



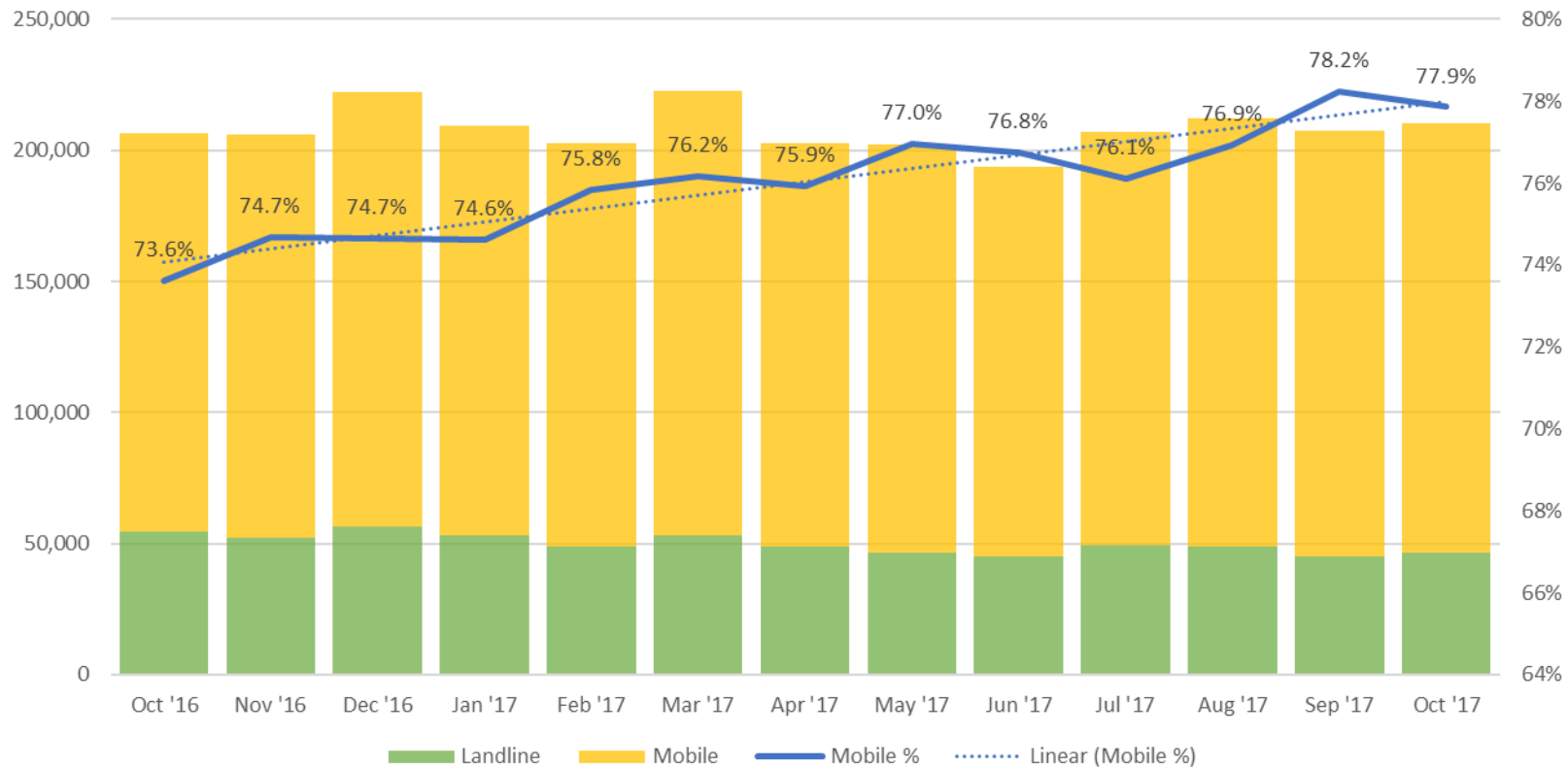
Spark^{nz}

111 Quarterly Review.

August – October 2017

Total 111 Call Volume: All Calls Dialling 111 By Access Type.

