

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 3 rd – 9 th August
Location(s)	Blenheim
Summary of impact	Blenheim is a typically low volume POI. Like other areas of NZ, Blenheim's cycle time suffered in response to the alert levels. With the low weekly completed volume, Blenheim's cycle time is subject to variations, particularly across complex orders. The WIP profile for the POI for simple and complex orders are both tracking in the right direction
Current Cycle Time	Simple (24 orders) – 30 days Complex (5 orders) – 45 days
Estimated Date of Resolution	Our best estimate is Blenheim will be back in band by the end of August, subject to incoming volumes.
Remedial Actions Underway	Now that we're back to BAU connections, we are seeing good progress against aged WIP backlogs continue. We will continue to focus on this over the coming months.

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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Date	Week of 3 rd – 9 th August
Location(s)	Greymouth
Summary of impact	Greymouth is a typically low volume POI. Like other areas of NZ, Greymouth's cycle time was impacted on the back of the alert levels. With the low weekly completed volume, it has taken Greymouth a while for its Simple performance to recover. The WIP profile for the POI for simple orders is tracking in the right direction
Current Cycle Time	Simple (31 orders) – 41 days Complex (1 orders) – 119 days
Estimated Date of Resolution	Our best estimate is Greymouth will be back in band by the end of August, subject to incoming volumes.
Remedial Actions Underway	We will continue to work through the backlog of orders in Greymouth, this will drive down cycle time over the coming months.

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Date	Week of 3 rd – 9 th August
Location(s)	Rotorua
Summary of impact	We have recently diverted some of our Rotorua resource to adjacent POIs to assist with lead times. This has meant that there is less resource in the area and has caused a spike in cycle time. This has caused a decrease in the volume of simple orders being completed.
Current Cycle Time	Simple (17 orders) – 38 days Complex (5 orders) – 43 days
Estimated Date of Resolution	Our best estimate is it will take until the end of September before the cycle time for this POI is back in band
Remedial Actions Underway	Working with our service partners to find the right resource balance for the Rotorua POI

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