



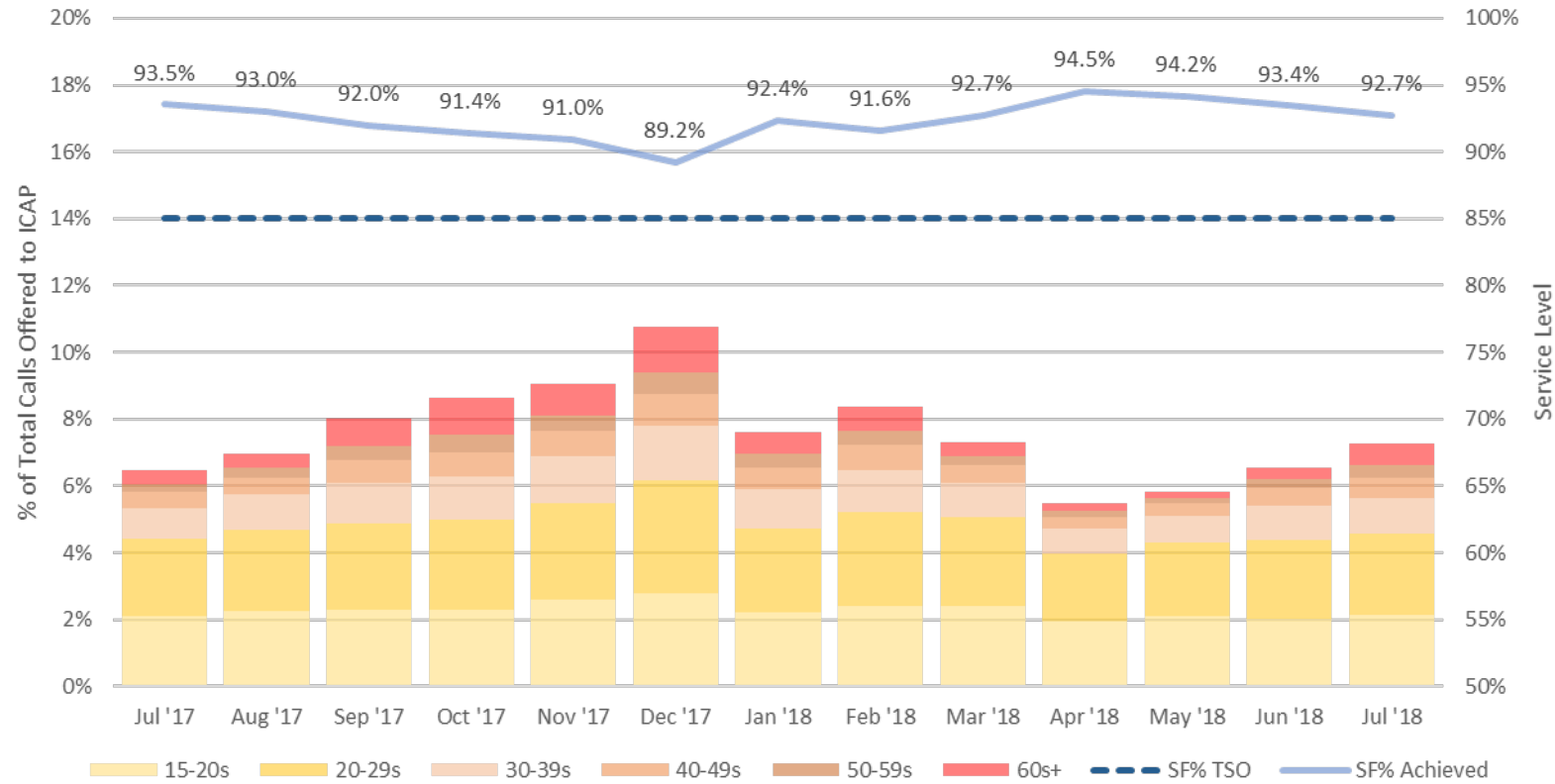
Spark^{nz}

111 Quarterly Review.

May - Jul 2018

ICAP Answering: Caller Wait Time by Month.