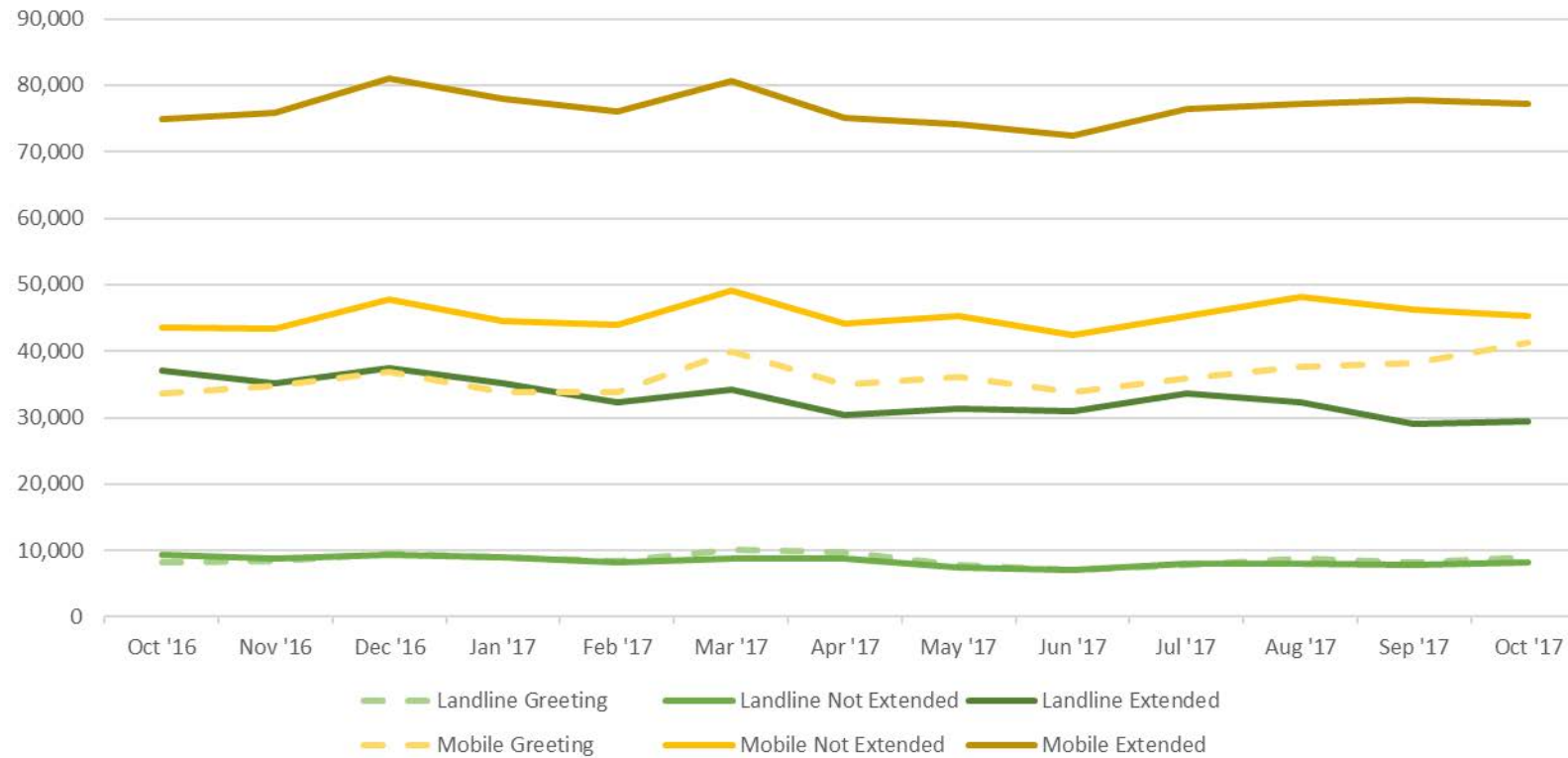
Total call volume continues to rise out of the winter dip with a this quarter staying flat. Mobile proportion continues to increase steadily as landline volumes continue to decline.



Note - This is all calls including those that reach the Greeting Message but hang up before entering the ICAP Queue.

Total 111 Call Volume: By Originating Access Type and Result.

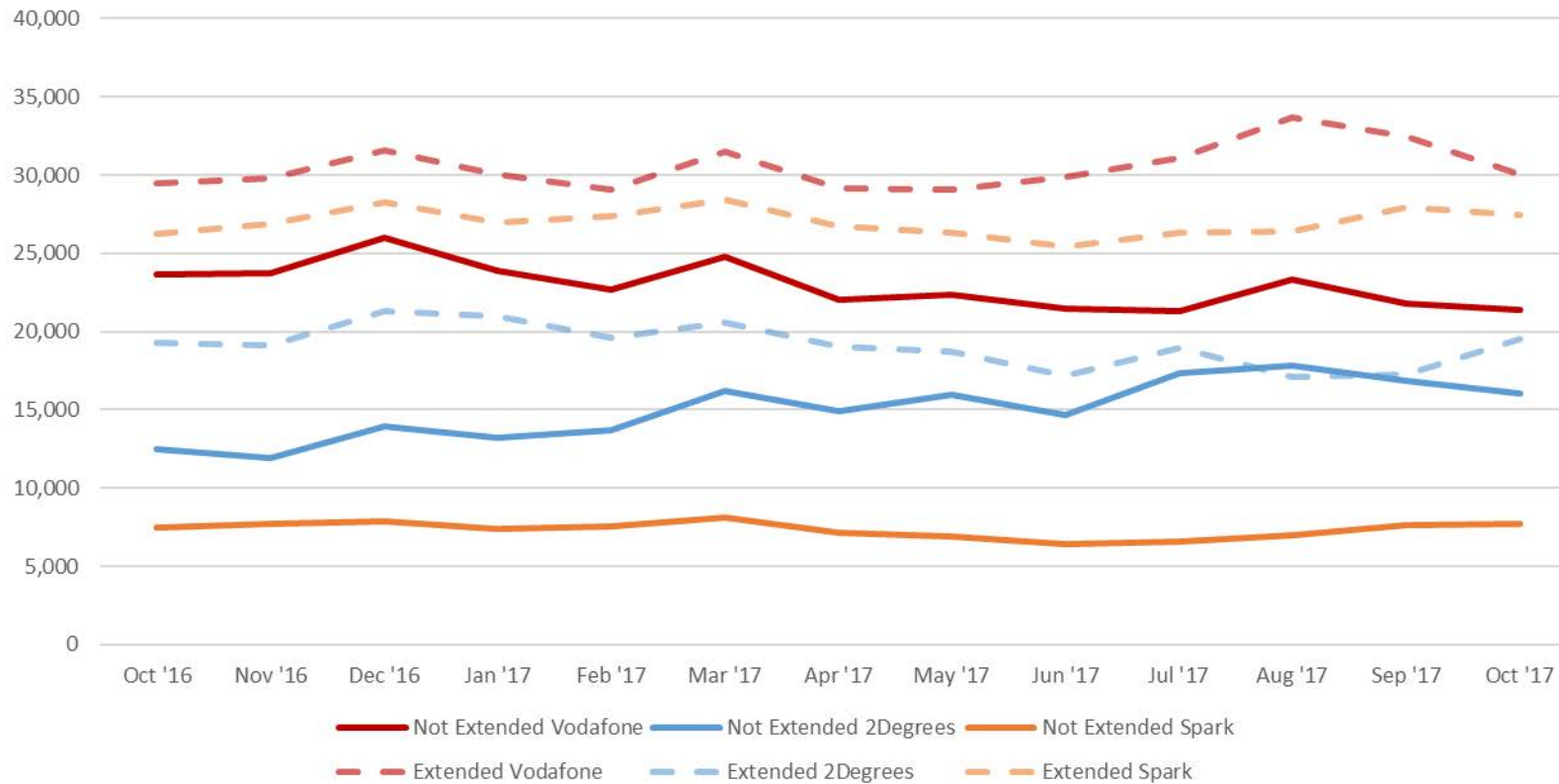
Landline Extended calls continue to decrease while mobile Greeting message calls see a rise in the last quarter. All other categories remain flat.



