

# 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.

|                                     |   |
|-------------------------------------|---|
| <b>Date</b>                         | Week of 28 <sup>th</sup> September – 4 <sup>th</sup> October  |
| <b>Location(s)</b>                  | <b>Blenheim</b>   |
| <b>Summary of impact</b>            | Blenheim is a typically low volume POI but has had a significant increase in incoming WIP. Blenheim has also faced resource challenges which are currently being explored by our local Service Company. The increase in resource in the area should increase order completion over the coming months but will also drive cycle time up as volume is worked through. |
| <b>Current Cycle Time</b>           | Simple (22 orders) – 56 days<br>Complex (2 orders) – 50 days  |
| <b>Estimated Date of Resolution</b> | Our best estimate is Blenheim will be back in band by the end of November, subject to incoming volumes.   |
| <b>Remedial Actions Underway</b>    | Our local Service Company have added two crews over September and will add a further crew from October 19 <sup>th</sup> to support connect activity.  |

**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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| <b>Location(s)</b>                  | <b>Christchurch / Riccarton</b>  |
| <b>Summary of impact</b>            | We had a high and unexpected influx of orders in this area which has caused cycle time to climb for simple and complex. We'll see throughput increase over the coming months as we work through this backlog |
| <b>Current Cycle Time</b>           | Simple (32 orders) – 35 days<br>Complex (5 orders) – 95 days   |
| <b>Estimated Date of Resolution</b> | Our best estimate is it will be back in band by the end of October for simple orders   |
| <b>Remedial Actions Underway</b>    | We are currently onboarding three new crews to the Canterbury area to manage the inflight WIP  |

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| <b>Location(s)</b>                  | <b>Greymouth</b>   |
| <b>Summary of impact</b>            | Some orders have had to be held back as we've transitioned service companies in this location from Electronet to UCG. We'll now see action against these orders resume and volume of completed orders will climb in the West Coast |
| <b>Current Cycle Time</b>           | Simple (20 orders) – 23 days<br>Complex (4 orders) – 78 days   |
| <b>Estimated Date of Resolution</b> | Our best estimate is it will be back in band end of November   |
| <b>Remedial Actions Underway</b>    | There is close monitoring of location and WIP by management of both Chorus and UCG. Resumption of order completion should drive cycle time down in this area.  |

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| <b>Date</b>                         | Week of 28 <sup>th</sup> September – 4 <sup>th</sup> October   |
| <b>Location(s)</b>                  | <b>Invercargill</b>  |
| <b>Summary of impact</b>            | The incoming WIP volume in Invercargill is low. The lower incoming volume combined with Augmentation work delay, over the Covid period is driving the median cycle time up. The aged order profile is tracking down overall. |
| <b>Current Cycle Time</b>           | Simple (50 orders) – 16 days<br>Complex (5 orders) – 74 days   |
| <b>Estimated Date of Resolution</b> | Our best estimate is it will take until mid-October before the cycle time for this POI is back in band   |
| <b>Remedial Actions Underway</b>    | We'll continue to work through the backlog of Augmentation work in the Invercargill POI and this should result in cycle time reducing over the coming months.  |

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| <b>Location(s)</b>                  | <b>Nelson</b>  |
| <b>Summary of impact</b>            | Nelson has had an increase in incoming volume across simple and complex WIP and our local service company are looking at resourcing options and process improvements to drive orders through to completed. The Complex WIP profile is currently in a good position but progress is required against the backlog. |
| <b>Current Cycle Time</b>           | Simple (50 orders) – 40 days<br>Complex (11 orders) – 76 days  |
| <b>Estimated Date of Resolution</b> | Our best estimate is Nelson will be back in band by the end of October, subject to incoming volumes.   |
| <b>Remedial Actions Underway</b>    | Our local Service Company are in the process of recruiting/onboarding resource for connect activity in the Nelson area. They will then try bringing orders forward with this capacity, which might temporarily drive cycle time up.  |

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