A consistent slow slide in Service Level since the high of April, but only back to a level slightly lower than the same time last year.



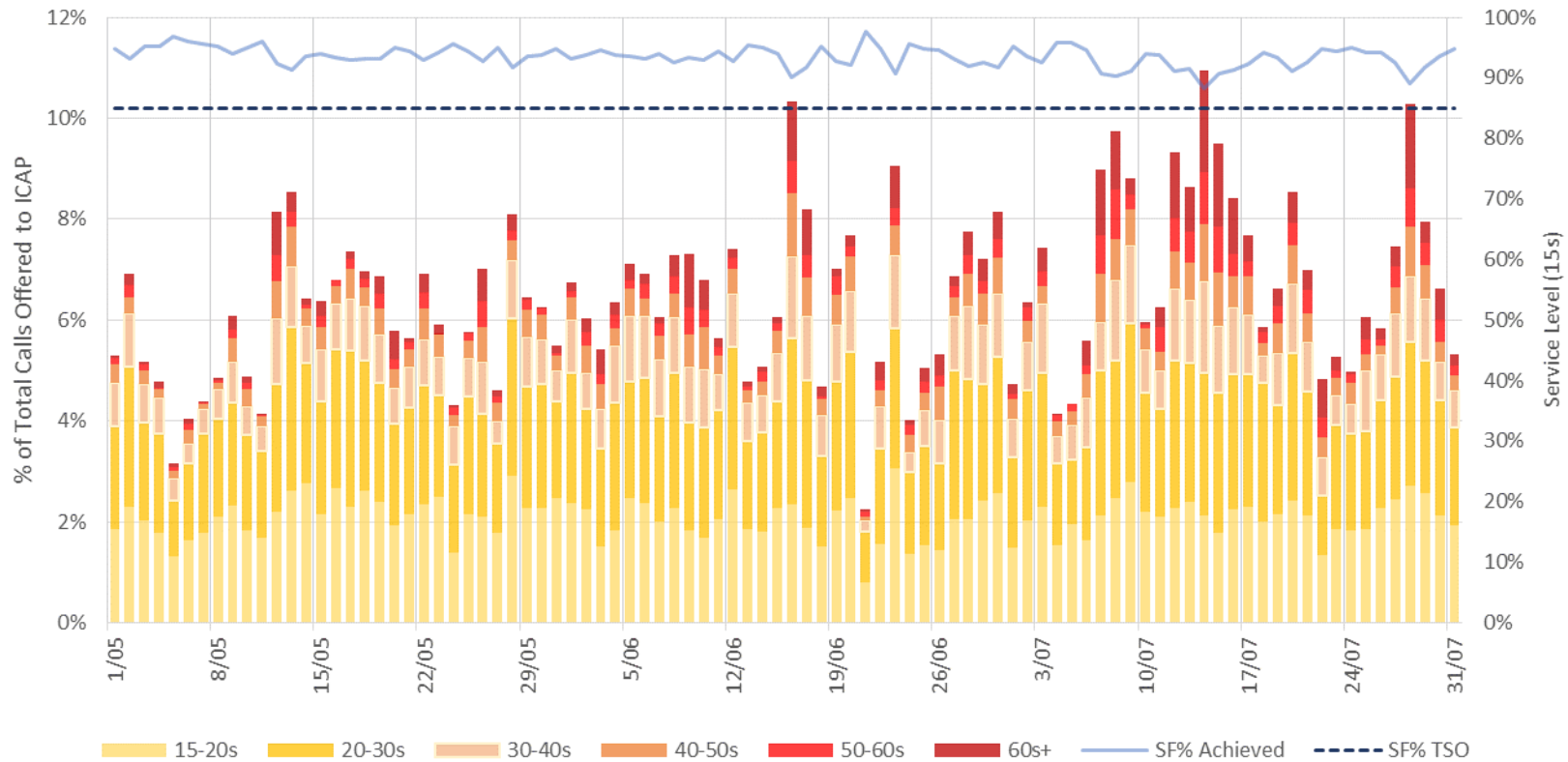
Caller Wait Time: Length of time a caller waits for the ICAP to answer call

Service Objective Target: 85% of all calls answered within 15 seconds

Service Objective Actual: 93% of all calls answered within 15 seconds

ICAP Answering: Caller Wait Time by Day.

