

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

Regulated Provider
Disclosure Date
Disclosure Month (month ended)

29 April 2022 31 January 2022

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

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.

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Schedule References

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Worksheet Completion Sequence

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

	SCHEDULE 20A: TRANSITIONAL REPORT ON QU Schedule 20A(i): Provisioning	For Month Ended JALITY FOR ID	Enable 31 January 2022 Reporting Level: ID FFLAS Report Frequency: Quarterly
ref			
9 10			
10		Percentage met agreed	
11		date	
12	Service layer		
13	Layer 1 service	90.00%	
14	·		
15	Layer 2 Service	96.94%	
16			
17		Median time to provision	Median time to provision
18		simple FFLAS	complex FFLAS
19	POI Area	5p.6.1.2.10	55
20	POI Area	16	23
21			

			Enable
		For Month Ended	31 January 2022
			Reporting Level: ID FFLAS
	SCHEDULE 20A: TRANSITIONAL REPORT ON C	QUALITY FOR ID	Report Frequency: Quarterly
	Schedule 20A(ii): Availability		
ref			
9			
			······································
11			
12			Transitional average
			unplanned downtime
13	POI Area	Category	
14	POI Area	Layer 1	3.27284 mins
15	FOLAICA	Layer 2	0.03828 mins

ref	SCHEDULE 20A: TRANSITIONAL REPORT ON QU Schedule 20A(iii): Faults & Performance	UALITY FOR ID	For Month Ended	Enable 31 January 2022 Reporting Level: ID FFLAS Report Frequency: Quarterly
9				
10			Faults	
11				
12				
		Faults per 100		
13		connections		
14				
15	Number of faults	0.25		
16				
17		······································		
18			Traffic Performance	
19		***************************************		
20				
21 22		Target	Number of traffic performance exceedances	Number of active probes
23	High priority traffic frame delay	<5mS	0	
23	High priority traffic frame delay variation	<3mS	0	
	High priority traffic frame loss ratio	<0.01%	0	
	Low priority traffic frame loss ratio	<2%	N/A	
27	Number of active probes			12
28				
29		<u></u>		
30			Port Performance	
31				
32				
33		Threshold	Percentage of ports	
34				
35	Port utilisation	≥90% threshold	0%	
	Tore delibation	≥95% threshold	0%	
37				
38				

s	CHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FO Schedule 20A(iv): Customer Service	or Month Ended	Enable 31 January 2022 Reporting Level: ID FFLAS Report Frequency: Annual
ref			
9			
10		End-user s	survey results
11		·····	
12			
13		Number surveyed	Average score
	Installation quality = How would you rate Enable on how well the installation		
15	looks tidy and to a high-standard of workmanship? Use the same scale from - Worst possible performance	162	9.02
15	Installation process = When you think about your connection experience, how	102	5.02
	well did Enable do on making it easy to arrange for fibre broadband to be c -		
16	Worst possible performance	165	8.50
	Fibre BB performance satisfaction = How happy are you with the overall		
	performance of your fibre broadband connection? Use the same scale from 0	454	0.00
17	to 10, where: - Worst possible performance	154	8.92
18			
19			
20			
21			



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

Regulated Provider
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29 April 2022 28 February 2022

