

CYCLE TIME MANAGEMENT PLAN

SERVICE GIVEN FOR THE WEEK OF 28 SEPTEMBER TO 4 OCTOBER 2020

	SIMPLE		COMPLEX	
UFB POI Name	Service Given	Median	Service Given	Median
Ashburton	12	12	0	
Blenheim	22	56	2	50
Christchurch / Riccarton	32	35	5	95
Dunedin / South Dunedin	34	15	4	22
Gisborne	20	12	0	
Glenfield / Mayoral Drive / Mt Eden	763	10	136	41
Greymouth	20	23	4	78
Hamilton	114	19	15	81
Invercargill	50	16	5	74
Levin	31	17	0	
Masterton	35	22	3	56
Napier / Hastings	68	13	8	98
Nelson	50	40	11	76
New Plymouth	22	25	1	100
Oamaru	8	10	0	
Palmerston North	33	9	10	61
Paraparaumu	49	20	7	69
Queenstown	56	11	6	60
Rotorua	33	35	4	83
Taupo	24	15	3	44
Tauranga	44	22	13	49
Timaru	15	15	2	47
Wanganui	1	10	0	
Wellington / Porirua	232	19	53	33
Whakatane	27	24	5	66
Whangarei	40	17	11	75

	NATIONWIDE			
	SIMPLE		COMPLEX	
	Service Given	Median	Service Given	Median
September 2020	8278	13	1653	55
Month to Date	832	14	130	57
28th Sep - 4th Oct	1835	14	308	51

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

	14th Sep - 20th Sep		21st Sep - 27th Sep		28th Sep - 4th Oct	
UFB POI Name	Service Given	Median	Service Given	Median	Service Given	Median
Ashburton	1	18	9	9	12	12
Blenheim	23	40	13	33	22	56
Christchurch / Riccarton	30	28	41	32	32	35
Dunedin / South Dunedin	38	13	26	14	34	15
Gisborne	14	10	25	11	20	12
Glenfield / Mayoral Drive / Mt Eden	816	10	817	10	763	10
Greymouth	28	28	35	24	20	23
Hamilton	119	15	115	16	114	19
Invercargill	53	12	44	14	50	16
Levin	39	14	35	15	31	17
Masterton	27	15	30	18	35	22
Napier / Hastings	94	15	103	14	68	13
Nelson	42	40	35	23	50	40
New Plymouth	4	26	8	27	22	25
Oamaru	10	15	5	25	8	10
Palmerston North	38	12	42	10	33	9
Paraparaumu	54	17	27	18	49	20
Queenstown	58	14	51	12	56	11
Rotorua	31	30	27	28	33	35
Taupo	14	19	14	19	24	15
Tauranga	43	27	35	18	44	22
Timaru	15	8	15	21	15	15
Wanganui	1	5	3	10	1	10
Wellington / Porirua	233	14	215	15	232	19
Whakatane	30	20	26	22	27	24
Whangarei	39	15	45	17	40	17

 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

	14th Sep - 20th Sep		21st Sep - 27th Sep		28th Sep - 4th Oct	
UFB POI Name	Service Given	Median	Service Given	Median	Service Given	Median
Ashburton	2	66	2	56		0
Blenheim	2	66	3	81	2	50
Christchurch / Riccarton	4	61	1	94	5	95
Dunedin / South Dunedin	10	38	4	53	4	22
Gisborne	2	74	1	120		0
Glenfield / Mayoral Drive / Mt Eden	202	44	181	47	136	41
Greymouth			3	82	4	78
Hamilton	14	86	17	52	15	81
Invercargill	6	82	3	76	5	74
Levin	3	78	6	71		0
Masterton	2	89	3	56	3	56
Napier / Hastings	18	44	19	43	8	98
Nelson	8	83	9	68	11	76
New Plymouth		0		0	1	100
Oamaru	2	229	1	14		0
Palmerston North	6	20	8	36	10	61
Paraparaumu	8	73	3	19	7	69
Queenstown	9	56	11	39	6	60
Rotorua	5	66	5	21	4	83
Taupo	3	83	1	64	3	44
Tauranga	8	78	10	91	13	49
Timaru	5	53	2	54	2	47
Wanganui		0		0		0
Wellington / Porirua	41	85	60	81	53	33
Whakatane	9	63	6	48	5	66

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