



CHORUS OPEN ACCESS DEEDS OF UNDERTAKING

KEY PERFORMANCE INDICATORS REPORTING

FEBRUARY 2018

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OVERVIEW OF THE REPORT

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 Deed of Undertaking Commitments ("the Deeds")

This is the 24th 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 May 2017 to 31 July 2017 (Quarter 3)
- 1 August 2017 to 31 October 2017 (Quarter 4)
- 1 November 2017 to 31 January 2018 (Quarter 1)

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	<p>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)</p> <p>This includes all transactions where a customer requested a fault to be fixed “ASAP” and also future dated orders.</p>

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 31st November 2017. 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 November 2017 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 faults more 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.

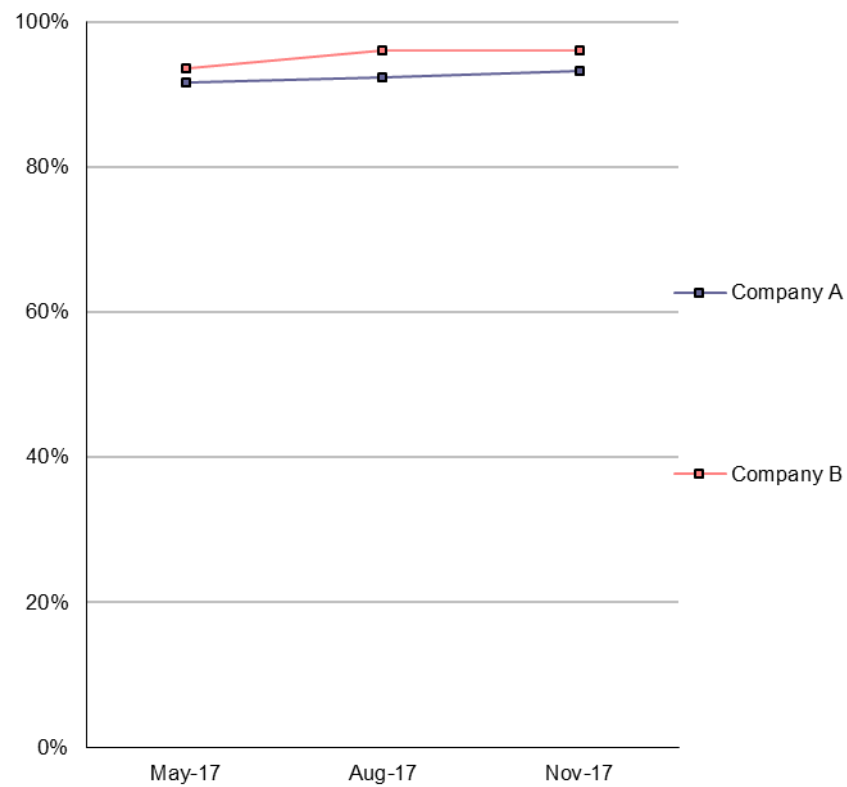
Chorus continues to have a large programme of work underway to continually improve our restoration performance. This includes initiatives targeting reducing Repeat Fault Rate s, a nationwide reactive maintenance programme, and ongoing customer training for fault diagnosis and management.

EQUIVALENCE OF INPUTS REPORTING

BASEBAND COPPER - PROVISIONING METRICS

Met Commit Rate

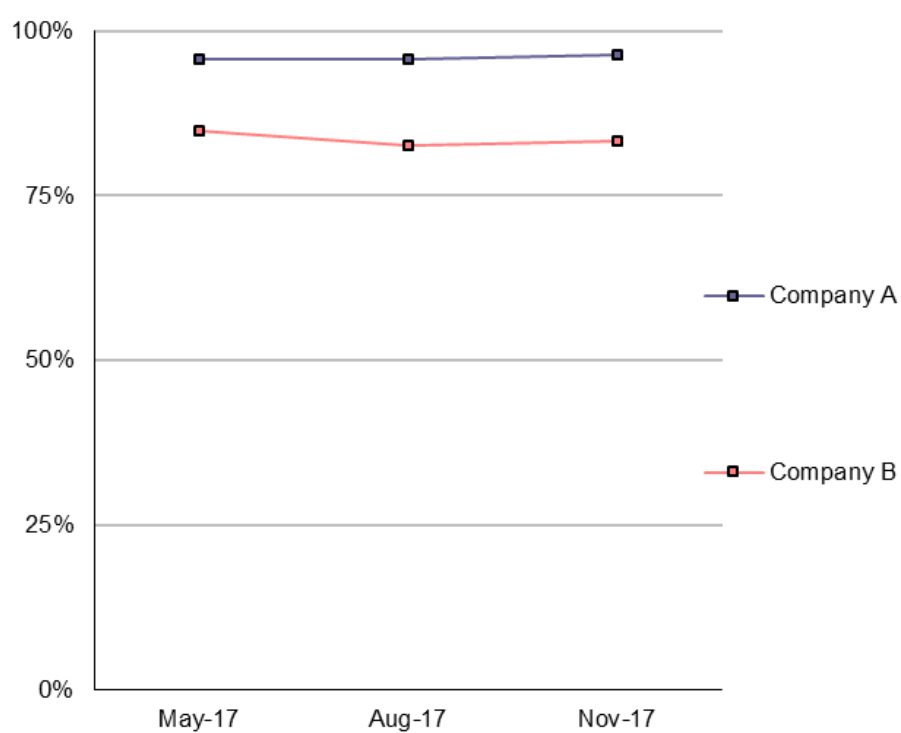
<i>Met Commit</i>	May-17	Aug-17	Nov-17
Company A	92%	92%	93%
Company B	94%	96%	96%



BASEBAND COPPER - PROVISIONING METRICS

Right First Time

<i>Right First Time</i>	May-17	Aug-17	Nov-17
Company A	96%	96%	96%
Company B	85%	83%	83%

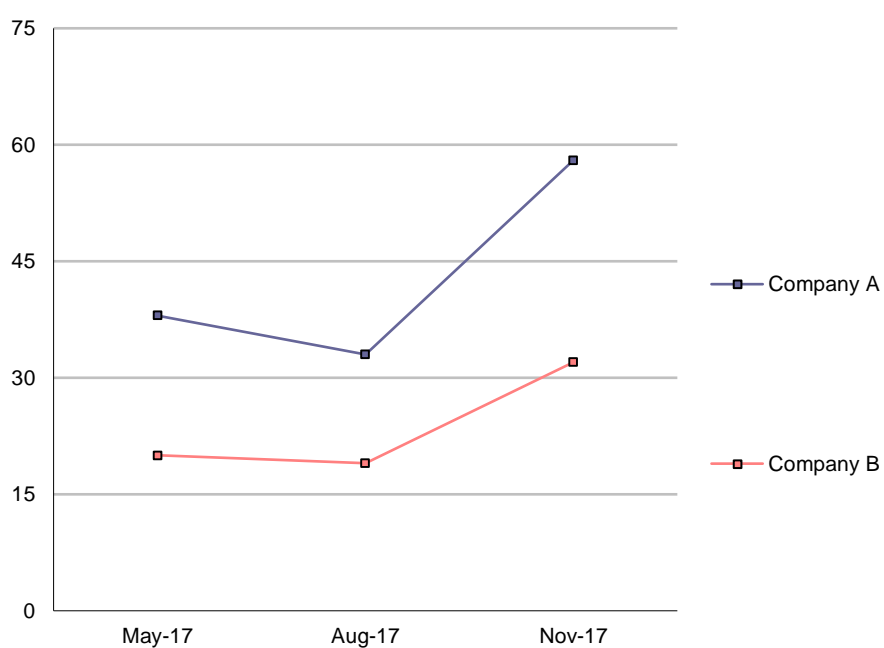


Company B's result was impacted by ordering behaviour.

BASEBAND COPPER – PROVISIONING METRICS

Time to Complete

<i>Time to Complete (hours)</i>	May-17	Aug-17	Nov-17
Company A	38	33	58
Company B	20	19	32

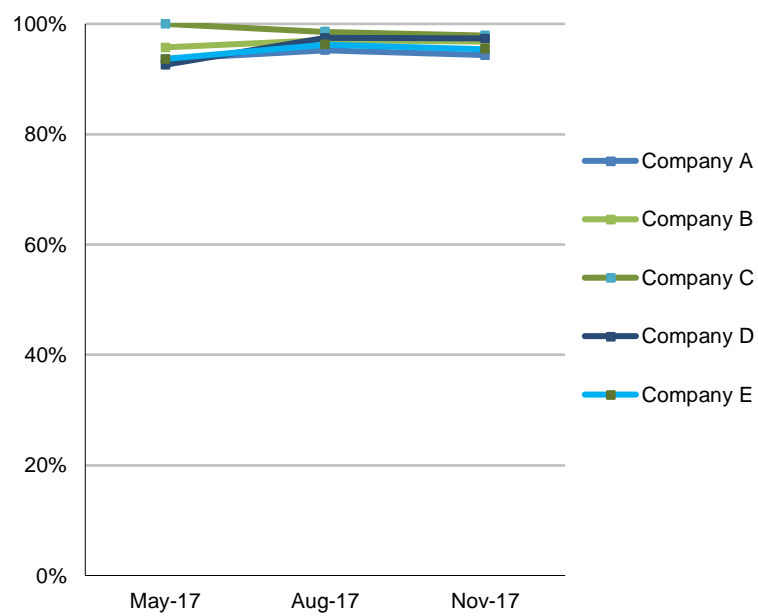


Company A's result was mainly affected by customer availability and site readiness issues.

BASEBAND COPPER - RESTORATION METRICS

Met Commit Rate

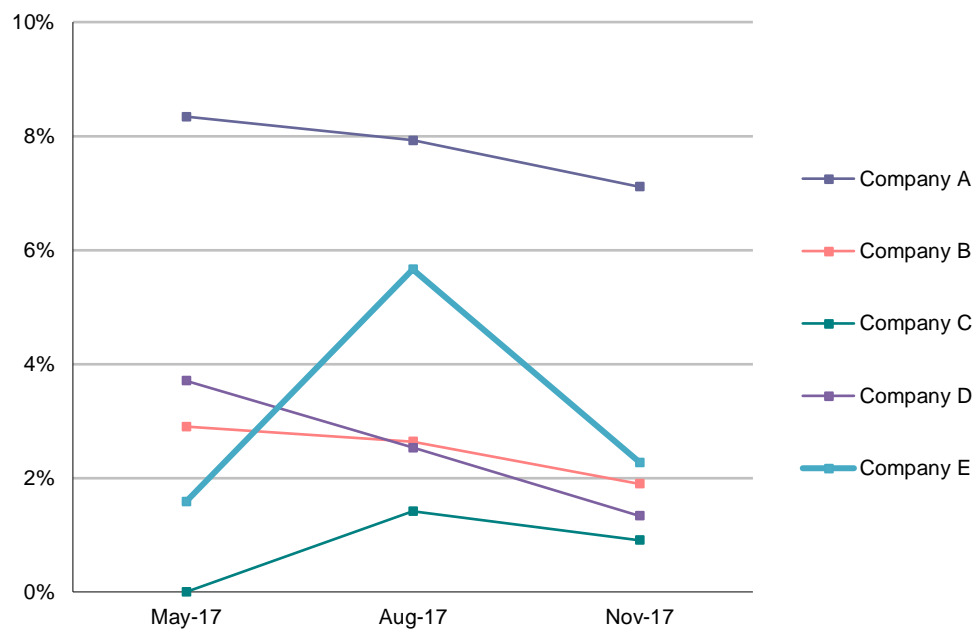
<i>Met Commit</i>	May-17	Aug-17	Nov-17
Company A	94%	95%	94%
Company B	96%	97%	97%
Company C	100%	99%	98%
Company D	93%	97%	97%
Company E	94%	96%	95%



BASEBAND COPPER - RESTORATION METRICS

Repeat Fault Rate

<i>Repeat Fault</i>	May-17	Aug-17	Nov-17
Company A	8%	8%	7%
Company B	3%	3%	2%
Company C	0%	1%	1%
Company D	4%	3%	1%
Company E	2%	6%	2%

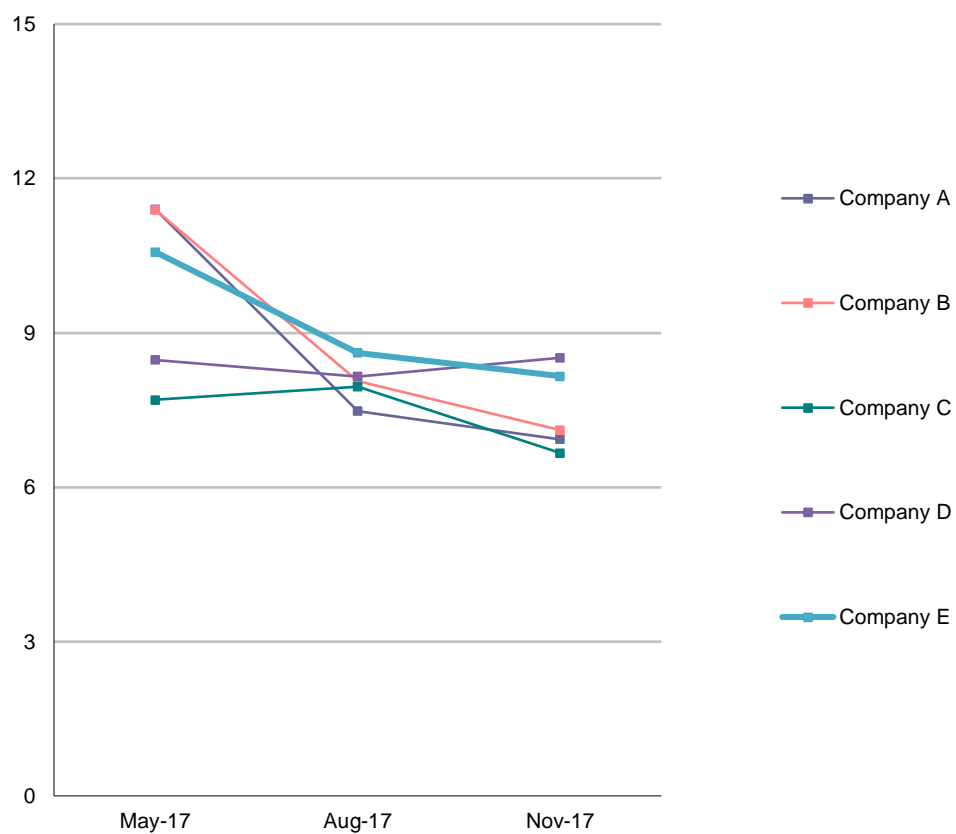


Company A's result was affected by fault complexity.

BASEBAND COPPER - RESTORATION METRICS

Time to Complete

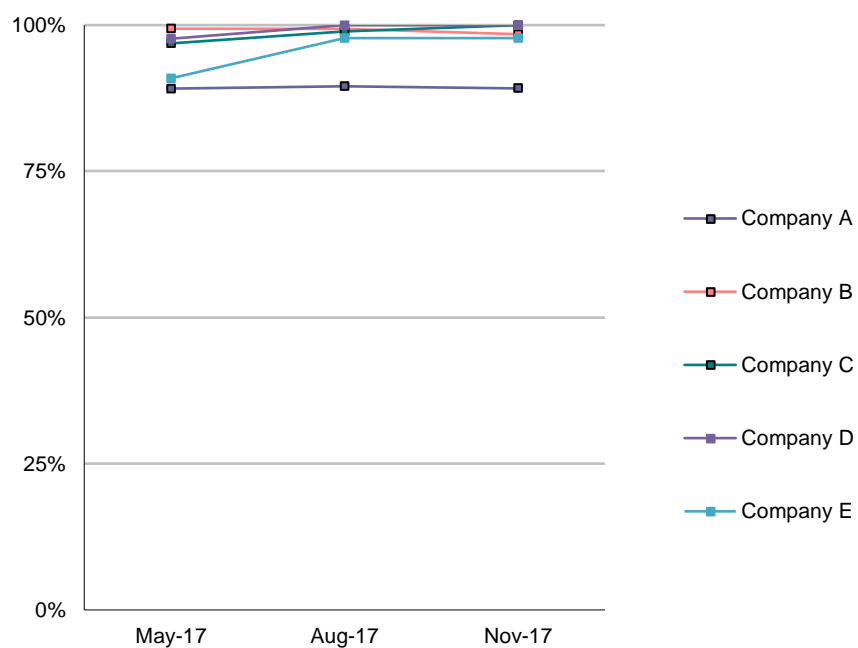
<i>Time to Complete (hours)</i>	May-17	Aug-17	Nov-17
Company A	11	7	7
Company B	11	8	7
Company C	8	8	7
Company D	8	8	9
Company E	11	9	8



BASEBAND COPPER WITH UBA - PROVISIONING METRICS

Met Commit Rate

<i>Met Commit</i>	May-17	Aug-17	Nov-17
Company A	89%	90%	89%
Company B	99%	99%	98%
Company C	97%	99%	100%
Company D	98%	100%	100%
Company E	91%	98%	98%

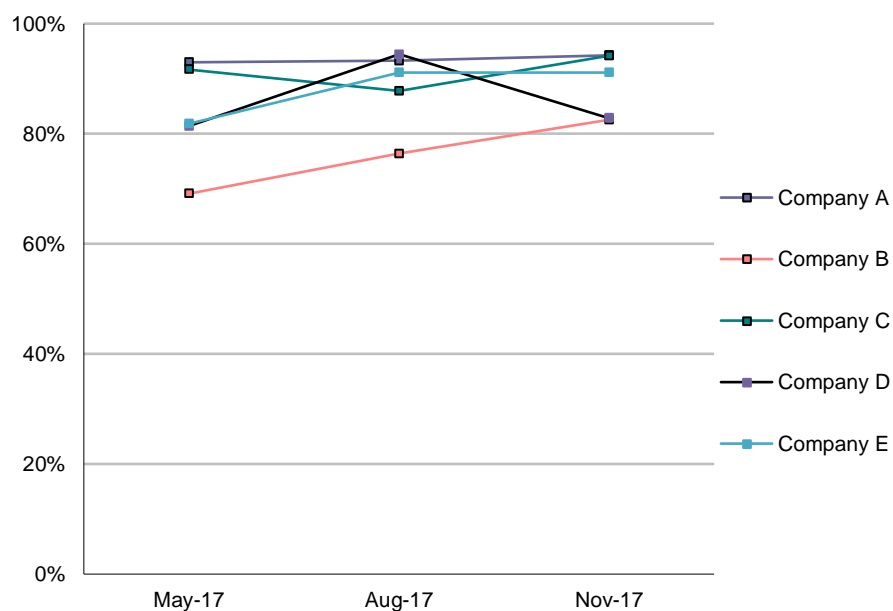


Company A's result was affected by ordering behaviour and site readiness issues.

BASEBAND COPPER WITH UBA – PROVISIONING METRICS

Right First Time

<i>Right First Time</i>	May-17	Aug-17	Nov-17
Company A	93%	93%	94%
Company B	69%	76%	83%
Company C	92%	88%	94%
Company D	81%	94%	83%
Company E	82%	91%	91%

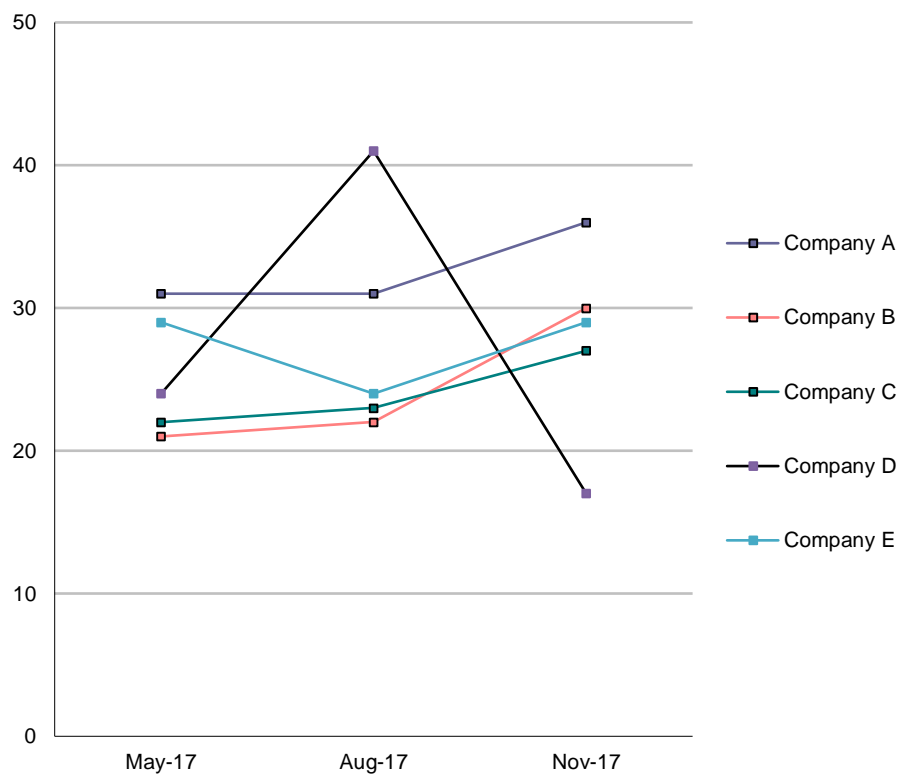


Company B and D's results were affected by their ordering behaviour and troubleshooting practices.

