

From: Nathan Beaumont <Nathan.Beaumont@chorus.co.nz>
Date: Friday, 16 Mar 2018, 12:04 PM
To: Hon Nikki Kaye <Nikki.Kaye@parliament.govt.nz>
Subject: RE: Hon Nikki Kaye letter response GBI services

Hi Nikki,

You have Chorus' assurance that faults on the island will be responded to in a very timely matter. And of course, we do apologise to the residents for what has happened. We're certainly not happy with what's happened, and will be working hard to make sure there's not a repeat.

As Kate said in her original letter, we have a wide plan of work underway to make the network on the island more resilient than ever. We had identified that this work was needed and had it underway when the faults happened.

Please be assured we absolutely appreciate the seriousness of the situation. I've looked at the fault history for the island going back to the beginning of last year. Apart from January and February of this year when we struck the issues we are now resolving, the overall fault rate has been on par with other parts of the country.

No matter how resilient our network is, unfortunately there are always going to be occasions when faults happen. For example, the recent ex-cyclone Gita caused significant issues throughout the country, including on Great Barrier. When severe weather issues strike our network, we work as quickly as we can to get the network back up and running, but as you can appreciate it can be challenging, and we take the health and safety of our workforce working in the dangerous conditions very seriously.

In an ideal world, it would be great if we could guarantee faults will be fixed within a certain time, but sometimes there are things outside our control. Generally we aim to fix faults within 24 hours of being notified. On many occasions faults are fixed much quicker than that.

We are still working on the timeline for the technology upgrade but as soon as we have more details finalised, I will share this with you.

Thanks

Nathan