Note – ‘Greeting’ refers to those calls that terminate within the greeting message and those calls that abandon within the ICAP queue before being answered by an operator. The total abandoned calls per month is 4-6,000, depending on the month, meaning the majority of these calls (40,000 per month) terminated within the greeting message.

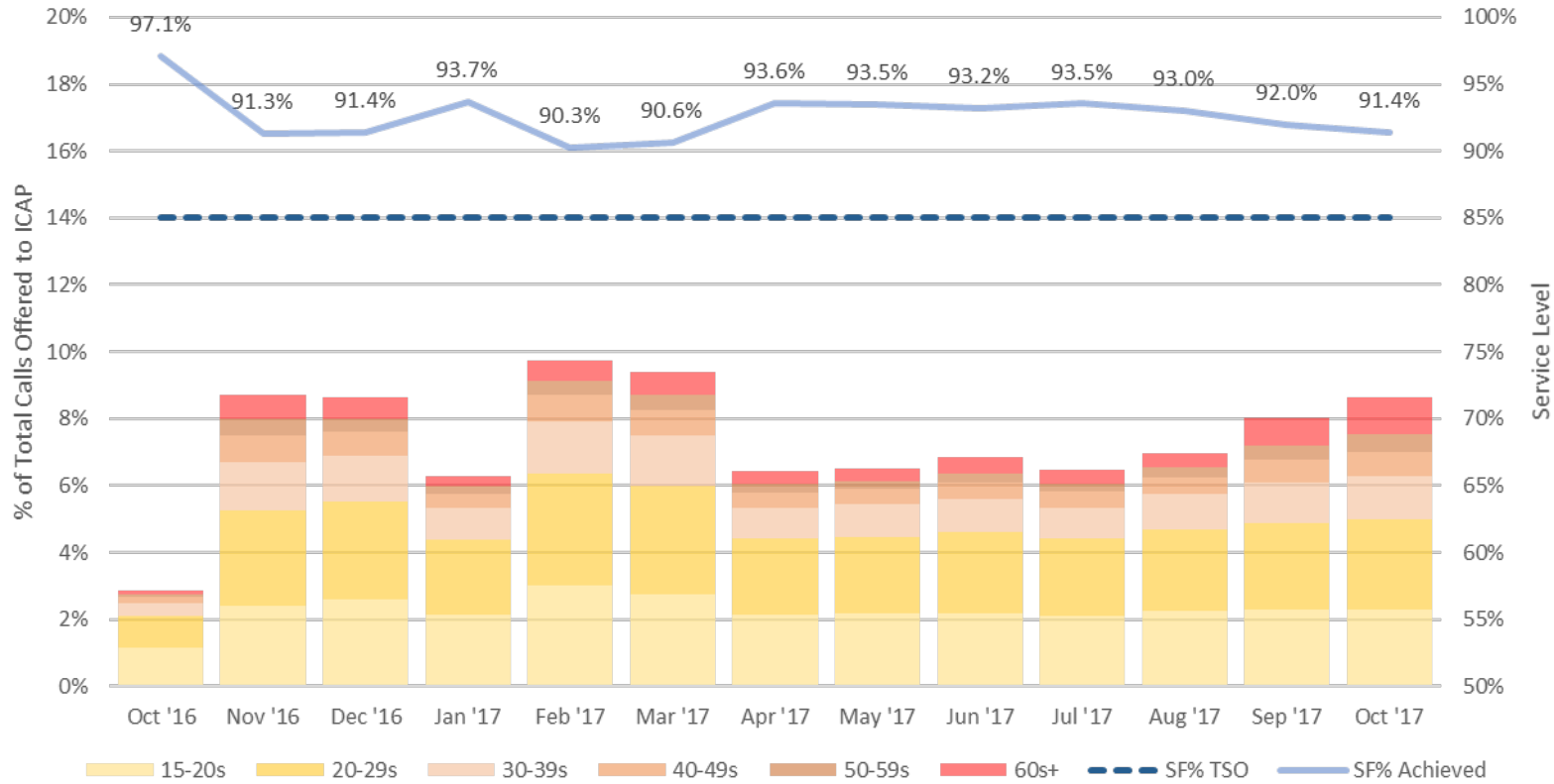
Mobile 111 Call Volume: By Originating Provider and Result.

