

C H ● R U S

## Weekly Cycle Time Report

Chorus Customer Notification

Good afternoon

The latest Weekly Cycle Time Report is now available here (<https://sp.chorus.co.nz/report/fibre-cycle-time-management>). Median Cycle Time has breached MTT for the following areas, and remedial action is underway as outlined below.

<b>Date</b>	Week of 19 <sup>th</sup> – 25 <sup>th</sup> August 2019
<b>Location(s)</b>	Gisborne
<b>Summary of impact</b>	We recently had a small number of aged orders complete within Gisborne just outside of the aspirational Cycle Time. This is typically a very low volume area and the median cycle time can be impacted by a very small number of orders completing. We currently don't see any major concerns regarding the age profile in Gisborne
<b>Current Cycle Time</b>	Simple (18 orders) – 10 days Complex (4 orders) – 120 days
<b>Estimated Date of Resolution</b>	Because of the low volume we anticipate this POI will fluctuate in and out of band
<b>Remedial Actions Underway</b>	N/A – continued progression of WIP within this POI

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<b>Date</b>	Week of 19 <sup>th</sup> – 25 <sup>th</sup> August 2019
<b>Location(s)</b>	Hamilton
<b>Summary of impact</b>	We have had some challenges with UFB build which are currently being resolved. This work is taking longer than anticipated to complete.
<b>Current Cycle Time</b>	Simple (34 orders) – 13 days Complex (9 orders) – 96 days
<b>Estimated Date of Resolution</b>	We expect median cycle time to be below the threshold by the End of October 2019
<b>Remedial Actions Underway</b>	Working through challenges regarding UFB build, this is underway currently. Additional resource is being requested of our Service Partners in the area to increase throughput.

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<b>Date</b>	Week of 19 <sup>th</sup> – 25 <sup>th</sup> August 2019
<b>Location(s)</b>	Napier/Hastings
<b>Summary of impact</b>	We have employed a new Delivery Specialist in the Hawkes Bay who has started analysis of cycle times. Common factors remain declining volumes and targeting of aged orders impacting the average cycle time. Good progress is being made and we have seen relatively large volume of Complex orders completing.
<b>Current Cycle Time</b>	Simple (151 orders) – 9 days Complex (32 orders) – 87 days
<b>Estimated Date of Resolution</b>	We expect median cycle time to be below the threshold by the End of September 2019
<b>Remedial Actions Underway</b>	Further analysis continues to identify and remedy constraints (such as the use of 3 <sup>rd</sup> party assets).

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<b>Location(s)</b>	Nelson
<b>Summary of impact</b>	<p>The local Service Companies recently completed a number of aged orders which caused a spike in Cycle Time of Service Given orders. The age profile in Nelson is trending in the right direction overall.</p> <p>We do expect to see Nelson fluctuate in and out of band over the coming weeks as ROWs representing a significant number of aged orders start complete their build and start to connect.</p>
<b>Current Cycle Time</b>	<p>Simple (68 orders) – 9 days</p> <p>Complex (11 orders) – 72 days</p>
<b>Estimated Date of Resolution</b>	We expect median cycle time to be below the threshold by the End of October 2019
<b>Remedial Actions Underway</b>	Working through challenges regarding UFB build, this is underway currently.

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<b>Location(s)</b>	Taupo
<b>Summary of impact</b>	We recently had a small number of aged orders complete within Taupo. This is typically a very low volume order and the median cycle time can be impacted by a very small number of orders completing. We currently don't see any major concerns regarding the age profile in Taupo
<b>Current Cycle Time</b>	Simple (23 orders) – 20 days Complex (3 orders) – 109 days
<b>Estimated Date of Resolution</b>	Because of the low volume we anticipate this POI will fluctuate in and out of band
<b>Remedial Actions Underway</b>	Continued action on aged profile

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<b>Location(s)</b>	Wellington/Porirua
<b>Summary of impact</b>	A decrease in incoming Complex orders over the last month has changed the order mix we have open in Wellington. This is having an impact on the Cycle Time, however on-going focus is required for Wellington. A large portion of the aged WIP was transferred between our Service Companies recently to focus on older orders. They are currently working through the backlog which will take approx.. 3 months
<b>Current Cycle Time</b>	Simple (356 orders) – 15 days Complex (81 orders) – 66 days
<b>Estimated Date of Resolution</b>	We expect median cycle time to be below the threshold by the End of November 2019
<b>Remedial Actions Underway</b>	Working with our local Service Companies resource on the plan for Wellington

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<b>Location(s)</b>	Whangarei
<b>Summary of impact</b>	<p>A large, un-forecasted customer migration has caused this POI's Simple and Complex WIP to grow significantly. Previously this was a very low volume area, however the number of simple orders more than tripled between February and March, and this will cause this POI to be out of band until this volume is worked through.</p> <p>Our Service Companies have generated a detailed plan to try bring the area back into band by the end of September. They are making good progress against the backlog. We will monitor performance against this plan over the coming months.</p>
<b>Current Cycle Time</b>	<p>Simple (30 orders) – 15 days</p> <p>Complex (18 orders) – 154 days</p>
<b>Estimated Date of Resolution</b>	We expect median cycle time to be below the threshold by the End of September 2019
<b>Remedial Actions Underway</b>	We will continue to work through the backlog and monitor this POI.

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