

Subject – Contractor Availability

Distribution: All Visionstream Operatives

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Good morning

This message is to update you all for our need as a complete business unit to turn our performance around.

We need you all to be clearly aware that for the last nine weeks Visionstream is in it's worst possible performance position; undoubtedly we have been the worst performing Service Company that Chorus engage maintenance work with.

For the last nine weeks, on average up to 1000 customers per day in the Visionstream managed areas have had their service impacted in one form or the other. We do acknowledge your support through these past nine weeks, we also need you to understand the scale and enormity of the crisis we find ourselves in. Our customers are feeling the business and personal impact of our continued lengthy lead times to resolve their service problems. It is fair to say our KPI performance has been out of band for a longer period than that caused by the Christchurch earthquake.

To put it simply – We are currently going through the worst performance we have faced as individual companies and Visionstream ever, and that includes the volatile transition in September / October 2009.

To “look after” our business and yours, we need to position our businesses on the front foot to meet this crisis. We need your support more than ever this week, the weekend and throughout next week to assist us to meet customer expectations. We are asking all install and fault technicians to help over the next two weeks by forgoing any days off from now, 28 June through to next Friday 8<sup>th</sup> of July. This will mean you are required to work approx 12 days straight.

We acknowledge that this request has been every weekend for the last nine weeks; as you can see we have maximum support outside our business to achieve this and now we ask the same of you.

Please be aware we have Proactive & Build on faults, we also have Transfield OP cable technicians working in CSA 9

Next steps - Your Contractor Manager will contact you Wednesday 29 June and ask for your help this weekend.

We really need your personal assistance to help our customer Chorus to get back within band.

Regards

Paul Willdig  
Gordy Whyte

