

Weekly Cycle Time Report

Chorus Customer Notification

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 1 st – 7 th June
Location(s)	Simple: Blenheim, Christchurch / Riccarton and Rotorua, Complex: Dunedin / South Dunedin, Gisborne, Glenfield / Mayoral Drive / Mt. Eden, Hamilton, Invercargill, Napier / Hastings, Palmerston North, Queenstown, Rotorua, Tauranga, Wellington / Porirua and Whangarei
Summary of impact	Across the country we have seen a significant impact to cycle time after restrictions to our normal operations under the Alert Levels. The reduction in throughput has caused a sizeable backlog across both Simple and Complex orders across the country. As our install rates continue, the list of out of band POIs will fluctuate over the next month, especially as delayed orders are completed.
Current Cycle Time	Simple (1930 orders) – 16 days (national median) Complex (377 orders) – 92 days (national median)
Estimated Date of Resolution	Our best estimate is it will take 3 months to work through the backlog of Simple orders and 6 months to work through the Complex orders, with some regional exceptions. This also doesn't account for any future disruptions that impact cycle time locally or nationally.
Remedial Actions Underway	Under Alert Level 2 we seen continued high throughput of orders we complete each week. This volume will remain high as we work through the backlog. We have already seen an improvement in Simple WIP profiles and cycle time, but it will take longer to see the improvements in Complex orders. We are currently underway with WIP management plans with Service Companies. Reporting for April 27 th – May 3 rd had Simple at 37 days (an improvement of 21 days) and Complex at 117 (an improvement of 25 days)

This is a general notification sent from the Chorus Service Events team. If you require further information about this report, please contact your Chorus Service Delivery Manager.

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