ID-only Information Disclosure Requirements

Quality Information Templates

for
Schedule 20

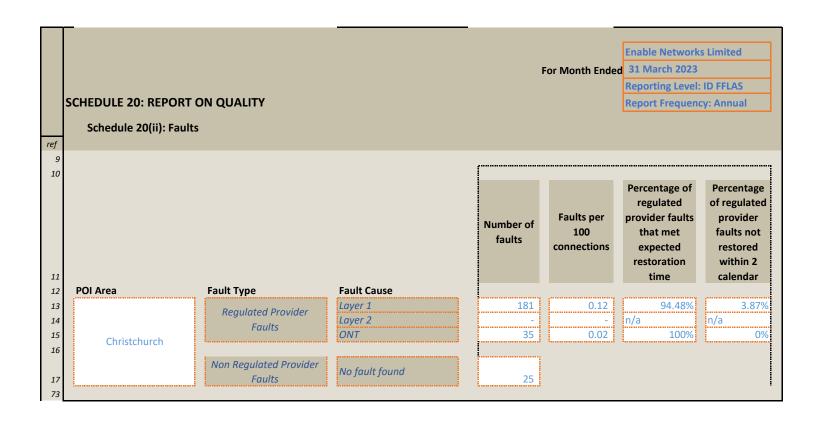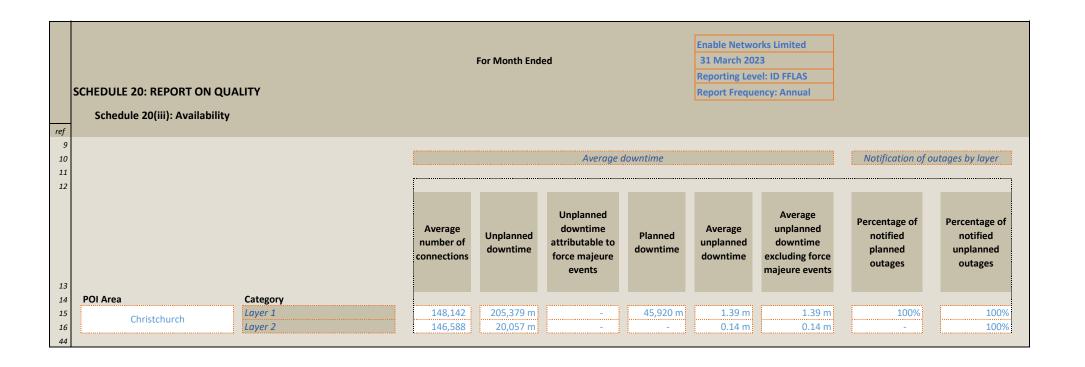|	
Regulated Provider	Enable Networks Limited
Disclosure Date	30 November 2023
Disclosure Month (month ended)	31 March 2023

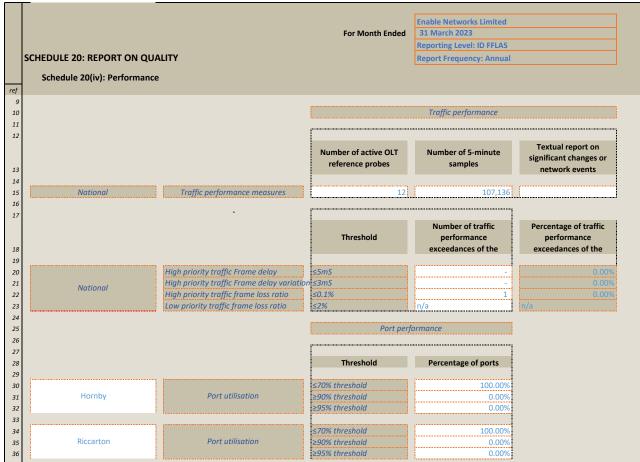**Templates for Schedule 20**
Template Version 2. Prepared 28 July 2022

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

SCHEDULE 20: REPORT ON QUALITY FOR ID

Schedule 20(i): Provisioning

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
	Layer 1 service	Simple New Connection	–	–	–	n/a	0%	
		Complex New Connection	6	95	4	66.67%		50.00%
		Transport Services	–	–	–	n/a		
Christchurch								
	Layer 2 service	Intact (remote activation)	1,535	3	1,520	99.02%		
		Intact (truck roll required)	94	21	90	95.74%		
		Simple New Connection	358	36	333	93.02%	24.02%	
		Complex New Connection	413	24	386	93.46%		8.96%
		Transport Services	–	–	–	n/a		

SCHEDULE 20: REPORT ON QUALITY

Schedule 20(ii): Faults

ref	POI Area	Fault Type	Fault Cause	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
9							
10							
11							
12							
13		Regulated Provider Faults	Layer 1	181	0.12	94.48%	3.87%
14			Layer 2	-	-	n/a	n/a
15	Christchurch		ONT	35	0.02	100%	0%
16							
17		Non Regulated Provider Faults	No fault found	25			
73							

SCHEDULE 20: REPORT ON QUALITY

Schedule 20(iii): Availability

				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**
POI Area	**Category**										
Christchurch	Layer 1		148,142	205,379 m	-	45,920 m	1.39 m	1.39 m	100%	100%
	Layer 2		146,588	20,057 m	-	-	0.14 m	0.14 m	-	100%

SCHEDULE 20: REPORT ON QUALITY

For Month Ended	Enable Networks Limited
	31 March 2023
	Reporting Level: ID FFLAS
	Report Frequency: Annual

Schedule 20(iv): Performance

Traffic performance

ref			Number of active OLT reference probes	Number of 5-minute samples	Textual report on significant changes or network events
9					
10					
11					
12					
13					
14					
15	National	Traffic performance measures	12	107,136	

ref			Threshold	Number of traffic performance exceedances of the	Percentage of traffic performance exceedances of the
16					
17		`			
18					
19					
20	National	High priority traffic Frame delay	≤5mS	-	0.00%
21		High priority traffic Frame delay variation	≤3mS		0.00%
22		High priority traffic frame loss ratio	≤0.1%	1	0.00%
23		Low priority traffic frame loss ratio	≤2%	n/a	n/a

Port performance

ref			Threshold	Percentage of ports
24				
25				
26				
27				
28				
29				
30	Hornby	Port utilisation	≤70% threshold	100.00%
31			≥90% threshold	0.00%
32			≥95% threshold	0.00%
33				
34	Riccarton	Port utilisation	≤70% threshold	100.00%
35			≥90% threshold	0.00%
36			≥95% threshold	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

For Month Ended

SCHEDULE 20: REPORT ON QUALITY

Schedule 20(v): Customer Service

ref		*End-user survey results (quarterly)*		*Missed provisioning appointments*	
9					
10					
11					
12					
13		**Number surveyed**	**Average score**	**Number of appointments**	**Number of appointments missed**
14					
15	*Installation quality satisfaction*	108	8.37	1,026	44
16	*Installation process satisfaction*	107	7.08		
17	*Fibre broadband performance satisfaction*	103	8.70		
18					