

UFB update

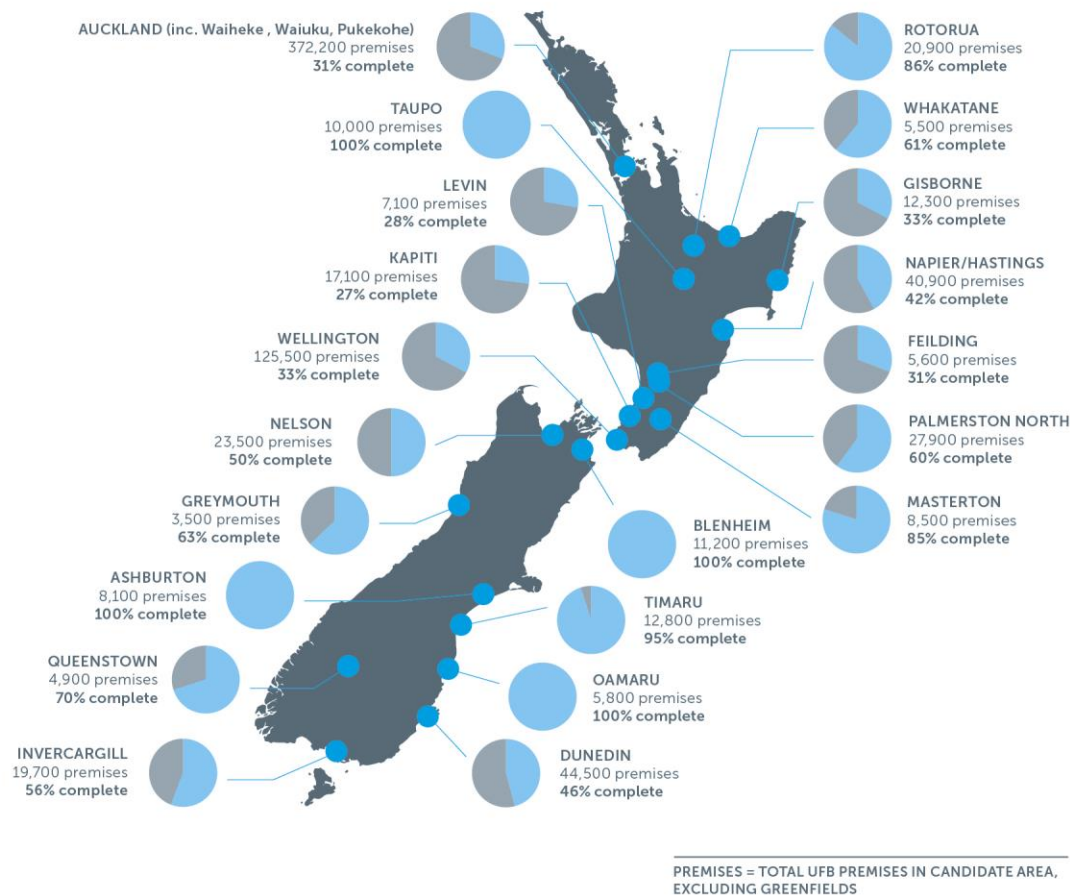
26 May 2015



Fibre goes mainstream

- UFB is a significant national broadband upgrade and **Chorus and the wider industry in New Zealand** are leading the world
- We have completed the first phase
 - Network build is ahead of plan
 - More than 40 RSPs are selling Chorus fibre products
 - All RSPs now offer voice over fibre
- We are about to enter a new phase of UFB – fibre goes mainstream
 - Demand for fibre is growing ahead of forecast
 - Emergence of video streaming services
 - The industry is making significant investments in fibre IT systems
- With Chorus' build now well under control, focus has moved to ensuring the installation experience is ready for mainstream