Many spikes in delayed answering, especially during the middle of July with answering delays at Police & Ambulance increasing in frequency and severity



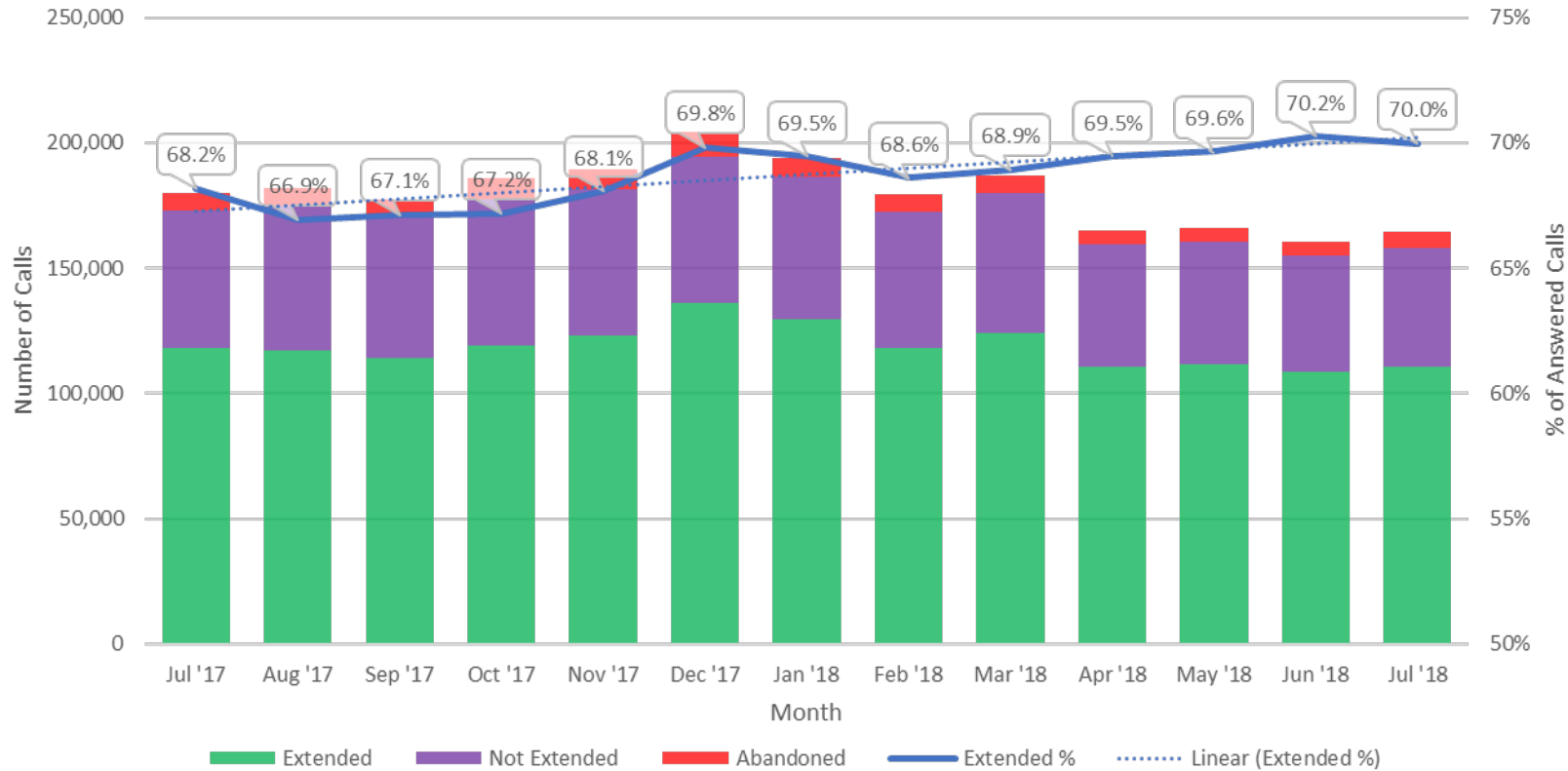
Caller Wait Time: Length of time a caller waits for the ICAP to answer call

