Right First Time	Aug-17	Nov-17	Feb-18
Company A	100%	100%	100%
Company B	100%	100%	97%
Company C	91%	100%	100%
Company D	100%	100%	100%



Time to Complete

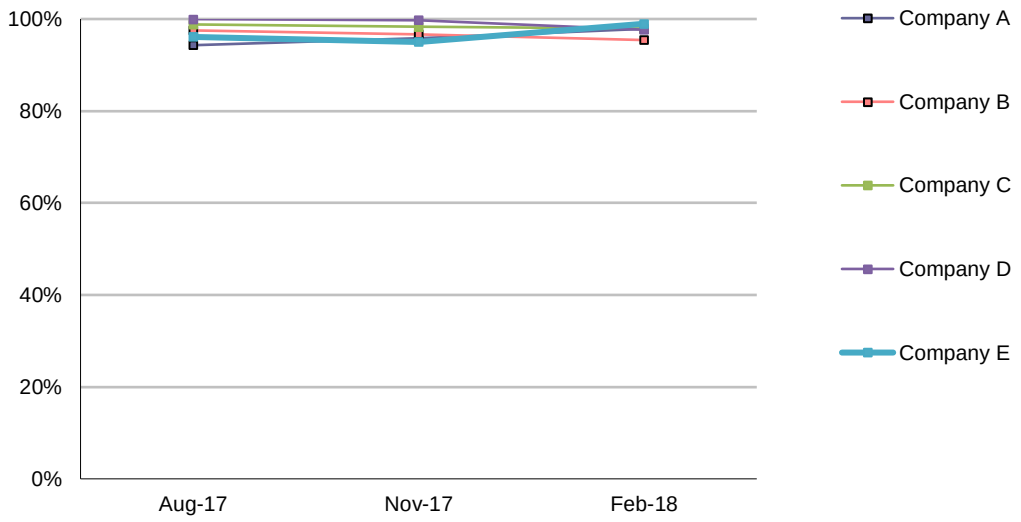
Time to Service Give (hours)	Aug-17	Nov-17	Feb-18
Company A	173	306	455
Company B	411	532	358
Company C	357	399	260
Company D	379	217	713



Variation for this metric was due to order complexity needing consents, communal build and civil work.

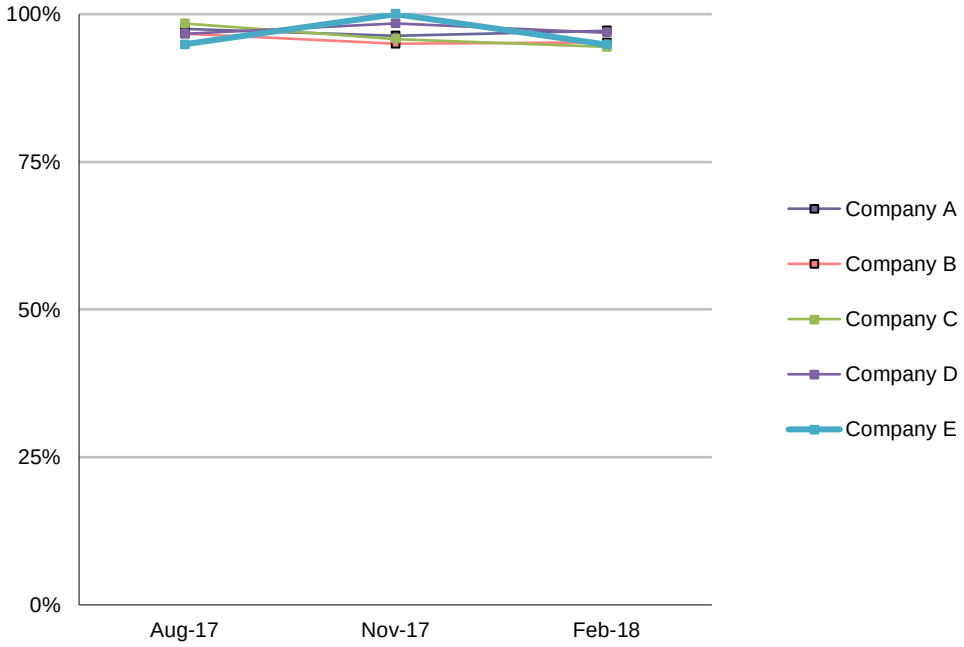
Met Commit Rate

Met Commit	Aug-17	Nov-17	Feb-18
Company A	94%	96%	98%
Company B	98%	97%	95%
Company C	99%	98%	98%
Company D	100%	100%	98%
Company E	96%	95%	99%



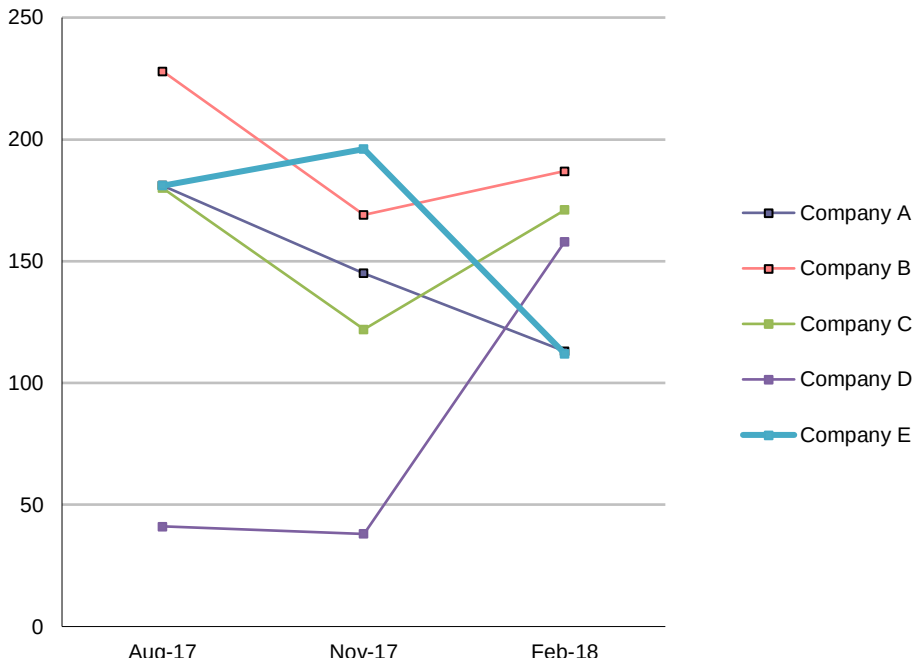
Repeat Fault Rate

Right First Time	Aug-17	Nov-17	Feb-18
Company A	98%	96%	97%
Company B	97%	95%	95%
Company C	98%	96%	94%
Company D	97%	98%	97%
Company E	95%	100%	95%



Time to Complete

Time to Service Give (hours)	Aug-17	Nov-17	Feb-18
Company A	181	145	113
Company B	228	169	187
Company C	180	122	171
Company D	41	38	158
Company E	181	196	112