Network build is ahead of plan



Retailers are on board

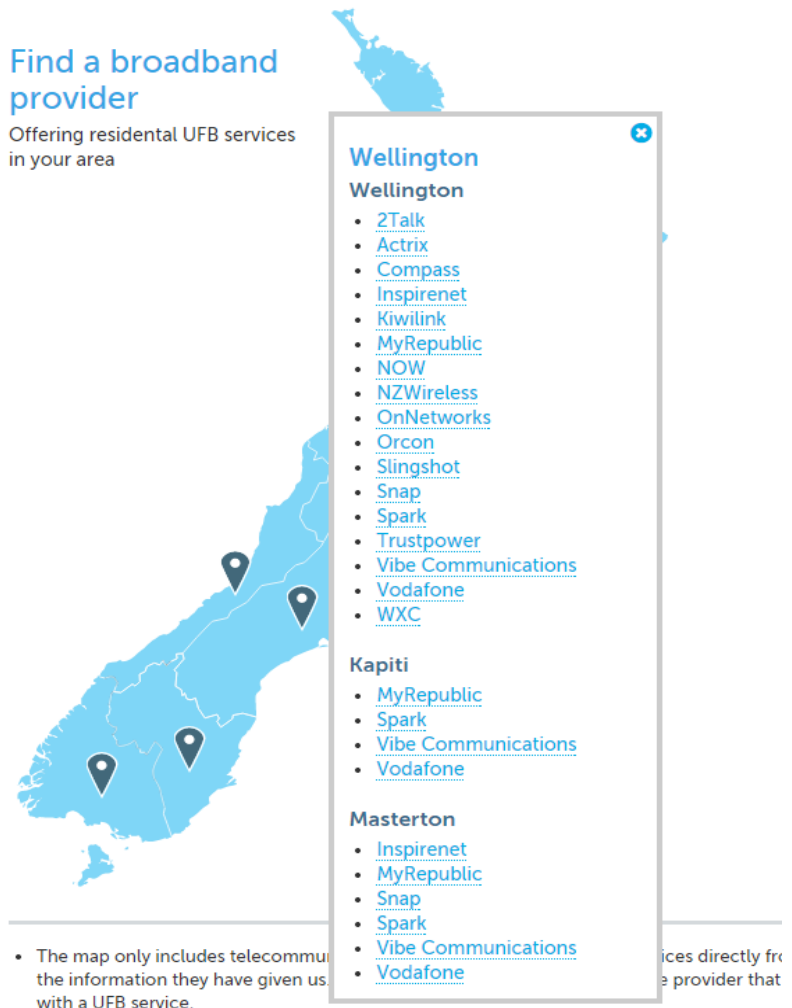
Around 40 Retail Service Providers (RSPs) are now selling Chorus fibre plans

Lots of different RSPs operate in different regions

Interactive map on:
<https://www.chorus.co.nz/at-home/ordering-fibre/getting-connected>

Find a broadband provider

Offering residential UFB services in your area



The image shows a map of New Zealand with several location pins. A pop-up window is open for the Wellington region, listing the following providers: 2Talk, Actrix, Compass, Inspirenet, Kiwilink, MyRepublic, NOW, NZWireless, OnNetworks, Orcon, Slingshot, Snap, Spark, Trustpower, Vibe Communications, Vodafone, and WXC. Below this, the Kapiti region is listed with MyRepublic, Spark, Vibe Communications, and Vodafone. The Masterton region is listed with Inspirenet, MyRepublic, Snap, Spark, Vibe Communications, and Vodafone. A small disclaimer at the bottom left of the map area states: 'The map only includes telecommu the information they have given us with a UFB service.' A small text fragment on the right edge of the map area reads: 'ices directly fr e provider that'.

Wellington

- [2Talk](#)
- [Actrix](#)
- [Compass](#)
- [Inspirenet](#)
- [Kiwilink](#)
- [MyRepublic](#)
- [NOW](#)
- [NZWireless](#)
- [OnNetworks](#)
- [Orcon](#)
- [Slingshot](#)
- [Snap](#)
- [Spark](#)
- [Trustpower](#)
- [Vibe Communications](#)
- [Vodafone](#)
- [WXC](#)

Kapiti

- [MyRepublic](#)
- [Spark](#)
- [Vibe Communications](#)
- [Vodafone](#)

