

# CYCLE TIME MANAGEMENT PLAN

Service Given for the week of 27<sup>th</sup> May - 2<sup>nd</sup> June 2019

	SIMPLE		COMPLEX	
UFB POI Name	Service Given	Median	Service Given	Median
Ashburton	8	8	7	64
Blenheim	39	14	7	29
Christchurch / Riccarton	7	7		
Dunedin / South Dunedin	66	8	12	117
Gisborne	29	6	7	103
Glenfield / Mayoral Drive / Mt Eden	1400	10	490	59
Greymouth	15	14	1	174
Hamilton	29	14	3	85
Invercargill	80	14	8	99
Levin	12	14	4	114
Masterton	23	12	3	86
Napier / Hastings	136	13	28	69
Nelson	78	18	25	70
New Plymouth	5	6		
Oamaru	3	6	2	36
Palmerston North	90	8	13	65
Paraparaumu	35	15	6	56
Queenstown	51	9	12	42
Rotorua	20	14	8	39
Taupo	14	14	4	82
Tauranga	19	24	9	104
Timaru	24	14	2	92
Wanganui				
Wellington / Porirua	323	14	77	73
Whakatane	6	10	4	63

	NATIONWIDE			
	SIMPLE		COMPLEX	
	Service Given	Median	Service Given	Median
April 2019	10,564	13	3,265	53
20 <sup>th</sup> – 26 <sup>th</sup> May	2,809	11	813	62
27 <sup>th</sup> May – 2 <sup>nd</sup> June	2,544	11	751	63

Under our fibre SLA framework ([www.chorus.co.nz/ufbservices](http://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 breaches (30 days for Simple orders, 65 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.

SIMPLE

Breach Threshold (30+ Days)

At Risk Threshold (14-29 days)

Aspirational Threshold (0-13 days)

COMPLEX

Breach Threshold (65+ Days)

At Risk Threshold (31-64 days)

Aspirational Threshold (0-30 days)

### 3 Week Rolling view – Simple orders

	13 <sup>th</sup> – 19 <sup>th</sup> May		20 <sup>th</sup> – 26 <sup>th</sup> May		27 <sup>th</sup> May – 2 <sup>nd</sup> June	
UFB POI Name	Service	Given Median	Service	Given Median	Service	Given Median
Ashburton	11	14	11	13	8	8
Blenheim	40	7	36	8	39	14
Christchurch / Riccarton	10	10	7	17	7	7
Dunedin / South Dunedin	77	9	68	10	66	8
Gisborne	27	5	28	7	29	6
Glenfield / Mayoral Drive / Mt Eden	1400	9	1491	9	1400	10
Greymouth	21	18	18	24	15	14
Hamilton	20	9	36	14	29	14
Invercargill	90	16	123	14	80	14
Levin	16	19	15	14	12	14
Masterton	32	14	20	10	23	12
Napier / Hastings	162	16	155	14	136	13
Nelson	90	14	74	13	78	18
New Plymouth	8	8	1	7	5	6
Oamaru	4	19	6	9	3	6
Palmerston North	91	9	100	11	90	8
Paraparaumu	38	12	35	12	35	15
Queenstown	52	10	46	9	51	9
Rotorua	41	13	38	8	20	14
Taupo	18	8	18	7	14	14
Tauranga	17	17	19	35	19	24
Timaru	20	8	24	16	24	14
Wanganui			2	192		
Wellington / Porirua	407	12	402	13	323	14
Whakatane	10	25	9	10	6	10
Whangarei	20	38	27	40	32	34**

■ Breach Threshold (30+ Days)
 ■ At Risk Threshold (14-29 days)
 ■ Aspirational Threshold (0-13 days)
 \*\* Consecutive Breach
   POI's with less than 3 orders

\* Please note the following public holidays: 19<sup>th</sup> April was Good Friday, 22<sup>nd</sup> April was Easter Monday and 25<sup>th</sup> April was ANZAC Day.

### 3 Week Rolling view – Complex orders

	13 <sup>th</sup> – 19 <sup>th</sup> May		20 <sup>th</sup> – 26 <sup>th</sup> May		27 <sup>th</sup> May – 2 <sup>nd</sup> June	
UFB POI Name	Service Given	Median	Service Given	Median	Service Given	Median
Ashburton	10	80	4	97	7	64
Blenheim	15	63	6	62	7	29
Christchurch / Riccarton	1	42	1	16		
Dunedin / South Dunedin	12	52	13	70	12	117
Gisborne	8	94	2	128	7	103**
Glenfield / Mayoral Drive / Mt Eden	485	56	503	57	490	59
Greymouth			4	45	1	174
Hamilton	4	59	6	57	3	85
Invercargill	12	72	15	76	8	99**
Levin	5	157			4	114
Masterton	2	10	6	68	3	86
Napier / Hastings	36	78	26	60	28	69
Nelson	25	58	22	87	25	70
New Plymouth	3	17				
Oamaru	1	20			2	36
Palmerston North	28	104	21	82	13	65**
Paraparaumu	7	44	11	68	6	56
Queenstown	10	61	13	34	12	42
Rotorua	8	56	11	47	8	39
Taupo	7	76	3	63	4	82
Tauranga	8	51	8	96	9	104**
Timaru	3	69	4	127	2	92
Wanganui						
Wellington / Porirua	122	72	116	69	77	73
Whakatane	1	163	6	66	4	63
Whangarei	14	57	12	78	19	91

■ Breach Threshold (65+ Days)
 ■ At Risk Threshold (31-64 days)
 ■ Aspirational Threshold (0-30 days)
 \*\* Consecutive Breach
 ■ POI's with less than 3 orders

\* Please note the following public holidays: 19<sup>th</sup> April was Good Friday, 22<sup>nd</sup> April was Easter Monday and 25<sup>th</sup> April was ANZAC Day.