

CYCLE TIME MANAGEMENT PLAN

Service Given for the week of 25th February – 2nd March 2019

	SIMPLE		COMPLEX	
UFB POI Name	Service Given	Median	Service Given	Median
Ashburton	32	19	5	29
Blenheim	30	20	5	70
Christchurch / Riccarton	11	26		
Dunedin / South Dunedin	130	15	12	34
Gisborne	44	6	8	19
Glenfield / Mayoral Drive / Mt Eden	1517	12	473	59
Greymouth	23	10	1	15
Hamilton	37	12	3	53
Invercargill	63	22	7	85
Levin	19	13	2	109
Masterton	19	10	4	89
Napier / Hastings	127	22	27	78
Nelson	70	29	20	95
New Plymouth	6	11		
Oamaru	12	12		
Palmerston North	93	22	20	99
Paraparaumu	55	13	6	98
Queenstown	58	11	9	83
Rotorua	35	12	8	47
Taupo	10	10	3	35
Tauranga	8	15	1	67
Timaru	15	12	3	162
Wellington / Porirua	363	14	96	49
Whakatane	11	8	6	112
Whangarei	21	19		

SIMPLE ■ Breach Threshold (40+ days) ■ At Risk Threshold (21-39 days) ■ Aspirational Threshold (0-20 days)

	NATIONWIDE			
	SIMPLE		COMPLEX	
	Service Given	Median	Service Given	Median
February 2019	9,415	14	2,404	74
18 th – 24 th February	2,658	13	677	72
25 th February – 2 nd March	2,809	13	719	66

Under our fibre SLA framework (www.chorus.co.nz/ufbservices) we report weekly on median cycle times for each Point of Interconnect (POI) area across NZ. Where the median cycle time is above our agreed thresholds, for 2 consecutive (40 days for Simple orders, 75 days for Complex orders), we will issue Cycle Time Management reporting outlining our action plan to bring the cycle time below the threshold.

Complex orders are defined as any order which required consent or communal build. Any other order is defined as Simple.

This document is reporting on the Median cycle time for service given of installs only of the specified week; by POI Area; This report does not include intact orders.

Where the median cycle time is above agreed thresholds for 3 consecutive months we will issue remedial reports outlining our action plan to bring the cycle time below threshold. Note that remedial plans will only be issued for POIs with 3 or more service given orders in that week.

COMPLEX ■ Breach Threshold (75+ days) ■ At Risk Threshold (51-74 days) ■ Aspirational Threshold (0-50 days)

3 Week Rolling view – Simple orders

	11 th – 17 th February		18 th – 24 th February		25 th February – 2 nd March	
UFB POI Name	Service Given	Median	Service Given	Median	Service Given	Median
Ashburton	30	19	31	17	32	19
Blenheim	39	20	43	17	30	20
Christchurch / Riccarton	7	13	5	14	11	26
Dunedin / South Dunedin	89	20	108	19	130	15
Gisborne	40	6	46	7	44	6
Glenfield / Mayoral Drive / Mt Eden	1,321	14	1,463	13	1,517	12
Greymouth	12	12	21	8	23	10
Hamilton	19	14	22	12	37	12
Invercargill	36	20	47	28	63	22
Levin	9	21	10	26	19	13
Masterton	15	14	24	10	19	10
Napier / Hastings	111	21	111	27	127	22
Nelson	82	25	99	15	70	29
New Plymouth	4	19	10	8	6	11
Oamaru	12	12	6	19	12	12
Palmerston North	73	21	83	18	93	22
Paraparaumu	40	22	36	18	55	13
Queenstown	65	18	53	11	58	11
Rotorua	20	13	36	8	35	12
Taupo	14	13	13	9	10	10
Tauranga	16	55	15	8	8	15
Timaru	18	14	16	8	15	12
Wellington / Porirua	347	18	331	15	363	14
Whakatane	10	12	14	12	11	8
Whangarei	16	13	15	17	21	19

SIMPLE



Breach Threshold (40+ days)



At Risk Threshold (21-39 days)



Aspirational Threshold (0-20 days)



** Consecutive breach



POI's with less than 3 orders

3 Week Rolling view – Complex orders

	11 th – 17 th February		18 th – 24 th February		25 th February – 2 nd March	
UFB POI Name	Service Given	Median	Service Given	Median	Service Given	Median
Ashburton	1	267	3	96	5	29
Blenheim	7	52	6	93	5	70
Christchurch / Riccarton	1	18				
Dunedin / South Dunedin	11	93	13	36	12	34
Gisborne	4	91	9	73	8	19
Glenfield / Mayoral Drive / Mt Eden	465	69	417	70	473	59
Greymouth	7	51	1	19	1	15
Hamilton	8	93	6	37	3	53
Invercargill	5	111	4	132	7	85**
Levin	3	126		19	2	109
Masterton	1	103	2	71	4	89
Napier / Hastings	21	97	28	106	27	78**
Nelson	22	91	20	93	20	95**
New Plymouth	1	26				
Oamaru	1	13	1	200		
Palmerston North	19	104	10	102	20	99**
Paraparaumu	5	111	18	77	6	98**
Queenstown	9	26	9	95	9	83**
Rotorua	19	77	11	46	8	47
Taupo	5	57	7	71	3	35
Tauranga	3	69	4	86	1	67
Timaru	2	171	8	101	3	162**
Wellington / Porirua	68	78	94	73	96	49
Whakatane	9	90	2	170	6	112**
Whangarei	5	65	4	20		

COMPLEX



Breach Threshold (75+ days)



At Risk Threshold (51-74 days)



Aspirational Threshold (0-50 days)



** Consecutive breach



POI's with less than 3 orders