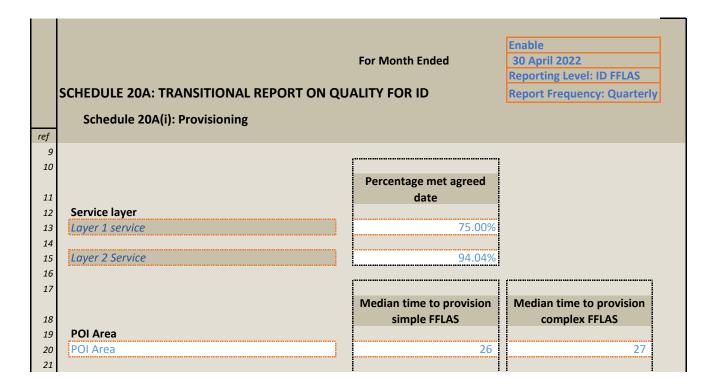


Enable Information Disclosure Requirements Transitional Quality Information Templates for Schedule 20A

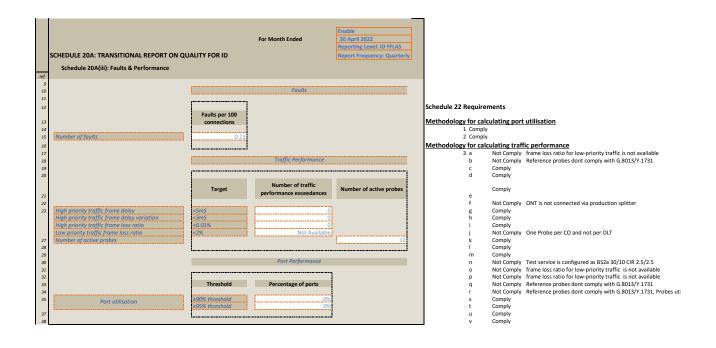
Regulated Provider
Disclosure Date
Disclosure Month (month ended)

31 July 2022 30 April 2022

Templates for Schedule 20A
Template Version 1. Prepared 21 November 2021







5

ref	For SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR Schedule 20A(iv): Customer Service	r Month Ended	inable 10 April 2022 Reporting Level: ID FFLAS Report Frequency: Annual
9 10		End-user sui	rvey results
11 12			
13		Number surveyed	Average score
15	Installation quality = How would you rate Enable on how well the installation looks tidy and to a high-standard of workmanship?	164	8.57
16	Installation process = When you think about your connection experience, how well did Enable do on making it easy to arrange for fibre broadband to be connected, including the scheduling of any appointments required?	161	7.91
	Fibre BB performance satisfaction = How happy are you with the overall performance of your fibre broadband connection?	155	8.52
17			
17 18 19			



Enable Information Disclosure Requirements Transitional Quality Information Templates for Schedule 20A

Regulated Provider
Disclosure Date
Disclosure Month (month ended)

31 July 2022 31 May 2022

Templates for Schedule 20A
Template Version 1. Prepared 21 November 2021

1

Disclosure Template Instructions

These templates have been prepared for use by regulated providers when making disclosures under clause 2.4.4 of the main body of the determination. These templates should be recorded monthly and disclosed quarterly. In other words, these templates should be filled in for each month of the quarter, and disclosed quarterly. This means that each quarter three of these templates will need to be disclosed.

Company Name and Dates

To prepare the templates for disclosure, the date of the last day of the current (disclosure) year should be entered in cell C13, and the date on which the information is disclosed should be entered in cell C11 of the CoverSheet worksheet.

The Cover Sheet cell entries are used in the template title blocks.

Dates should be entered in day/month/year order (Example -"31 December 2021").

Data Entry Cells and Calculated Cells

Data entered into this workbook may be entered only into the data entry cells. Data entry cells are the bordered, unshaded areas (white cells) in each template. Under no circumstances should data be entered into the workbook outside a data entry cell.

In some cases, where the information for disclosure is able to be ascertained from disclosures elsewhere in the workbook, such information is disclosed in a calculated cell. Calculated cells and pre-defined cells are shaded.

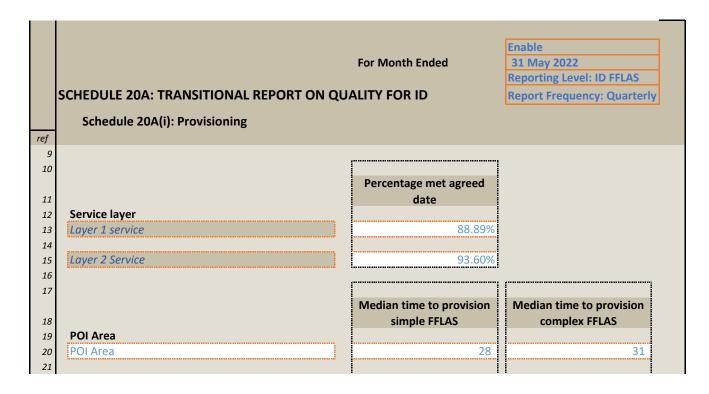
Schedule References

The references labelled 'ref' in the leftmost column of each template can be used to reference individual rows of the template. It may be useful to refer to a row when writing explanatory notes about a specific data point.