Vodafone Extended remain steady while Not Extended calls show a continuing decrease. 2 Degrees Not Extended vs Extended heading in the right direction last month after a long period of convergence.



ICAP Answering: Caller Wait Time by Month.

Heavy delays at Police affected service levels from Nov-Mar, increasing pressure on Service Level in the last quarter, again due to answering delays at Police.



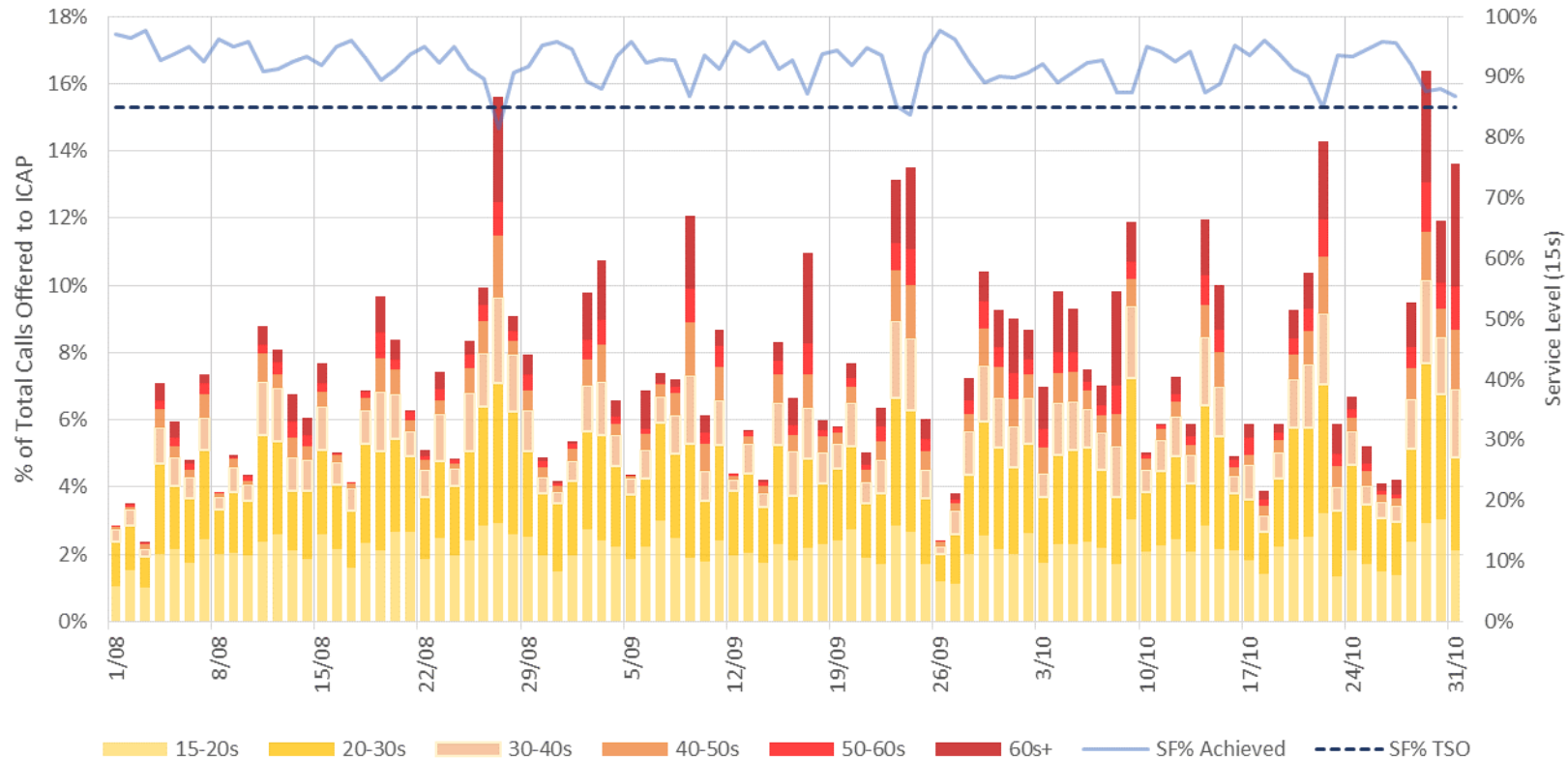
Caller Wait Time: Length of time a caller waits for the ICAP to answer call

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 weekends for the last quarter, caused by delays in answering at Police