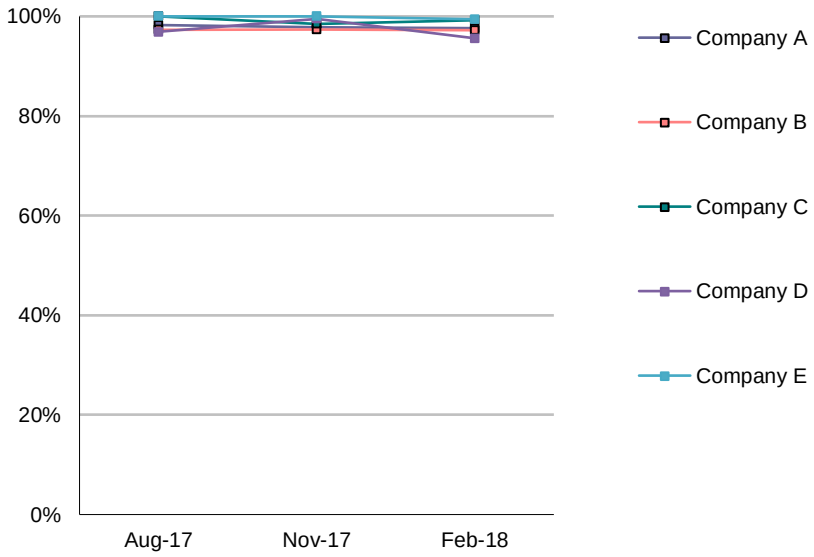


Variation in this metric was due to order complexity, consent requirements and civil work.

GIGNATION RESIDENTIAL - PROVISIONING METRICS

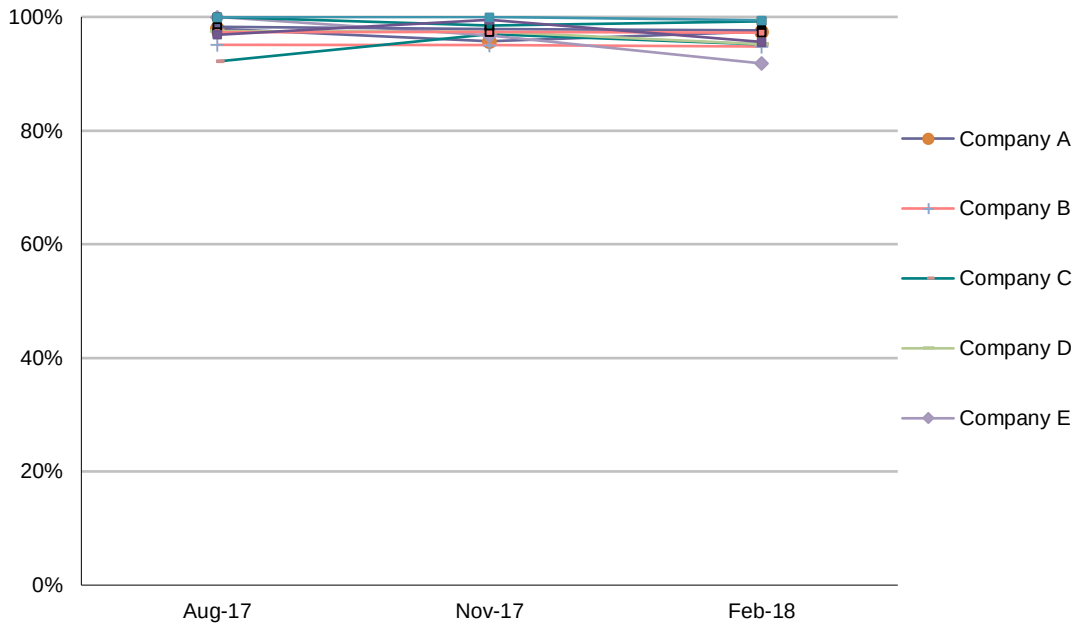
Met Commit Rate

Met Commit	Aug-17	Nov-17	Feb-18
Company A	98%	98%	98%
Company B	97%	97%	97%
Company C	100%	98%	99%
Company D	97%	99%	96%
Company E	100%	100%	99%



Right First Time

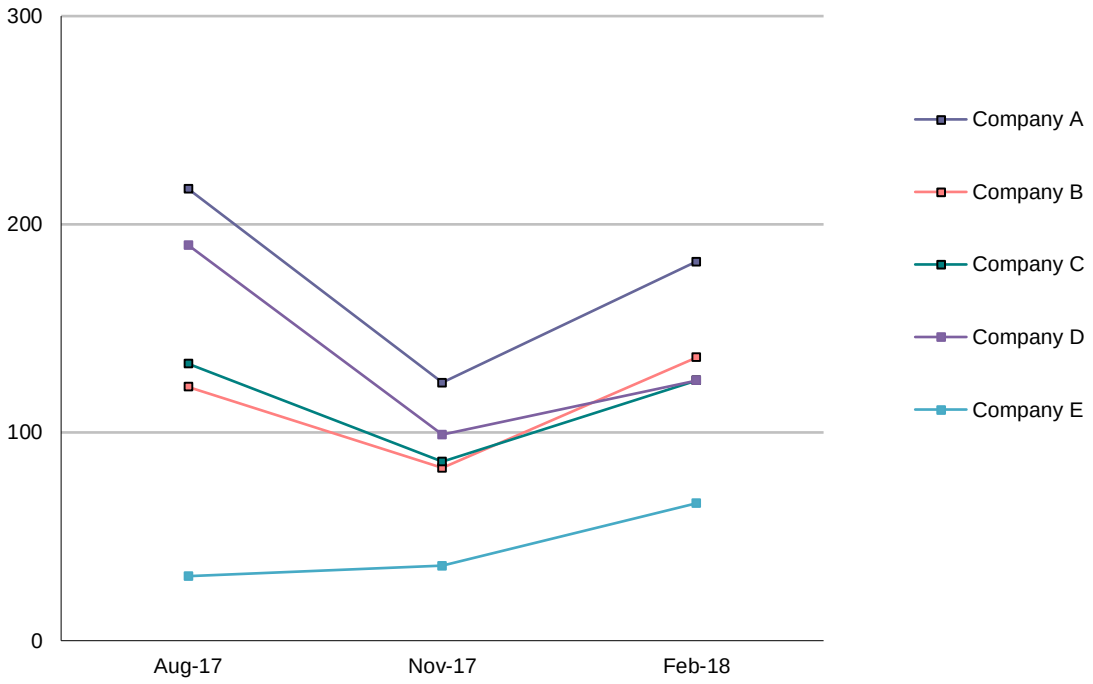
Right First Time	Aug-17	Nov-17	Feb-18
Company A	98%	96%	97%
Company B	95%	95%	95%
Company C	92%	97%	95%
Company D	97%	97%	95%
Company E	100%	97%	92%



The variation for this metric was affected by a processing error, which affected when the commitment time was reported but not when it was met.