Service Objective Target: 85% of all calls answered within 15 seconds

Service Objective Actual: 97% of all calls answered within 15 seconds

ICAP Answering: Call Result and Extended % by Month.

Extended calls % holding steady around the 70% mark, call volume overall has dropped off from the summer highs, up to 10% less YoY during weeks in the last quarter, average of -6% YoY, but extended calls not as big of a drop at -3%YoY.

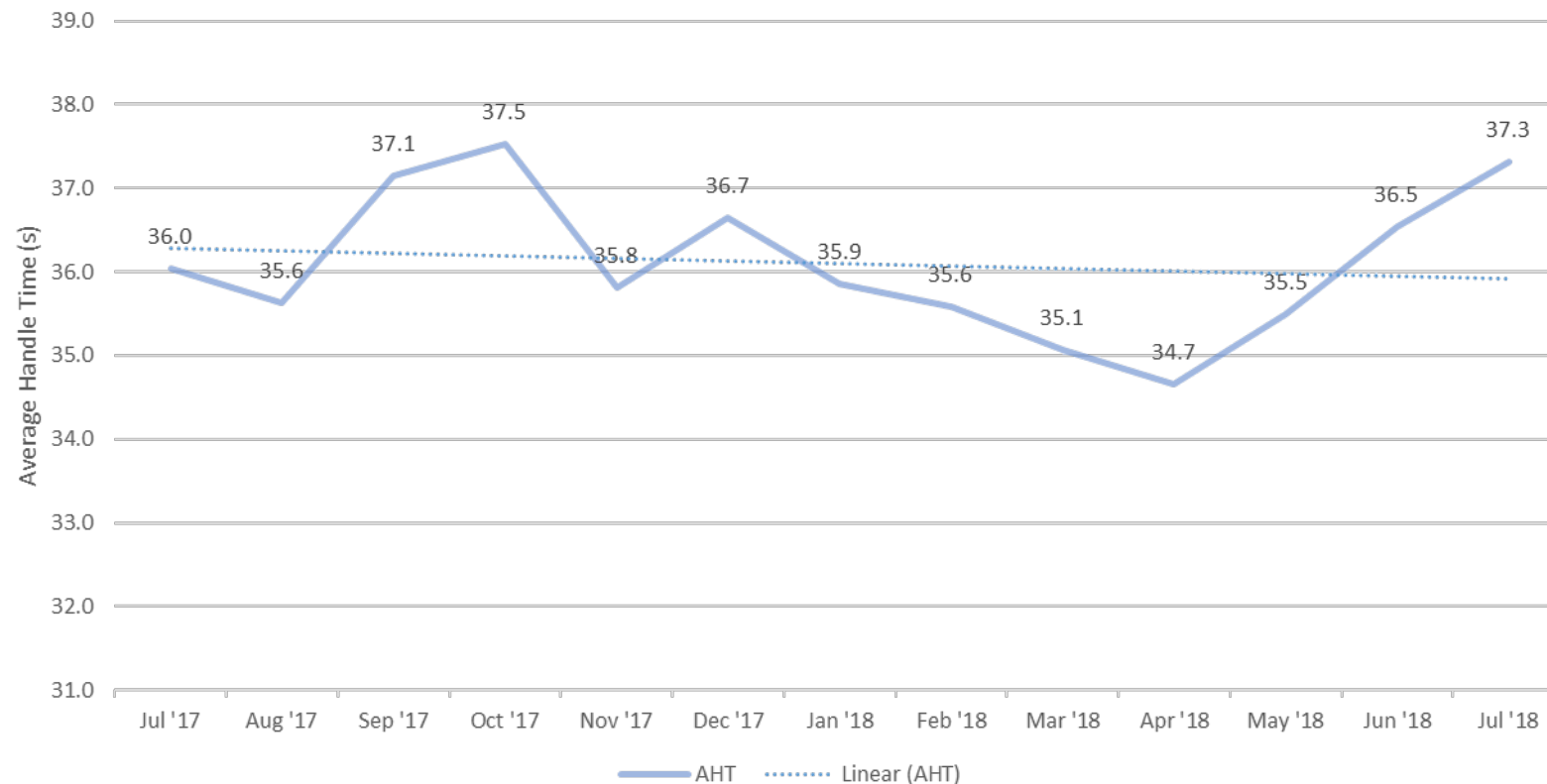