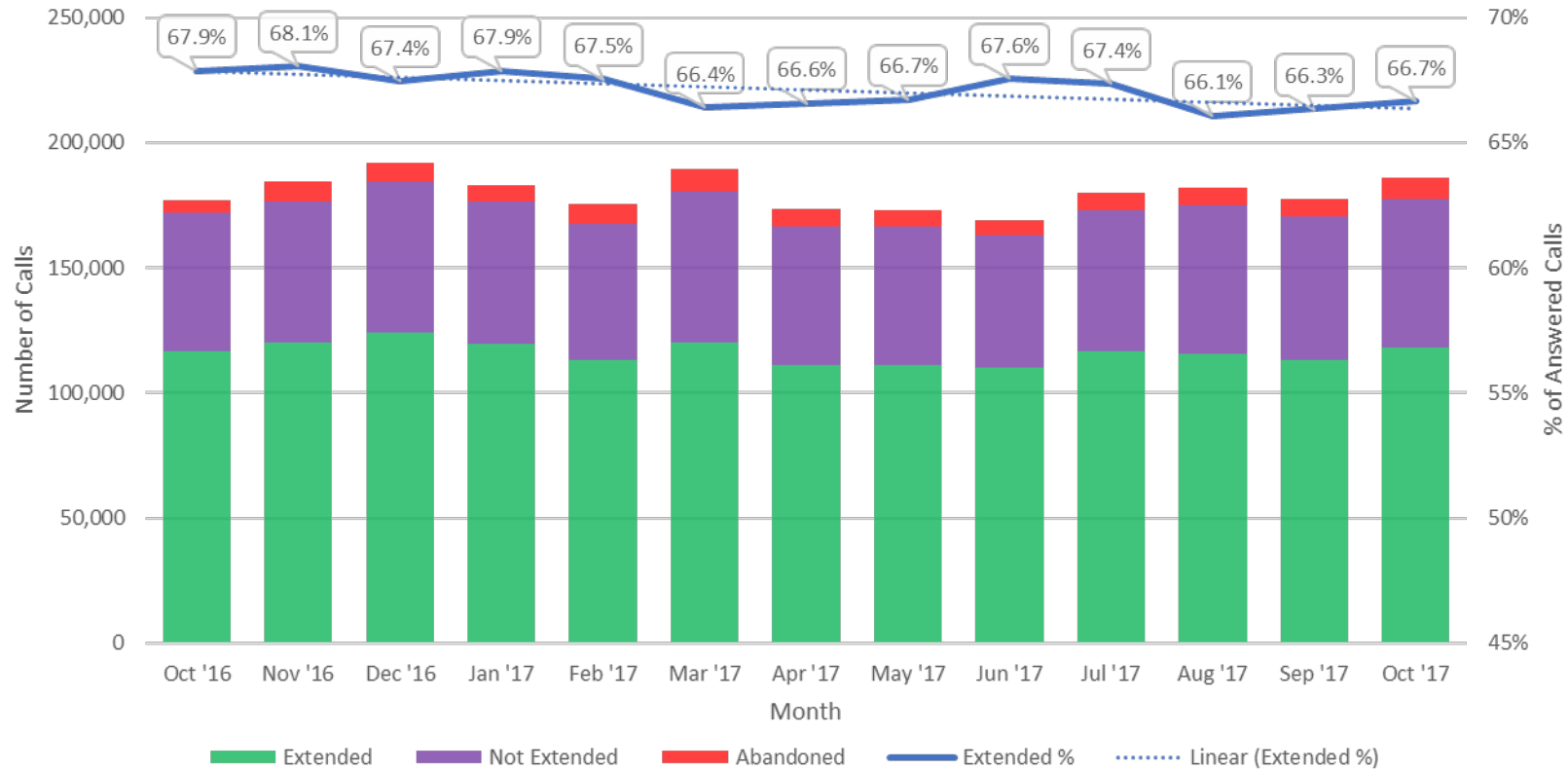
Caller Wait Time: Length of time a caller waits for the ICAP to answer call

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.