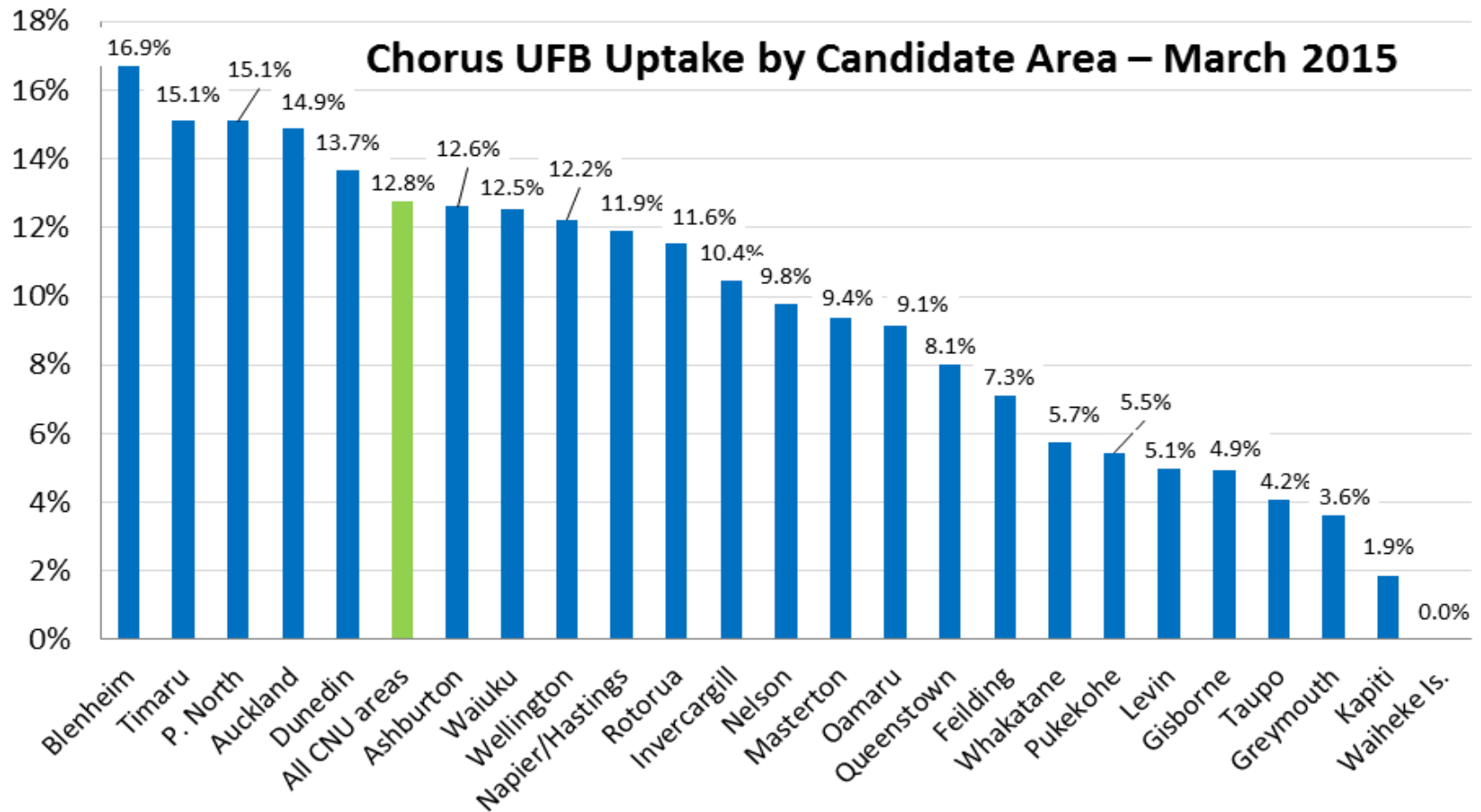
Masterton

- [Inspirenet](#)
- [MyRepublic](#)
- [Snap](#)
- [Spark](#)
- [Vibe Communications](#)
- [Vodafone](#)

• The map only includes telecommu the information they have given us with a UFB service.

ices directly fr e provider that

Uptake varies from area to area



Promoting UFB



Your street's ahead

Ultra-fast broadband is coming to your street.
Having ultra-fast broadband means you can use the internet with the speed and performance you need to connect, create and innovate. You'll be able to enjoy a consistent experience streaming content on the web, enjoy high definition in all its glory and satisfy a digitally hungry household.

