



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

Regulated Provider	<a href="#">Enable Networks Limited</a>
Disclosure Date	<a href="#">30 November 2023</a>
Disclosure Month (month ended)	<a href="#">30 April 2023</a>

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

**Workbook Version History**

<b>Workbook Version and Date</b>	<b>Determination</b>
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

For Month Ende 30 April 2023

Reporting Level: ID FFLAS

Report Frequency: Annual

SCHEDULE 20: REPORT ON QUALITY FOR ID

Schedule 20(i): Provisioning

ref

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112

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
0	0	0	n/a	0%	
6	180	4	66.67%		50.00%
0	0	0	n/a		
1,266	3	1,250	98.74%		
90	16	86	95.56%		
435	34	409	94.02%	22.76%	
343	26	328	95.63%		11.37%
0	0	0	n/a		

POI Area

Service layer

Category

Christchurch

Layer 1 service

Simple New Connection  
Complex New Connection  
Transport Services

Layer 2 service

Intact (remote activation)  
Intact (truck roll required)  
Simple New Connection  
Complex New Connection  
Transport Services

Enable Networks Limited  
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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 days
184	0.12	99.46%	0.54%
0	0.00	n/a	n/a
33	0.02	100%	0%
8			

**POI Area**

**Fault Type**

**Fault Cause**

Christchurch

Regulated Provider  
Faults

Layer 1  
Layer 2  
ONT

Non Regulated Provider  
Faults

No fault found

For Month Ended

Enable Networks Limited  
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SCHEDULE 20: REPORT ON QUALITY

Schedule 20(iii): Availability

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 44

		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
<b>POI Area</b>	<b>Category</b>						
Christchurch	Layer 1	-	89,205 m	0.94 m	0.94 m	100%	100%
	Layer 2	-	-	0.18 m	0.18 m	-	100%

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**SCHEDULE 20: REPORT ON QUALITY**

Schedule 20(iv): Performance

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10	<i>Traffic performance</i>			
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12				
13		<b>Number of active OLT reference probes</b>	<b>Number of 5-minute samples</b>	<b>Textual report on significant changes or network events</b>
14				
15	<i>National</i>	<i>Traffic performance measures</i>	12	103,680
16				
17				
18			<b>Threshold</b>	<b>Number of traffic performance exceedances of the</b>
19				<b>Percentage of traffic performance exceedances of the</b>
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>	0.00
22		<i>High priority traffic frame loss ratio</i>	<i>≤0.1%</i>	5.00
23		<i>Low priority traffic frame loss ratio</i>	<i>≤2%</i>	Not Available
24				
25	<i>Port performance</i>			
26				
27			<b>Threshold</b>	<b>Percentage of ports</b>
28				
29				
30	<i>Hornby</i>	<i>Port utilisation</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>Port utilisation</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

For Month Ended

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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

93

8.29

1,046

53

Installation process satisfaction

93

7.38

Fibre broadband performance satisfaction

92

8.12