Note - An abandoned call is one that is presented for answering but the caller hangs up prior to the call being answered, reasons can include: misdials, hang-ups, children playing, phones in bags, the time taken to answer, the ESP has arrived on the scene or they no longer require assistance

ICAP Answering: Handle Time by Month.

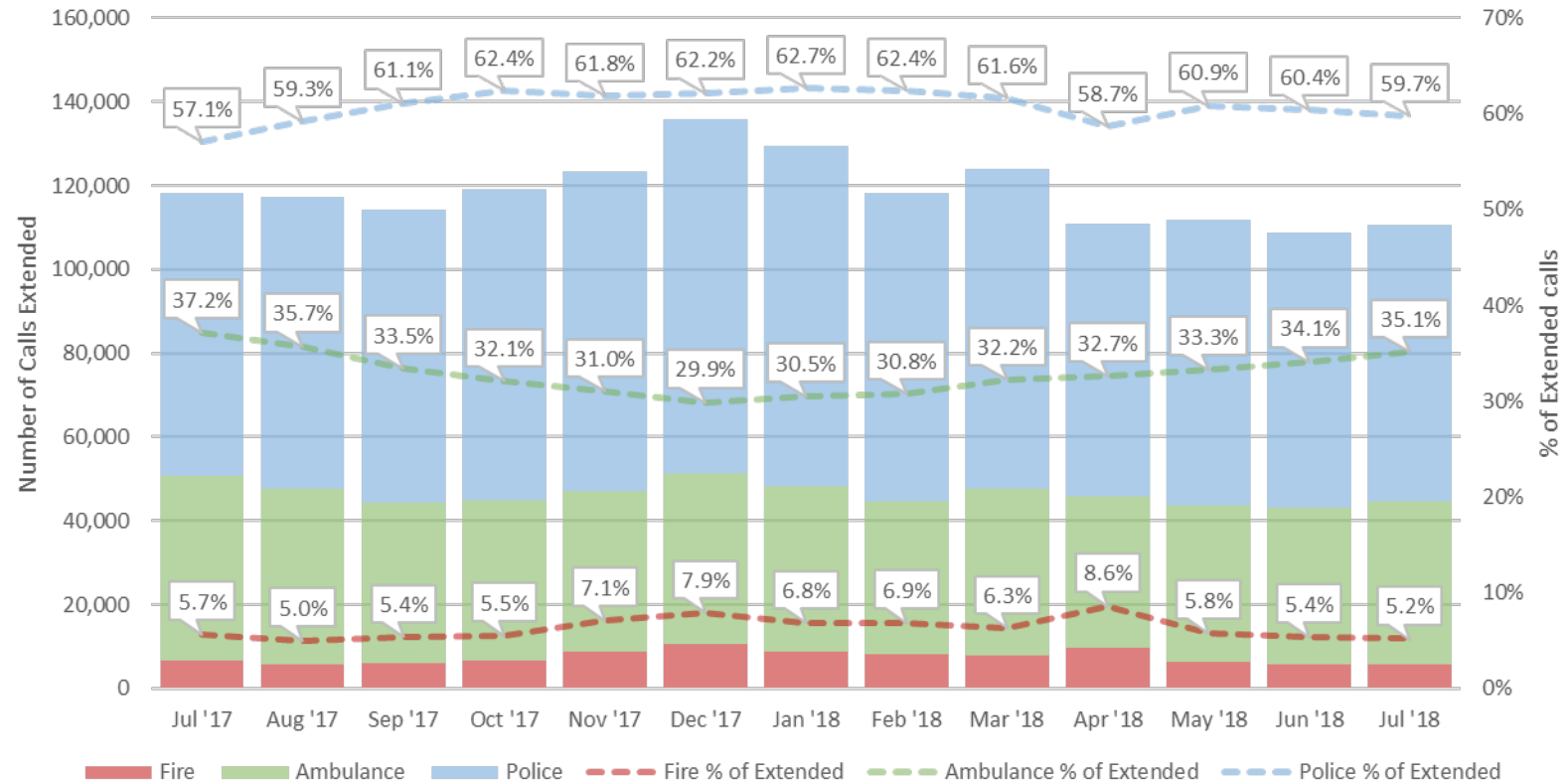
Handle time for the ICAP includes assessing the service required by the caller, waiting for the required service to answer, and calling back some calls that are not extended to a service.