What's involved?
We'll be installing fibre optic cables in your street and where we can we'll be able to emerge connecting to the fibre network for you. We'll also show you what that involves & how.

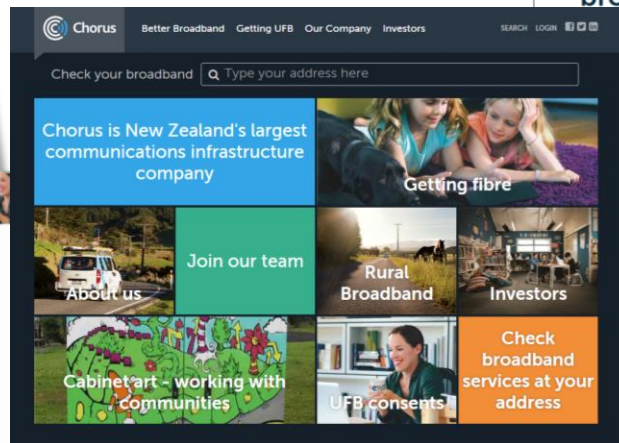
When's it...

To start enjoying ultra-fast broadband, get in touch with your broadband provider and find out how you can get connected to the network.

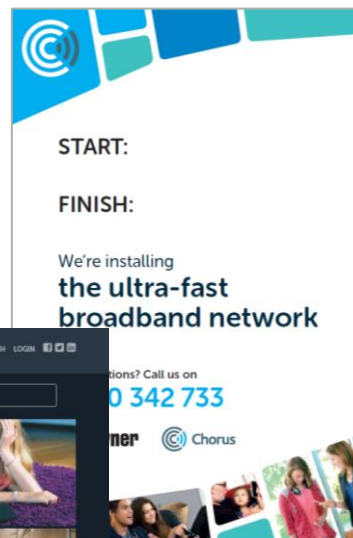
Now our work in your street is done you can get hooked up and be on the way to enjoying the internet working the way it should.

With ultra-fast broadband you can stream HD TV, Skype, go mad on gaming and do it all at the same time on multiple devices. Costs and services vary so talk to your broadband provider about what's involved. If you live in a shared building, rental accommodation or on a shared driveway, there may be extra work relating to access and installation.

Find out more at www.chorus.co.nz/getting-ufb



#GIGATOWN



START:

FINISH:

We're installing
**the ultra-fast
broadband network**

For more information? Call us on
0 342 733



We're nearly finished installing
**the ultra-fast
broadband network**

When we're done, we'll be back to tidy up



Get hooked up?
CONTACT YOUR BROADBAND PROVIDER TO FIND OUT MORE OR
www.chorus.co.nz/getting-ufb

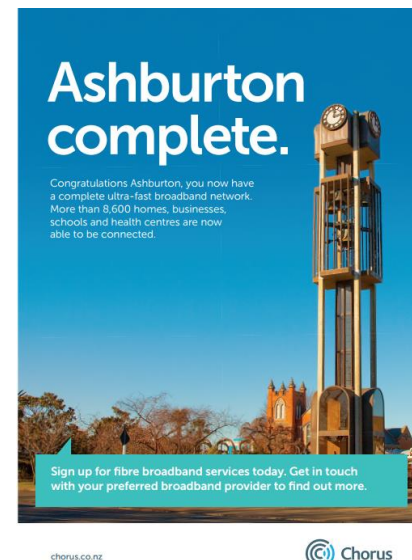


Blenheim complete.

Congratulations Blenheim, you now have a complete ultra-fast broadband network. 12,500 homes, businesses, schools and medical centres are now able to be connected.

Sign up for fibre broadband services today. Get in touch with your preferred broadband provider to find out more.

chorus.co.nz



Ashburton complete.

Congratulations Ashburton, you now have a complete ultra-fast broadband network. More than 8,600 homes, businesses, schools and health centres are now able to be connected.

