

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.

Date	Week of 25 th November to 1 st December
Location(s)	Ashburton
Summary of impact	Our Service Partner in the area has made good progress with clearing aged orders within Ashburton over recent months. The WIP in this POI is in a good state. However because the volumes are so low, the median cycle time is subject to fluctuation.
Current Cycle Time	Simple (9 orders) – 12 days Complex (4 orders) – 66 days
Estimated Date of Resolution	Because of the low volume we anticipate this POI will fluctuate in and out of band
Remedial Actions Underway	N/A – continued progression of WIP within this POI

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Date	Week of 25 th November to 1 st December
Location(s)	Dunedin
Summary of impact	The WIP volume and incoming orders for Dunedin is tracking down consistently. The lower incoming volume combined with a focus on aged orders means there is less of a mix of orders being completed and this is driving the median cycle time up.
Current Cycle Time	Simple (54 orders) – 10 days Complex (6 orders) – 73 days
Estimated Date of Resolution	We expect median cycle time to be below the threshold by the End of Feb 2020
Remedial Actions Underway	Continued focus on aged orders within Dunedin

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Date	Week of 25 th November to 1 st December
Location(s)	Hamilton
Summary of impact	We recently had a number of aged orders complete within Hamilton. 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 have also recently closed a relatively large number of orders delayed by faulty network which has driven up the cycle time.
Current Cycle Time	Simple (56 orders) – 17 days Complex (4 orders) – 86 days
Estimated Date of Resolution	End of December
Remedial Actions Underway	Engaging an Auckland company to carry out traffic management. The new Field Manager referenced in previous plans started last week and will begin to focus on aged orders

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Date	Week of 25 th November to 1 st December
Location(s)	Invercargill
Summary of impact	We've had a restriction on climbing poles enacted by the local power company for 6 weeks. This restriction has been lifted and we are clearing the aged orders that we couldn't progress.
Current Cycle Time	Simple (55 orders) – 16 days Complex (8 orders) – 102 days
Estimated Date of Resolution	We expect median cycle time to be below the threshold by the End of January 2020
Remedial Actions Underway	Working through aged Complex WIP that was previously on hold.

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Date	Week of 25 th November to 1 st December
Location(s)	Napier/Hastings
Summary of impact	The Aged profile in Napier/Hastings is tracking OK. However we've had an increase in overall incoming volume due to UFB2 towns coming online and we have recently lost some local resource. We are currently in the process of replacing these crews to support the clearing of aged complex orders.
Current Cycle Time	Simple (80 orders) – 15 days Complex (12 orders) – 71 days
Estimated Date of Resolution	We expect median cycle time to be below the threshold by the end of December 2019
Remedial Actions Underway	Continued action on aged profile

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Date	Week of 25 th November to 1 st December
Location(s)	Nelson
Summary of impact	The WIP volume and incoming orders for Nelson is tracking down consistently. The lower incoming volume combined with a focus on aged orders means there is less of a mix of orders being completed and this is driving the median cycle time up. The aged order profile is tracking down overall.
Current Cycle Time	Simple (79 orders) – 12 days Complex (10 orders) – 81 days
Estimated Date of Resolution	We expect median cycle time to be below the threshold by the end of February 2020
Remedial Actions Underway	Continued action on aged profile

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Date	Week of 25 th November to 1 st December
Location(s)	Queenstown
Summary of impact	This is a large geographic area and with new cabinets being released with the UFB2 rollout. This has created an influx of orders resulting in Complex build activity requiring skilled build crews. Our Service Partners are bringing on more resource starting early December and are working through challenges such as Christmas shut down periods and accommodation requirements.
Current Cycle Time	Simple (64 orders) – 16 days Complex (8 orders) – 77 days
Estimated Date of Resolution	End of February 2020
Remedial Actions Underway	Our Service Partners are going to increase resource in this POI, moving resource from other parts of the South Island.

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Date	Week of 25 th November to 1 st December
Location(s)	Taupo
Summary of impact	We have some complex aged WIP going through a long consent/build phase, and we should see the aged Profile come down in Taupo. As the team work through the backlog of aged orders, this will reflect as a high cycle time over the coming months. We have a relatively large amount of orders waiting on build across a small number of locations, so we will see an influx of build orders ready to connect.
Current Cycle Time	Simple (19 orders) – 13 days Complex (9 orders) – 70 days
Estimated Date of Resolution	End of March 2020
Remedial Actions Underway	Progression of aged orders now that they are ready for install

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Date	Week of 25 th November to 1 st December
Location(s)	Whangarei
Summary of impact	A large un-forecasted customer migration has caused this POI's Simple and Complex WIP to grow significantly.
Current Cycle Time	Simple (46 orders) – 15 days Complex (11 orders) – 73 days
Estimated Date of Resolution	We expect median cycle time to be below the threshold by the End of December 2019
Remedial Actions Underway	We will continue to work through the backlog and monitor this POI.

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Date	Week of 25 th November to 1 st December
Location(s)	Whakatane
Summary of impact	We've seen a strong customer uptake after the release of cabinets caused a large number of addresses to become Fibre ready. This has caused Whakatane's WIP to triple over October/November. Our Service Partners are working through the orders and will be bringing in more resource to progress orders.
Current Cycle Time	Simple (17 orders) – 24 days Complex (5 orders) – 85 days
Estimated Date of Resolution	End of February 2020
Remedial Actions Underway	Bringing more resource into the area

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