A steady climb from a low in April where the ICAP had experienced minimal delays in answering, however Police and Ambulance delays have increased again.



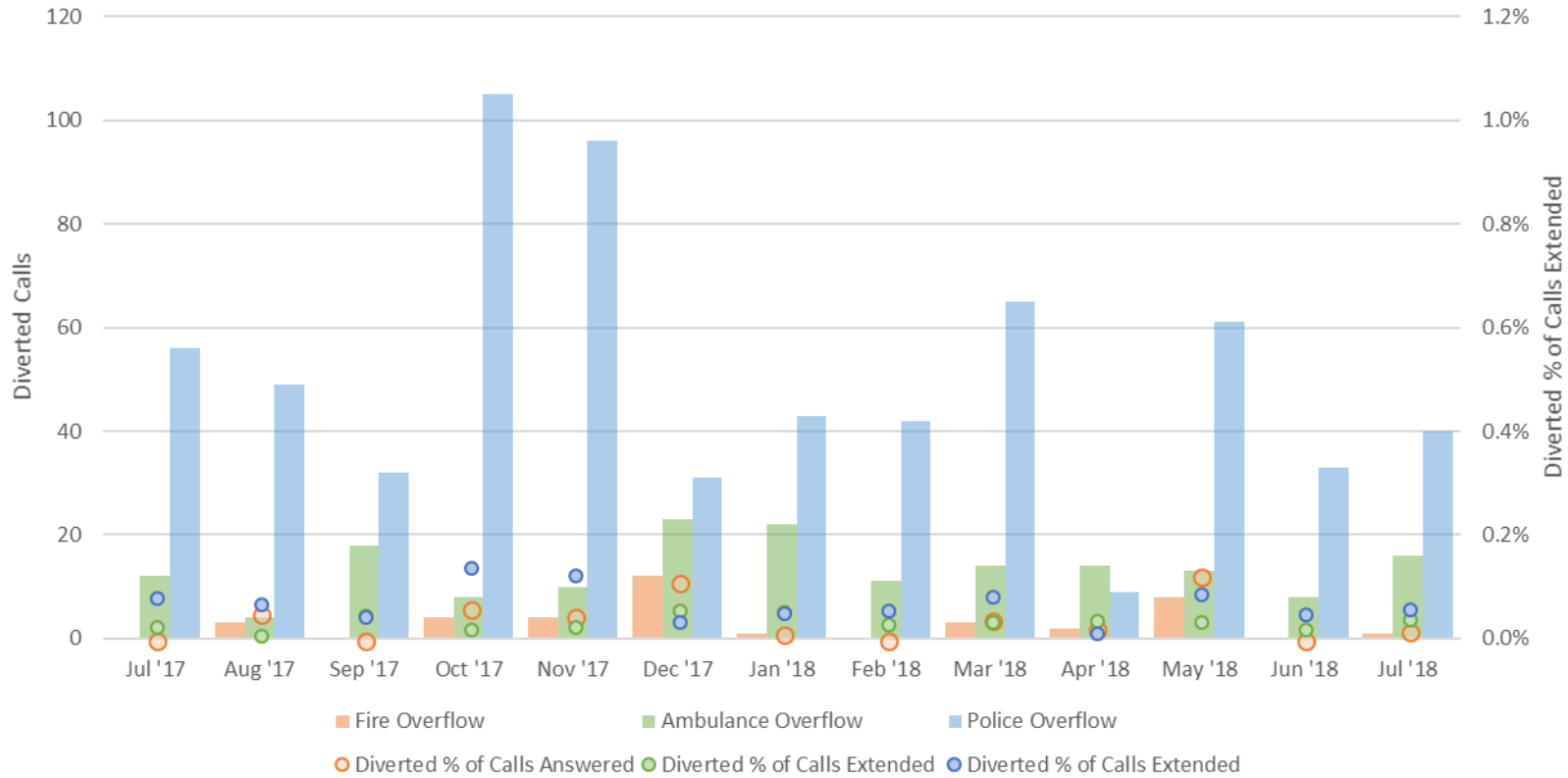
ICAP Answering: Calls Extended by Service and Month.