A slight decreasing trend for % calls extended, but remains between 66-68%

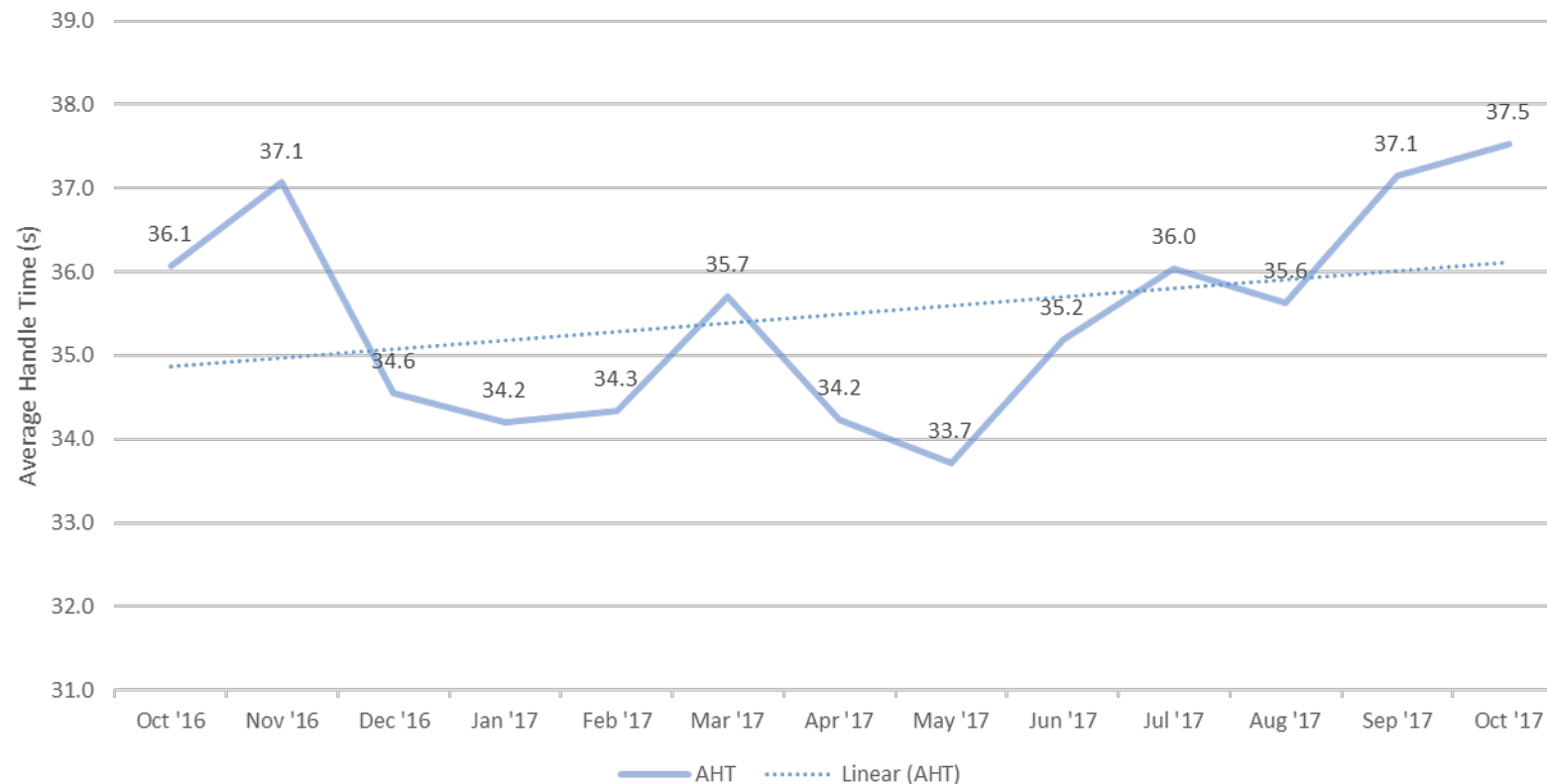


Note - An abandoned call is one that is presented for answering but the caller hangs up prior to the call being answered, reasons can include: misdials, hang-ups, children playing, phones in bags, the time taken to answer, the ESP has arrived on the scene or they no longer require assistance

ICAP Answering: Handle Time by Month.

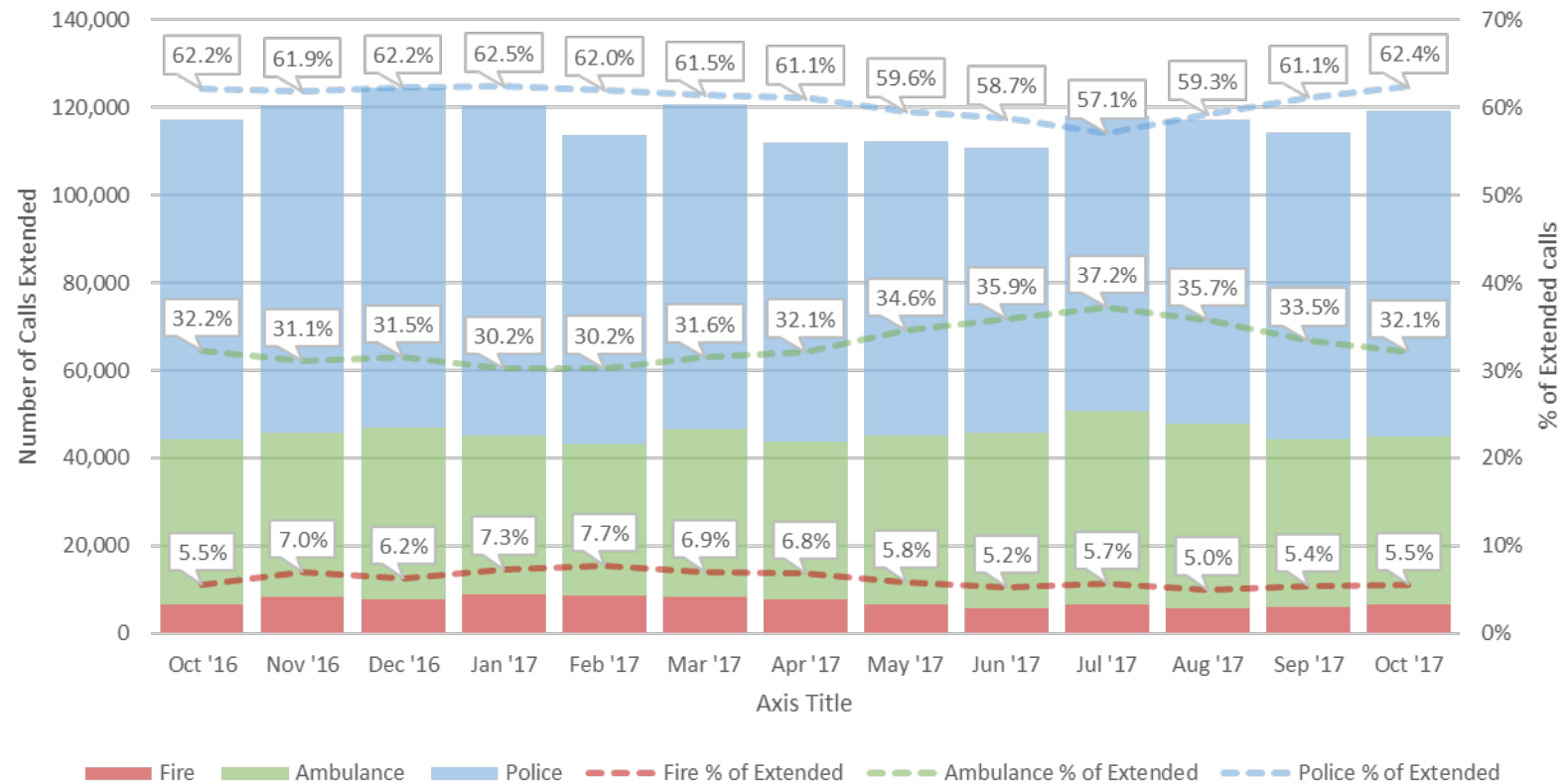
Handle time for the ICAP includes assessing the service required by the caller, waiting for the required service to answer, and calling back some calls that are not extended to a service.

