

CYCLE TIME MANAGEMENT PLAN

SERVICE GIVEN FOR THE WEEK OF 3 TO 9 AUGUST 2020

	SIMPLE		COMPLEX	
UFB POI Name	Service Given	Median	Service Given	Median
Ashburton	2	8	2	39
Blenheim	24	30	5	45
Christchurch / Riccarton	30	17	5	43
Dunedin / South Dunedin	49	11	8	61
Gisborne	26	17	1	62
Glenfield / Mayoral Drive / Mt Eden	790	11	195	42
Greymouth	31	41	1	119
Hamilton	86	14	13	42
Invercargill	35	13	2	29
Levin	41	8	1	24
Masterton	29	18	4	36
Napier / Hastings	71	14	7	44
Nelson	34	25	5	56
New Plymouth	3	13	0	
Oamaru	3	7	2	25
Palmerston North	62	13	7	22
Paraparaumu	33	12	16	56
Queenstown	49	16	9	41
Rotorua	17	38	5	43
Taupo	15	13	1	21
Tauranga	27	17	7	27
Timaru	16	15	3	41
Wanganui				
Wellington / Porirua	295	19	66	42
Whakatane	36	14	0	
Whangarei	29	10	7	41

	NATIONWIDE			
	SIMPLE		COMPLEX	
	Service Given	Median	Service Given	Median
July 2020	8740	11	1859	27
Month to Date	1925	13	402	42
3rd - 9th Aug	1833	13	372	42

Under our fibre SLA framework (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.

Force Majeure Adjusted View

- This view of the Cycle Time figures uses an adjustment based on the period of the Force Majeure notice we issued effective from 6 April to 23 June 2020.
- Days during the Force Majeure period are removed from each order's cycle time unless the order was both received and completed during the Force Majeure period, in which case it is calculated normally.

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

	20th Jul - 26th Jul		27th Jul - 2nd Aug		3rd Aug - 9th Aug	
UFB POI Name	Service Given	Median	Service Given	Median	Service Given	Median
Ashburton	10	10	11	8	2	8
Blenheim	24	27	27	30	24	30
Christchurch / Riccarton	32	18	32	15	30	17
Dunedin / South Dunedin	42	12	50	11	49	11
Gisborne	21	12	21	9	26	17
Glenfield / Mayoral Drive / Mt Eden	742	10	766	11	790	11
Greymouth	32	28	31	34	31	41
Hamilton	78	10	80	12	86	14
Invercargill	49	12	58	13	35	13
Levin	36	11	27	8	41	8
Masterton	28	16	27	16	29	18
Napier / Hastings	95	10	87	10	71	14
Nelson	33	27	31	30	34	25
New Plymouth	9	11	6	9	3	13
Oamaru	5	10	4	31	3	7
Palmerston North	59	13	65	12	62	13
Paraparaumu	25	11	49	13	33	12
Queenstown	51	15	47	18	49	16
Rotorua	16	29	14	33	17	38
Taupo	12	14	19	14	15	13
Tauranga	26	16	31	17	27	17
Timaru	23	16	13	10	16	15
Wanganui	1	26	1	11		
Wellington / Porirua	305	17	326	16	295	19
Whakatane	29	17	34	16	36	14
Whangarei	46	14	42	18	29	10

 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

3 Week Rolling view – Complex orders

	20th Jul - 26th Jul		27th Jul - 2nd Aug		3rd Aug - 9th Aug	
UFB POI Name	Service Given	Median	Service Given	Median	Service Given	Median
Ashburton	1	28		0	2	39
Blenheim	4	40	3	35	5	45
Christchurch / Riccarton	2	28	2	36	5	43
Dunedin / South Dunedin	11	29	9	28	8	61
Gisborne	2	236	1	17	1	62
Glenfield / Mayoral Drive / Mt Eden	189	29	174	35	195	42
Greymouth	5	31	2	36	1	119
Hamilton	7	29	11	35	13	42
Invercargill	3	29	6	37	2	29
Levin	2	53	1	207	1	24
Masterton	7	26	6	31	4	36
Napier / Hastings	15	31	21	31	7	44
Nelson	3	67	8	35	5	56
New Plymouth	0	0	1	20		0
Oamaru	0	0		0	2	25
Palmerston North	9	30	16	34	7	22
Paraparaumu	7	30	22	36	16	56
Queenstown	5	68	6	36	9	41
Rotorua	3	85	6	49	5	43
Taupo	5	168	5	36	1	21
Tauranga	4	31	6	31	7	27
Timaru	5	28	3	24	3	41
Wanganui	0	0		0		
Wellington / Porirua	62	31	71	36	66	42
Whakatane	2	55	4	37		0

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