Sign up for fibre broadband services today. Get in touch with your preferred broadband provider to find out more.

chorus.co.nz



\$50m investment in IT systems to support fibre



Create Order Search Orders Notifications Hi Jana! Logout

Welcome to Chorus Portal, our new fibre ordering channel.

You can use Chorus Portal to order Fibre products. All other products should be ordered through [OO&T](#) or [SSP](#).

Tell us what you think of Chorus Portal; ask questions or give us ideas for future developments.

More information

To access you need a login to the Chorus customer website. Email us at web@chorus.co.nz

[Chorus Portal user guide](#)
[Chorus Portal user guide](#)
[Chorus Portal training](#)

[Order other products](#)
[Online Ordering and Tracking](#)
[Self Service Portal](#)

Product Information

Other Information

[Chorus Coverage Maps](#)
[Processes](#)
[Glossary](#)
[Privacy statement](#)

Schedule

Bookable Appointments

< December 2014 >						
Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

10AM
11AM
12PM
1PM
2PM
3PM
4PM
5PM

Chorus continues to work with the RSPs to transition to our system, which requires RSP systems to be configured to work seamlessly with it.

Summary **Schedule** Offer Characteristics Order Details Charges History

Order Summary

Order ID: 100057570
Service Provider Reference ID: Richard test
Location ID: 101133766
Location: 59 RANOLF STREET, VICTORIA, ROTORUA, 3010
End Customer Name: Heni Koperu
Service Provider: Nicci Com
Status: In Progress
Sub-status: Scheduled
Submitted Date: Wednesday, 1st April, 2015 07:19
Reason: Submitted by: 469939
Disconnect RFS Date: n/a
RFS Date: Monday, 13th April, 2015 12:00
Service Given Date:
Order Type: Connect Additional ONT
New Product: Bitstream - Evolve 1 Residential 1636013269 Standard CSE

Action Required

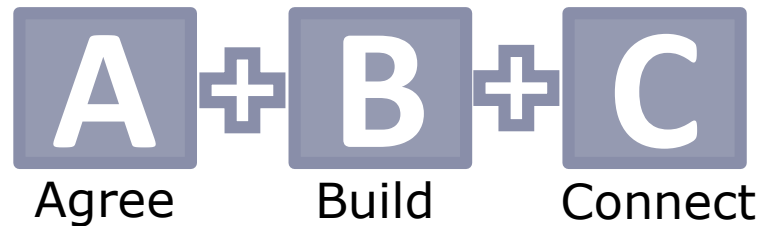
No actions required.

History

Activity	Type	Action	Source	Date
Order Status Update	Notification Sent	Order Status Update	Customer Order	01/04/15 07:24
RFS Confirmed	Notification Sent	RFS Confirmed	Customer Order	01/04/15 07:24
Order Status Update	Notification Sent	Order Status Update	Customer Order	01/04/15 07:24
Order Status Update	Notification Sent	Order Status Update	Customer Order	01/04/15 07:23
Order Status Update	Notification Sent	Order Status Update	Customer Order	01/04/15 07:23
Feasible to Order	Appointment	Booked	System	01/04/15 07:19
Feasibility Su	Notification Sent	Order Feasibility Success	Customer Order	01/04/15 07:19

[CANCEL ORDER](#) [INTERACTION](#) [ESCALATE ORDER](#)

The ABC of fibre installation



- AGREE – A Chorus technician meets with the end user at their property to scope the installation, identify any issues, and agree how the installation will occur
- BUILD – Chorus builds any fibre infrastructure that is required within the property boundary without the end user needing to be present
- CONNECT – A Chorus technician visits the property and connects up the fibre inside the premise. This also requires the RSP to have provided modems etc to the end user
- *The 'Agree and Connect' steps each require the end user to be present*
- *Each connection is a construction job and each is different*

Current performance - volumes

- > New UFB connection orders in the three months to end April
- > **13,500**
- > New UFB connections installed in the three months to end April
- > **11,000**
- > Number of connections already booked for installation over the next few weeks
- > **5,000**
- > Number of connection orders requiring further work before an installation can be confirmed (eg RSP action, consents, build)
- > **5,500**