Time to Complete

Time to Service Give (hours)	Aug-17	Nov-17	Feb-18
Company A	217	124	182
Company B	122	83	136
Company C	133	86	125
Company D	190	99	125
Company E	31	36	66

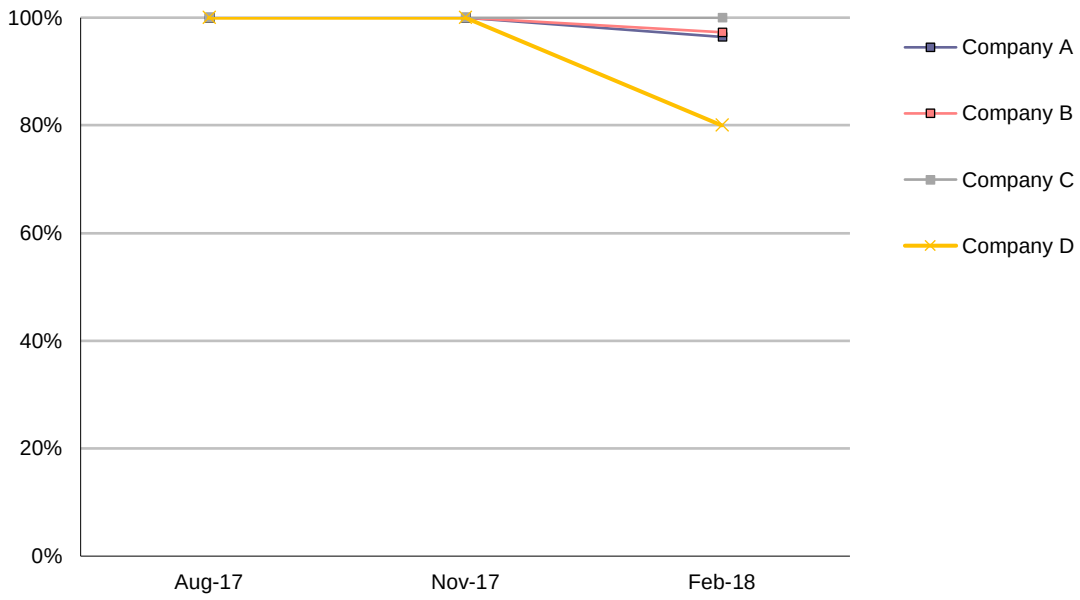


Variation in this metric was primarily due to order complexity, consent requirements, pole approval and additional civil work.

NGA BUSINESS 5- PROVISIONING METRICS

Met Commit Rate

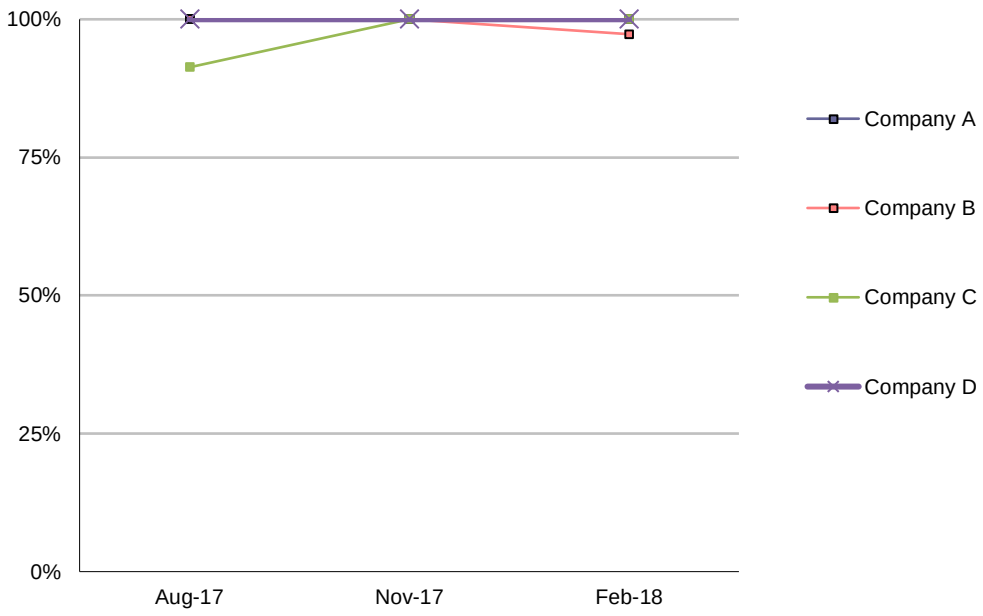
Met Commit	Aug-17	Nov-17	Feb-18
Company A	100%	100%	96%
Company B	100%	100%	97%
Company C	100%	100%	100%
Company D	100%	100%	80%



The variation for this metric was affected by a processing error, which affected when the commitment time was reported but not when it was met.

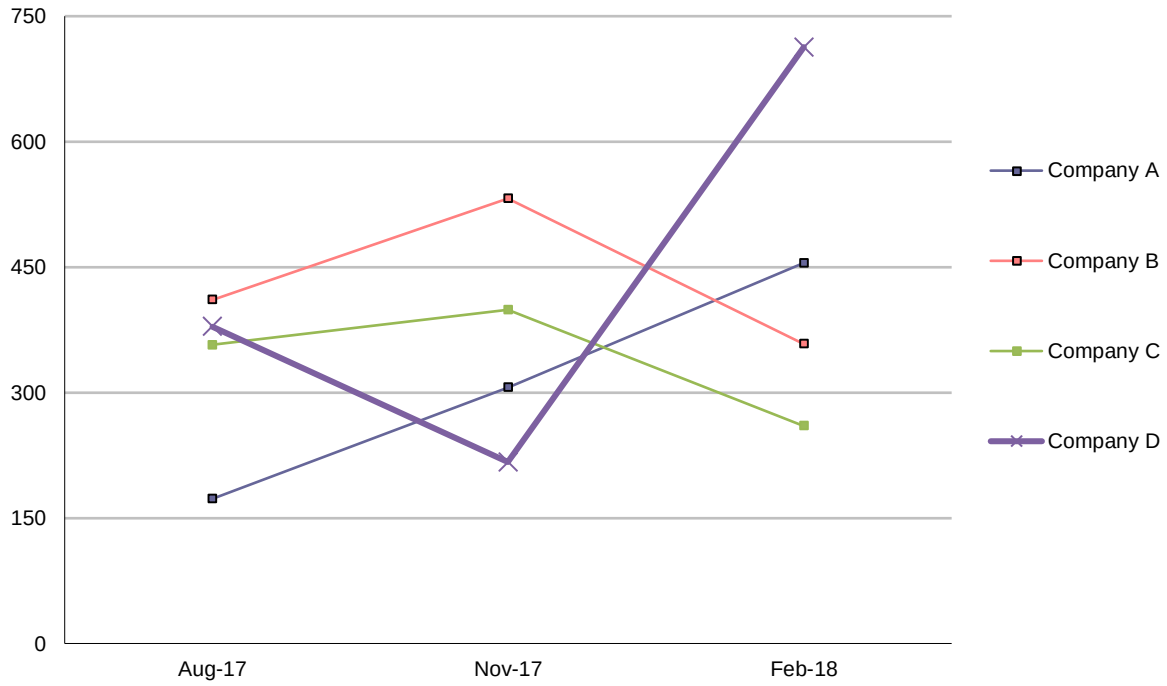
Right First Time

Right First Time	Aug-17	Nov-17	Feb-18
Company A	100%	100%	100%
Company B	100%	100%	97%
Company C	91%	100%	100%
Company D	100%	100%	100%