A big peak in November following the Kaikoura earthquakes, answering delays in March, July, September and October contributed to a rise too.



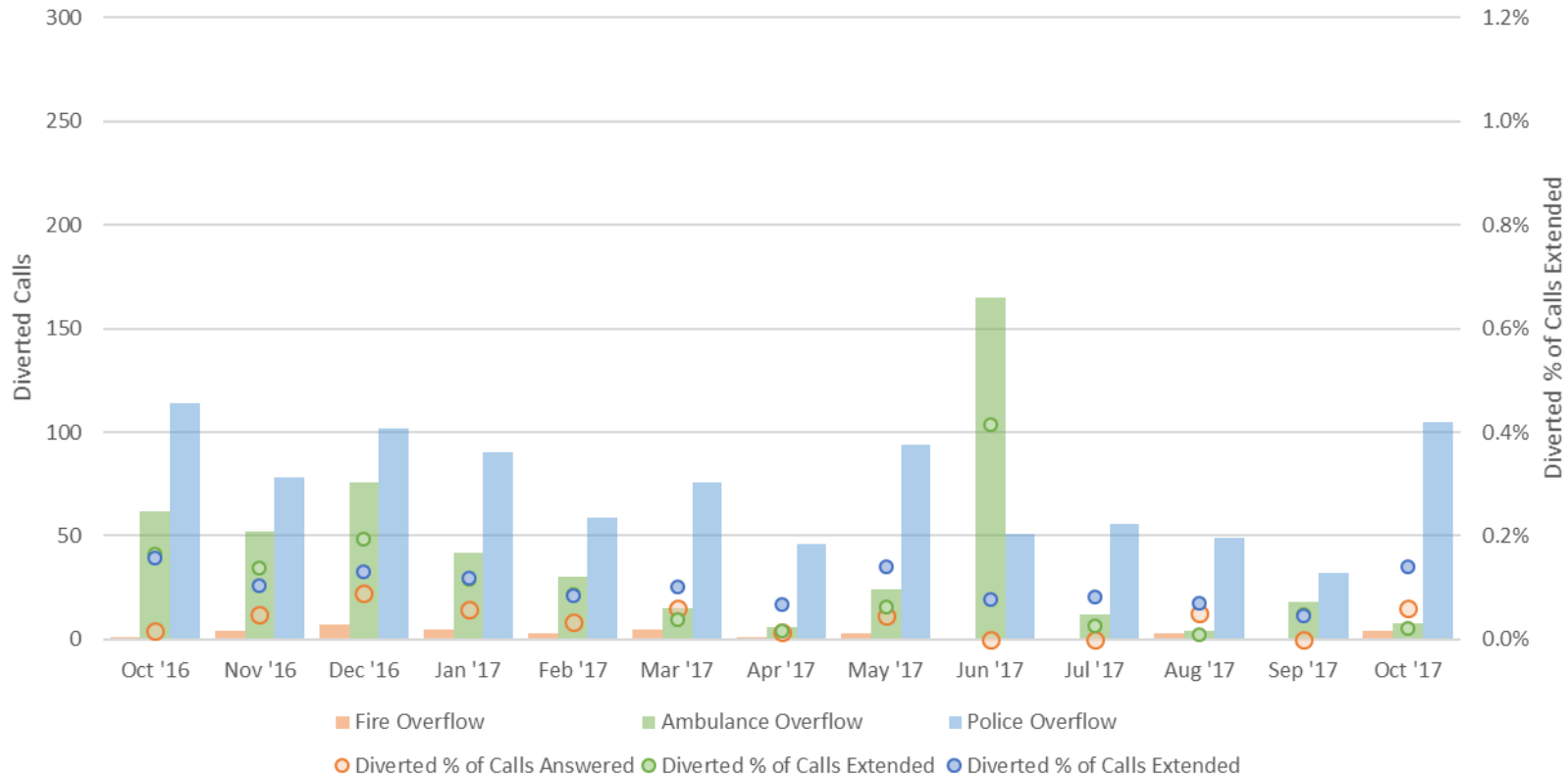
ICAP Answering: Calls Extended by Service and Month.