A typical trend as we head into the middle of Winter with Ambulance increasing and Police decrease by %. Fire remains steady for the quarter and quieter than summer.



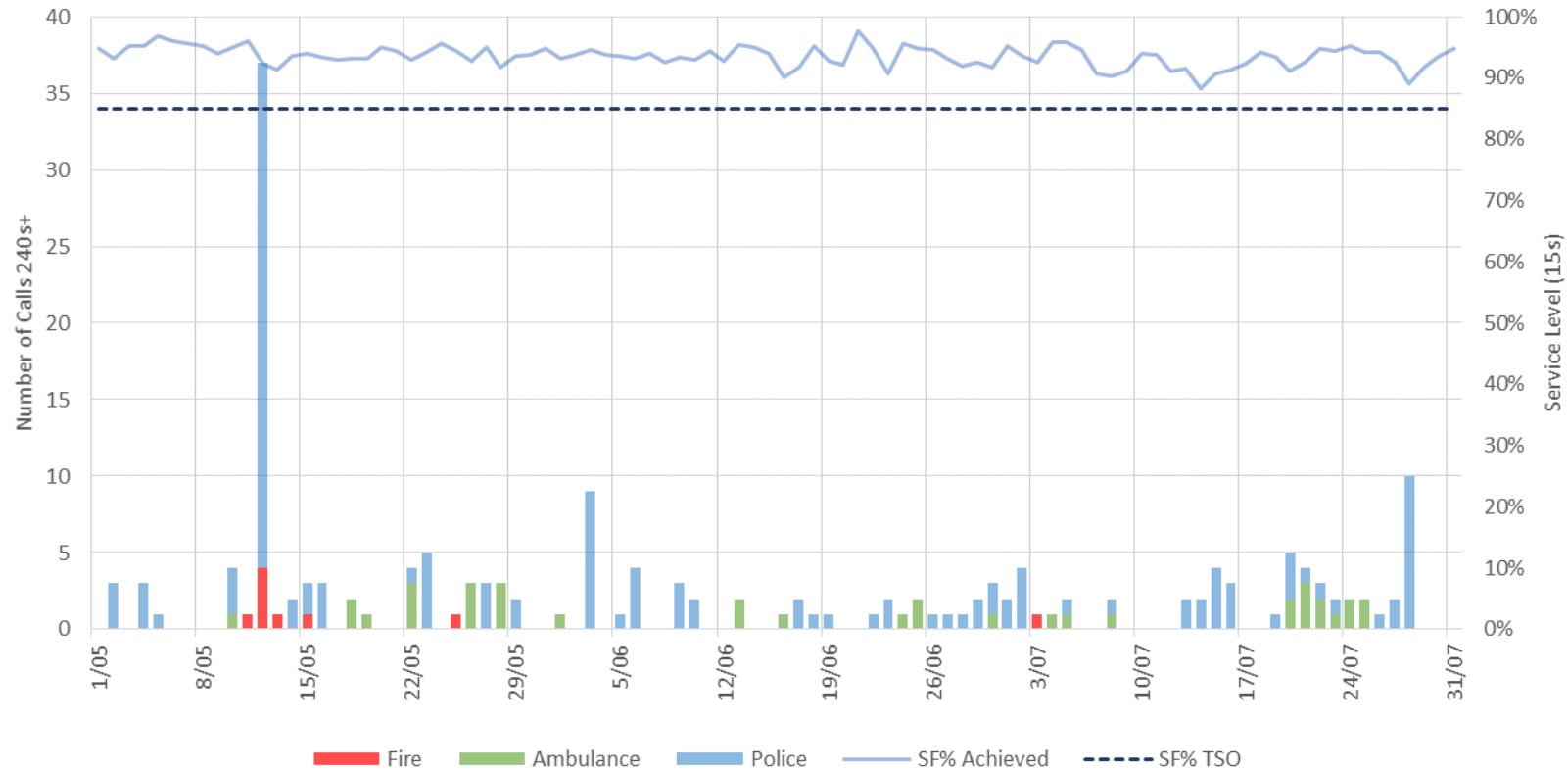
Calls Extended Waiting 240 seconds: By Service and Month.