BASEBAND COPPER WITH UBA – PROVISIONING METRICS

Time to Complete

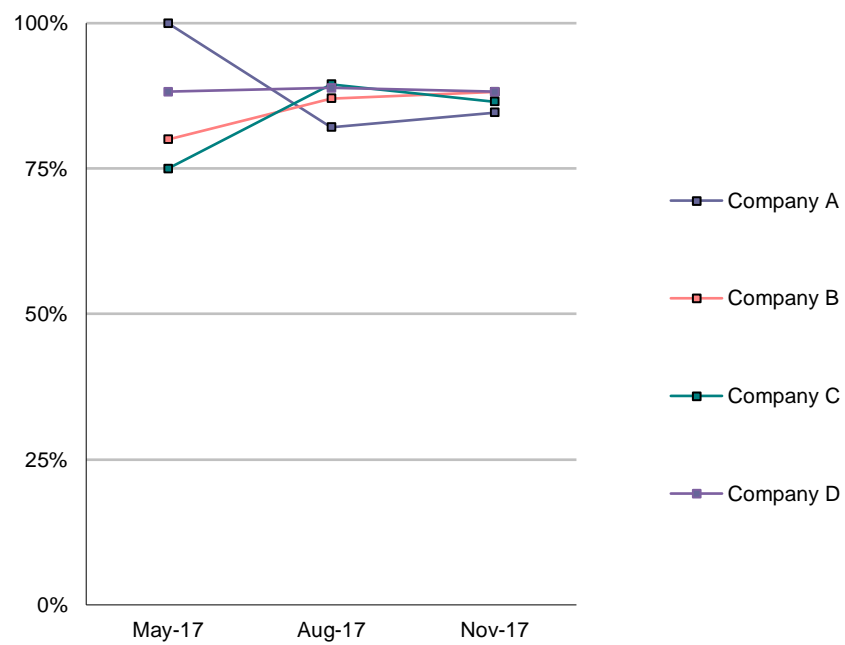
<i>Time to Complete (hours)</i>	May-17	Aug-17	Nov-17
Company A	31	31	36
Company B	21	22	30
Company C	22	23	27
Company D	24	41	17
Company E	29	24	29



BASEBAND IP - PROVISIONING METRICS

Met Commit Rate

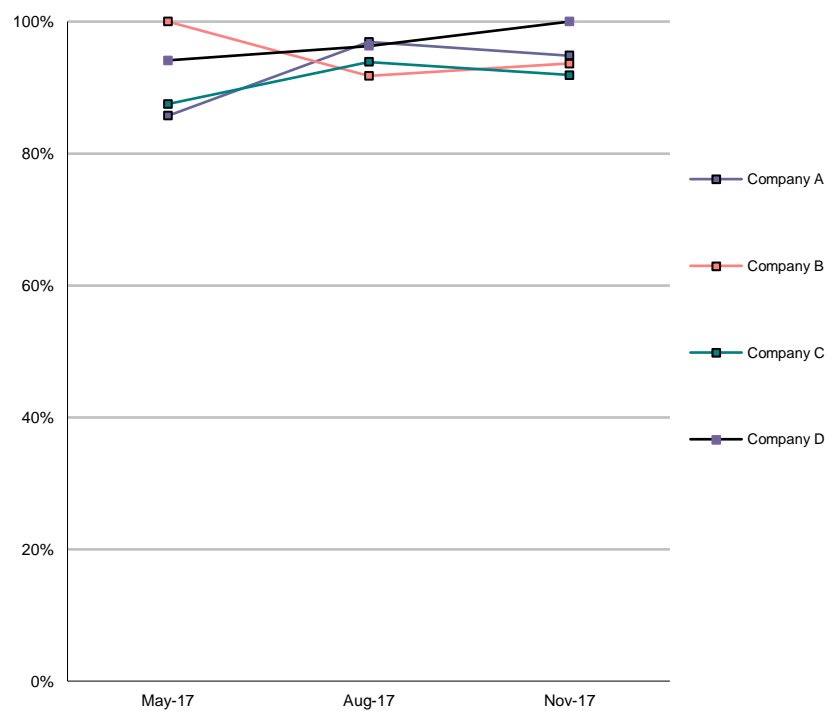
<i>Met Commit</i>	May-17	Aug-17	Nov-17
Company A	100%	82%	85%
Company B	80%	87%	88%
Company C	75%	89%	86%
Company D	88%	89%	88%



BASEBAND IP - PROVISIONING METRICS

Right First Time

<i>Right First Time</i>	May-17	Aug-17	Nov-17
Company A	86%	97%	95%
Company B	100%	92%	94%
Company C	88%	94%	92%
Company D	94%	96%	100%

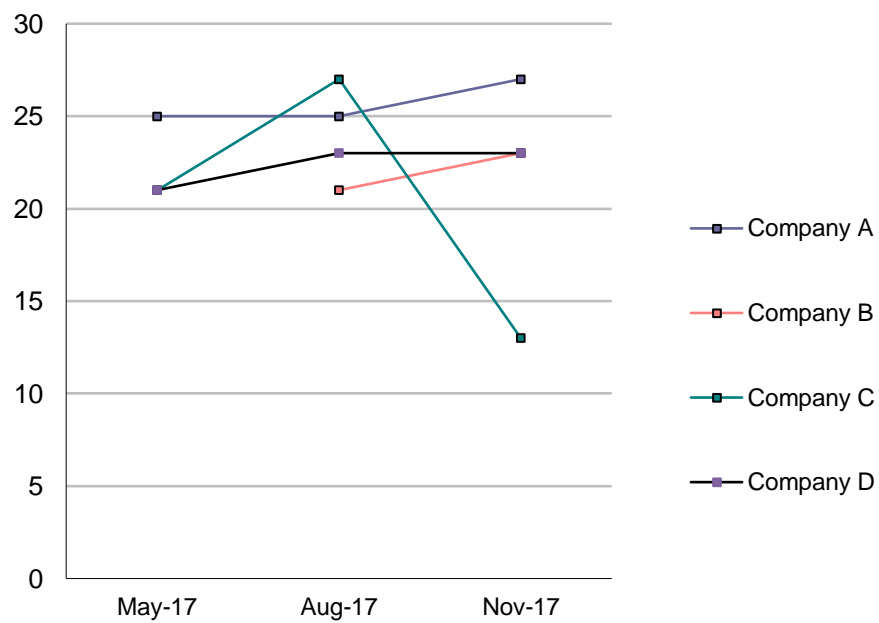


Company B and C's results were impacted by ordering behaviour.

BASEBAND IP – PROVISIONING METRICS

Time to Complete

<i>Time to Complete (hours)</i>	May-17	Aug-17	Nov-17
Company A	25	25	27
Company B		21	23
Company C	21	27	13
Company D	21	23	23

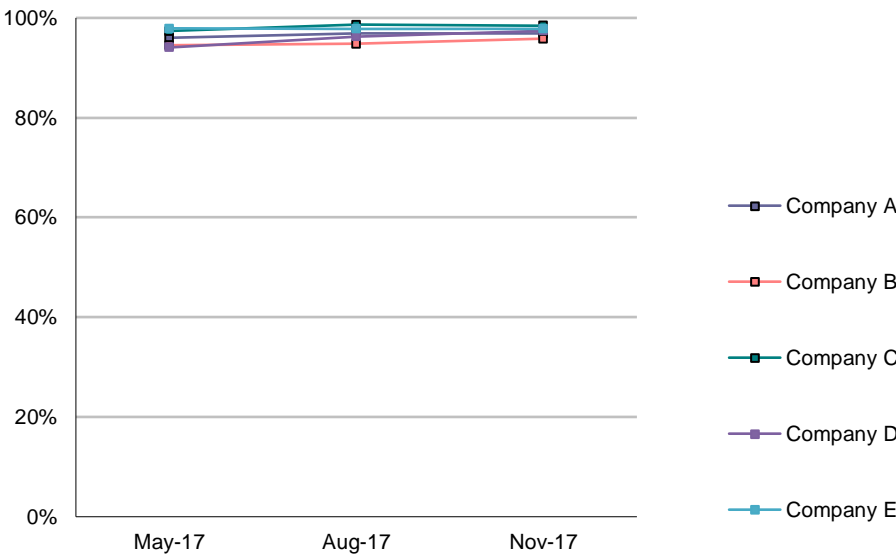


Company A's results were impacted by ordering behaviour.

NGA BITSTREAM 2 - PROVISIONING METRICS

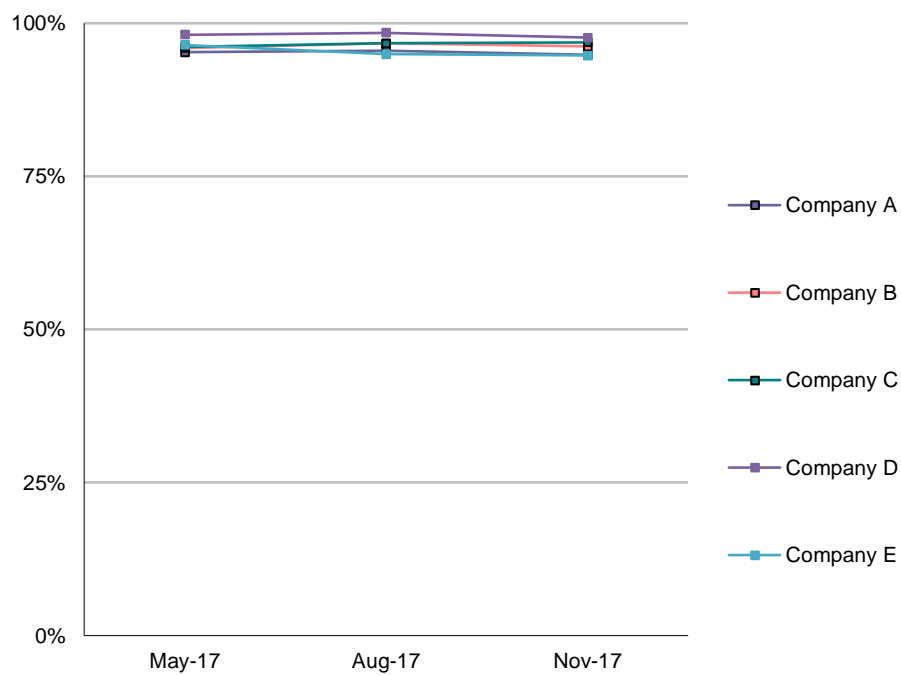
Met Commit Rate

<i>Met Commit</i>	May-17	Aug-17	Nov-17
Company A	96%	97%	97%
Company B	95%	95%	96%
Company C	97%	99%	98%
Company D	94%	96%	97%
Company E	98%	98%	98%



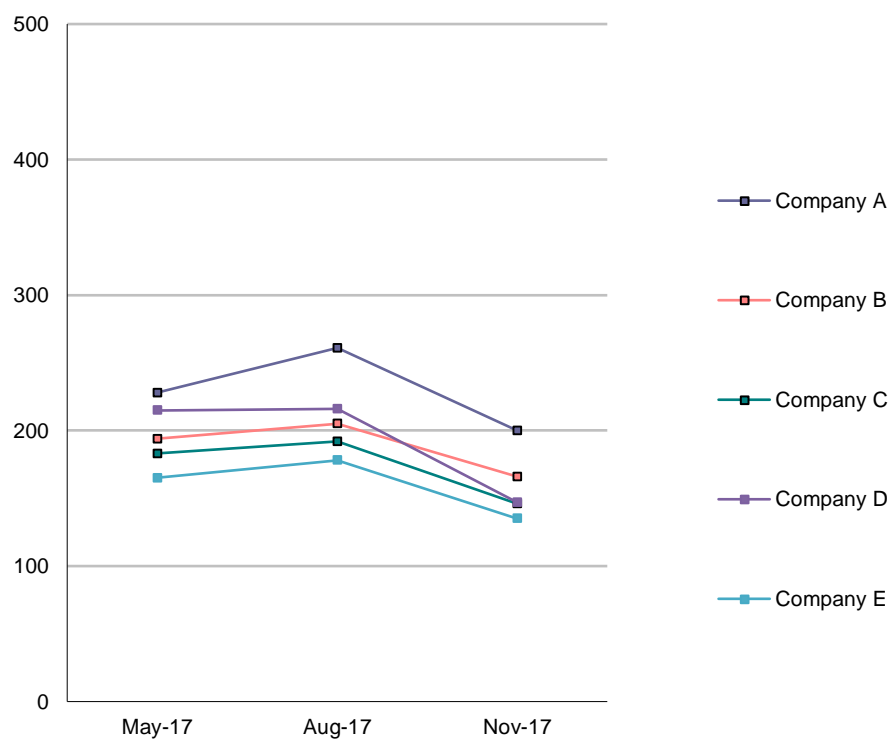
Right First Time

<i>Right First Time</i>	May-17	Aug-17	Nov-17
Company A	95%	96%	95%
Company B	96%	97%	96%
Company C	96%	97%	97%
Company D	98%	98%	98%
Company E	96%	95%	95%



Time to Complete

<i>Time to Complete (hours)</i>	May-17	Aug-17	Nov-17
Company A	228	261	200
Company B	194	205	166
Company C	183	192	146
Company D	215	216	147
Company E	165	178	135

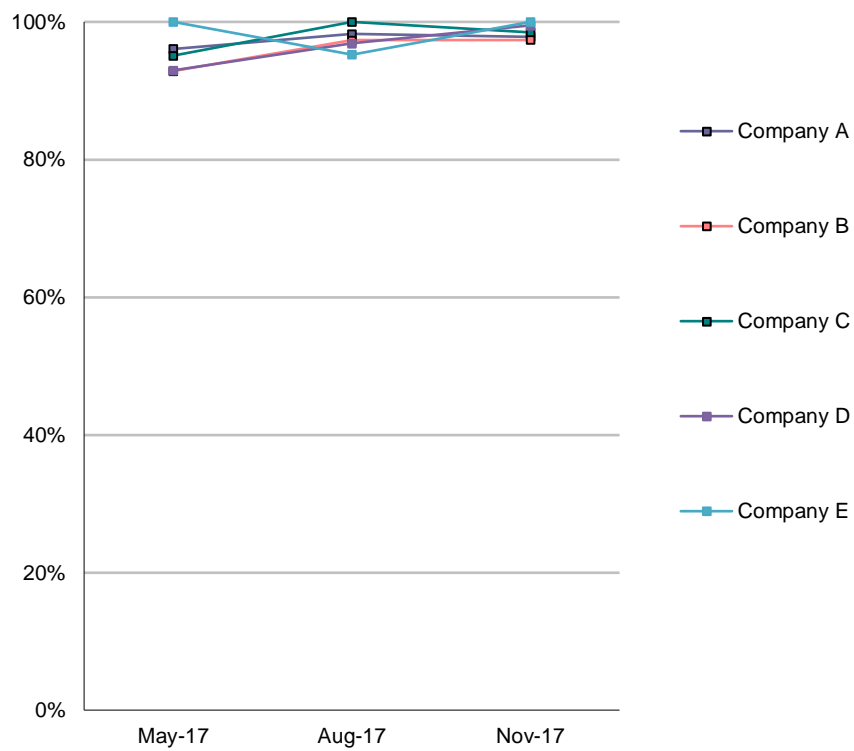


Variation in Company A's result was due to civil build and consent requirements.

GIGNATION RESIDENTIAL - PROVISIONING METRICS

Met Commit Rate

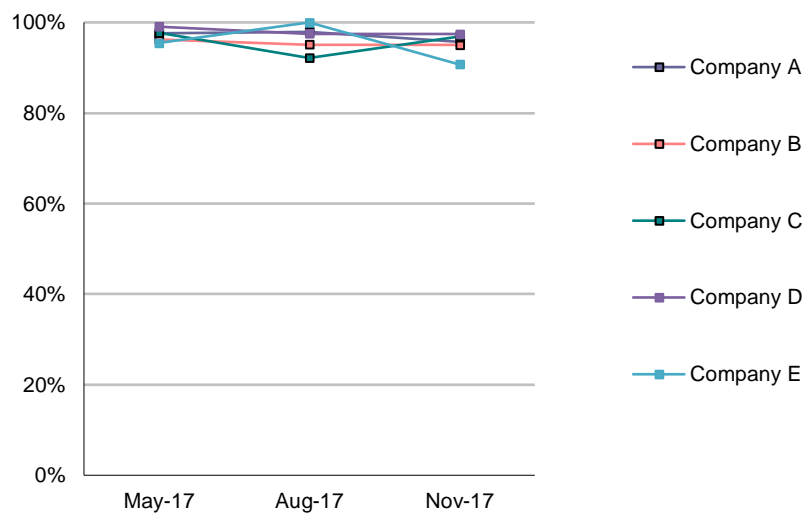
<i>Met Commit</i>	May-17	Aug-17	Nov-17
Company A	96%	98%	98%
Company B	93%	97%	97%
Company C	95%	100%	98%
Company D	93%	97%	99%
Company E	100%	95%	100%



GIGNATION RESIDENTIAL - PROVISIONING METRICS

Right First Time

<i>Right First Time</i>	May-17	Aug-17	Nov-17
Company A	98%	98%	96%
Company B	96%	95%	95%
Company C	98%	92%	97%
Company D	99%	97%	97%
Company E	95%	100%	91%

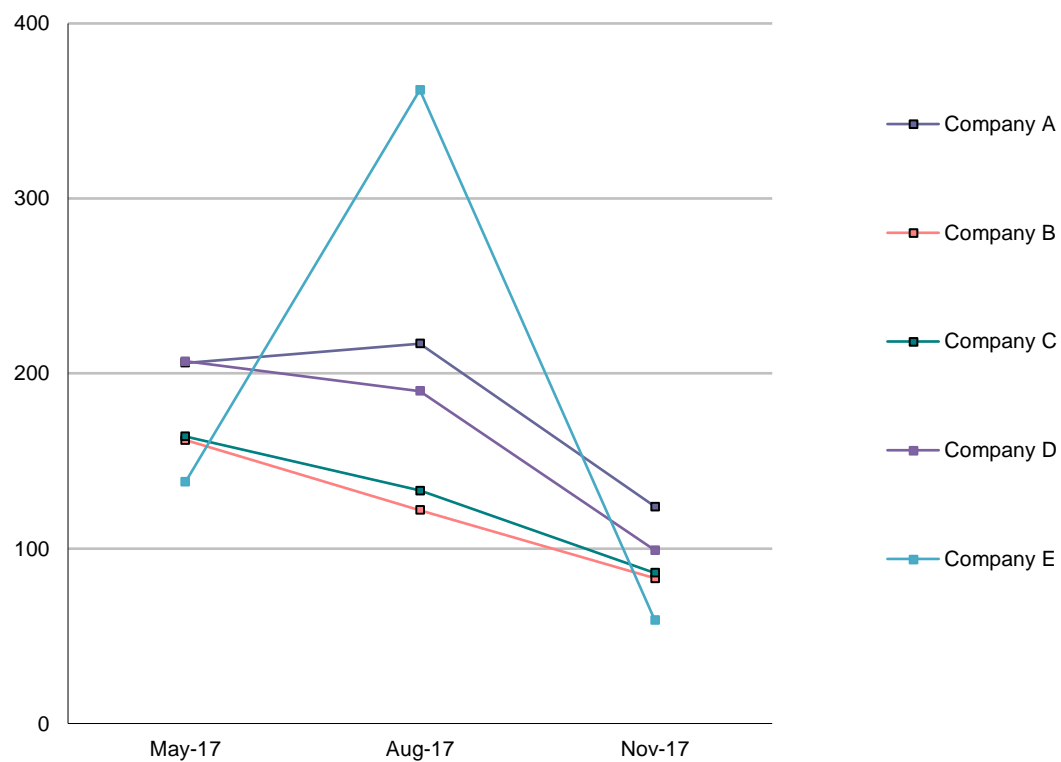


Customer E's result was affected by processing delays.