A typical trend heading out of Winter as Ambulance begin to decrease and Police increase by %.



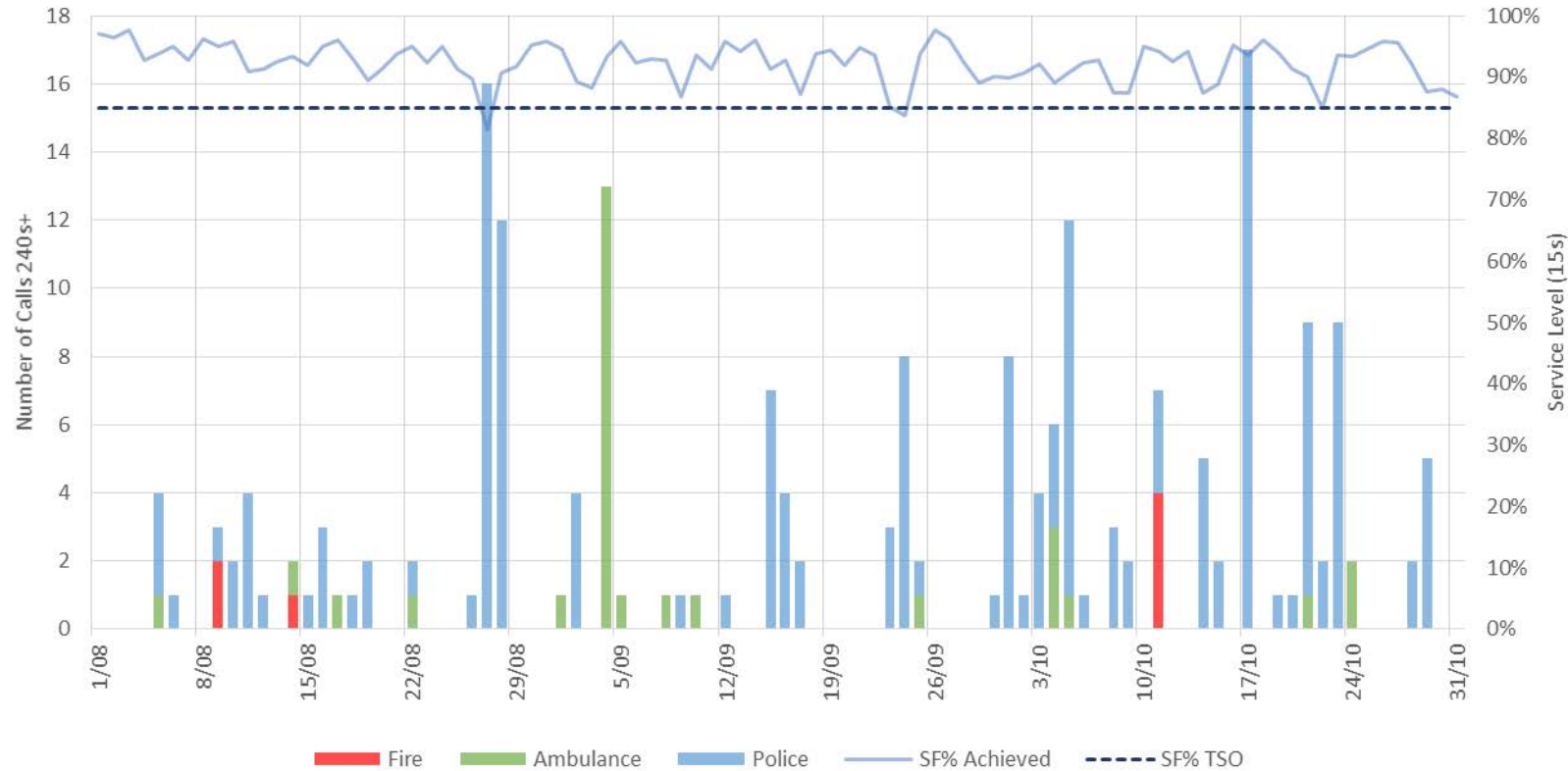
Calls Extended Waiting 240 seconds: By Service and Month.

June 2017 saw the timer reduced to 60s for Ambulance while a PABX upgrade was carried out for all 3 centers over a number of days.



Calls Extended Waiting 240 seconds: By Service and Day.

On Monday 17th October, the Diversion time had been altered to 240s. A few spikes were due to a reduction of the diversion timer to 60s for Solidus outages (28th Oct – Police, 4th Sep – Ambulance, 11th Oct Fire & Police, 17th Oct – Police)



111 Network Performance: Availability of Network Facilities.

No Phases to report during this three month period.

Network Facility		Aug '17		Sep '17		Oct '17	
		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.