Time to Complete

Time to Service Give (hours)	Aug-17	Nov-17	Feb-18
Company A	173	306	455
Company B	411	532	358
Company C	357	399	260
Company D	379	217	713

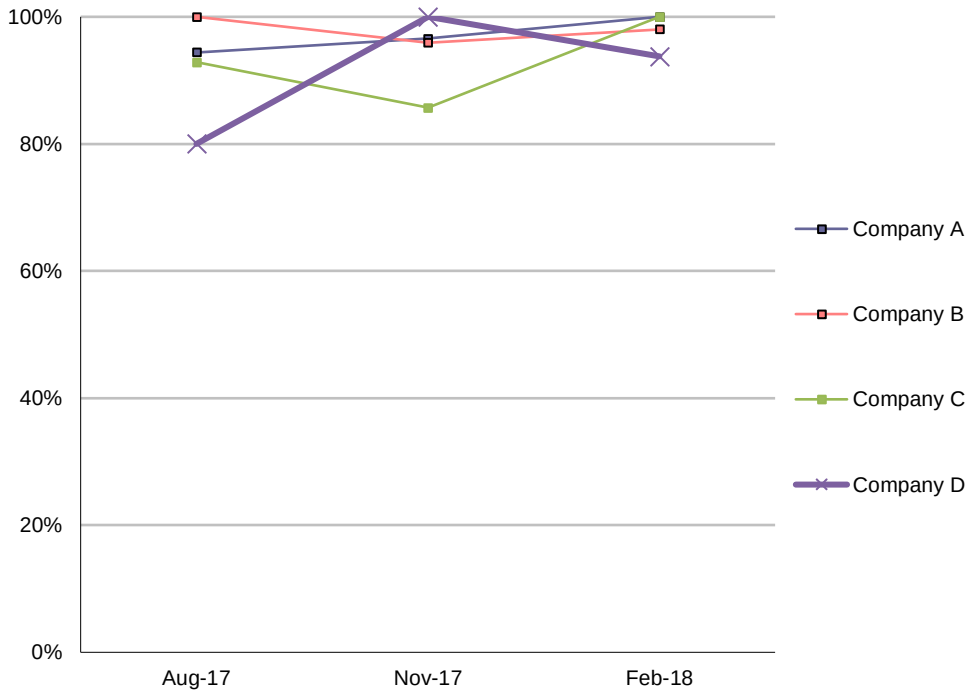


Variation in this metric was due to order complexity needing consents, build and civil work, or impacted by customer reschedules.

SME Max-500-2.5-2.5 PROVISIONING METRICS

Met Commit Rate

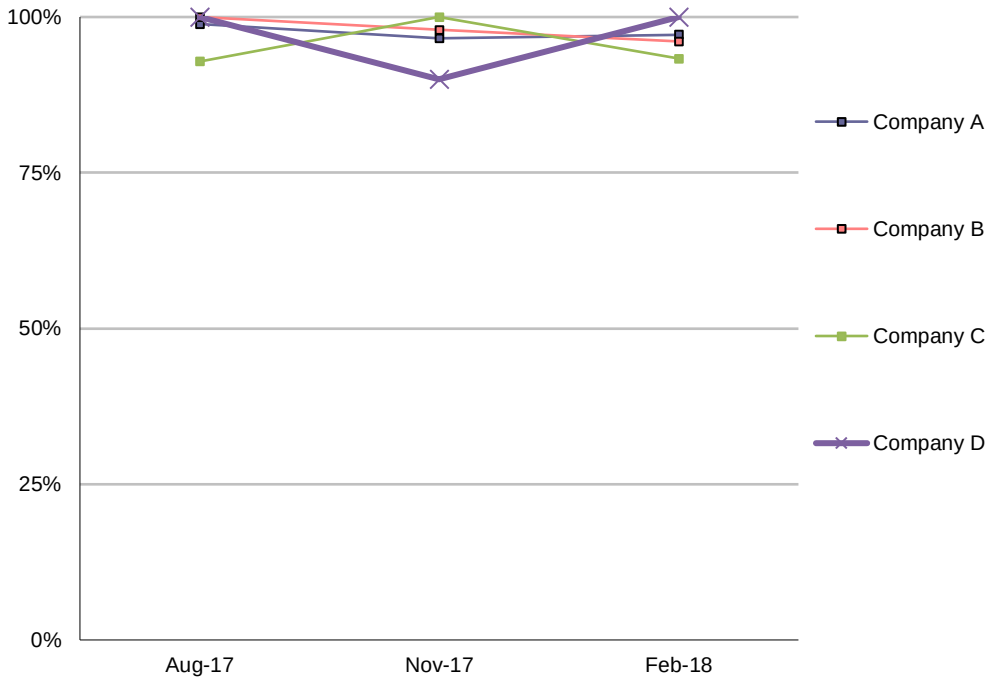
Met Commit	Aug-17	Nov-17	Feb-18
Company A	94%	97%	100%
Company B	100%	96%	98%
Company C	93%	86%	100%
Company D	80%	100%	94%



Variation in this was due to order processing delay but service connected on agreed appointment date.

Right First Time

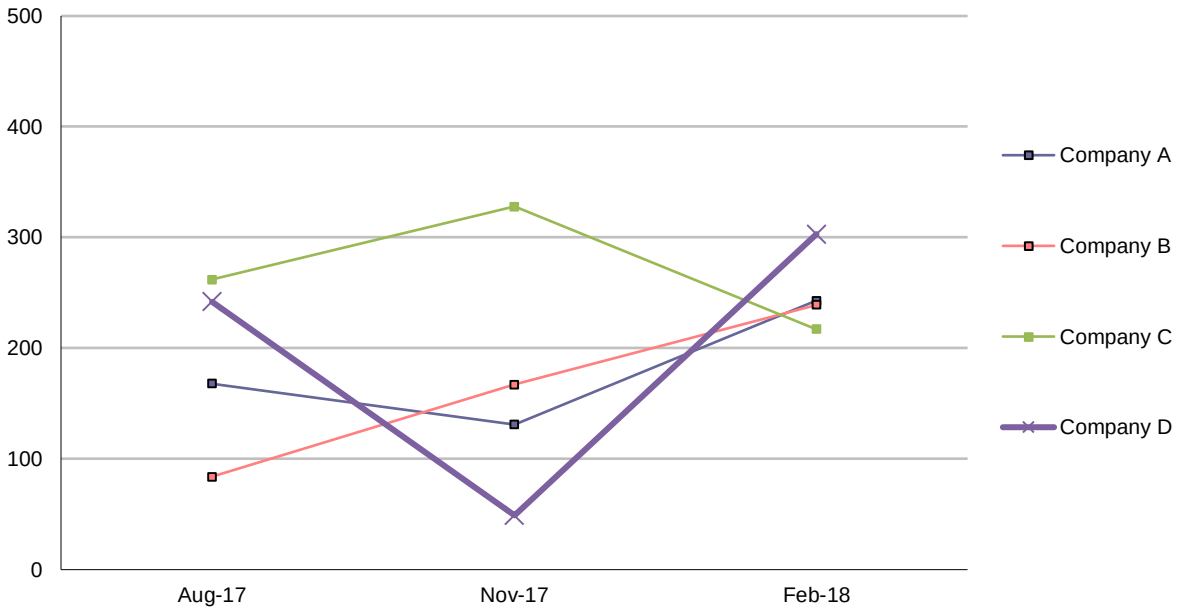
Right First Time	Aug-17	Nov-17	Feb-18
Company A	99%	97%	97%
Company B	100%	98%	96%
Company C	93%	100%	93%
Company D	100%	90%	100%



The variation for this metric was affected by a processing error, which affected when the commitment time was reported but not when it was met.