GIGNATION RESIDENTIAL - PROVISIONING METRICS

Time to Complete

<i>Time to Complete (hours)</i>	May-17	Aug-17	Nov-17
Company A	206	217	124
Company B	162	122	83
Company C	164	133	86
Company D	207	190	99
Company E	138	362	59

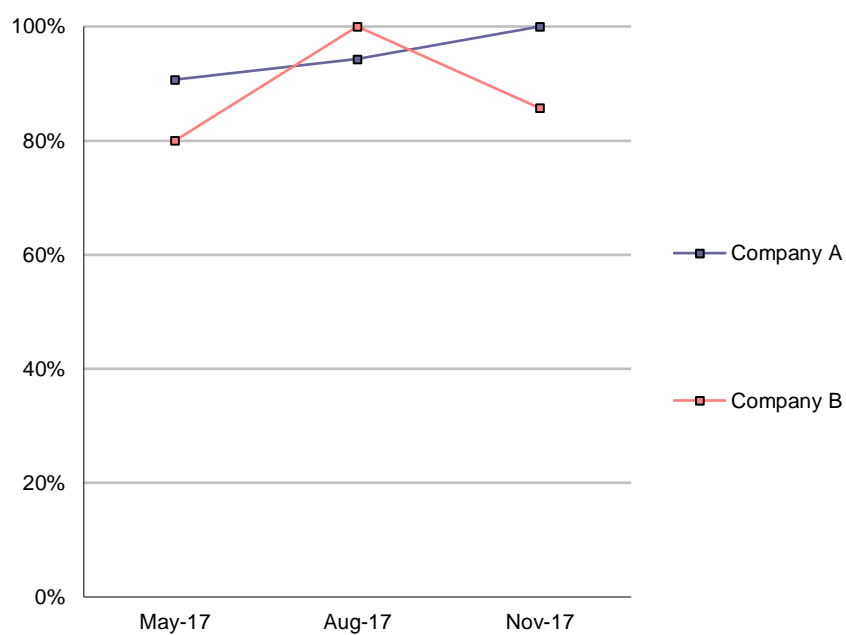


Variation in this metric was due to complexity of orders and approvals for access to poles.

GIGNATION -BUSINESS - PROVISIONING METRICS

Met Commit Rate

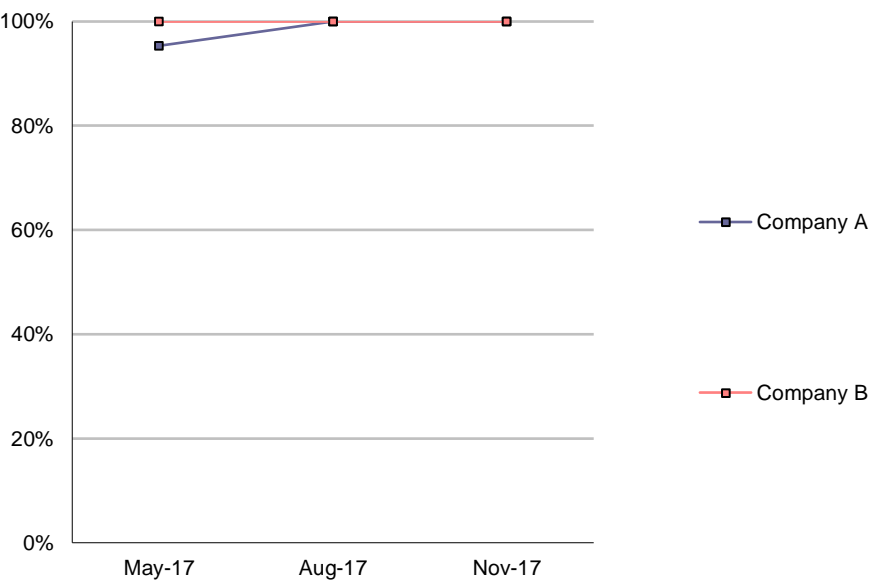
<i>Met Commit</i>	May-17	Aug-17	Nov-17
Company A	91%	94%	100%
Company B	80%	100%	86%



Customer B's variation was due to ordering behaviour.

Right First Time

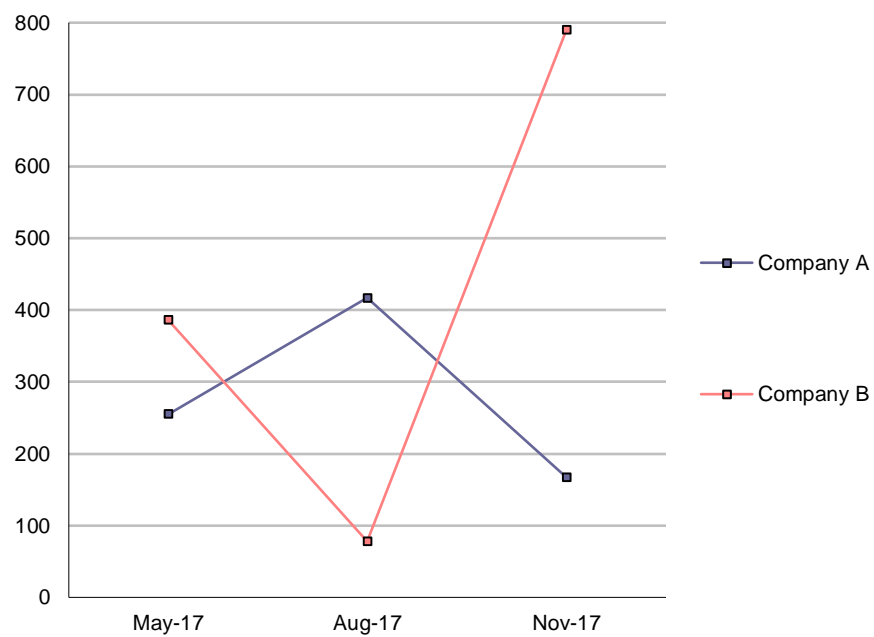
<i>Right First Time</i>	May-17	Aug-17	Nov-17
Company A	95%	100%	100%
Company B	100%	100%	100%



GIGNATION BUSINESS - PROVISIONING METRICS

Time to Complete

<i>Time to Complete (hours)</i>	May-17	Aug-17	Nov-17
Company A	255	417	167
Company B	386	78	790

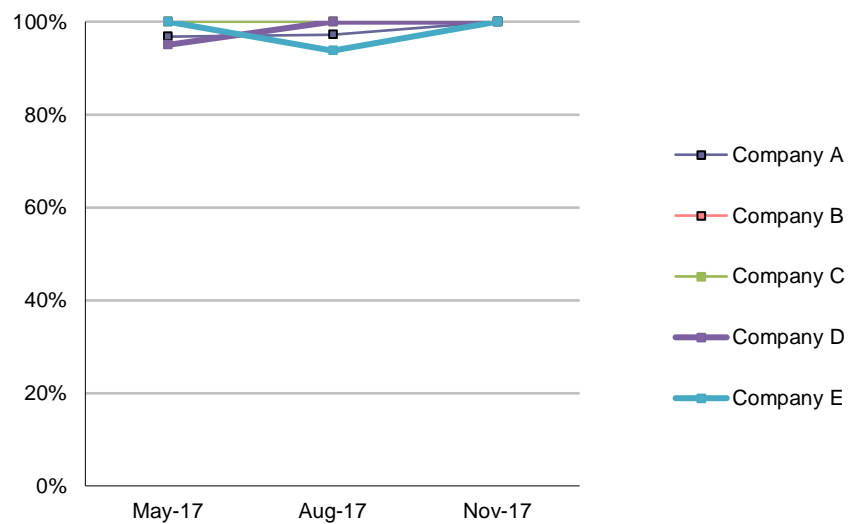


Variation for this metric was primarily due to complexity of orders.

NGA BITSTREAM 3 - PROVISIONING METRICS

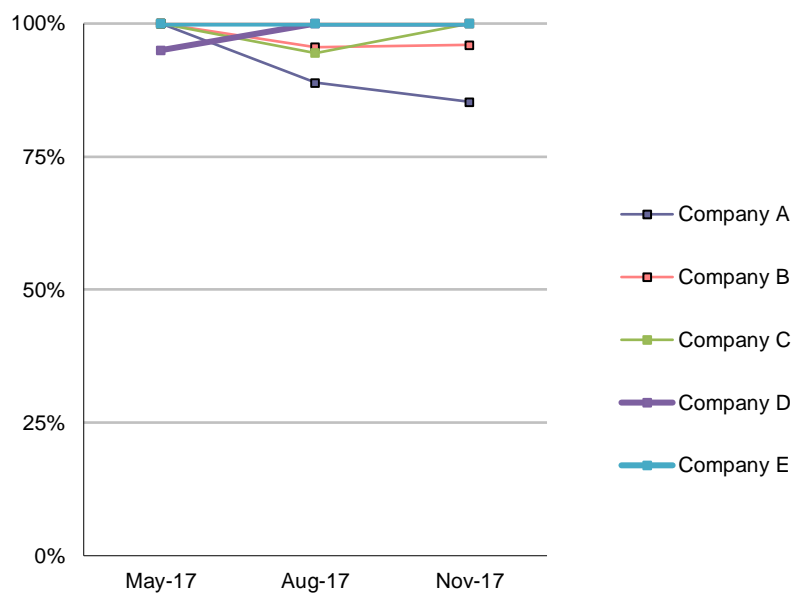
Met Commit Rate

<i>Met Commit</i>	May-17	Aug-17	Nov-17
Company A	97%	97%	100%
Company B	100%	100%	100%
Company C	100%	100%	100%
Company D	95%	100%	100%
Company E	100%	94%	100%



Right First Time

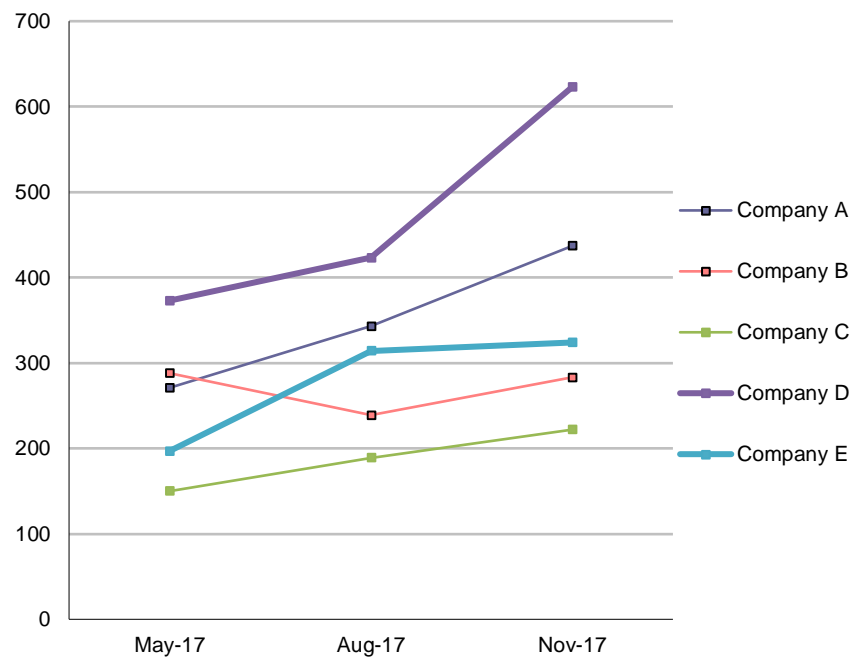
<i>Right First Time</i>	May-17	Aug-17	Nov-17
Company A	100%	89%	85%
Company B	100%	96%	96%
Company C	100%	94%	100%
Company D	95%	100%	100%
Company E	100%	100%	100%



Company A's result were affected by complexity of orders needing consenting approval.

Time to Complete

<i>Time to Complete (hours)</i>	May-17	Aug-17	Nov-17
Company A	271	343	437
Company B	288	239	283
Company C	150	189	222
Company D	373	423	623
Company E	197	314	324



Variation for this metric was due to customer delays and complexity of orders.

NGA BITSTREAM 3A - PROVISIONING METRICS

Met Commit Rate

This metric did not meet the inclusion threshold.

Right First Time

This metric did not meet inclusion threshold.

Time to Complete

This metric did not meet inclusion threshold.

NGA BUSINESS 5- PROVISIONING METRICS

Met Commit Rate

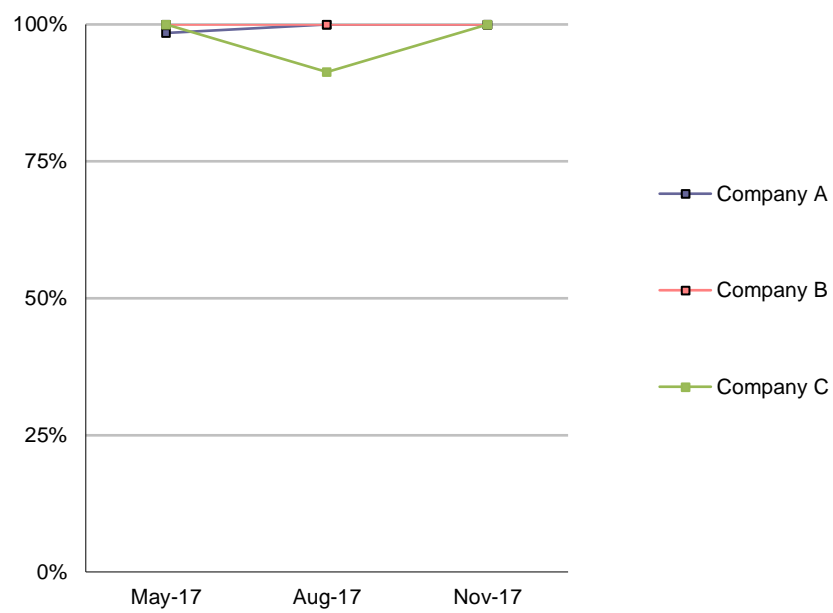
<i>Met Commit</i>	May-17	Aug-17	Nov-17
Company A	98%	100%	100%
Company B	97%	100%	100%
Company C	100%	100%	100%



NGA BUSINESS 5- PROVISIONING METRICS

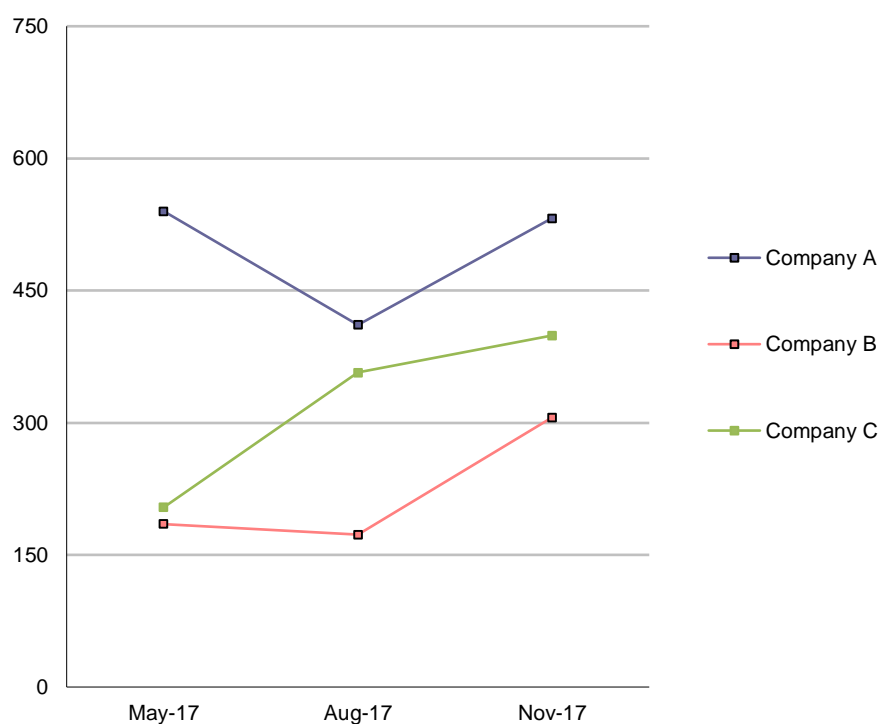
Right First Time

<i>Right First Time</i>	May-17	Aug-17	Nov-17
Company A	98%	100%	100%
Company B	100%	100%	100%
Company C	100%	91%	100%



Time to Complete

<i>Time to Complete (hours)</i>	May-17	Aug-17	Nov-17
Company A	540	411	532
Company B	185	173	306
Company C	204	357	399

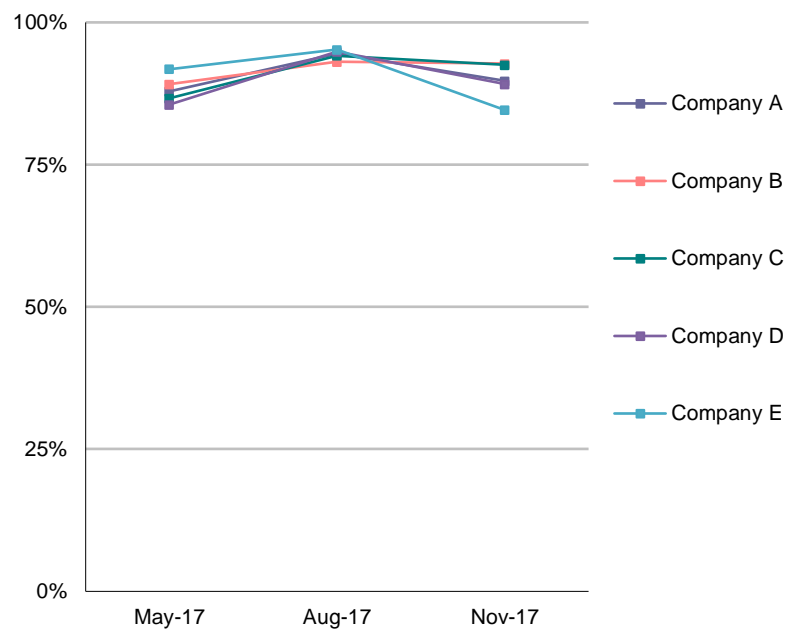


Results for Company's A and C was affected by complexity of orders and consenting requirements.

NGA- RESTORATION METRICS

Met Commit Rate

<i>Met Commit</i>	May-17	Aug-17	Nov-17
Company A	88%	95%	94%
Company B	89%	93%	93%
Company C	87%	94%	92%
Company D	86%	95%	90%
Company E	92%	95%	96%

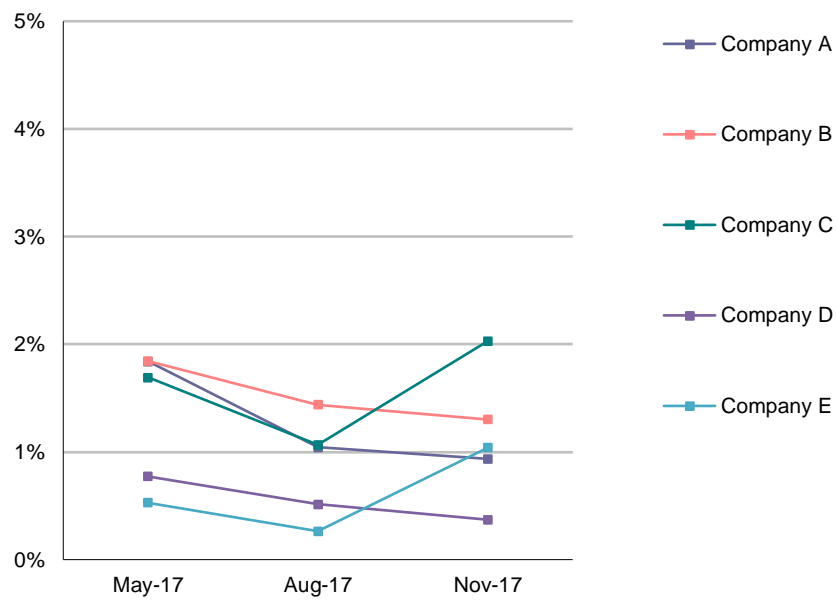


Results for Company D was affected by complexity of faults and site access.

