

CYCLE TIME MANAGEMENT PLAN

Service Given for the week of 4th – 10th March 2019

UFB POI Name	SIMPLE		COMPLEX	
	Service Given	Median	Service Given	Median
Ashburton	24	18	6	110
Blenheim	41	19	10	114
Christchurch / Riccarton	6	9		
Dunedin / South Dunedin	111	19	20	50
Gisborne	39	6	10	27
Glenfield / Mayoral Drive / Mt Eden	1404	12	481	63
Greymouth	22	13	4	86
Hamilton	28	15	16	133
Invercargill	77	21	12	119
Levin	14	20		
Masterton	19	9		
Napier / Hastings	146	20	29	90
Nelson	75	21	19	97
New Plymouth	6	11		
Oamaru	10	11		
Palmerston North	112	20	12	86
Paraparaumu	42	14	11	46
Queenstown	57	15	7	95
Rotorua	33	14	10	76
Taupo	17	14	5	40
Tauranga	13	9	2	32
Timaru	21	12	4	32
Wellington / Porirua	330	16	92	71
Whakatane	9	12	4	40
Whangarei	33	22	2	34

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

	SIMPLE		COMPLEX	
	Service Given	Median	Service Given	Median
February 2019	9,415	14	2,404	74
25 th February – 2 nd March	2,809	13	719	66
4 th – 10 th March	2,689	14	756	74

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

	18 th – 24 th February		25 th February – 3 rd March		4 th – 10 th March	
UFB POI Name	Service Given	Median	Service Given	Median	Service Given	Median
Ashburton	31	17	32	19	24	18
Blenheim	43	17	30	20	41	19
Christchurch / Riccarton	5	14	11	26	6	9
Dunedin / South Dunedin	108	19	130	15	111	19
Gisborne	46	7	44	6	39	6
Glenfield / Mayoral Drive / Mt Eden	1,463	13	1,517	12	1,404	12
Greymouth	21	8	23	10	22	13
Hamilton	22	12	37	12	28	15
Invercargill	47	28	63	22	77	21
Levin	10	26	19	13	14	20
Masterton	24	10	19	10	19	9
Napier / Hastings	111	27	127	22	146	20
Nelson	99	15	70	29	75	21
New Plymouth	10	8	6	11	6	11
Oamaru	6	19	12	12	10	11
Palmerston North	83	18	93	22	112	20
Paraparaumu	36	18	55	13	42	14
Queenstown	53	11	58	11	57	15
Rotorua	36	8	35	12	33	14
Taupo	13	9	10	10	17	14
Tauranga	15	8	8	15	13	9
Timaru	16	8	15	12	21	12
Wellington / Porirua	331	15	363	14	330	16
Whakatane	14	12	11	8	9	12
Whangarei	15	17	21	19	33	22

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

	18 th – 24 th February		25 th February – 3 rd March		4 th – 10 th March	
UFB POI Name	Service Given	Median	Service Given	Median	Service Given	Median
Ashburton	3	96	5	29	6	110
Blenheim	6	93	5	70	10	114
Christchurch / Riccarton						
Dunedin / South Dunedin	13	36	12	34	20	50
Gisborne	9	73	8	19	10	27
Glenfield / Mayoral Drive / Mt Eden	417	70	473	59	481	63
Greymouth	1		1	15	4	86
Hamilton	6	37	3	53	16	133
Invercargill	4	132	7	85	12	119**
Levin			2	109		
Masterton	2	71	4	89		
Napier / Hastings	28	106	27	78	29	90**
Nelson	20	93	20	95	19	97**
New Plymouth						
Oamaru	1	200				
Palmerston North	10	102	20	99	12	86**
Paraparaumu	18	77	6	98	11	46
Queenstown	9	95	9	83	7	95**
Rotorua	11	46	8	47	10	76
Taupo	7	71	3	35	5	40
Tauranga	4	86	1	67	2	32
Timaru	8	101	3	162	4	32
Wellington / Porirua	94	73	96	49	92	71
Whakatane	2	170	6	112	4	40
Whangarei	4	20			2	34

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