Time to Complete

Time to Service Give (hours)	Aug-17	Nov-17	Feb-18
Company A	168	131	243
Company B	84	167	239
Company C	262	328	217
Company D	242	49	303

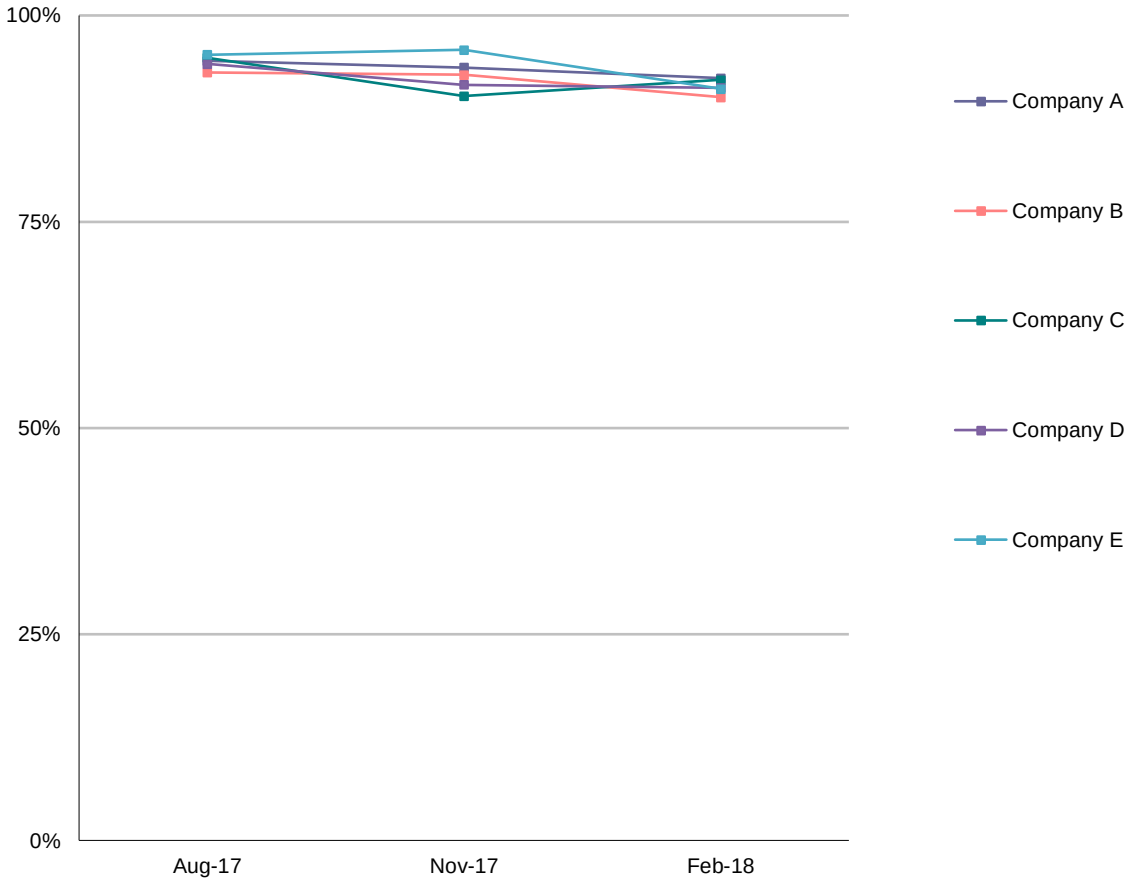


Variation in this metric was due to order complexity needing consents, communal build and civil work.

NGA- RESTORATION METRICS

Met Commit Rate

Met Commit	Aug-17	Nov-17	Feb-18
Company A	95%	94%	92%
Company B	93%	93%	90%
Company C	95%	90%	92%
Company D	94%	92%	91%
Company E	95%	96%	91%



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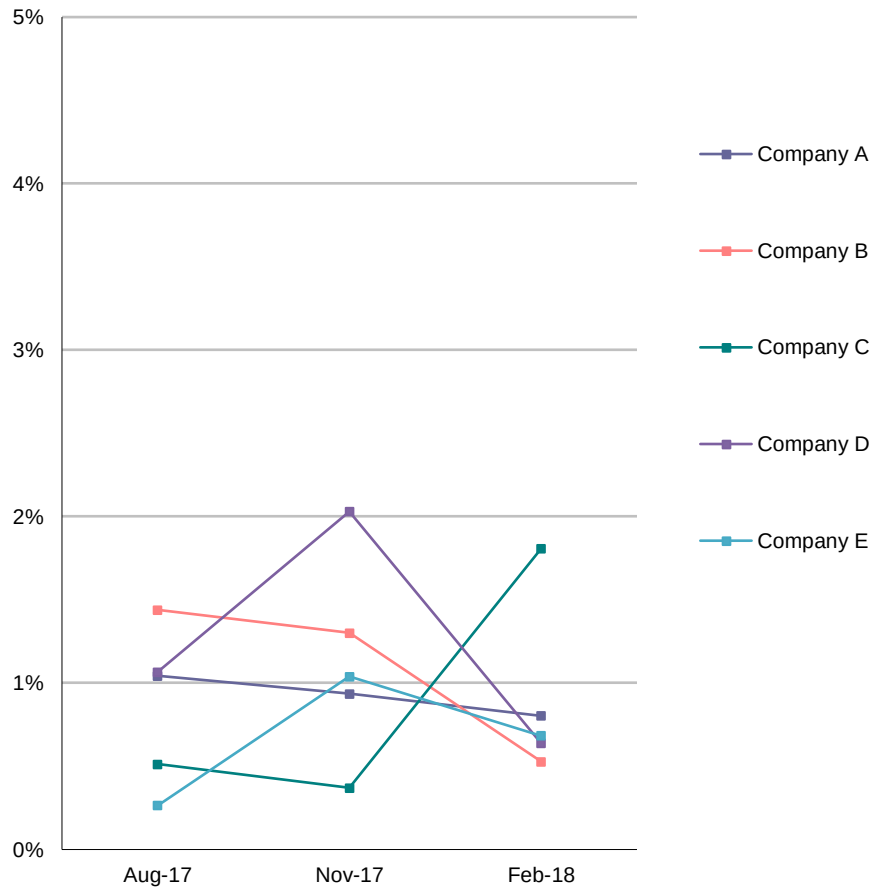
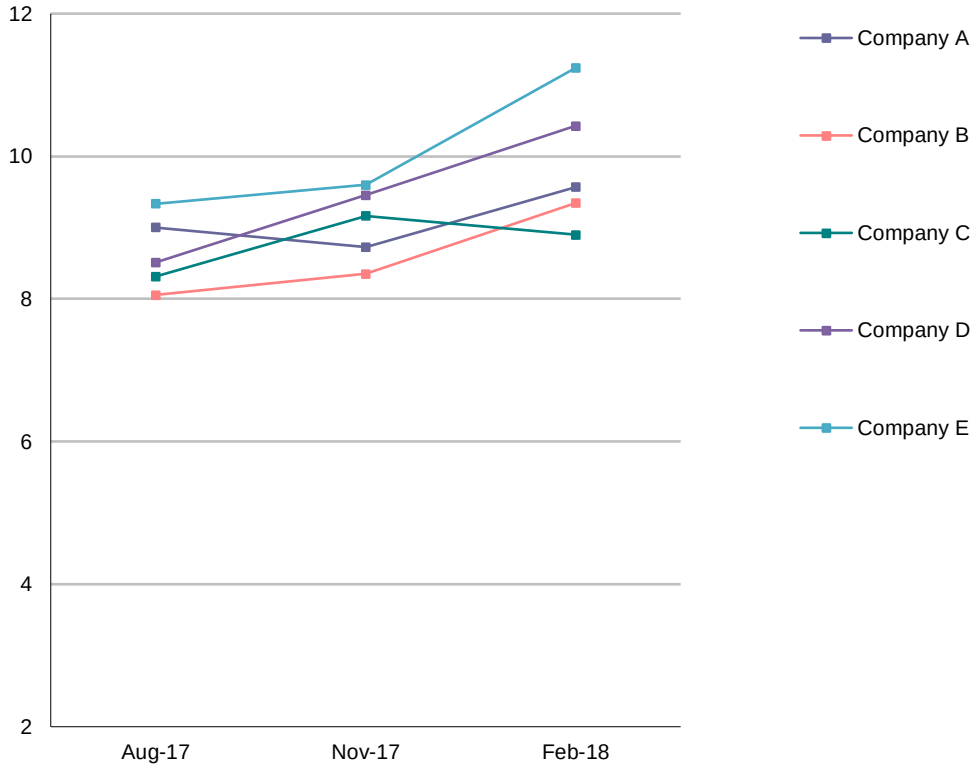
Repeat Fault Rate