NGA- RESTORATION METRICS

Repeat Fault Rate

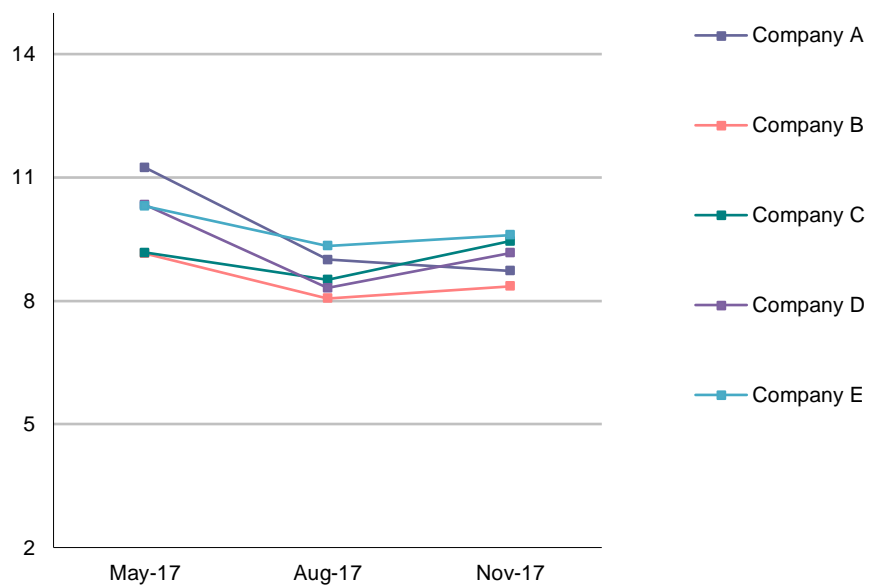
<i>Repeat Fault</i>	May-17	Aug-17	Nov-17
Company A	2%	1%	1%
Company B	2%	1%	1%
Company C	2%	1%	2%
Company D	1%	1%	0%
Company E	1%	0%	1%



NGA- RESTORATION METRICS

Time to Complete

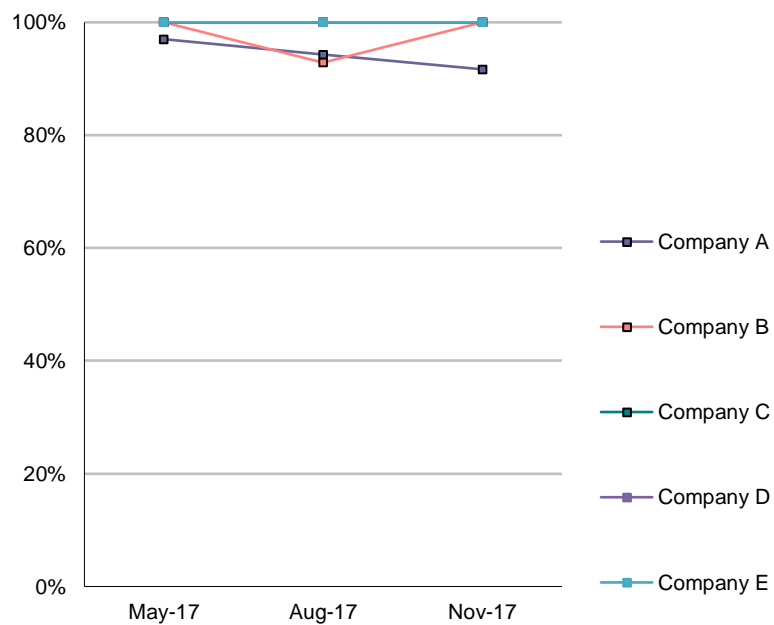
<i>Time to Complete (hours)</i>	May-17	Aug-17	Nov-17
Company A	11	9	9
Company B	9	8	8
Company C	9	9	9
Company D	10	8	9
Company E	10	9	10



DFAS - PROVISIONING METRICS

Met Commit Rate

<i>Met Commit</i>	May-17	Aug-17	Nov-17
Company A	97%	94%	92%
Company B	100%	93%	100%
Company C	100%	100%	100%
Company D	100%	100%	100%
Company E	100%	100%	100%

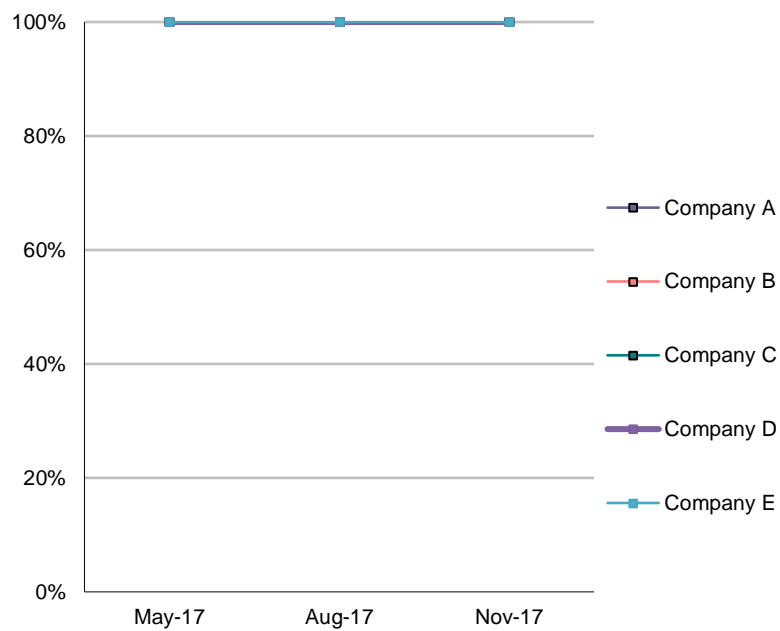


The results for Company A were affected by a records clean-up, that did not affect any customer.

DFAS - PROVISIONING METRICS

Right First Time

<i>Right First Time</i>	May-17	Aug-17	Nov-17
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%



DFAS - PROVISIONING METRICS

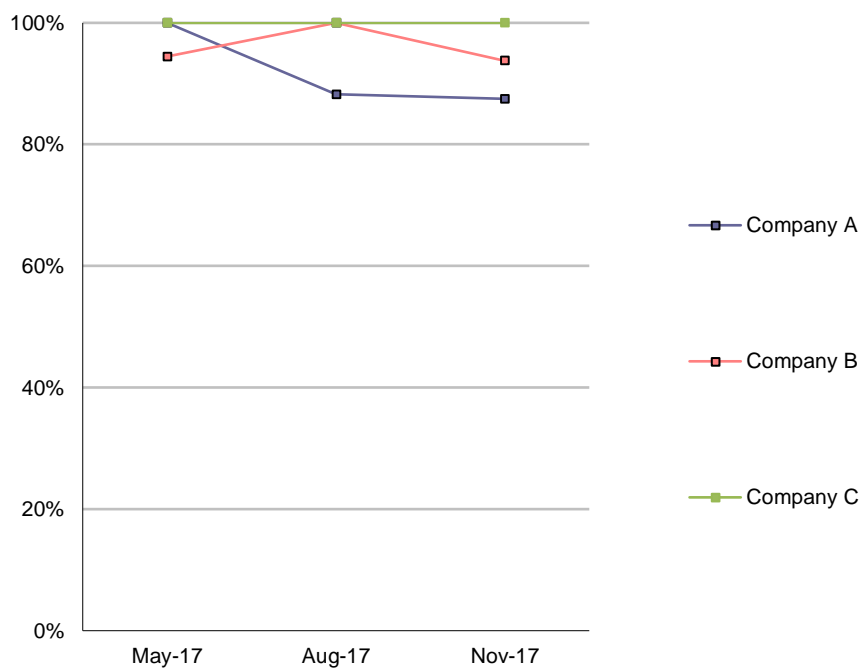
Time to Complete

This metric did not meet the inclusion threshold.

ICAB - PROVISIONING METRICS

Met Commit Rate

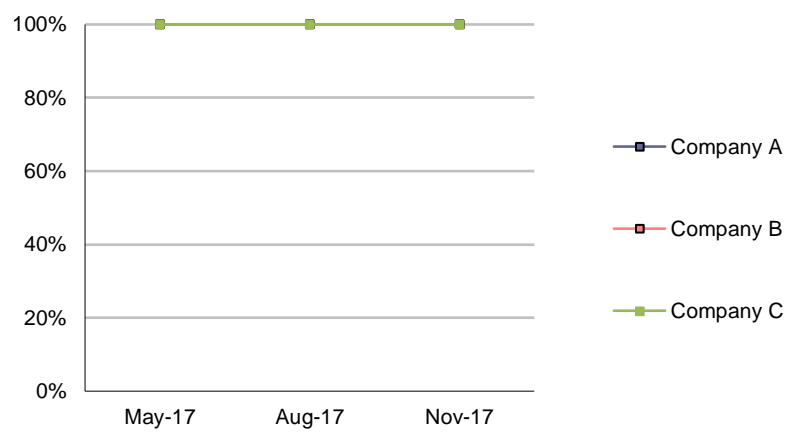
<i>Met Commit</i>	May-17	Aug-17	Nov-17
Company A	100%	88%	88%
Company B	94%	100%	94%
Company C	100%	100%	100%



The results for Company A and B, were affected by a records clean-up, that did not affect any customer.

Right First Time

<i>Right First Time</i>	May-17	Aug-17	Nov-17
Company A	100%	100%	100%
Company B	100%	100%	100%
Company C	100%	100%	100%



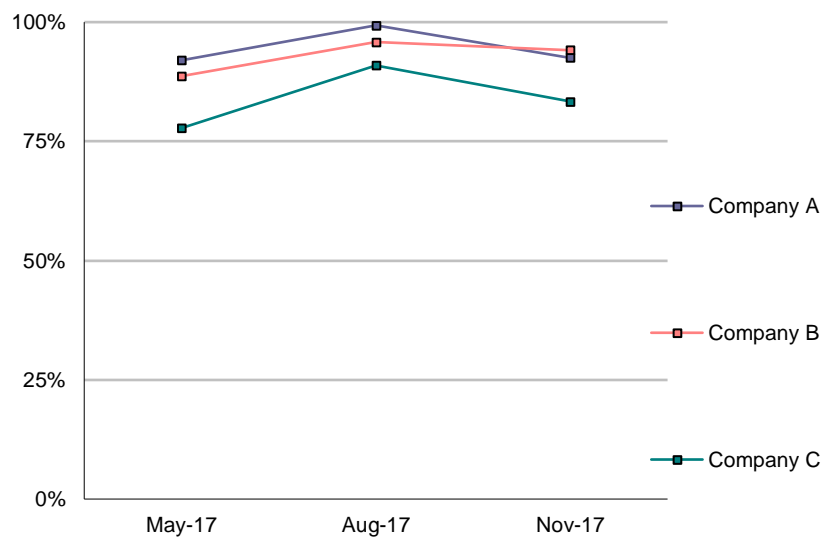
Time to Complete

This metric did not meet the inclusion threshold.

HSNS LITE (OVER COPPER) - PROVISIONING METRICS

Met Commit Rate

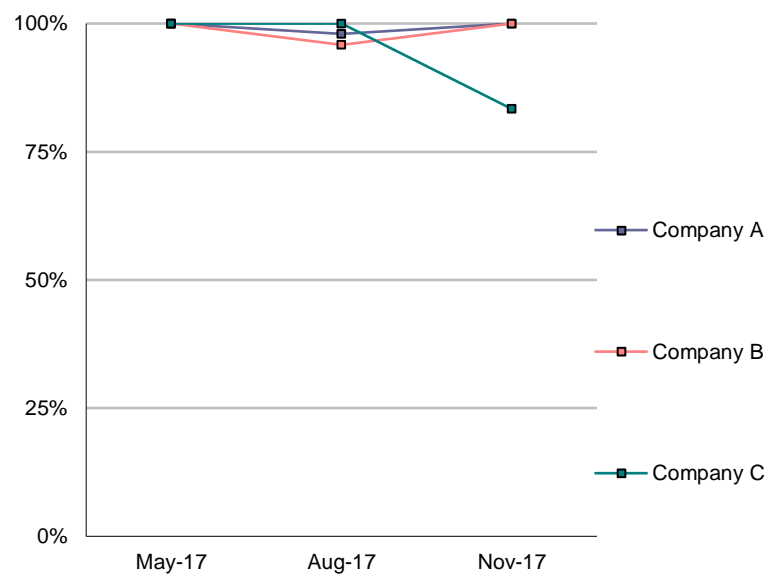
<i>Met Commit</i>	May-17	Aug-17	Nov-17
Company A	92%	99%	93%
Company B	89%	96%	94%
Company C	78%	91%	83%



Company C's result were due to site readiness issues.

Right First Time

<i>Right First Time</i>	May-17	Aug-17	Nov-17
Company A	100%	98%	100%
Company B	100%	96%	100%
Company C	100%	100%	83%

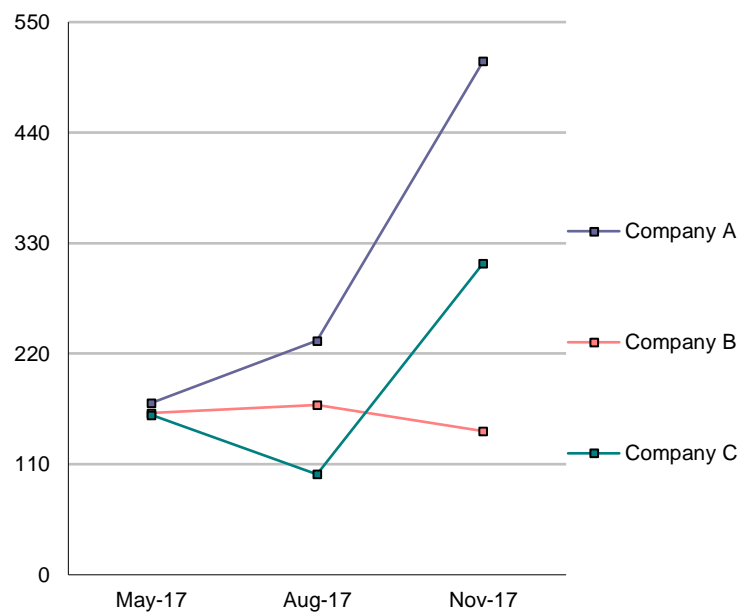


Customer C's result were affected by build complexity.

HSNS Lite (OVER COPPER) - PROVISIONING METRICS

Time to Complete

<i>Time to Complete (hours)</i>	May-17	Aug-17	Nov-17
Company A	171	233	511
Company B	161	169	143
Company C	159	100	310



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

HSNS LITE (FIBRE) - PROVISIONING METRICS

Met Commit

This metric did not meet the inclusion threshold.

Right First Time

This metric did not meet the inclusion threshold.

Time to Complete

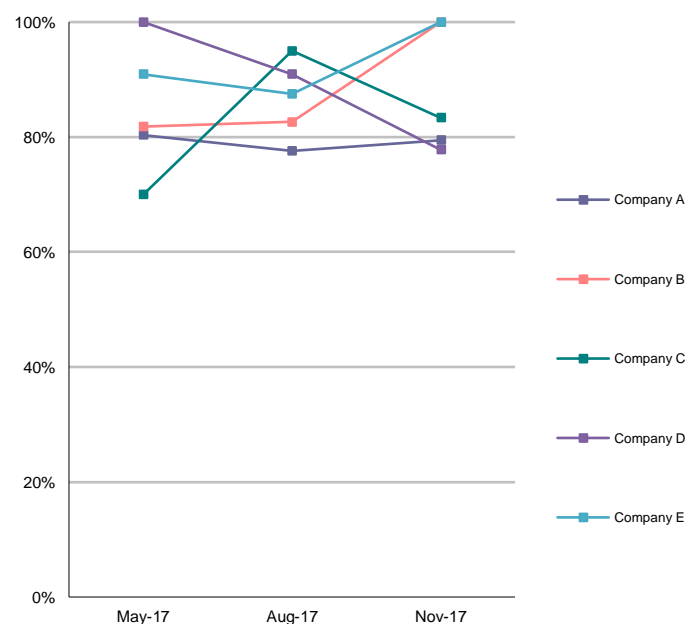
This metric did not meet the inclusion threshold.

HSNS LITE - RESTORATION METRICS

HSNS Lite fault reporting includes faults for HSNS Lite provided over fibre and copper.

Met Commit Rate

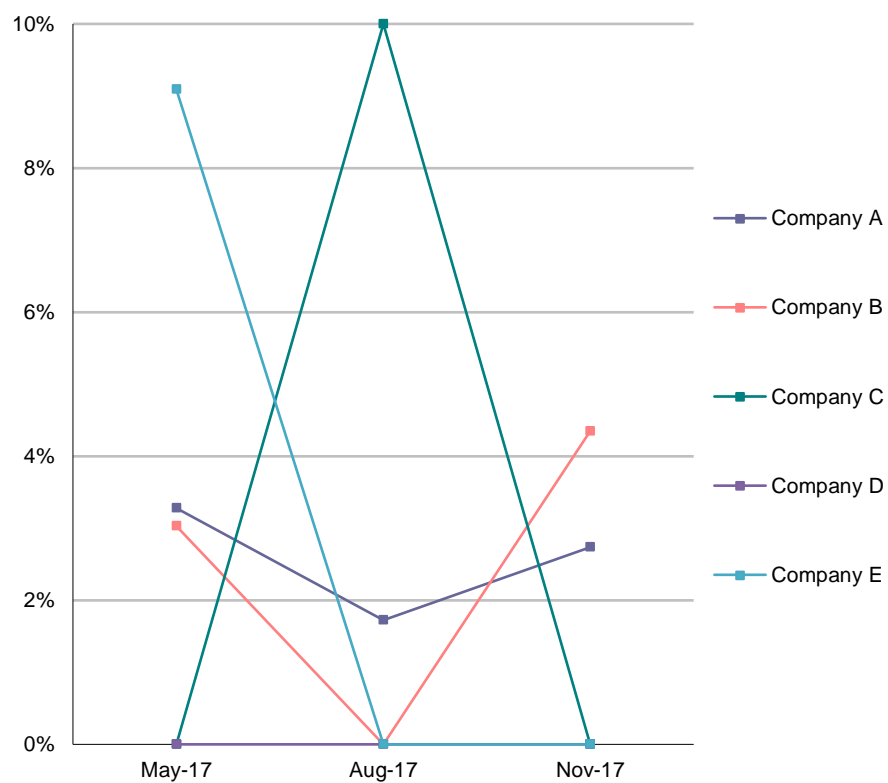
<i>Met Commit</i>	May-17	Aug-17	Nov-17
Company A	80%	78%	79%
Company B	82%	83%	100%
Company C	70%	95%	83%
Company D	100%	91%	78%
Company E	91%	88%	100%



Company's A, C, and D's results are affected by site access issues as well as rescheduling complexities.

Repeat Fault Rate

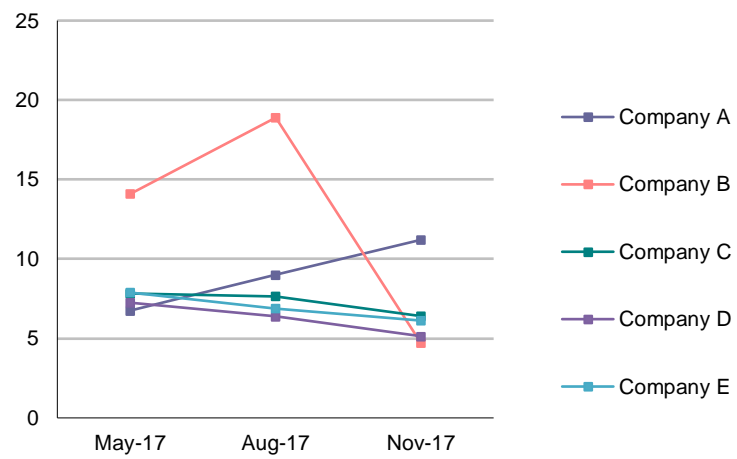
<i>Repeat Fault</i>	May-17	Aug-17	Nov-17
Company A	3%	2%	3%
Company B	3%	0%	4%
Company C	0%	10%	0%
Company D	0%	0%	0%
Company E	9%	0%	0%



HSNS LITE - RESTORATION METRICS

Time to Complete

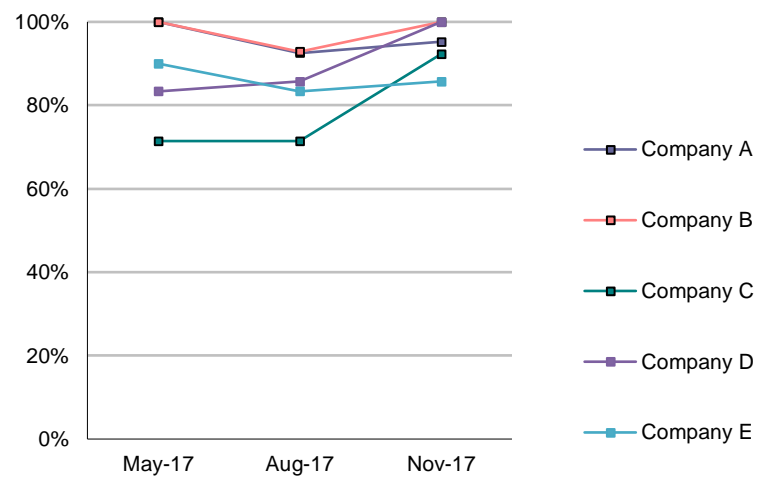
<i>Time to Complete (hours)</i>	May-17	Aug-17	Nov-17
Company A	7	9	11
Company B	14	19	5
Company C	8	8	6
Company D	7	6	5
Company E	8	7	6



HSNS PREMIUM - PROVISIONING METRICS

Met Commit Rate

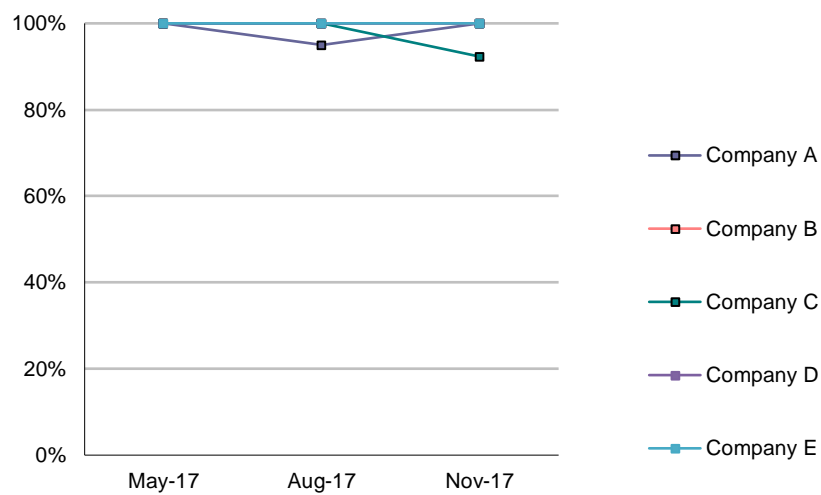
<i>Met Commit</i>	May-17	Aug-17	Nov-17
Company A	100%	93%	95%
Company B	100%	93%	100%
Company C	71%	71%	92%
Company D	83%	86%	100%
Company E	90%	83%	86%



Results for Company C and E were affected by RSP site readiness issues.