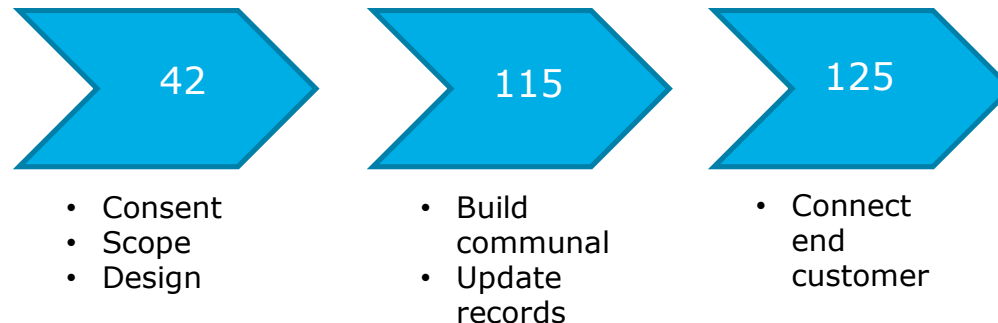
Current performance – time to install

Current median time from receipt of an order to completion of the installation for a standard property – **18 calendar days**

- This type of connection represents around 80% of installations
- In more than three quarters of cases either the end user or the RSP schedules the technician visits

Complex installations that require consents, additional design and build work take significantly longer than standard property:

- > Multi-dwelling unit, such as a flat or office – median **130 calendar days**
- > A property down a right of way - median **110 calendar days**



Improving the installation experience - reschedules

- > Around **30%** of “Connect” appointments are being rescheduled
- > Installation is a complex process which requires all component parts to have worked seamlessly to avoid a reschedule
- > There are around 30 root causes, and each cause will take significant work to reduce

- > Of the 30% that are rescheduled:
 - > *End users asking to change the date* – **about 14%**
 - Eg the previously agreed time no long suits
 - > *The RSP still needs to do something* – **about 3%**
 - Eg the modem still needs to be dispatched
 - > There is a Chorus issue – **about 13%**
 - *Technician not available*
 - *The build phase is not complete*
 - *The job has not been provisioned correctly*

Opportunities to improve – industry collaboration

> **Issue**

- > Improving the experience for end users requires all of the industry to come together on certain aspects

> **Solution**

- > Chorus has taken responsibility for bringing the industry together to agree consistent criteria for the end user experience and respective roles in implementation
- > Spark, Vodafone and CallPlus have all been formally involved to date. The findings will be complete in July and shared with the whole of the industry
- > All players will get their say

Opportunities to improve - consents

> **Issue**

- The current consenting regime is onerous and adds significant time to the process
- There are a large number of consent requests that get no response, meaning work can not go ahead

> **Solution**

- Legislative changes to make the consenting process more straight forward are under consideration by officials

Opportunities to improve – forecasting

Issue

- Demand for fibre has increased beyond industry forecast
- It takes three months to train a Chorus provisioning person
- It takes six months for a Chorus fibre installer to become fully competent and productive, in addition to the three months to recruit

Solution

- Chorus is working closely with the industry to improve and refine overall forecasting to be better able to meet changes in demand

Opportunities to improve – records

Issue

- There is no single industry database that instantly matches fibre availability to property records, which means initial conversations with end users can be unreliable

Solution

- Chorus has made its fibre and property records available to the whole industry through the Chorus Portal IT system
- The Chorus Portal will act as the “single source of truth”

Opportunities to improve – technician skills

> **Issue**

- > On occasion the quality of workmanship or the discussions with customers on their premises is not up to standard

> **Solution**

- > Spot checking installations to ensure the proper processes have been followed
- > Focusing on technician training and workmanship, including determining the best installation type for property and location

Next steps

- > Collaborate with the RSPs on the customer experience programme
- > Improvements to forecasting, records and technician skills
- > Work with RSPs to transition onto the Chorus Portal
- > Look for support on simplification of consenting regime
- > Report back on progress