Repeat Fault	Aug-17	Nov-17	Feb-18
Company A	1%	1%	1%
Company B	1%	1%	1%
Company C	1%	0%	2%
Company D	1%	2%	1%
Company E	0%	1%	1%



Time to Complete

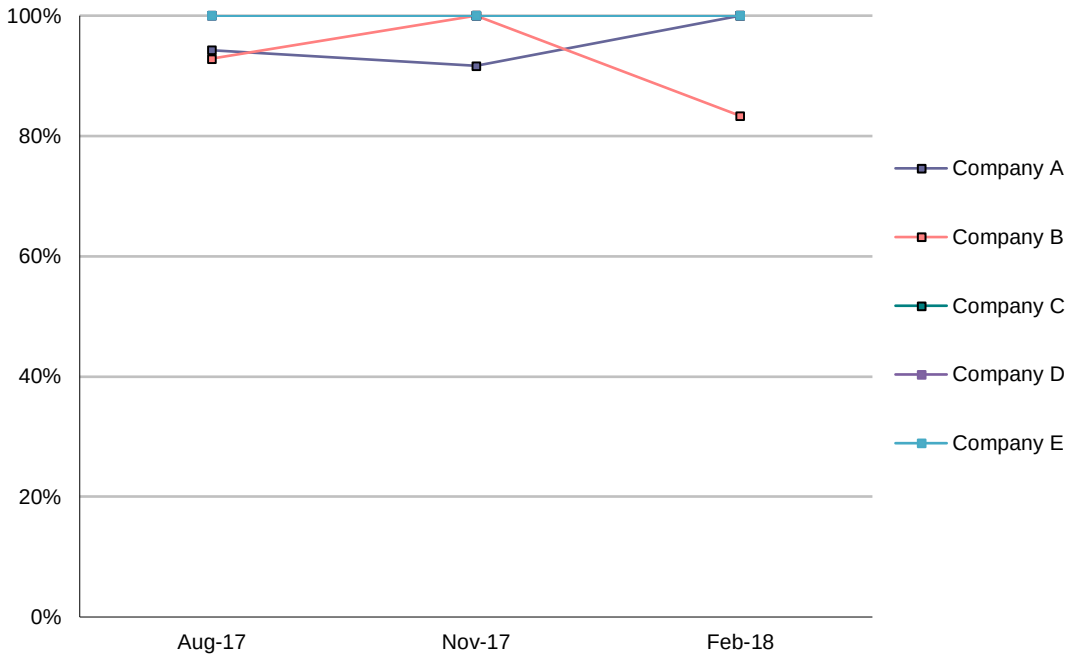
Time to Restore (hours)	Aug-17	Nov-17	Feb-18
Company A	9	9	10
Company B	8	8	9
Company C	8	9	9
Company D	9	9	10
Company E	9	10	11



DFAS - PROVISIONING METRICS

Met Commit Rate

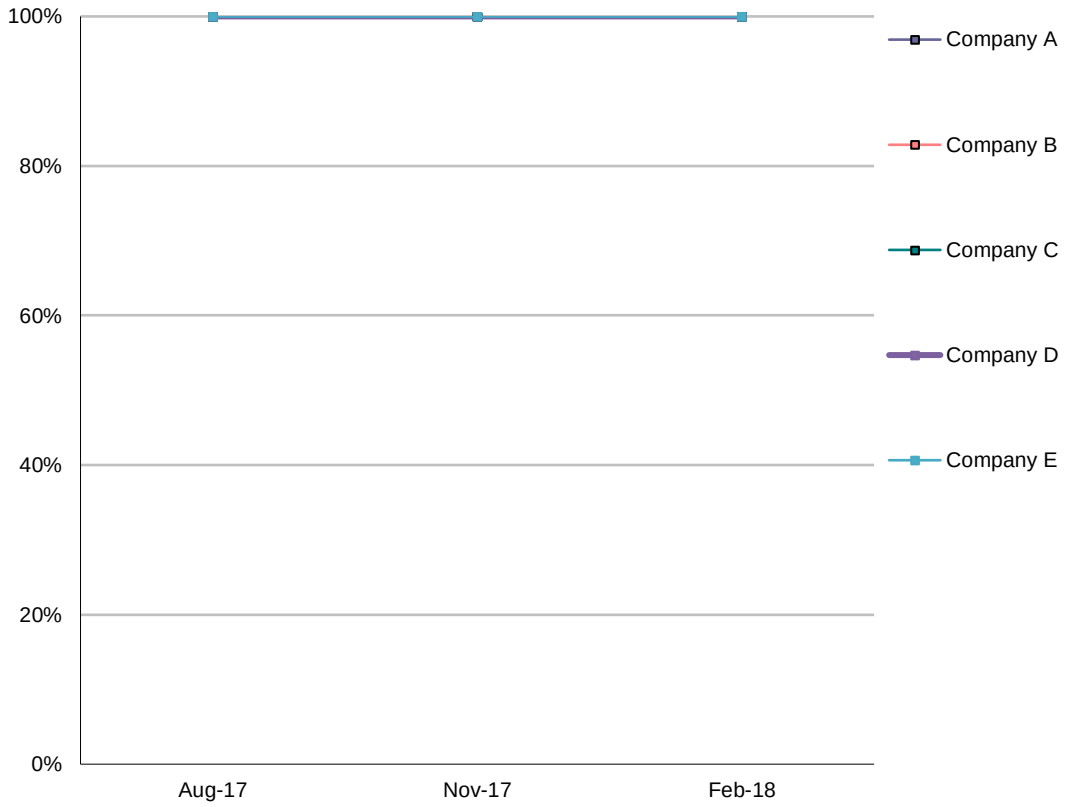
Met Commit	Aug-17	Nov-17	Feb-18
Company A	94%	92%	100%
Company B	93%	100%	83%
Company C	100%	100%	100%
Company D	100%	100%	100%
Company E	100%	100%	100%



Company A's result was affected by building consent issues.

