

# CYCLE TIME MANAGEMENT PLAN

SERVICE GIVEN FOR THE WEEK OF 30 NOVEMBER TO 6 DECEMBER 2020

	SIMPLE		COMPLEX	
UFB POI Name	Service Given	Median	Service Given	Median
Ashburton	5	14	0	
Blenheim	32	28	4	100
Christchurch / Riccarton	52	23	5	62
Dunedin / South Dunedin	38	18	2	49
Gisborne	12	17	2	18
Glenfield / Mayoral Drive / Mt Eden	746	11	109	60
Greymouth	21	9	2	179
Hamilton	149	8	21	64
Invercargill	57	13	5	73
Levin	28	9	4	44
Masterton	28	19	2	41
Napier / Hastings	87	15	14	57
Nelson	68	29	6	63
New Plymouth	12	19	1	109
Oamaru	10	22	0	
Palmerston North	43	12	5	74
Paraparaumu	45	26	5	43
Queenstown	80	21	11	63
Rotorua	31	14	9	73
Taupo	17	19	1	112
Tauranga	64	21	7	51
Timaru	24	15	1	53
Wanganui				
Wellington / Porirua	221	20	41	59
Whakatane	35	26	10	66
Whangarei	56	18	5	108

	NATIONWIDE			
	SIMPLE		COMPLEX	
	Service Given	Median	Service Given	Median
November 2020	7870	14	1161	60
Month to Date	1637	15	233	62
30th Nov - 6th Dec	1962	15	272	62

Under our fibre SLA framework ([www.chorus.co.nz/ufbservices](http://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

	16th Nov - 22nd Nov		23rd Nov - 29th Nov		30th Nov - 6th Dec	
UFB POI Name	Service Given	Median	Service Given	Median	Service Given	Median
Ashburton	14	9	5	33	5	14
Blenheim	33	37	30	23	32	28
Christchurch / Riccarton	47	21	54	26	52	23
Dunedin / South Dunedin	41	13	40	10	38	18
Gisborne	22	13	8	21	12	17
Glenfield / Mayoral Drive / Mt Eden	754	11	719	10	746	11
Greymouth	46	13	32	13	21	9
Hamilton	125	11	118	9	149	8
Invercargill	55	14	45	16	57	13
Levin	29	10	26	12	28	9
Masterton	26	18	25	17	28	19
Napier / Hastings	113	14	98	16	87	15
Nelson	75	42	67	45	68	29
New Plymouth	11	14	9	19	12	19
Oamaru	9	19	11	13	10	22
Palmerston North	51	14	47	9	43	12
Paraparaumu	41	24	45	19	45	26
Queenstown	85	18	95	16	80	21
Rotorua	37	18	27	17	31	14
Taupo	17	16	17	19	17	19
Tauranga	49	14	46	19	64	21
Timaru	23	20	12	20	24	15
Wanganui	1	32	2	14		
Wellington / Porirua	254	20	234	19	221	20
Whakatane	28	15	31	19	35	26
Whangarei	57	18	46	18	56	18

■ 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

	16th Nov - 22nd Nov		23rd Nov - 29th Nov		30th Nov - 6th Dec	
UFB POI Name	Service Given	Median	Service Given	Median	Service Given	Median
Ashburton	2	68		0		0
Blenheim	3	64	2	72	4	100
Christchurch / Riccarton	4	109	6	59	5	62
Dunedin / South Dunedin	3	81	4	62	2	49
Gisborne	2	25	2	41	2	18
Glenfield / Mayoral Drive / Mt Eden	108	53	120	58	109	60
Greymouth	5	104	5	118	2	179
Hamilton	20	54	20	53	21	64
Invercargill	3	118	5	63	5	73
Levin	4	127			4	44
Masterton	3	68	1	105	2	41
Napier / Hastings	12	83	11	82	14	57
Nelson	8	98	10	81	6	63
New Plymouth	1	86		0	1	109
Oamaru		0	1	59		0
Palmerston North	4	70	16	70	5	74
Paraparaumu	3	69	4	50	5	43
Queenstown	11	41	12	50	11	63
Rotorua	5	34	3	118	9	73
Taupo	2	48	3	44	1	112
Tauranga	7	63	6	55	7	51
Timaru	4	60	2	60	1	53
Wanganui		0		0		
Wellington / Porirua	36	67	42	74	41	59
Whakatane	6	82	8	86	10	66

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