



**ID-only Information Disclosure Requirements
Quality Information Templates
for
Schedule 20**

Regulated Provider	Enable Networks Limited
Disclosure Date	30 November 2023
Disclosure Month (month ended)	31 December 2022

**Templates for Schedule 20
Template Version 2. Prepared 28 July 2022**

Workbook Version History

Workbook Version and Date	Determination
v1, 30 November 2021	Fibre ID Determination 2021 [2021] NZCC 24
v2, 28 July 2022	Fibre ID Amendment Determination 2022 [2022] NZCC 26

Enable Networks Limited
 31 December 2022
 Reporting Level: ID FFLAS
 Report Frequency: Annual

For Month Ende

SCHEDULE 20: REPORT ON QUALITY FOR ID

Schedule 20(i): Provisioning

ref
 9
 10
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 21
 112

POI Area	Service layer	Category	Total connections provisioned	Median provisioning time	Number met agreed date	Percentage met agreed date	Percentage of simple new connection orders that took ≥ 50 calendar days	Percentage of complex new connection orders that took ≥ 120 calendar days
Christchurch	Layer 1 service	Simple New Connection	-	-	-	n/a	0%	
		Complex New Connection	4	77	3	75.00%		50.00%
		Transport Services	2	24	2	100.00%		
	Layer 2 service	Intact (remote activation)	1,444	3	1,430	99.03%		
		Intact (truck roll required)	83	16	79	95.18%		
		Simple New Connection	320	29	300	93.75%	21.56%	
		Complex New Connection	274	26	255	93.07%		3.28%
		Transport Services	-	-	-	n/a		

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SCHEDULE 20: REPORT ON QUALITY

Schedule 20(ii): Faults

ref

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73

Number of faults	Faults per 100 connections	Percentage of regulated provider faults that met expected restoration time	Percentage of regulated provider faults not restored within 2 calendar
130	0.09	96.92%	1.54%
-	-	0%	0%
21	0.01	100.00%	0.00%
59			

POI Area

Fault Type

Fault Cause

Christchurch

Regulated Provider
Faults

Layer 1
Layer 2
ONT

Non Regulated Provider
Faults

No fault found

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SCHEDULE 20: REPORT ON QUALITY

Schedule 20(iii): Availability

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Average downtime

Notification of outages by layer

Average number of connections	Unplanned downtime	Unplanned downtime attributable to force majeure events	Planned downtime	Average unplanned downtime	Average unplanned downtime excluding force majeure events	Percentage of notified planned outages	Percentage of notified unplanned outages
146,663	149,496 m	-	27,150 m	1.02 m	1.02 m	100%	100%
145,100	24,384 m	-	-	0.17 m	0.17 m	-	100%

POI Area

Category

Christchurch

Layer 1

Layer 2

SCHEDULE 20: REPORT ON QUALITY

Schedule 20(iv): Performance

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ref				
9				
10	<i>Traffic performance</i>			
11				
12				
13		Number of active OLT reference probes	Number of 5-minute samples	Textual report on significant changes or network events
14				
15	<i>National</i>	<i>Traffic performance measures</i>	12	107,136
16				
17				
18		Threshold	Number of traffic performance exceedances of the	Percentage of traffic performance exceedances of the
19				
20	<i>National</i>	<i>High priority traffic Frame delay</i>	<i>≤5mS</i>	0.00%
21		<i>High priority traffic Frame delay variation</i>	<i>≤3mS</i>	-
22		<i>High priority traffic frame loss ratio</i>	<i>≤0.1%</i>	0.00%
23		<i>Low priority traffic frame loss ratio</i>	<i>≤2%</i>	n/a
24				
25	<i>Port performance</i>			
26				
27				
28		Threshold	Percentage of ports	
29				
30	<i>Hornby</i>	<i>≤70% threshold</i>	100.00%	
31		<i>≥90% threshold</i>	0.00%	
32		<i>≥95% threshold</i>	0.00%	
33				
34	<i>Riccarton</i>	<i>≤70% threshold</i>	100.00%	
35		<i>≥90% threshold</i>	0.00%	
36		<i>≥95% threshold</i>	0.00%	
37				

Schedule 22 Requirements

Methodology for calculating port utilisation

- 1 Comply
- 2 Comply

Methodology for calculating traffic performance

- 3 a Not Comply frame loss ratio for low-priority traffic is not available
- b Not Comply Reference probes dont comply with G.8013/Y.1731
- c Comply
- d Comply
- e Comply
- f Not Comply ONT is not connected via production splitter
- g Comply
- h Comply
- i Comply
- j Not Comply One Probe per CO and not per OLT
- k Comply
- l Comply
- m Comply
- n Not Comply Test service is configured as BS2a 30/10 CIR 2.5/2.5
- o Not Comply frame loss ratio for low-priority traffic is not available
- p Not Comply frame loss ratio for low-priority traffic is not available
- q Not Comply Reference probes dont comply with G.8013/Y.1731
Reference probes dont comply with G.8013/Y.1731, Probes utilise a propriety ping echo and ping reply mechanism which report the High Priority Frame loss, delay and delay variation, at
- r Not Comply a continuous fixed interval of 5 minutes.
- s Comply
- t Comply
- u Comply
- v Comply

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SCHEDULE 20: REPORT ON QUALITY

Schedule 20(iv): Performance

ref

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End-user survey results (quarterly)

Missed provisioning appointments

Number surveyed

Average score

Number of appointments

Number of appointments missed

Installation quality satisfaction

68

8.97

777

29

Installation process satisfaction

68

8.01

Fibre broadband performance satisfaction

68

8.54