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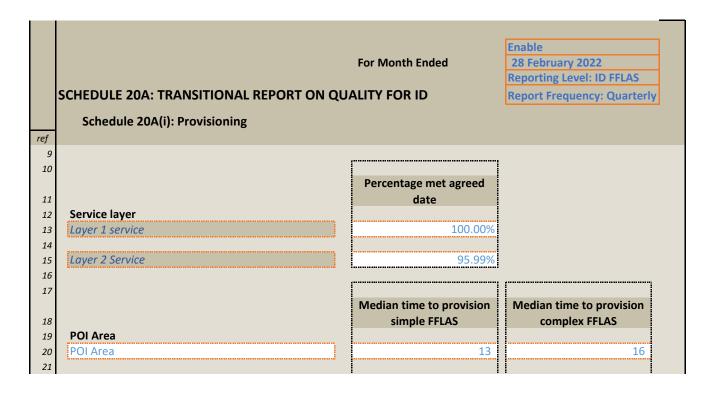
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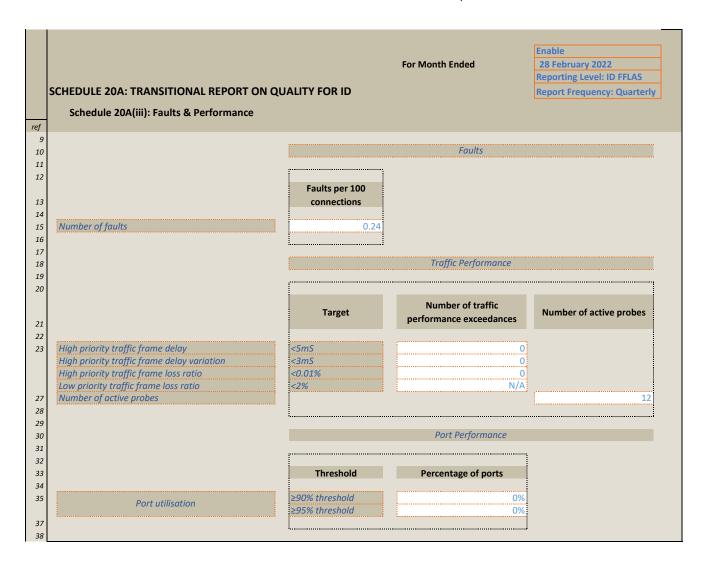
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SCI	HEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR	Month Ended 28	Pable 3 February 2022 2 Poorting Level: ID FFLAS 2 Poort Frequency: Annual
_	Schedule 20A(iv): Customer Service		
ref 9			
10		End-user surv	vev results
11			
12			
13		Number surveyed	Average score
	nstallation quality = How would you rate Enable on how well the installation		
Ir			
	poks tidy and to a high-standard of workmanship? Use the same scale from -		
lo	, ,	161	8.66
15 K	poks tidy and to a high-standard of workmanship? Use the same scale from -	161	8.66
15 W	ooks tidy and to a high-standard of workmanship? Use the same scale from - Vorst possible performance 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 c -		8.66
15 W 17 W 16 W	ooks tidy and to a high-standard of workmanship? Use the same scale from - Vorst possible performance 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 c - Vorst possible performance	161 161	8.66 8.09
15 W Ir w 16 W Fi	ooks tidy and to a high-standard of workmanship? Use the same scale from - Vorst possible performance 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 c - Vorst possible performance Ibre BB performance satisfaction = How happy are you with the overall		8.66 8.09
15 W Ir w 16 W Fr	poks tidy and to a high-standard of workmanship? Use the same scale from - vorst possible performance 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 c - vorst possible performance ibre BB performance satisfaction = How happy are you with the overall erformance of your fibre broadband connection? Use the same scale from 0	161	8.66 8.09
15 W Ir w 16 W Find p 17 to 1	ooks tidy and to a high-standard of workmanship? Use the same scale from - Vorst possible performance 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 c - Vorst possible performance Ibre BB performance satisfaction = How happy are you with the overall		8.66 8.09 8.61
15 V Ir w 16 V Fi	poks tidy and to a high-standard of workmanship? Use the same scale from - vorst possible performance 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 c - vorst possible performance ibre BB performance satisfaction = How happy are you with the overall erformance of your fibre broadband connection? Use the same scale from 0	161	8.66 8.09 8.61
15 W 16 W 16 P 17 tc	poks tidy and to a high-standard of workmanship? Use the same scale from - vorst possible performance 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 c - vorst possible performance ibre BB performance satisfaction = How happy are you with the overall erformance of your fibre broadband connection? Use the same scale from 0	161	8.66 8.09 8.61
15 W Ir w 16 W Fi p 17 tc 18	poks tidy and to a high-standard of workmanship? Use the same scale from - vorst possible performance 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 c - vorst possible performance ibre BB performance satisfaction = How happy are you with the overall erformance of your fibre broadband connection? Use the same scale from 0	161	8.66 8.09 8.61



