

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 26 th November – 2 nd December 2018
Location(s)	Wellington/Porirua
Summary of impact	This is being driven by a focus on older orders. Due to an on-going focus on aged orders, we anticipate this may worsen over the coming weeks.
Current Cycle Time	Simple (312 orders) – 14 days Complex (77 orders) – 80 days
Estimated Date of Resolution	We expect median cycle time to be below the threshold by the end of December 2018
Remedial Actions Underway	Continued action on aged profile

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Date	Week of 26 th November – 2 nd December 2018
Location(s)	Napier/Hastings
Summary of impact	We are currently working through the aged order volume. While this is tracking down, we are expecting this will take longer than the original timeframe, and we are extending this estimate from the end of October to mid-December
Current Cycle Time	Simple (120 orders) – 16 days Complex (15 orders) – 120 days
Estimated Date of Resolution	We expect median cycle time to be below the threshold by mid-December
Remedial Actions Underway	Continued action on aged profile.

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Date	Week of 26 th November – 2 nd December 2018
Location(s)	Nelson
Summary of impact	<p>There are a few drivers for extended Cycle Times within this POI. In Nelson there is a 14 day lead time for council approvals which drives up the cycle time for Complex work.</p> <p>There is also a flow on effect of orders delayed that were pending Mark Outs by the local power company from July/August which are now flowing through to build and connect.</p> <p>There were also orders delayed due to a prolonged network shut down, two weeks prior to the All Blacks/Argentina match on September 7th and one week after. This was imposed by the local council. The build for all orders placed during this period was delayed.</p> <p>We are also currently short on complex build resource in this region. A detailed plan is being formulated and will be available by end of this week</p>
Current Cycle Time	Simple (64 orders) – 27 days Complex (27 orders) – 102 days
Estimated Date of Resolution	We expect median cycle time to be below the threshold by the middle of December
Remedial Actions Underway	Resources are being moved into the area to focus on the aged orders and reduce the cycle time. The cycle time has been trending down.

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Date	Week of 26 th November – 2 nd December 2018
Location(s)	Gisborne
Summary of impact	We recently had a relatively large number of aged orders complete within this POI. We are focusing on aged orders in Gisborne, and expect this area to move in and out of band over the next 3-4 months while we work through the backlog.
Current Cycle Time	Simple (48 orders) – 16 days Complex (13 orders) - 95 days
Estimated Date of Resolution	We expect the median cycle time to be below the threshold by the end of February 2019
Remedial Actions Underway	Continued action on aged profile

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Date	Week of 26 th November – 2 nd December 2018
Location(s)	Queenstown
Summary of impact	We recently had a small number of aged orders complete within this POI. We are focusing on aged orders in Queenstown, and expect this area to move in and out of band over the next 3-4 months while we work through the backlog.
Current Cycle Time	Simple (65 orders) – 18 days Complex (6 orders) - 84 days
Estimated Date of Resolution	We expect the median cycle time to be below the threshold by the end of February 2019
Remedial Actions Underway	Continued action on aged profile

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Location(s)	Tauranga
Summary of impact	We recently had a small number of aged orders complete within this POI. We are focusing on aged orders in Tauranga, and expect this area to move in and out of band over the next 3-4 months while we work through the backlog.
Current Cycle Time	Simple (8 orders) – 17 days Complex (4 orders) - 89 days
Estimated Date of Resolution	We expect the median cycle time to be below the threshold by the end of February 2019
Remedial Actions Underway	Continued action on aged profile

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Date	Week of 26 th November – 2 nd December 2018
Location(s)	Timaru
Summary of impact	We recently had a number of aged orders complete within this POI. We are focusing on aged orders in Paraparaumu, and expect this area to move in and out of band over the next 3-4 months while we work through the backlog.
Current Cycle Time	Simple (17 orders) – 16 days Complex (4 orders) - 97 days
Estimated Date of Resolution	We expect the median cycle time to be below the threshold by the end of February 2019
Remedial Actions Underway	Continued action on aged profile

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Date	Week of 26 th November – 2 nd December 2018
Location(s)	Hamilton
Summary of impact	We have experienced some minor UFB2 network build issues in some streets in both Thames and Whatawhata which has pushed out our cycle times in these areas. These issues have now mostly been resolved and delayed customers being connected. Cycle time will be affected while we clear out these jobs.
Current Cycle Time	Simple (32 orders) – 11 days Complex (4 orders) – 130 days
Estimated Date of Resolution	We expect median cycle time to be below the threshold by mid-December
Remedial Actions Underway	Working with Service companies to improve processes if any further issues are encountered in the future

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