Right First Time

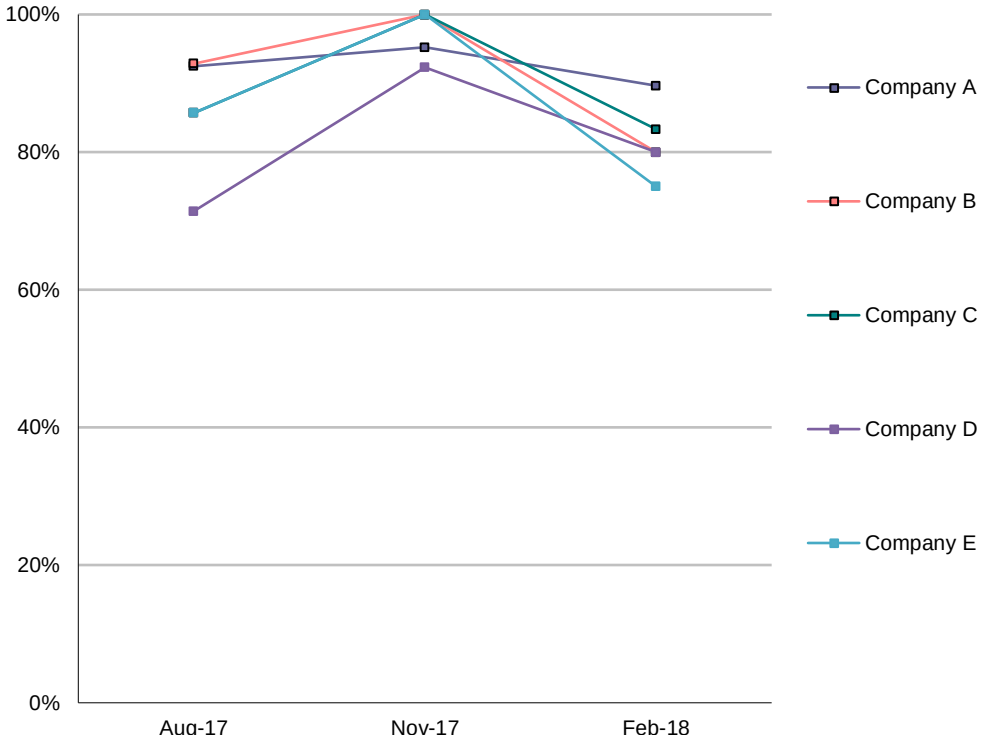
Right First Time	Aug-17	Nov-17	Feb-18
Company A	100%	100%	100%
Company B	100%	100%	100%
Company C	100%	100%	100%
Company D	100%	100%	100%
Company E	100%	100%	100%



HSNS PREMIUM - PROVISIONING METRICS

Met Commit Rate

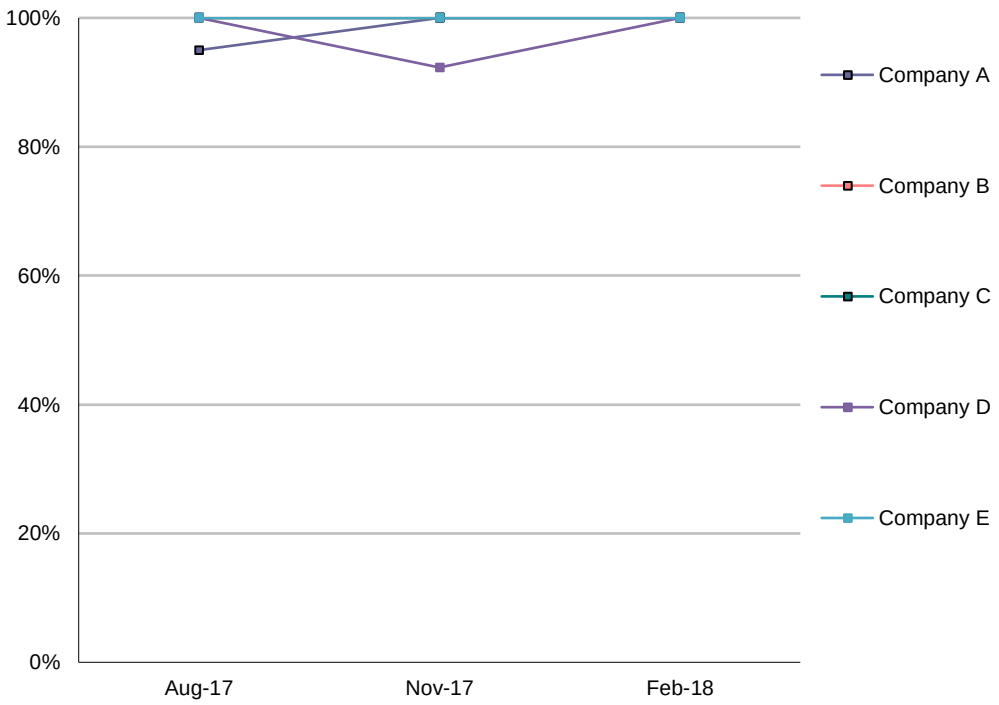
Met Commit	Aug-17	Nov-17	Feb-18
Company A	93%	95%	90%
Company B	93%	100%	80%
Company C	86%	100%	83%
Company D	71%	92%	80%
Company E	86%	100%	75%



Company B's variation for this metric was affected by a processing error, which affected when the commitment time was reported but not when it was met. Company's C and D were affected by site readiness issues. Company E's result was due to site issues as well a Chorus network error.