Right First Time

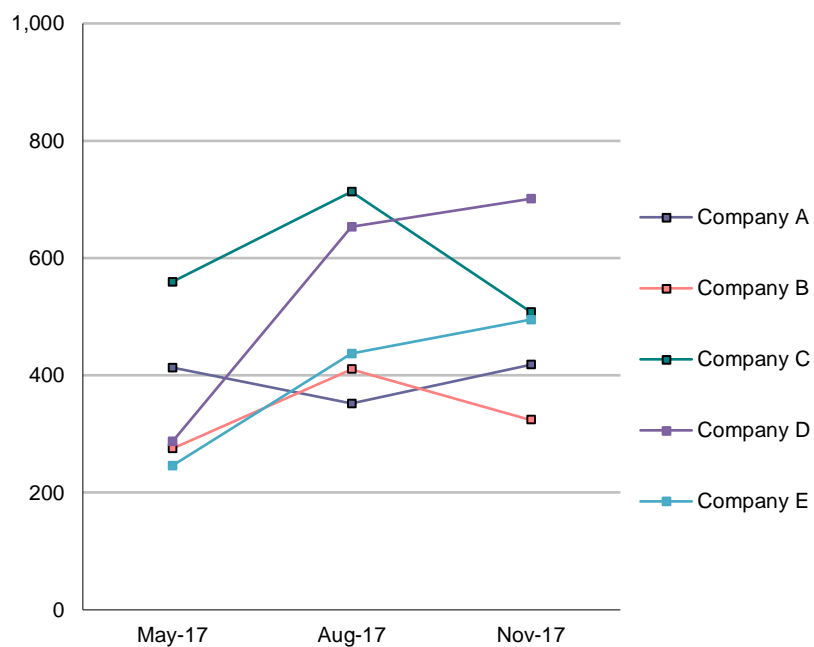
<i>Right First Time</i>	May-17	Aug-17	Nov-17
Company A	100%	95%	100%
Company B	100%	100%	100%
Company C	100%	100%	92%
Company D	100%	100%	100%
Company E	100%	100%	100%



Company C result were affected by RSP's site readiness issues.

Time to Complete

<i>Time to Complete (hours)</i>	May-17	Aug-17	Nov-17
Company A	413	352	418
Company B	275	410	324
Company C	559	713	508
Company D	287	653	701
Company E	246	437	495

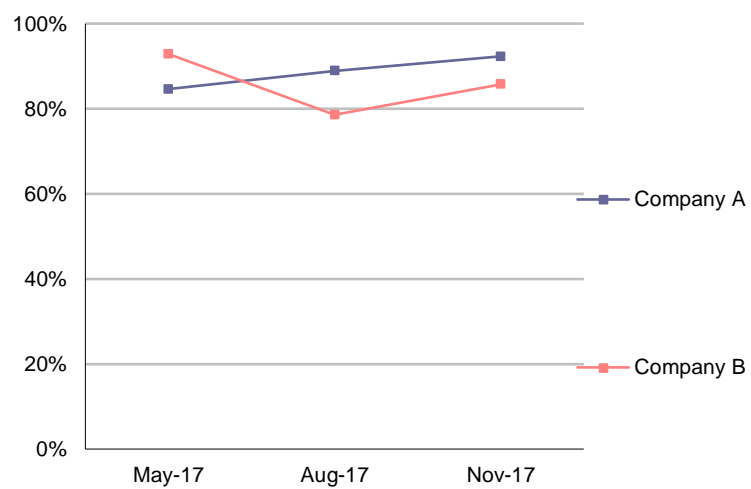


Results Company's A, C, D and E were affected by site readiness issues requiring customer site reschedules.

HSNS PREMIUM - RESTORATION METRICS

Met Commit Rate

<i>Met Commit</i>	May-17	Aug-17	Nov-17
Company A	85%	89%	92%
Company B	93%	79%	86%



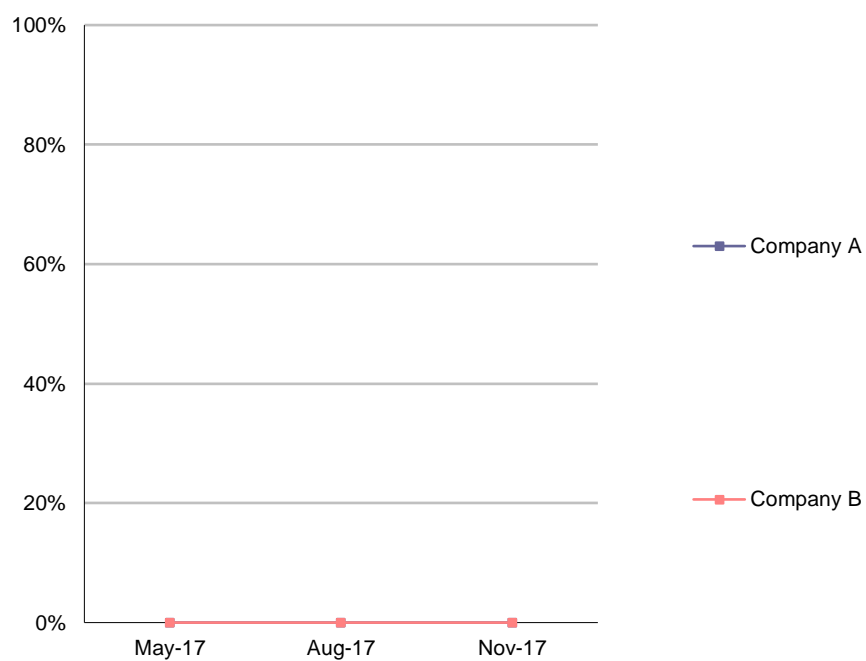
Results for Company B were predominantly affected by fault complexity.

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HSNS PREMIUM - RESTORATION METRICS

Repeat Fault Rate

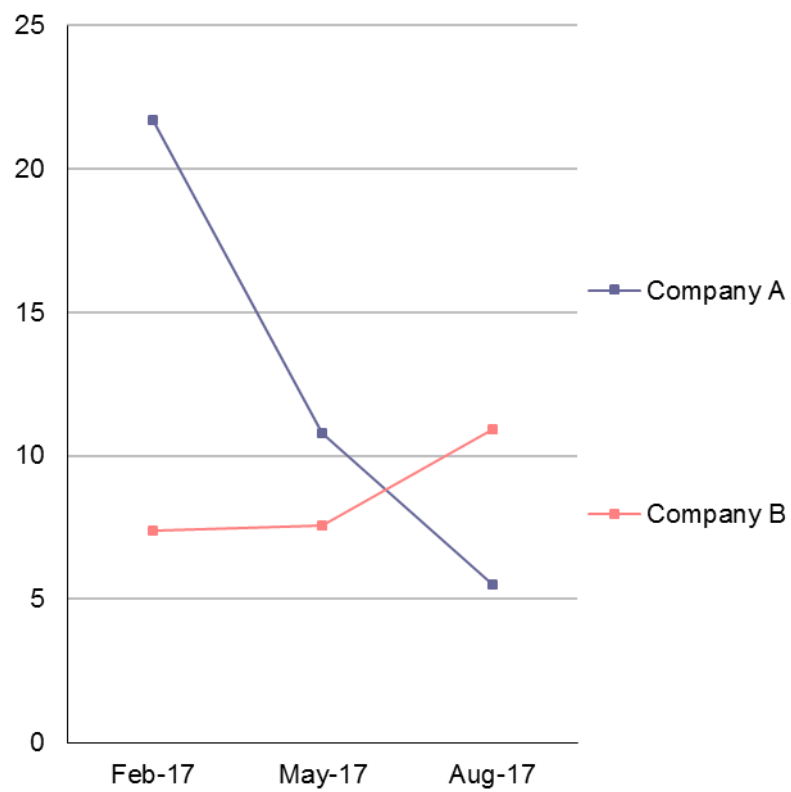
<i>Repeat Fault</i>	May-17	Aug-17	Nov-17
Company A	0%	0%	0%
Company B	0%	0%	0%



HSNS PREMIUM - RESTORATION METRICS

Time to Complete

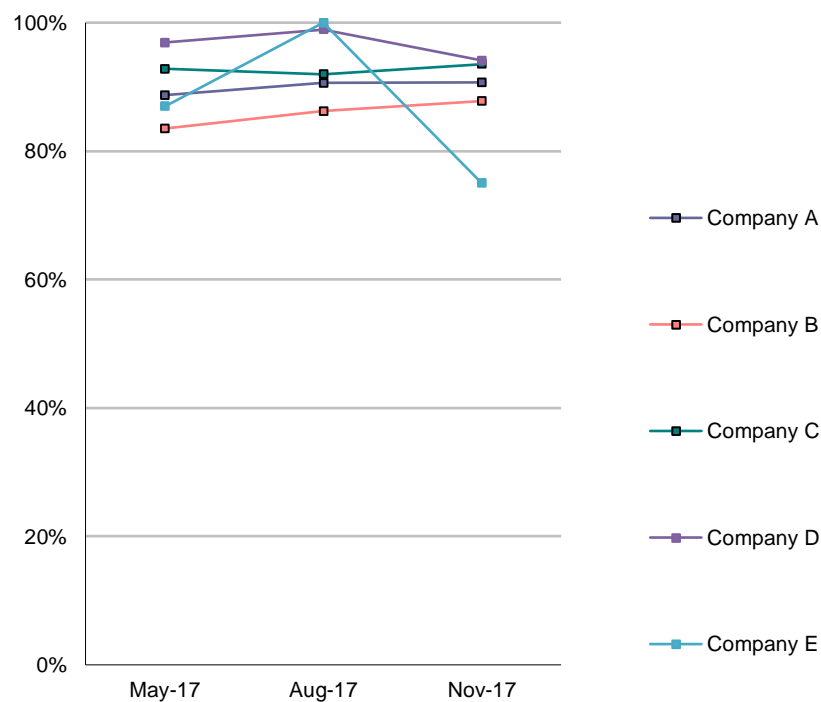
<i>Time to Complete (hours)</i>	May-17	Aug-17	Nov-17
Company A	11	6	8
Company B	8	11	10



UCLL - PROVISIONING METRICS

Met Commit Rate

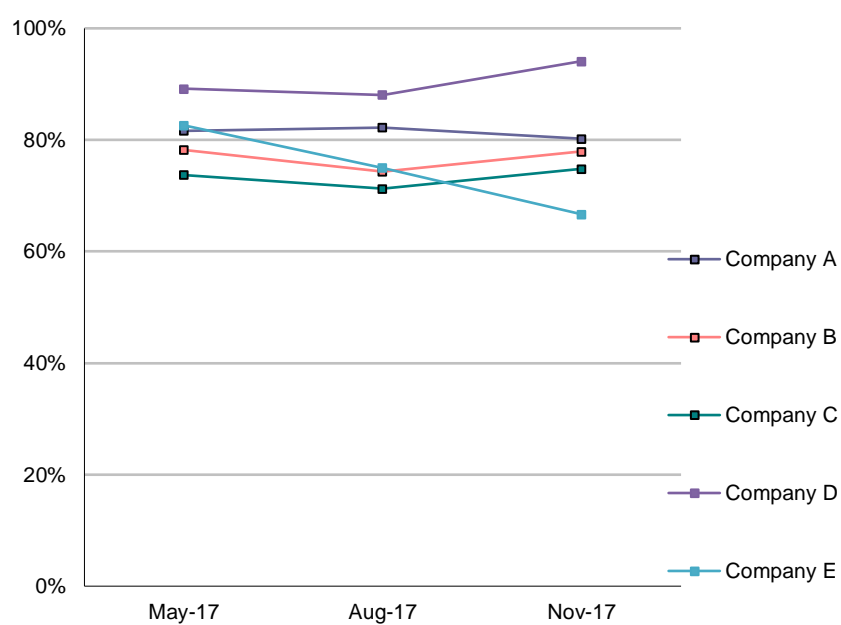
<i>Met Commit</i>	May-17	Aug-17	Nov-17
Company A	89%	91%	91%
Company B	84%	86%	88%
Company C	93%	92%	94%
Company D	97%	99%	94%
Company E	87%	100%	75%



Variation in this metric were affected by technician sign off practices shortly after the commit time had expired, affecting the reporting but not the customer experience.

Right First Time

<i>Right First Time</i>	May-17	Aug-17	Nov-17
Company A	82%	82%	80%
Company B	78%	74%	78%
Company C	74%	71%	75%
Company D	89%	88%	94%
Company E	83%	75%	67%

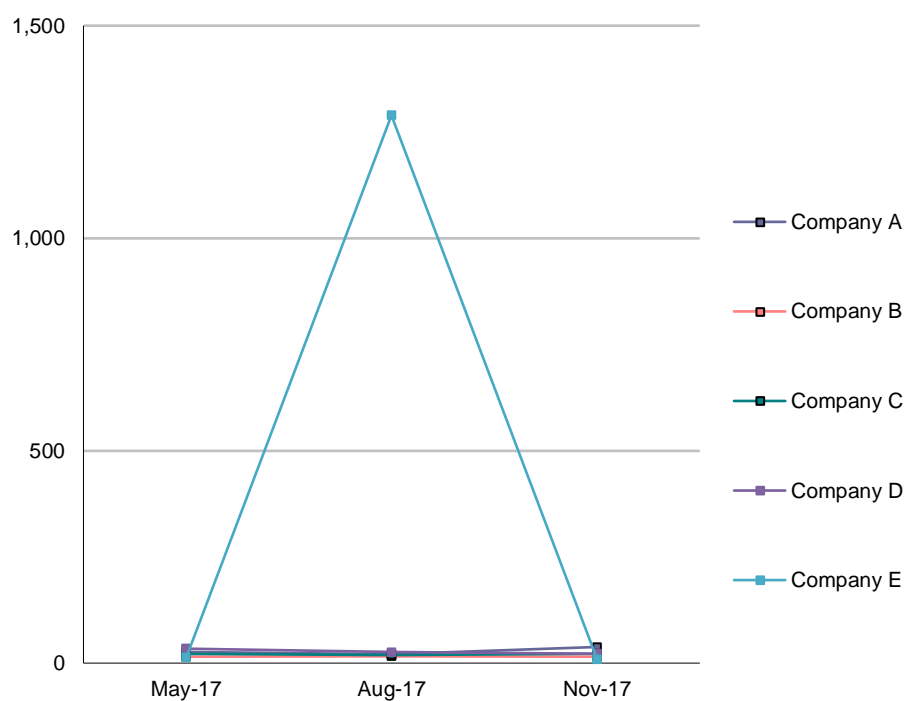


Results for Companies A, B C and E were affected by their troubleshooting practices and ordering behaviour

UCLL - PROVISIONING METRICS

Time to Complete

<i>Time to Complete (hours)</i>	May-17	Aug-17	Nov-17
Company A	26	21	38
Company B	15	16	15
Company C	21	19	22
Company D	34	26	22
Company E	13	1289	9

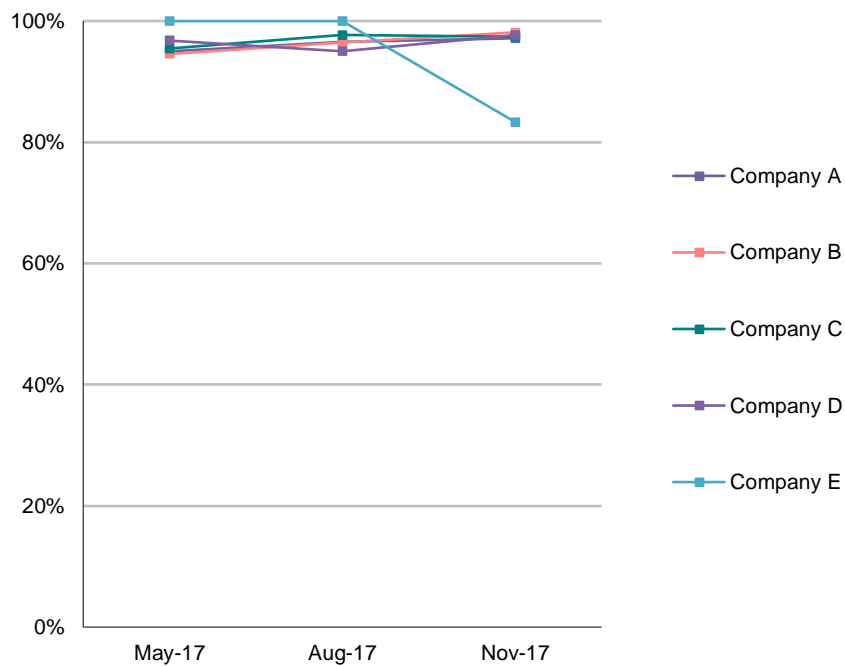


Results for Company A and E were impacted by ordering behaviour and site readiness.

UCLL - RESTORATION METRICS

Met Commit Rate

<i>Met Commit</i>	May-17	Aug-17	Nov-17
Company A	95%	97%	97%
Company B	95%	96%	98%
Company C	95%	98%	97%
Company D	97%	95%	98%
Company E	100%	100%	83%

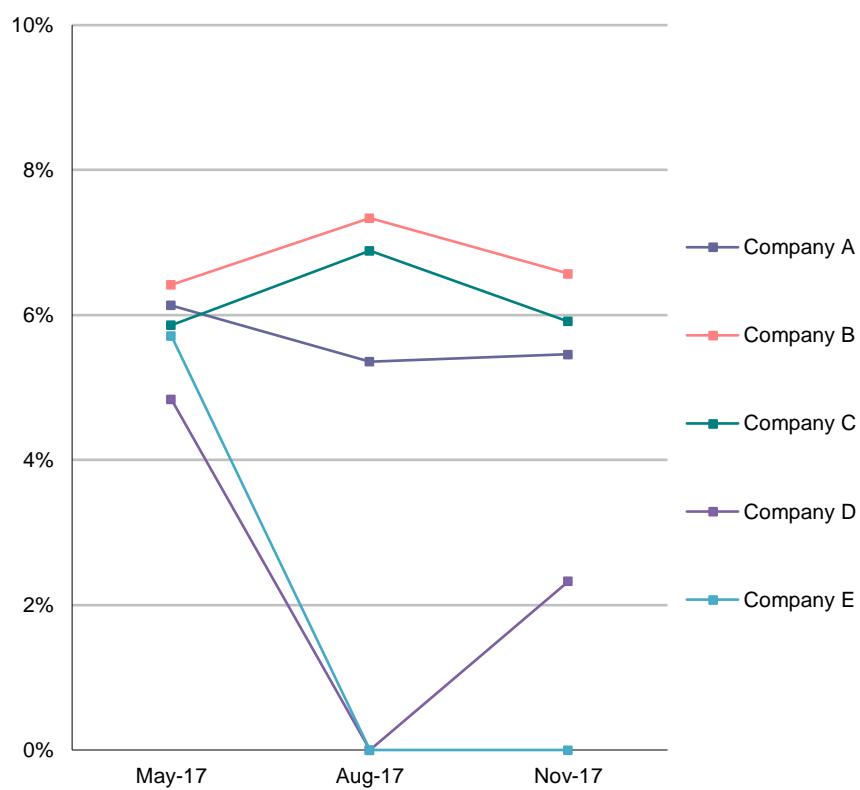


Results for Customer E were affected by site access issues

UCLL - RESTORATION METRICS

Repeat Fault Rate

<i>Repeat Fault</i>		May-17	Aug-17	Nov-17
CallPlus	Company A	6%	5%	5%
Vodafone	Company B	6%	7%	7%
TelstraClear	Company C	6%	7%	6%
Airnet	Company D	5%	0%	2%
Compass	Company E	6%	0%	0%

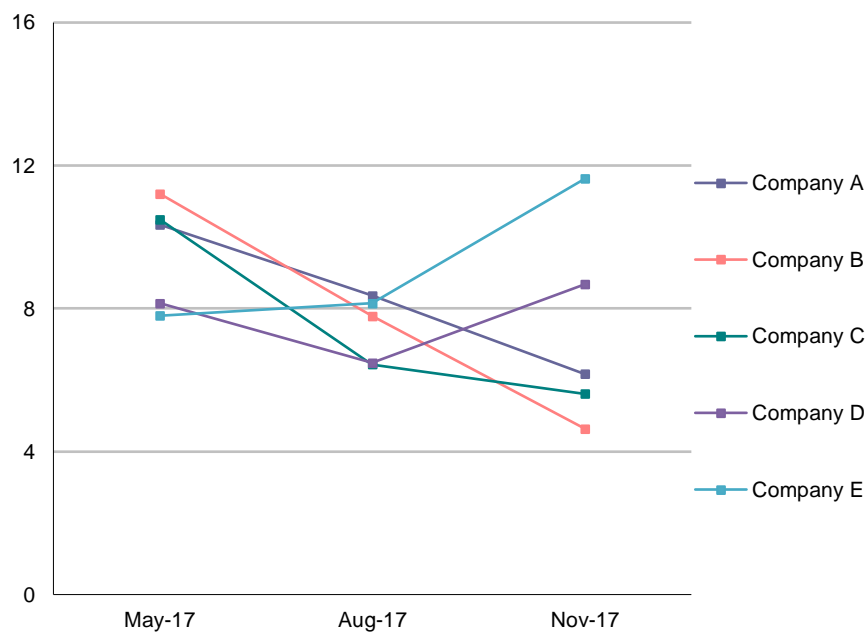


Results for Company B and C are affected by fault complexity.

