

# CYCLE TIME MANAGEMENT PLAN

SERVICE GIVEN FOR THE WEEK OF 13 TO 19 JANUARY 2020

	SIMPLE		COMPLEX	
UFB POI Name	Service Given	Median	Service Given	Median
Ashburton	8	29	2	107
Blenheim	18	20	6	57
Christchurch / Riccarton	8	25	0	
Dunedin / South Dunedin	48	9	7	98
Gisborne	24	6	1	119
Glenfield / Mayoral Drive / Mt Eden	848	17	216	76
Greymouth	35	25	1	75
Hamilton	61	10	2	76
Invercargill	78	29	8	192
Levin	15	10	1	67
Masterton	27	12	3	156
Napier / Hastings	81	28	3	138
Nelson	51	11	12	108
New Plymouth	8	21	0	
Oamaru	7	30	1	163
Palmerston North	65	10	6	102
Paraparaumu	34	30	8	110
Queenstown	75	26	18	122
Rotorua	24	14	4	180
Taupo	22	25	6	120
Tauranga	31	9	8	95
Timaru	14	27	1	16
Wanganui				
Wellington / Porirua	252	31	40	105
Whakatane	41	23	1	74
Whangarei	24	7	5	59

	NATIONWIDE			
	SIMPLE		COMPLEX	
	Service Given	Median	Service Given	Median
December 2019	7869	14	1708	71
Month to Date	4122	20	732	82
13th - 19th Jan	1899	19	360	86

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

	30th Dec - 5th Jan		6th Jan - 12th Jan		13th Jan - 19th Jan	
UFB POI Name	Service Given	Median	Service Given	Median	Service Given	Median
Ashburton	0		12	21	8	29
Blenheim	2	67	18	22	18	20
Christchurch / Riccarton	4	22	12	20	8	25
Dunedin / South Dunedin	24	12	61	12	48	9
Gisborne	5	14	17	8	24	6
Glenfield / Mayoral Drive / Mt Eden	378	15	879	19	848	17
Greymouth	4	12	22	20	35	25
Hamilton	26	12	63	11	61	10
Invercargill	40	27	70	23	78	29
Levin	6	25	11	14	15	10
Masterton	4	16	22	20	27	12
Napier / Hastings	27	31	79	21	81	28
Nelson	2	12	57	21	51	11
New Plymouth	4	35	9	31	8	21
Oamaru	1	16	5	38	7	30
Palmerston North	17	13	66	14	65	10
Paraparaumu	12	25	41	27	34	30
Queenstown	26	21	53	24	75	26
Rotorua	1	32	20	22	24	14
Taupo	4	23	18	23	22	25
Tauranga	11	15	32	14	31	9
Timaru	6	22	7	8	14	27
Wanganui	1	27	3	38		
Wellington / Porirua	76	26	288	26	252	31
Whakatane	43	27	53	30	41	23
Whangarei	12	11	32	17	24	7

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

### 3 Week Rolling view – Complex orders

	30th Dec - 5th Jan		6th Jan - 12th Jan		13th Jan - 19th Jan	
UFB POI Name	Service Given	Median	Service Given	Median	Service Given	Median
Ashburton		0	1	80	2	<u>107</u>
Blenheim	1	305	4	52	6	57
Christchurch / Riccarton		0		0		0
Dunedin / South Dunedin	3	36	4	34	7	98
Gisborne		0	2	151	1	<u>119</u>
Glenfield / Mayoral Drive / Mt Eden	115	76	183	79	216	76
Greymouth		0		0	1	75
Hamilton	2	96	1	48	2	76
Invercargill	4	99	7	88	8	<u>192</u>
Levin		0		0	1	67
Masterton			3	25	3	156
Napier / Hastings	3	29	7	141	3	<u>138</u>
Nelson			11	88	12	<u>108</u>
New Plymouth		0	1	41		0
Oamaru		0	1	113	1	<u>163</u>
Palmerston North	2	37	3	132	6	<u>102</u>
Paraparaumu			1	98	8	<u>110</u>
Queenstown	4	64	9	96	18	<u>122</u>
Rotorua			4	107	4	<u>180</u>
Taupo			1	84	6	<u>120</u>
Tauranga	7	104	4	144	8	95
Timaru	2	81	1	36	1	16
Wanganui						
Wellington / Porirua	15	94	39	74	40	<u>105</u>
Whakatane	4	84	4	71	1	<u>74</u>
Whangarei			8	70	5	59

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