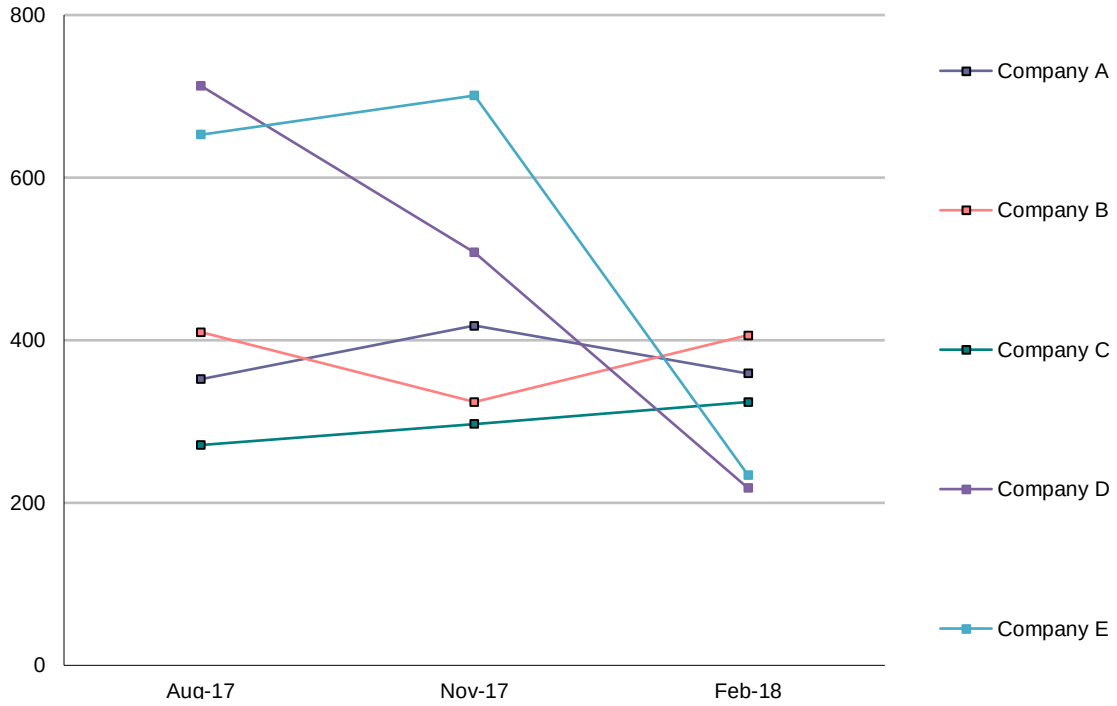
Right First Time

Right First Time	Aug-17	Nov-17	Feb-18
Company A	95%	100%	100%
Company B	100%	100%	100%
Company C	100%	100%	100%
Company D	100%	92%	100%
Company E	100%	100%	100%



Time to Complete

Time to Service Give (hours)	Aug-17	Nov-17	Feb-18
Company A	352	418	359
Company B	410	324	406
Company C	271	297	324
Company D	713	508	218
Company E	653	701	234

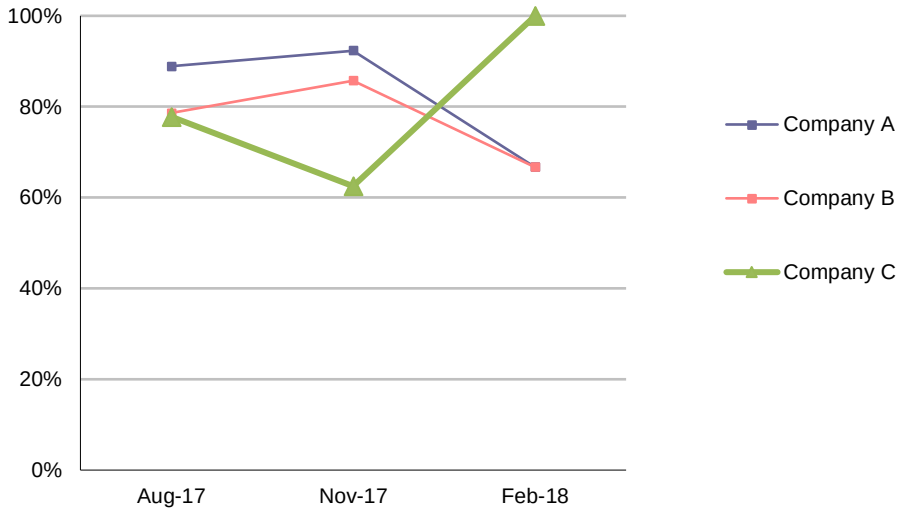


Results for this metric were affected by ordering behaviour, consenting delays and site readiness issues.

HSNS PREMIUM - RESTORATION METRICS

Met Commit Rate

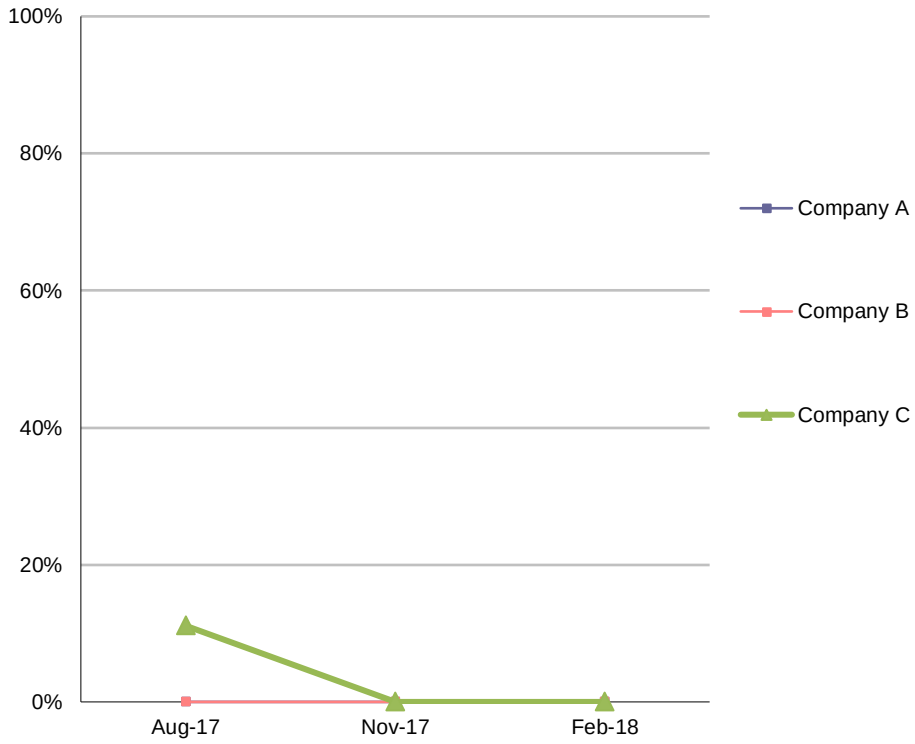
Met Commit	Aug-17	Nov-17	Feb-18
Company A	89%	92%	67%
Company B	79%	86%	67%
Company C	78%	63%	100%



Company A was affected by complex fibre faults that needed specialised technical teams and Chorus Technician issue. Company B was affected by Customer troubleshooting behaviour and complex fibre faults that needed specialised technical teams.

Repeat Fault Rate

Repeat Fault	Aug-17	Nov-17	Feb-18
Company A	0%	0%	0%
Company B	0%	0%	0%
Company C	11%	0%	0%



Time to Complete

Time to Restore (hours)	Aug-17	Nov-17	Feb-18
Company A	6	8	7
Company B	11	10	14
Company C	7	8	7

THE PRODUCTS THAT DID NOT MEET THE THESHOLD.

SLU - PROVISIONING METRICS

NGA BITSTREAM 3A

ICAB - PROVISIONING METRICS

DFAS - PROVISIONING METRICS Time to Complete