UCLL - RESTORATION METRICS

Time to Complete

<i>Time to Complete (hours)</i>	May-17	Aug-17	Nov-17
Company A	10	8	6
Company B	11	8	5
Company C	10	6	6
Company D	8	6	9
Company E	8	8	12



SLU - PROVISIONING METRICS

Met Commit Rate

This metric did not meet the inclusion threshold.

SLU - PROVISIONING METRICS

Right First Time

This metric did not meet the inclusion threshold.

SLU - PROVISIONING METRICS

Time to Complete

This metric did not meet the inclusion threshold.

SLU – RESTORATION METRICS

Met Commit Rate

This metric did not meet the inclusion threshold.

SLU - RESTORATION METRICS

Repeat Fault Rate

This metric did not meet the inclusion threshold.

SLU - RESTORATION METRICS

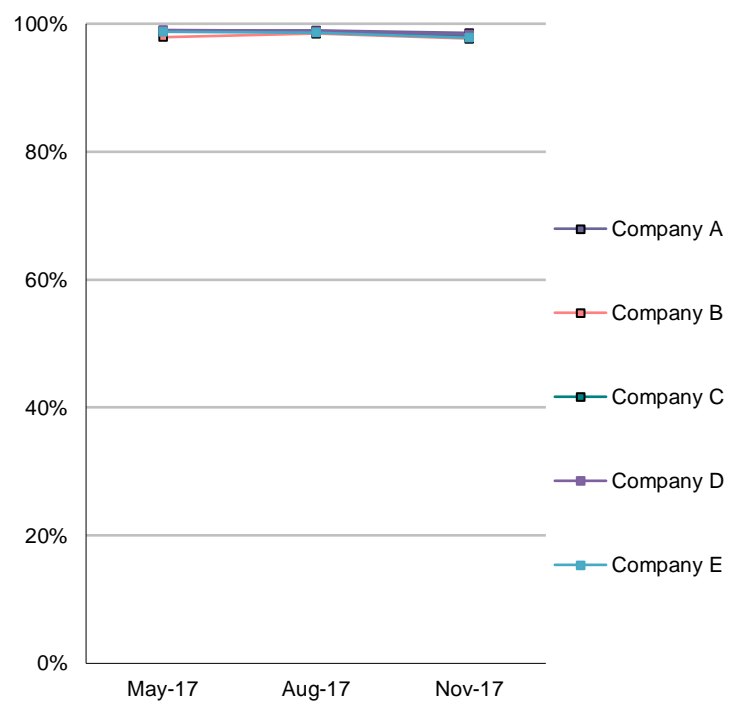
Time to Restore

This metric did not meet the inclusion threshold.

UBA ONLY (NAKED) - PROVISIONING METRICS

Met Commit Rate

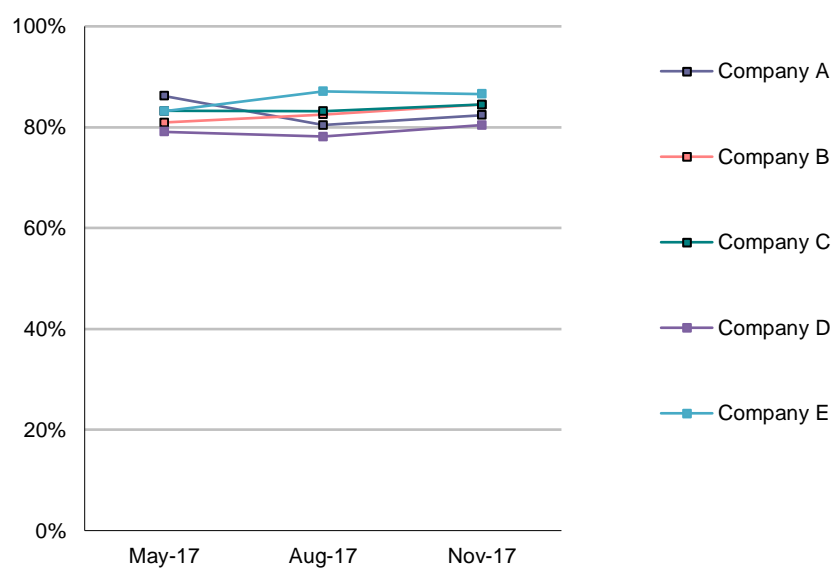
<i>Met Commit</i>	May-17	Aug-17	Nov-17
Company A	99%	99%	99%
Company B	98%	98%	98%
Company C	99%	99%	98%
Company D	99%	99%	98%
Company E	99%	99%	98%



UBA ONLY (NAKED) - PROVISIONING METRICS

Right First Time

<i>Right First Time</i>	May-17	Aug-17	Nov-17
Company A	86%	80%	82%
Company B	81%	83%	85%
Company C	83%	83%	85%
Company D	79%	78%	80%
Company E	83%	87%	87%

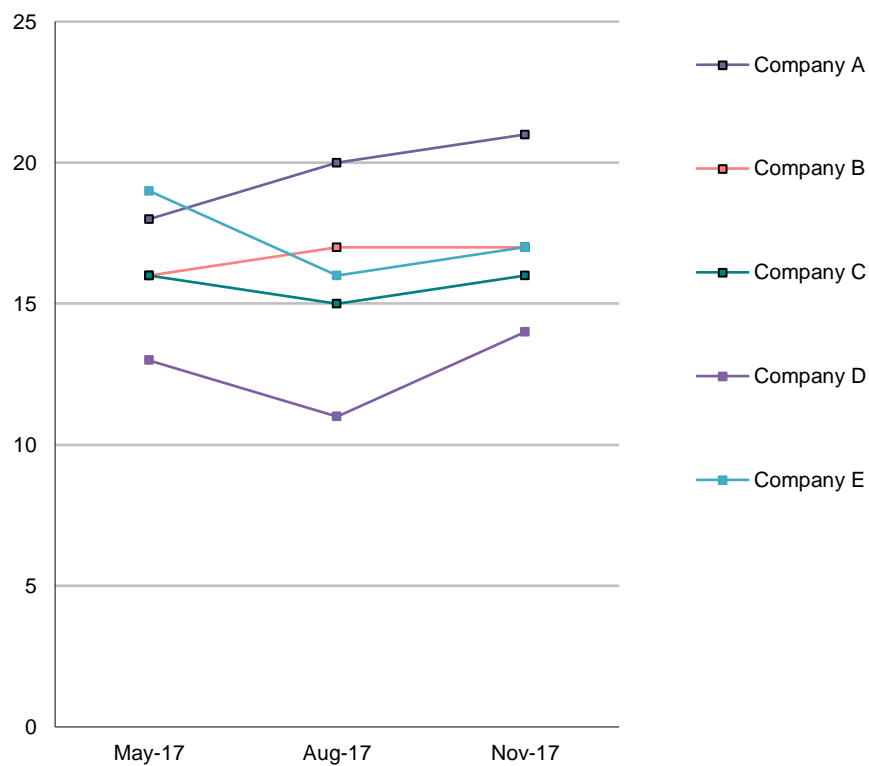


Results for Company's A and C are affected by their ordering behaviour and troubleshooting practices.

UBA ONLY (NAKED) - PROVISIONING METRICS

Time to Complete

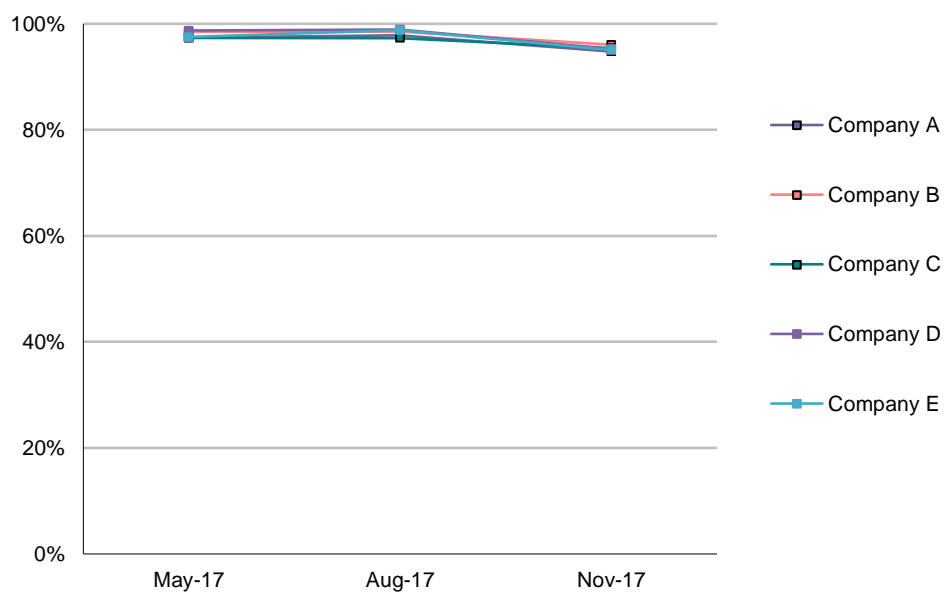
<i>Time to Complete (hours)</i>	May-17	Aug-17	Nov-17
Company A	18	20	21
Company B	16	17	17
Company C	16	15	16
Company D	13	11	14
Company E	19	16	17



UBA WITH AGENCY VOICE - PROVISIONING METRICS

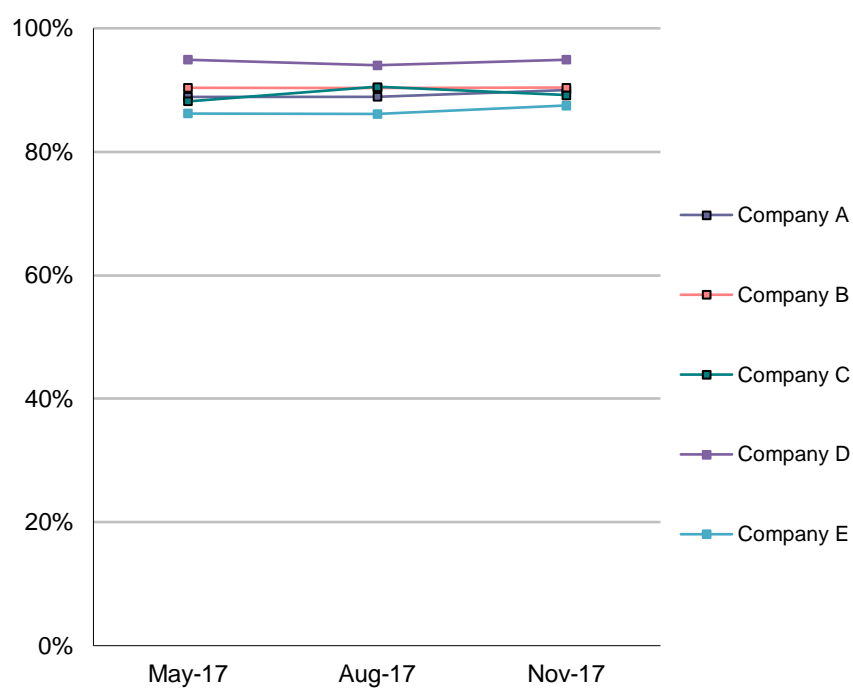
Met Commit Rate

<i>Met Commit</i>	May-17	Aug-17	Nov-17
Company A	97%	98%	95%
Company B	98%	99%	96%
Company C	97%	97%	95%
Company D	99%	99%	95%
Company E	98%	99%	95%



Right First Time

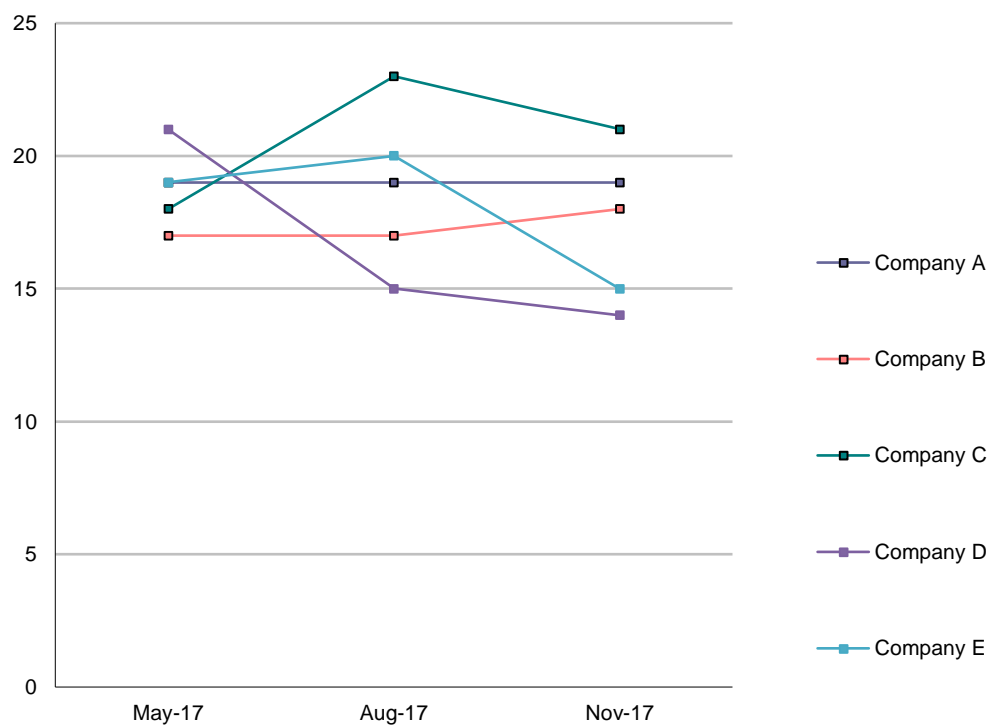
<i>Right First Time</i>	May-17	Aug-17	Nov-17
Company A	89%	89%	90%
Company B	90%	90%	90%
Company C	88%	91%	89%
Company D	95%	94%	95%
Company E	86%	86%	88%



Results for Company's C and E were affected by their troubleshooting practices and ordering behaviour

Time to Complete

<i>Time to Complete (hours)</i>	May-17	Aug-17	Nov-17
Company A	19	19	19
Company B	17	17	18
Company C	18	23	21
Company D	21	15	14
Company E	19	20	15

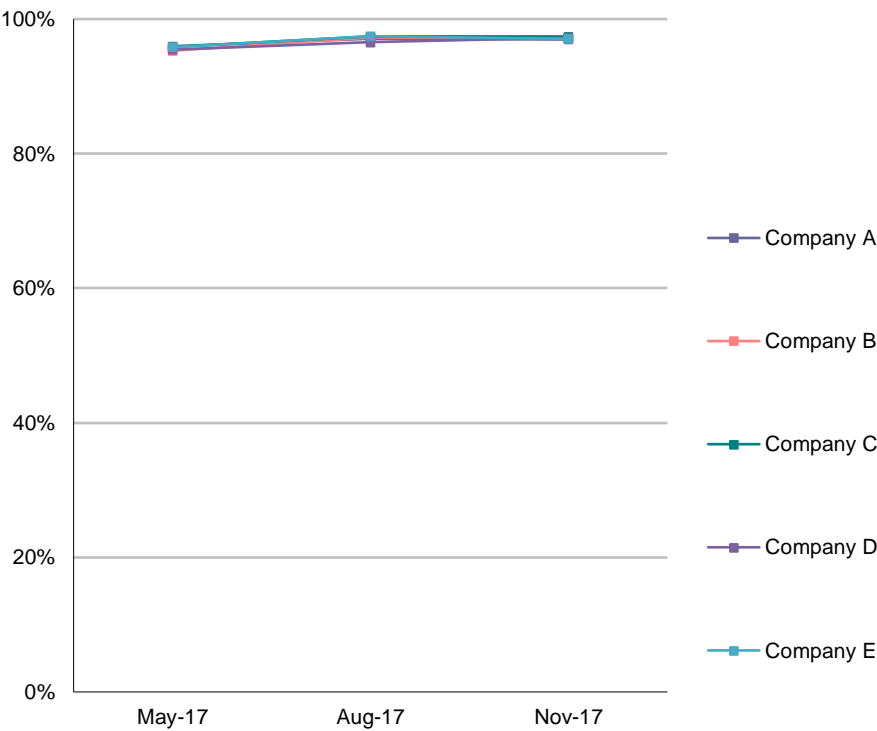


UBA - RESTORATION METRICS

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

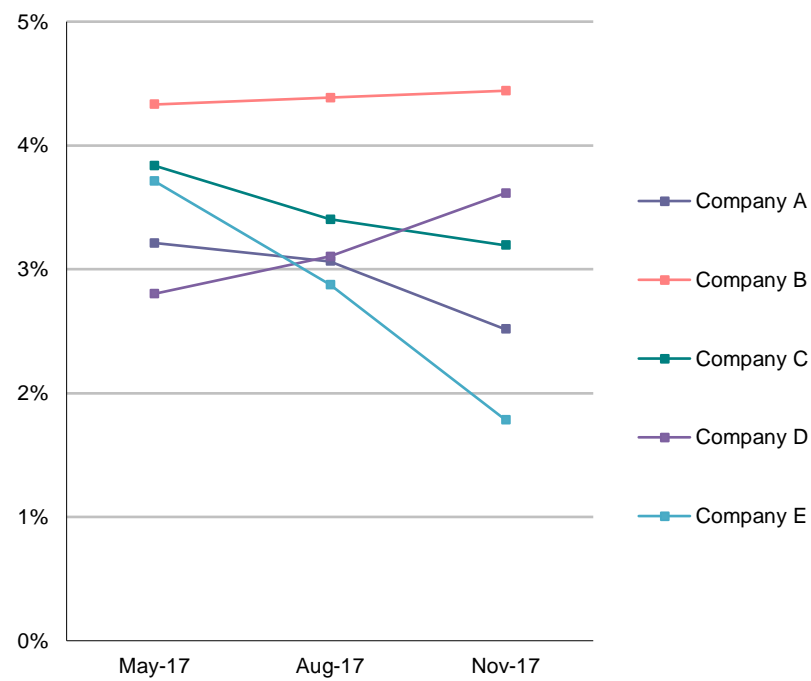
Met Commit Rate

<i>Met Commit</i>	May-17	Aug-17	Nov-17
Company A	96%	97%	97%
Company B	95%	97%	97%
Company C	96%	97%	97%
Company D	95%	97%	97%
Company E	96%	97%	97%



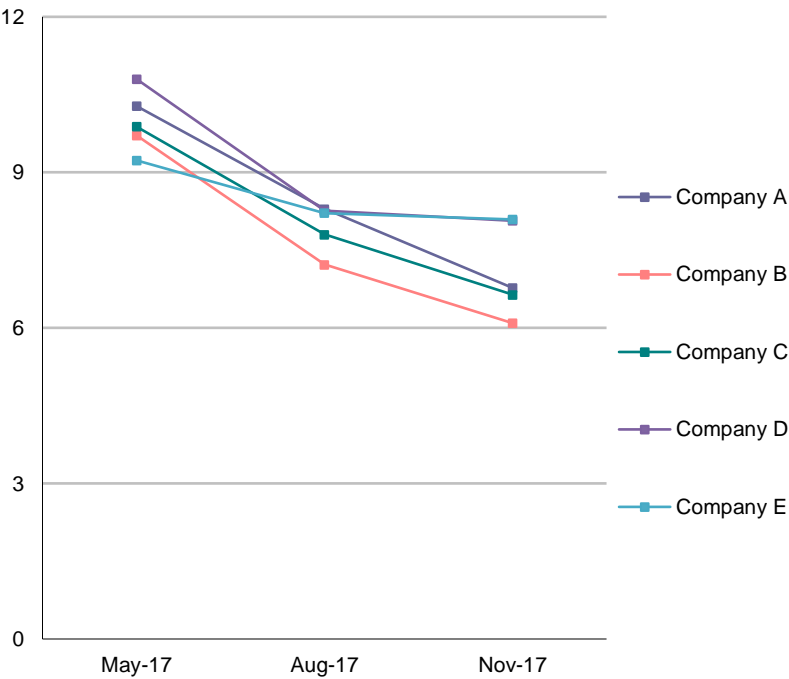
Repeat Fault Rate

<i>Repeat Fault</i>	May-17	Aug-17	Nov-17
Company A	3%	3%	3%
Company B	4%	4%	4%
Company C	4%	3%	3%
Company D	3%	3%	4%
Company E	4%	3%	2%