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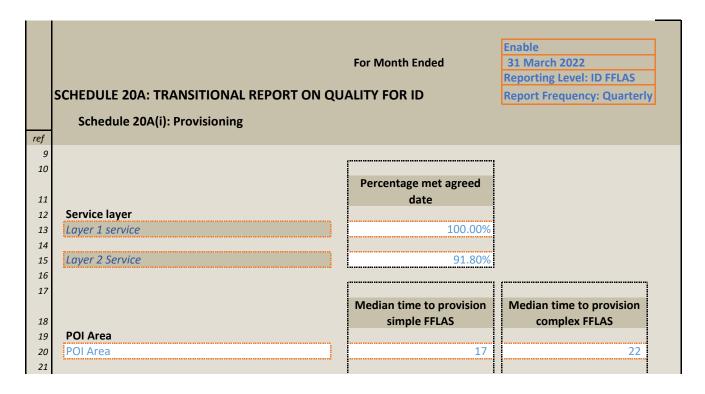
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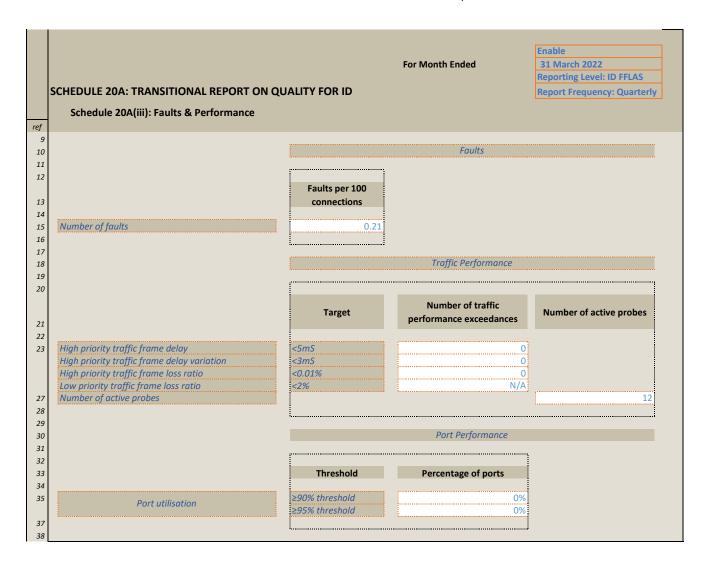
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ref	Fo SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR Schedule 20A(iv): Customer Service	r Month Ended	nable L March 2022 eporting Level: ID FFLAS eport Frequency: Annual
9 10		End-user surv	vey results
11		·	
12			
13		Number surveyed	Average score
13	Installation quality = How would you rate Enable on how well the installation	Number surveyed	Average score
	looks tidy and to a high-standard of workmanship? Use the same scale from -		Average score
13 15	looks tidy and to a high-standard of workmanship? Use the same scale from - Worst possible performance	Number surveyed	Average score 8.52
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15	looks tidy and to a high-standard of workmanship? Use the same scale from - Worst possible performance 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 c -	205	Average score 8.52
	looks tidy and to a high-standard of workmanship? Use the same scale from - Worst possible performance 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 c - Worst possible performance		Average score 8.52 8.16
15	looks tidy and to a high-standard of workmanship? Use the same scale from - Worst possible performance 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 c - Worst possible performance Fibre BB performance satisfaction = How happy are you with the overall	205	Average score 8.52
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15 16	looks tidy and to a high-standard of workmanship? Use the same scale from - Worst possible performance 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 c - Worst possible performance Fibre BB performance satisfaction = How happy are you with the overall	205 207	8.52 8.16 8.37
15 16 17 18	looks tidy and to a high-standard of workmanship? Use the same scale from - Worst possible performance 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 c - Worst possible performance Fibre BB performance satisfaction = How happy are you with the overall performance of your fibre broadband connection? Use the same scale from 0	205 207	8.52 8.16 8.37
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