Worksheet Completion Sequence

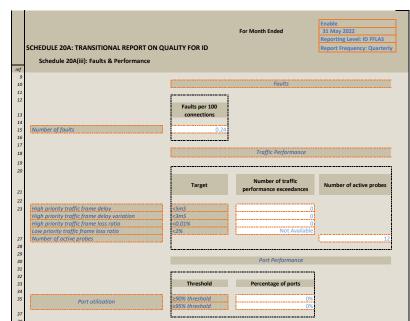
Calculation cells may show an incorrect value until precedent cell entries have been completed. Data entry may be assisted by completing the schedules in the following order:

- 1. Cover Sheet
- 2. Schedule 20A(i)
- 3. Schedule 20A(ii)
- 4. Schedule 20A(iii)
- 5. Schedule 20A(iv)





5



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

 a	NOT COMPLY	traine loss ratio for low-priority trainc 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	
I	Comply	
m	Comply	
n	Not Comply	Test service is configured as BS2a 30/10 CIR 2.5/2.5
0	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 a
r	Not Comply	continuous fixed interval of 5 minutes.
S	Comply	
t	Comply	
u	Comply	
V	Comply	

ref	For SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR Schedule 20A(iv): Customer Service	r Month Ended	Enable B1 May 2022 Reporting Level: ID FFLAS Report Frequency: Annual
9 10		End-user su	rvey results
11 12			
13		Number surveyed	Average score
15	Installation quality = How would you rate Enable on how well the installation looks tidy and to a high-standard of workmanship?	121	8.51
16	Installation process = When you think about your connection experience, how well did Enable do on making it easy to arrange for fibre broadband to be connected, including the scheduling of any appointments required?	121	7.54
17	Fibre BB performance satisfaction = How happy are you with the overall performance of your fibre broadband connection?	116	8.24
18 19			



Enable Information Disclosure Requirements Transitional Quality Information Templates for Schedule 20A

Regulated Provider
Disclosure Date
Disclosure Month (month ended)

31 July 2022 30 June 2022

Templates for Schedule 20A
Template Version 1. Prepared 21 November 2021

1

Disclosure Template Instructions

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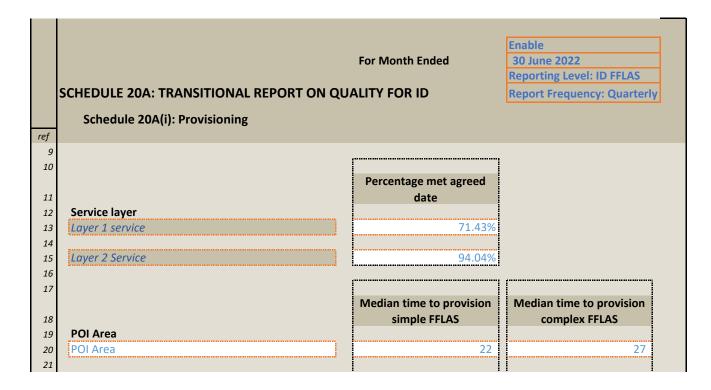
Schedule References

The references labelled 'ref' in the leftmost column of each template can be used to reference individual rows of the template. It may be useful to refer to a row when writing explanatory notes about a specific data point.

Worksheet Completion Sequence

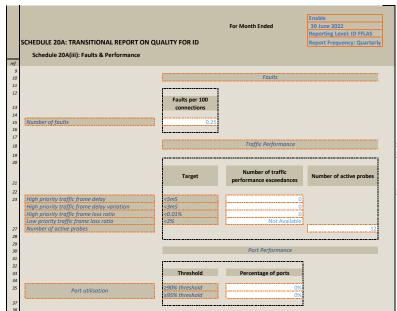
Calculation cells may show an incorrect value until precedent cell entries have been completed. Data entry may be assisted by completing the schedules in the following order:

- 1. Cover Sheet
- 2. Schedule 20A(i)
- 3. Schedule 20A(ii)
- 4. Schedule 20A(iii)
- 5. Schedule 20A(iv)





5



Schedule 22 Requirements

Methodology for calculating port utilisation 1 Comply

2 Comply

Methodology fo	or calculating to	raffic performance
3 a	Not Comply	frame loss ratio for low-priority traffic is not available

-	a	NOT COMPLY	if affice loss ratio for low-priority traffic is flot available
	b	Not Comply	Reference probes dont comply with G.8013/Y.1731
	С	Comply	
	d	Comply	
	e	Comply	
	f	Not Comply	ONT is not connected via production splitter
	g	Comply	
	h	Comply	
	i	Comply	
	i	Not Comply	One Probe per CO and not per OLT
	k	Comply	
	1	Comply	
	m	Comply	
	n	Not Comply	Test service is configured as BS2a 30/10 CIR 2.5/2.5
	0	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
			0.6

Not Comply
C

	For SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR Schedule 20A(iv): Customer Service	Month Ended	nable O June 2022 Deporting Level: ID FFLAS Deport Frequency: Annual
ref 9			
10		End-user sur	vey results
11		 1	
12			
13		Number surveyed	Average score
13 15	Installation quality = How would you rate Enable on how well the installation looks tidy and to a high-standard of workmanship?	Number surveyed 161	Average score 8.53
15	looks tidy and to a high-standard of workmanship? Installation process = When you think about your connection experience, how well did Enable do on making it easy to arrange for fibre broadband to be	161	Average score 8.53
	looks tidy and to a high-standard of workmanship? Installation process = When you think about your connection experience, how well did Enable do on making it easy to arrange for fibre broadband to be connected, including the scheduling of any appointments required?		Average score 8.53 7.86
15 16	looks tidy and to a high-standard of workmanship? Installation process = When you think about your connection experience, how well did Enable do on making it easy to arrange for fibre broadband to be	161	Average score 8.53 7.86 8.58
15	looks tidy and to a high-standard of workmanship? Installation process = When you think about your connection experience, how well did Enable do on making it easy to arrange for fibre broadband to be connected, including the scheduling of any appointments required? Fibre BB performance satisfaction = How happy are you with the overall	161	Average score 8.53 7.86 8.58