Time to Complete

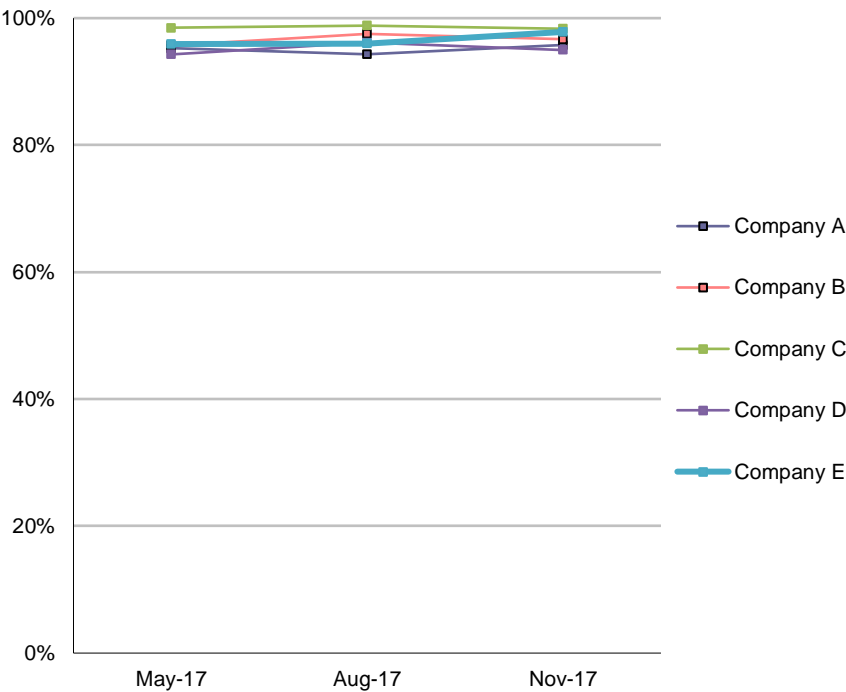
<i>Time to Complete (hours)</i>	May-17	Aug-17	Nov-17
Company A	10	8	7
Company B	10	7	6
Company C	10	8	7
Company D	11	8	8
Company E	9	8	8



CONSUMERMAX-500-2.5-2.5 PROVISIONING METRICS

Met Commit Rate

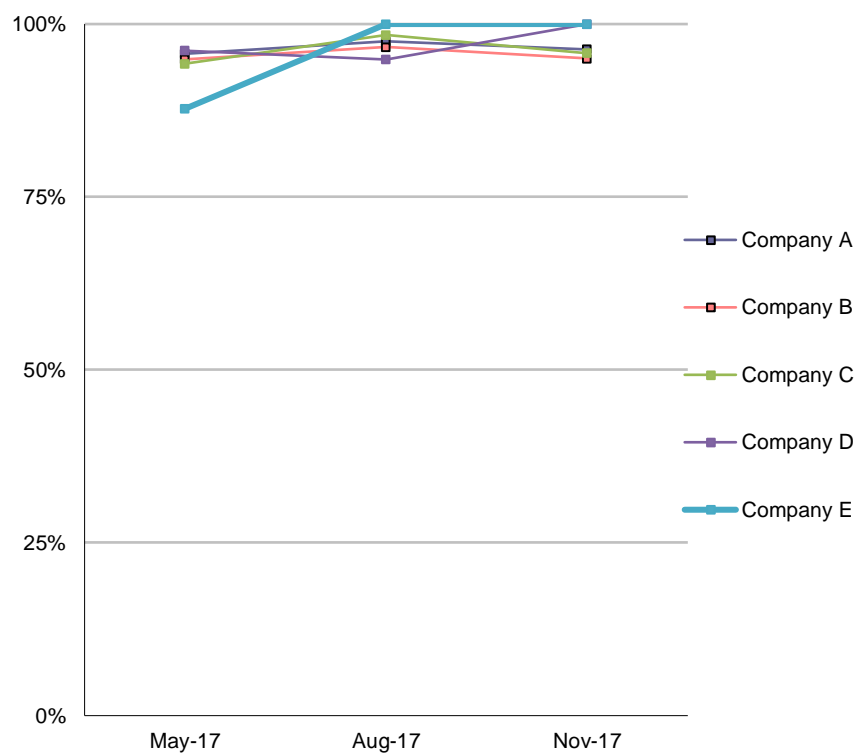
<i>Met Commit</i>	May-17	Aug-17	Nov-17
Company A	95%	94%	96%
Company B	96%	98%	97%
Company C	98%	99%	98%
Company D	94%	96%	95%
Company E	96%	96%	98%



Consumer Max-500-2.5-2.5 PROVISIONING METRICS

Repeat Fault Rate

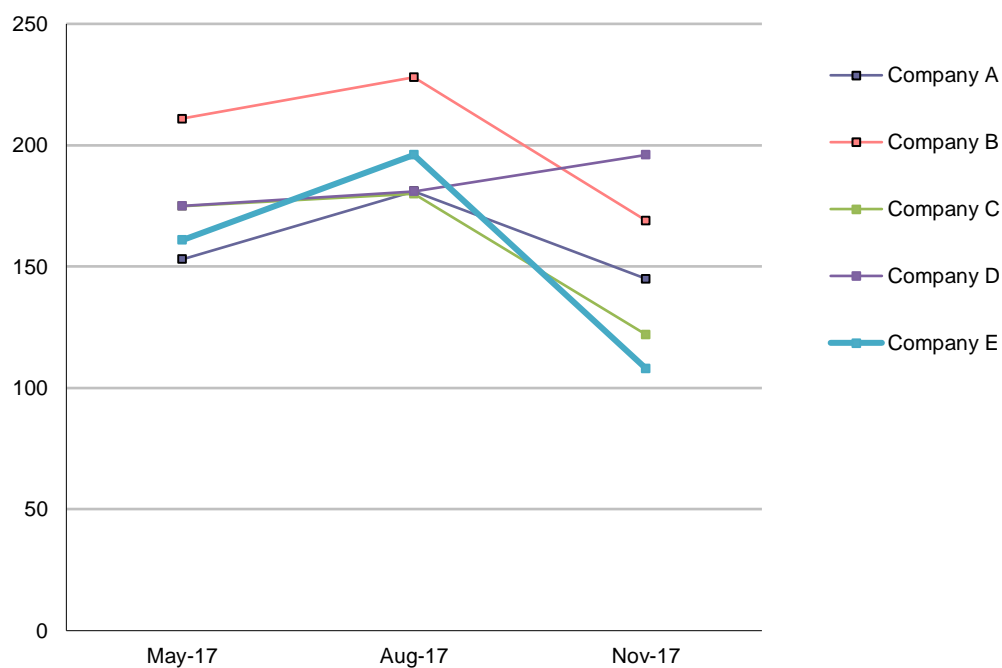
<i>Right First Time</i>	May-17	Aug-17	Nov-17
Company A	96%	98%	96%
Company B	95%	97%	95%
Company C	94%	98%	96%
Company D	96%	95%	100%
Company E	88%	100%	100%



Consumer Max-500-2.5-2.5 PROVISIONING METRICS

Time to Complete

<i>Time to Complete (hours)</i>	May-17	Aug-17	Nov-17
Company A	153	181	145
Company B	211	228	169
Company C	175	180	122
Company D	175	181	196
Company E	161	196	108

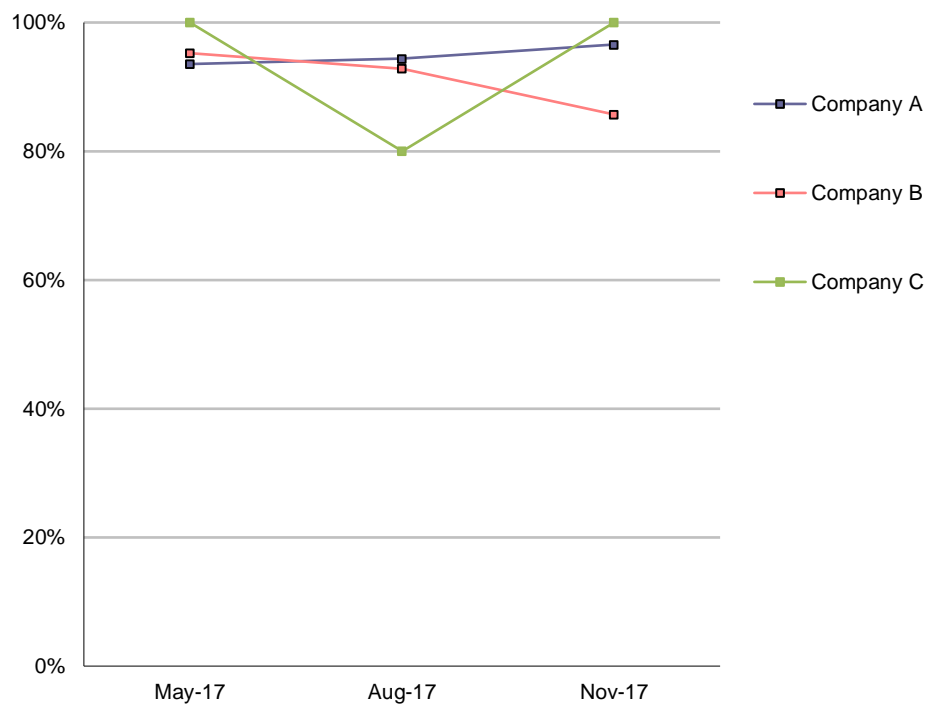


Results for Company's A, B, C and D were affected by complexity of orders needing consents and civil work.

SME Max-500-2.5-2.5 PROVISIONING METRICS

Met Commit Rate

<i>Met Commit</i>	May-17	Aug-17	Nov-17
Company A	94%	94%	97%
Company B	95%	93%	86%
Company C	100%	80%	100%

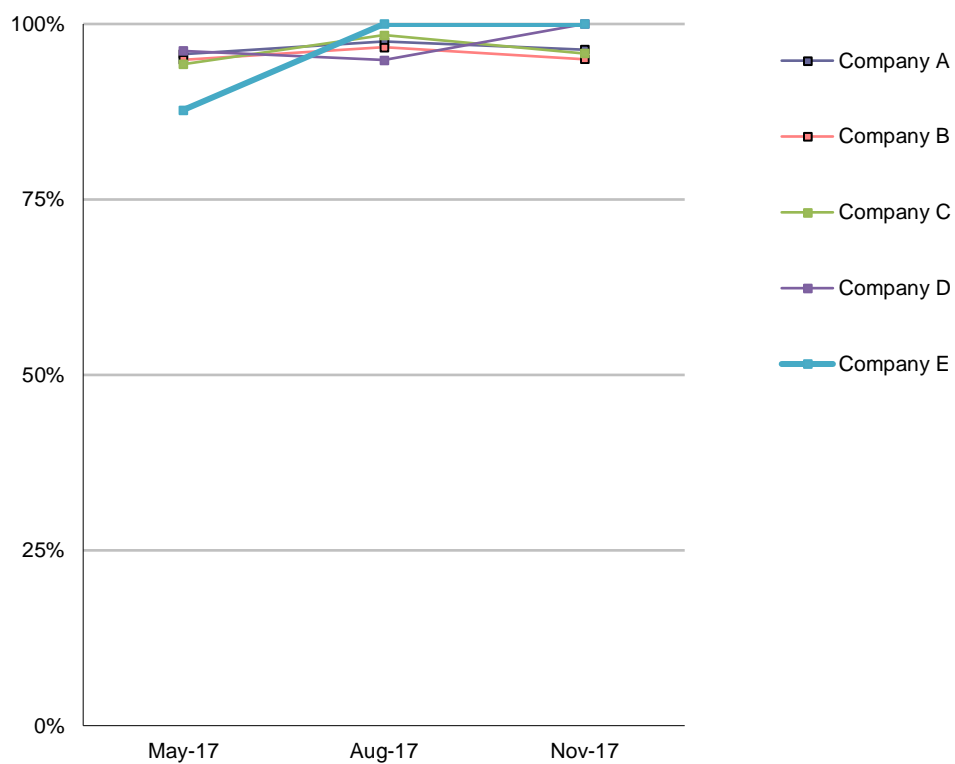


Results for Company were affected by consenting process and order complexity.

SME Max-500-2.5-2.5 PROVISIONING METRICS

Right First Time

<i>Right First Time</i>	May-17	Aug-17	Nov-17
Company A	100%	99%	97%
Company B	95%	93%	100%
Company C	100%	100%	90%

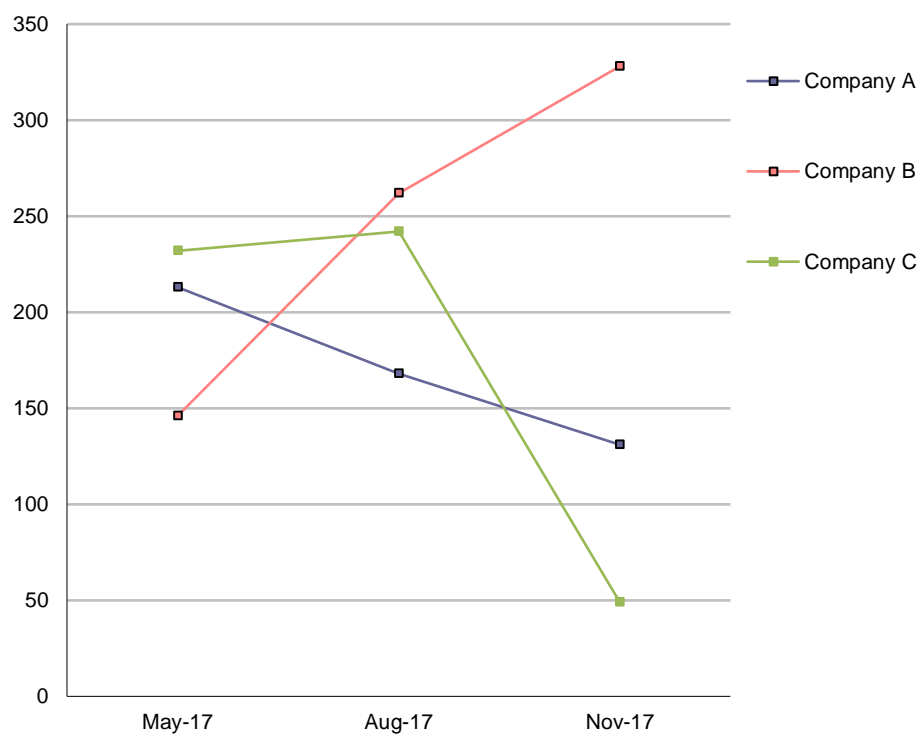


Results for Company C were affected by the consenting process and order complexity.

SME Max-500-2.5-2.5 PROVISIONING METRICS

Time to Complete

<i>Time to Complete (hours)</i>	May-17	Aug-17	Nov-17
Company A	213	168	131
Company B	146	262	328
Company C	232	242	49



Results for Company's A and C were affected by the consenting process and order complexity.

Appendix 1 – Summary of Corrections to September 2017 KPI Report

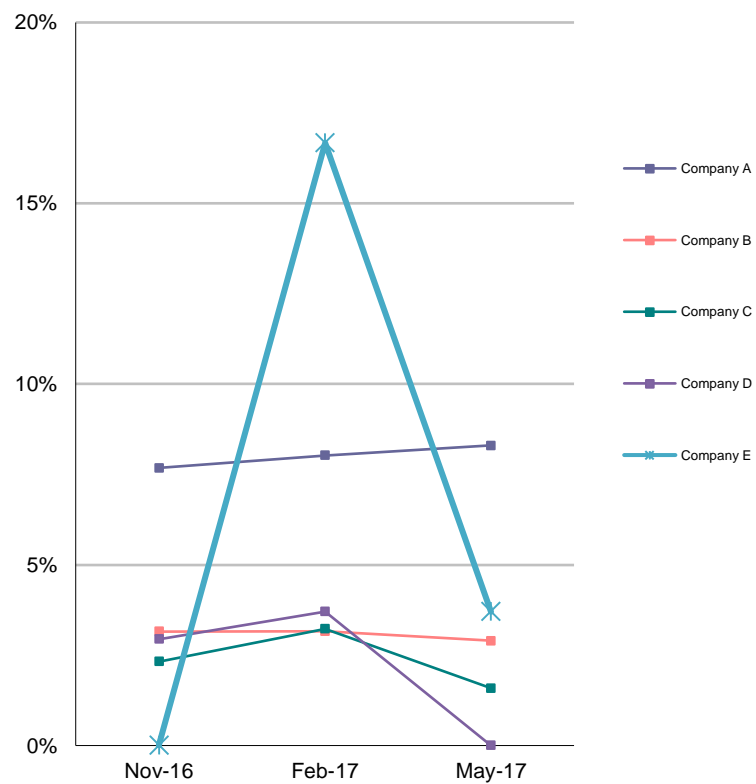
This Appendix corrects some errors discovered in the quarterly KPI Report which was published in September 2017. The errors are summarised below:

SEPTEMBER 2017

1. 'Baseband Copper – Restoration' metrics (page 12 of the report) incorrectly showed the table for 'Time to Complete' rather than 'Repeat Fault Rate'.
2. No 'NGA - Restoration' metrics were included.
3. UCLL – Provisioning (page 61) 'Time to Complete' showed the table for the previous rather than the current quarter.

Repeat Fault Rate

<i>Repeat Fault</i>	Nov-16	Feb-17	May-17
Company A	8%	8%	8%
Company B	3%	3%	3%
Company C	2%	3%	2%
Company D	3%	4%	0%
Company E	0%	17%	4%

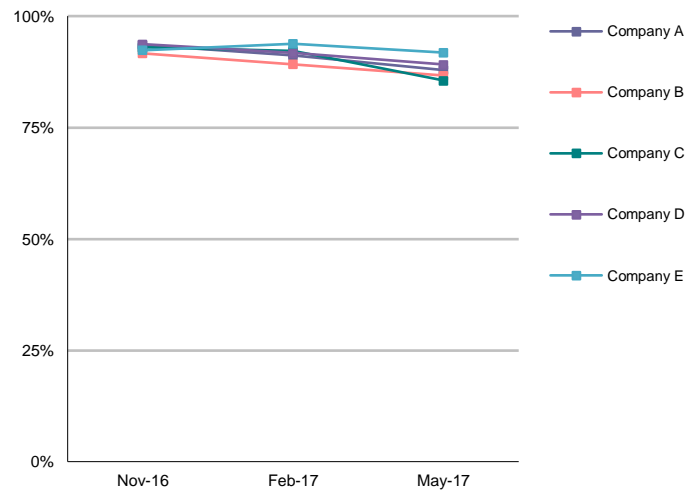


Results for Company A were due to fault complexity.

NGA- RESTORATION METRICS

Met Commit Rate

<i>Met Commit</i>	Nov-16	Feb-17	May-17
Company A	94%	91%	88%
Company B	92%	89%	87%
Company C	93%	92%	86%
Company D	94%	92%	89%
Company E	92%	94%	92%

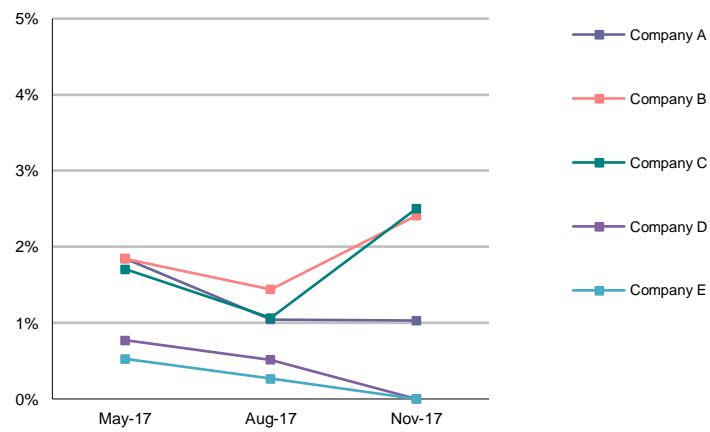


Company B and C's result were affected by complexity of orders and consenting issues.