A relatively quiet last quarter for Police, pipped in May by Fire due to the timers being reduced to 60s during a Solidus outage.



Calls Extended Waiting 240 seconds: By Service and Day.

A spike on 12th May was due to a reduction of the diversion timer to 60s for Solidus outage at Police & Fire



111 Network Performance: Availability of Network Facilities.

No Phases this quarter.

Network Facility		May '18		Jun '18		Jul '18	
		Outage Minutes	% Avail	Outage Minutes	% Avail	Outage Minutes	% Avail
ICAP	A	0.00	100.00%	0.00	100.00%	0.00	100.00%
SDX	B	0.00	100.00%	0.00	100.00%	0.00	100.00%
AK SDX	A	0.00	100.00%	0.00	100.00%	0.00	100.00%
	B	0.00	100.00%	0.00	100.00%	0.00	100.00%
HN SDX	A	0.00	100.00%	0.00	100.00%	0.00	100.00%
	B	0.00	100.00%	0.00	100.00%	0.00	100.00%
WN SDX	A	0.00	100.00%	0.00	100.00%	0.00	100.00%
	B	0.00	100.00%	0.00	100.00%	0.00	100.00%
CH SDX	A	0.00	100.00%	0.00	100.00%	0.00	100.00%
	B	0.00	100.00%	0.00	100.00%	0.00	100.00%
Total		0.00	100.00%	0.00	100.00%	0.00	100.00%

Local telephone exchanges send all 111 and other calls (known as traffic) to the SDX – the core of the Spark network, which passes the call to the ICAP exchange.

There are four pairs of Service Delivery Exchanges (SDX's) across the country (Auckland, Hamilton, Wellington and Christchurch) and two ICAP exchanges (Palmerston North & Christchurch).

Traffic from the local exchange is divided between the home SDX (A and B) and a third SDX in a different location. This ensures that if one SDX has a fault, or is needed for maintenance, the others can take over and route a 111 call.