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 May 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
Christchurch	Layer 1 service	Simple New Connection	-	-	-	n/a	0%	
		Complex New Connection	10	113	9	90.00%		50.00%
		Transport Services	8	51	8	100.00%		
	Layer 2 service	Intact (remote activation)	1,524	3	1,513	99.28%		
		Intact (truck roll required)	108	17	102	94.44%		
		Simple New Connection	611	21	579	94.76%	14.73%	
		Complex New Connection	315	33	295	93.65%		18.41%
		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	242	0.16	98.35%	0.83%
14			Layer 2	1	0.00	100%	0%
15	Christchurch		ONT	40	0.03	100%	0%
16							
17		Non Regulated Provider Faults	No fault found	25			
73							

For Month Ended

SCHEDULE 20: REPORT ON QUALITY

Schedule 20(iii): Availability

ref	POI Area	Category	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
15	Christchurch	Layer 1	149,759	187,216 m	-	81,253 m	1.25 m	1.25 m	100%	100%
16		Layer 2	148,216	38,613 m	-	-	0.26 m	0.26 m	-	100%

For Month Ended

Enable Networks Limited
31 May 2023
Reporting Level: ID FFLAS
Report Frequency: Annual

SCHEDULE 20: REPORT ON QUALITY

Schedule 20(iv): Performance

ref					
9					
10			_Traffic performance_		
11					
12			**Number of active OLT reference probes**	**Number of 5-minute samples**	**Textual report on significant changes or network events**
13					
14					
15	_National_	_Traffic performance measures_	12	107,136	
16					
17			**Threshold**	**Number of traffic performance exceedances of the**	**Percentage of traffic performance exceedances of the**
18					
19					
20		_High priority traffic Frame delay_	≤5mS	-	0.00%
21	_National_	_High priority traffic Frame delay variation_	≤3mS		0.00%
22		_High priority traffic frame loss ratio_	≤0.1%	25	0.02%
23		_Low priority traffic frame loss ratio_	≤2%	n/a	n/a
24					
25			_Port performance_		
26					
27			**Threshold**	**Percentage of ports**	
28					
29					
30			≤70% threshold	100.00%	
31	Hornby	_Port utilisation_	≥90% threshold	0.00%	
32			≥95% threshold	0.00%	
33					
34			≤70% threshold	100.00%	
35	Riccarton	_Port utilisation_	≥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

SCHEDULE 20: REPORT ON QUALITY

Schedule 20(iv): Performance

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*	89	8.49	1,181	50
16	*Installation process satisfaction*	91	7.73		
17	*Fibre broadband performance satisfaction*	86	8.52		
18					