NGA- RESTORATION METRICS

Repeat Fault Rate

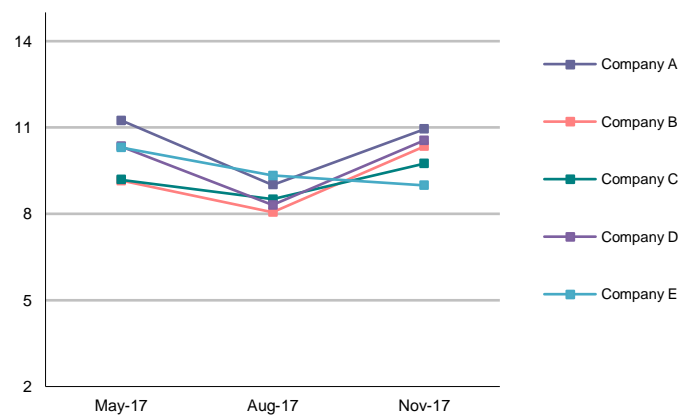
<i>Repeat Fault</i>	Nov-16	Feb-17	May-17
Company A	1%	1%	2%
Company B	1%	1%	2%
Company C	1%	2%	1%
Company D	1%	1%	2%
Company E	1%	1%	1%



NGA- RESTORATION METRICS

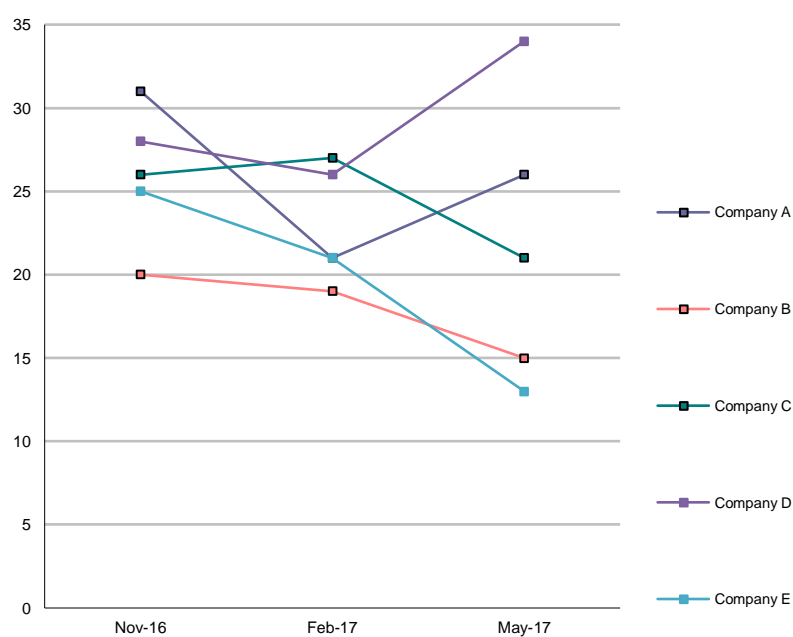
Time to Complete

<i>Time to Restore (hours)</i>	Nov-16	Feb-17	May-17
Company A	10	10	11
Company B	9	9	9
Company C	9	9	10
Company D	8	8	9
Company E	9	10	10



Time to Complete

<i>Time to Service Give (hours)</i>	Nov-16	Feb-17	May-17
Company A	31	21	26
Company B	20	19	15
Company C	26	27	21
Company D	28	26	34
Company E	25	21	13



Results for Company A, and C were affected by RSP troubleshooting behaviour and complexity of faults.

Appendix 2 – Summary of Corrections to November 2017 KPI Report

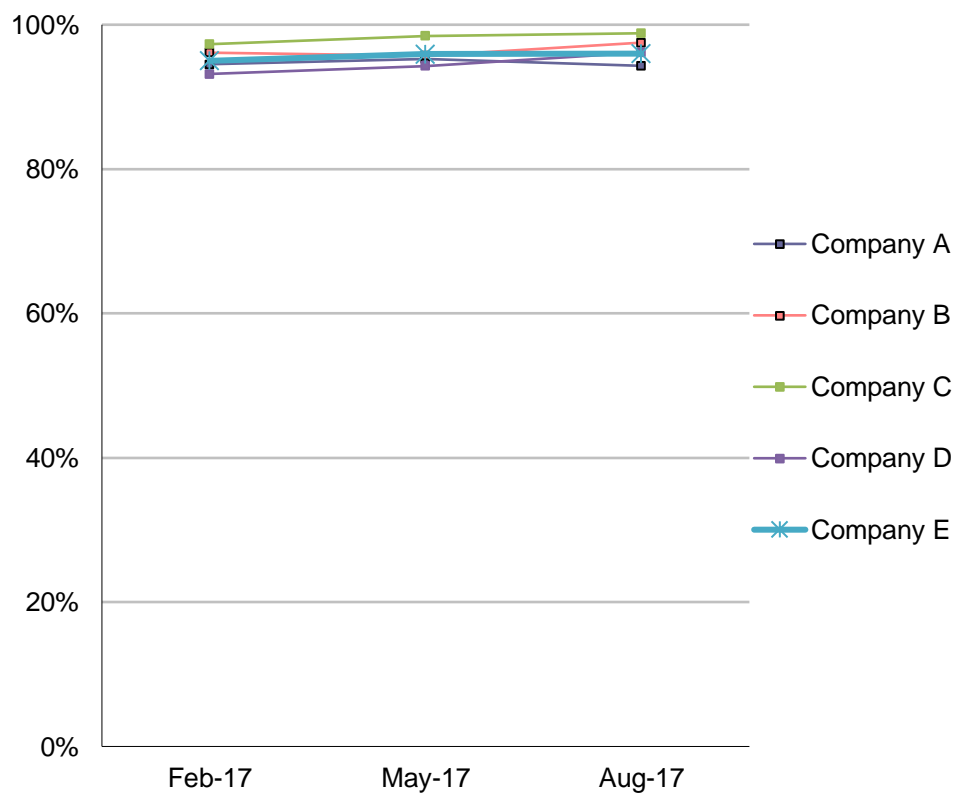
This Appendix corrects some errors discovered in the quarterly KPI Report which was published in November 2017. The errors are summarised below:

NOVEMBER 2017

1. 'Gignation Residential – Provisioning' metrics (pages 20-22) show the same metrics tables as 'Gignation Consumer' (pages 23-25).
 - a. Gignation Residential are correct in published report, Gignation Consumer Correction below.
2. The graph on page 22 does not correspond to the table data in respect of Company E.
3. The tables on pages 37, 53, 54, 55 and 57 show the previous quarter's tables rather than the current quarter.

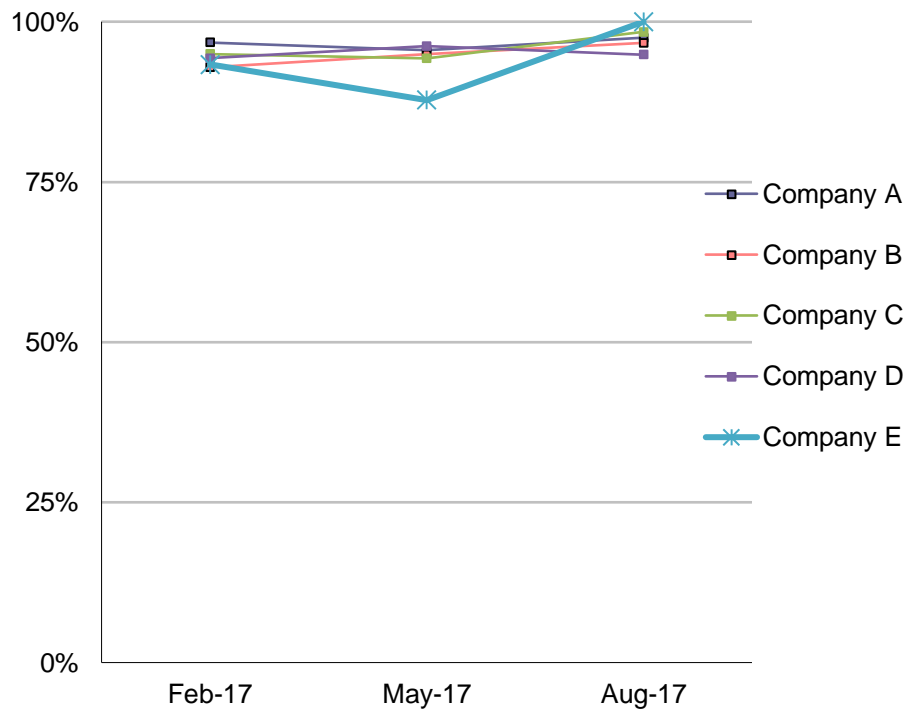
Met Commit Rate

<i>Met Commit</i>	Feb-17	May-17	Aug-17
Company A	95%	95%	94%
Company B	96%	96%	98%
Company C	97%	98%	99%
Company D	93%	94%	96%
Company E	95%	96%	96%



Right First Time

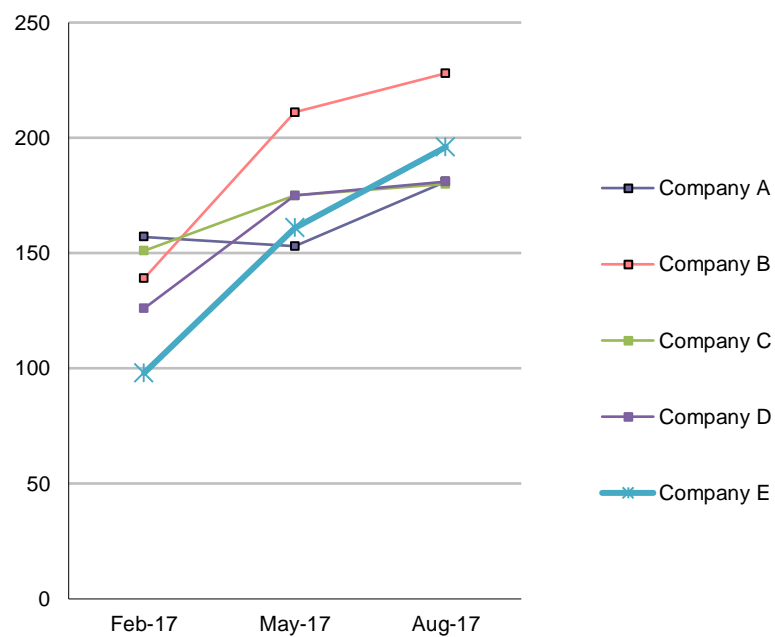
<i>Right First Time</i>	Feb-17	May-17	Aug-17
Company A	97%	96%	98%
Company B	93%	95%	97%
Company C	95%	94%	98%
Company D	94%	96%	95%
Company E	93%	88%	100%



Results for Company D were affected by RSP ordering behaviour.

Time to Complete

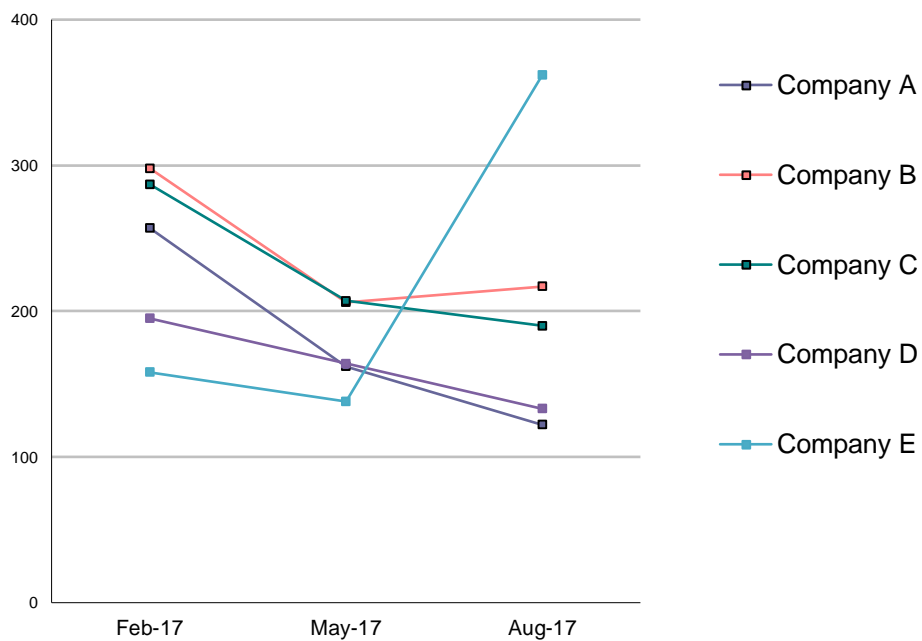
<i>Time to Complete</i>	Feb-17	May-17	Aug-17
Company A	157	153	181
Company B	139	211	228
Company C	151	175	180
Company D	126	175	181
Company E	98	161	196



Results for Company B and E were due to complexity of orders and customer delays.

Time to Complete

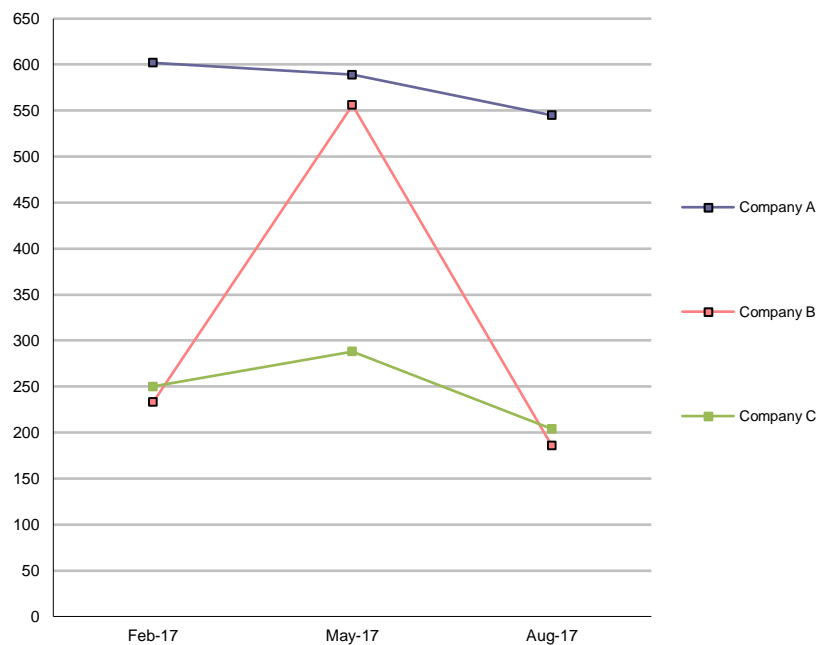
<i>Time to Complete</i>	Feb-17	May-17	Aug-17
Company A	257	162	122
Company B	298	206	217
Company C	287	207	190
Company D	195	164	133
Company E	158	138	362



Results for Company's B, C and E were affected by complexity of orders and approvals for access to poles.

Time to Complete

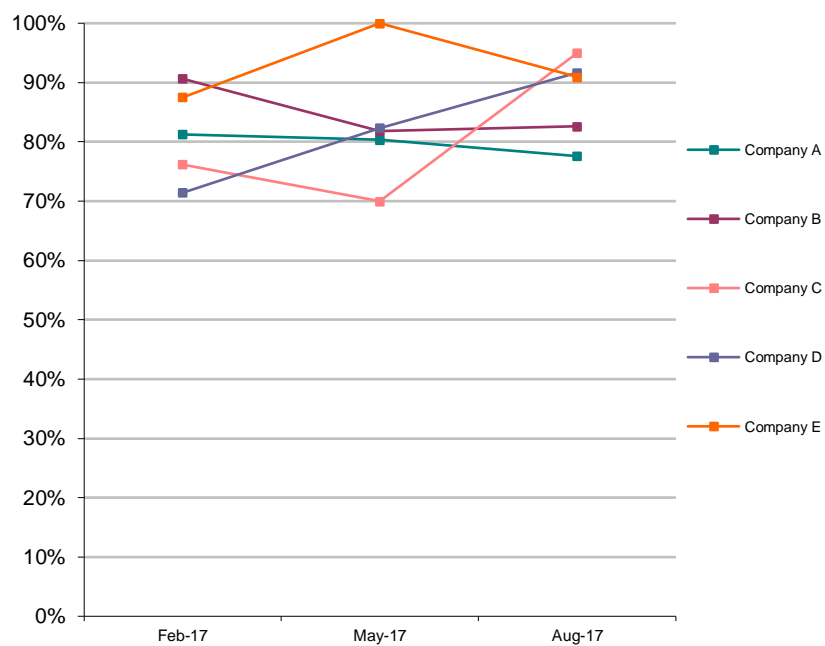
<i>Time to Complete</i>	Feb-17	May-17	Aug-17
Company A	602	589	545
Company B	233	556	186
Company C	250	288	204



Results for Company's D and E were affected by complexity of orders, and consenting issues.

Met Commit Rate

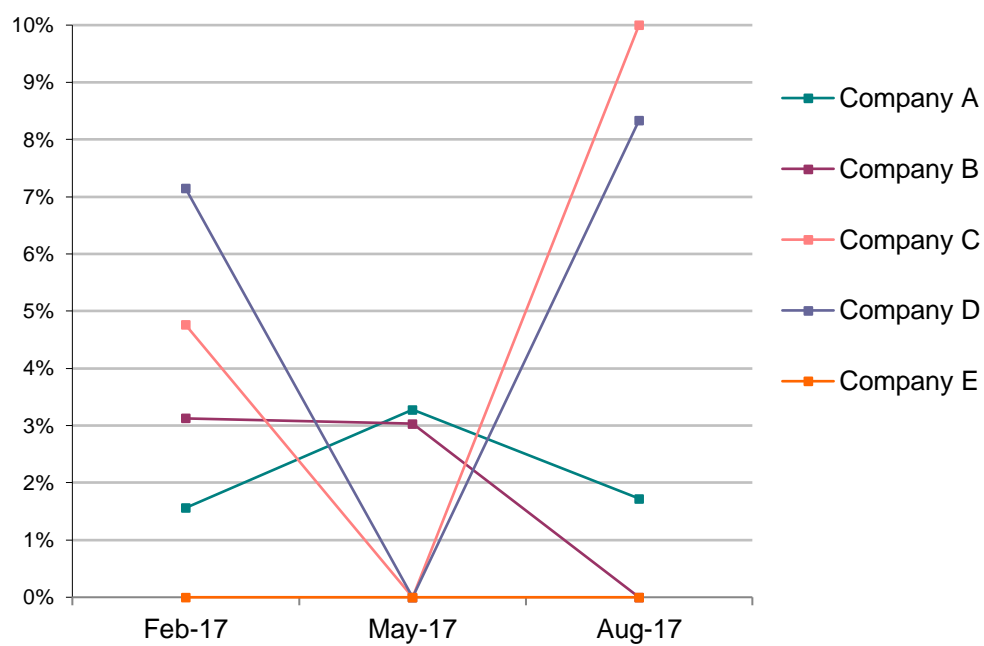
	Feb-17	May-17	Aug-17
Company A	81%	80%	78%
Company B	91%	82%	83%
Company C	76%	70%	95%
Company D	71%	82%	92%
Company E	88%	100%	91%



Results for Company's A and B were affected by site access issues and rescheduling complexities.

Repeat Fault Rate

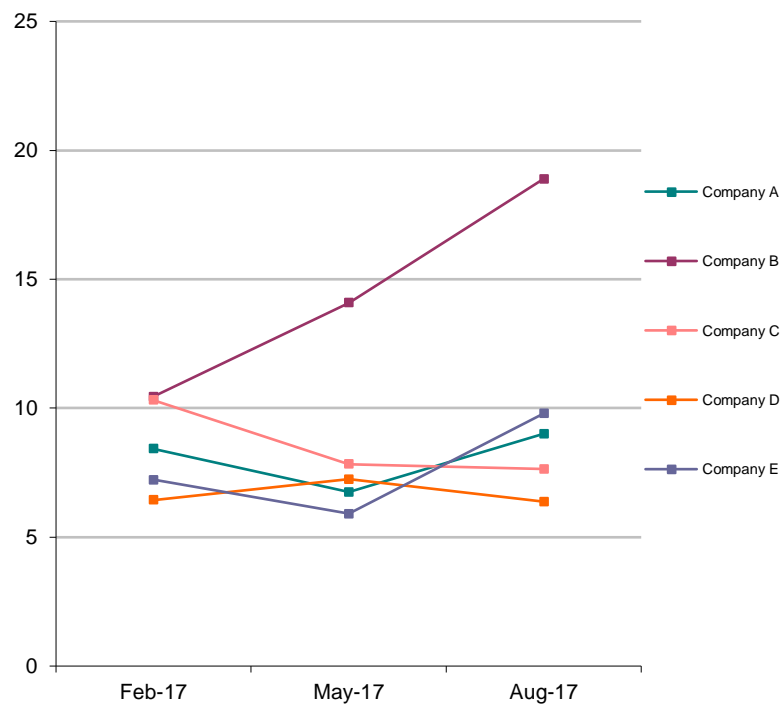
	Feb-17	May-17	Aug-17
Company A	2%	3%	2%
Company B	3%	3%	0%
Company C	5%	0%	10%
Company D	7%	0%	8%
Company E	0%	0%	0%



Results for Company C were affected by fault complexity.

Time to Complete

	Feb-17	May-17	Aug-17
Company A	8	7	9
Company B	10	14	19
Company C	10	8	8
Company D	6	7	6
Company E	7	6	10



Results for Company B were affected by fault complexity and site access.

Right First Time

<i>Right First Time</i>	Feb-17	May-17	Aug-17
Company A	100%	100%	100%
Company B	100%	100%	100%
Company C	100%	100%	100%
Company D	100%	100%	100%
Company D	100%	100%	100%

