

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

Regulated Provider
Disclosure Date
Disclosure Month (month ended)

30 September 2022 31 July 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.

Company Name and Dates

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

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Data Entry Cells and Calculated Cells

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Schedule References

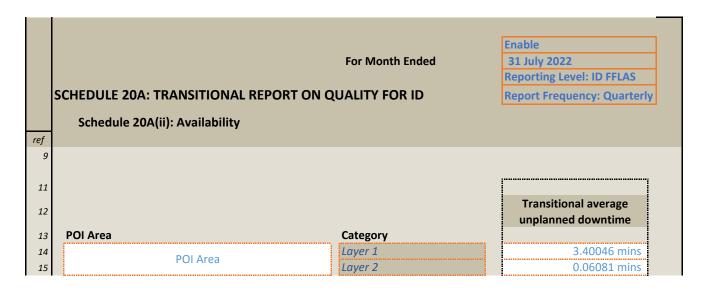
The references labelled 'ref' in the leftmost column of each template can be used to reference individual rows of the template. It may be useful to refer to a row when writing explanatory notes about a specific data point.

Worksheet Completion Sequence

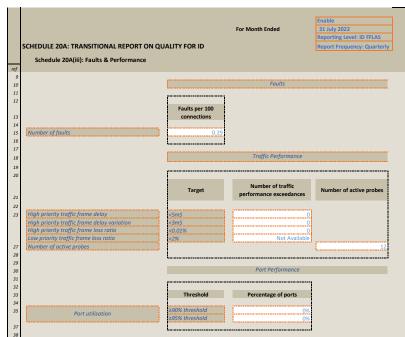
Calculation cells may show an incorrect value until precedent cell entries have been completed. Data entry may be assisted by completing the schedules in the following order:

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

	SCUEDULE 2004, TRANSITIONIAL REPORT ON OL	For Month Ended	Enable 31 July 2022 Reporting Level: ID FFLAS
	SCHEDULE 20A: TRANSITIONAL REPORT ON QU	ALITY FOR ID	Report Frequency: Quarterly
ref	Schedule 20A(i): Provisioning		
9 10			
10		Percentage met agreed	
11		date	
12	Service layer		
13	Layer 1 service	33.33%	
14	2		
15	Layer 2 Service	96.43%	
16		;	3
17			
		Median time to provision	Median time to provision
18		simple FFLAS	complex FFLAS
19	POI Area		
20	POI Area	17	26
21			



5



Schedule 22 Requirements

Methodology for calculating port utilisation 1 Comply

2 Comply Methodology for calculating traffic performance

reactuating traints performance
Not Comply | frame loss ratio for low-priority traffic is not available
Not Comply | Reference probes dont comply with G.8013/Y.1731
Comply
Comply
Comply Not Comply ONT is not connected via production splitter Not Comply
Comply
Comply
Not Comply
One Probe per CO and not per OLT
Comply
Comply
Not Comply
Comply J k l m n o p q Comply
Not Comply
Test service is configured as B52a 30/10 CIR 2.5/2.5
Not Comply
Not Comply
Frame loss ratio for low-priority traffic is not available
Not Comply
Reference probes dont comply with G.8013/1/31, Probes utilise
a propriety ping echo and ping reply mechanism which report the
High Priority Frame loss, delay and delay variation, at a continuous
Not Comply
fixed interval of 5 minutes.

Comply Comply Comply Comply

SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY Schedule 20A(iv): Customer Service	For Month Ended	Enable 31 July 2022 Reporting Level: ID FFLAS Report Frequency: Annual
9	4	
10	End-user	survey results
11		
	·	
12		
13	Number surveyed	Average score
13 Installation quality = How would you rate Enable on how well the installation		
13 Installation quality = How would you rate Enable on how well the installation looks tidy and to a high-standard of workmanship?	175	
13 Installation quality = How would you rate Enable on how well the installation	175	
13 Installation quality = How would you rate Enable on how well the installation looks tidy and to a high-standard of workmanship? Installation process = When you think about your connection experience, how	175	
Installation quality = How would you rate Enable on how well the installation 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	175	8.99
Installation quality = How would you rate Enable on how well the installation 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 performance of your fibre broadband connection?	175	
Installation quality = How would you rate Enable on how well the installation 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	175	8.99
Installation quality = How would you rate Enable on how well the installation 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 performance of your fibre broadband connection?	175	8.99
Installation quality = How would you rate Enable on how well the installation 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 performance of your fibre broadband connection?	175	8.99



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Regulated Provider
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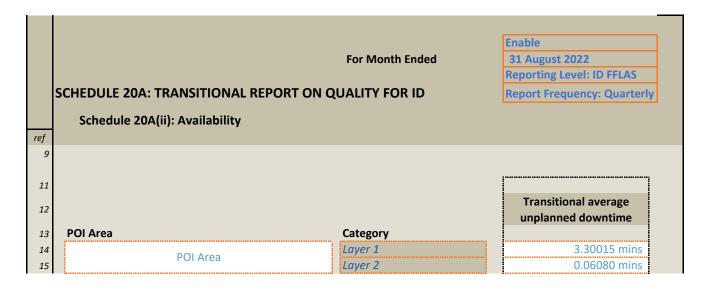
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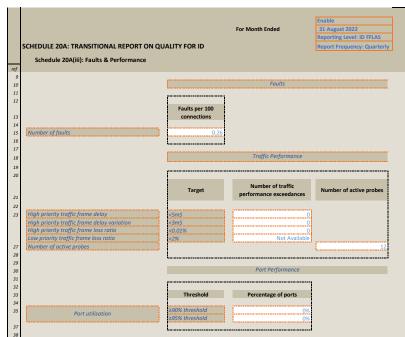
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	SCHEDULE 20A: TRANSITIONAL REPORT ON QU	For Month Ended JALITY FOR ID	Enable 31 August 2022 Reporting Level: ID FFLAS Report Frequency: Quarterly
ref	Schedule 20A(i): Provisioning		
9		:	
10			
11		Percentage met agreed date	
12	Service layer	uate	
13	Layer 1 service	100.00%	
14			
15	Layer 2 Service	97.75%	
16		· · · · · · · · · · · · · · · · · · ·	<u>:</u>
17		Modian time to provision	Median time to provision
18		Median time to provision simple FFLAS	complex FFLAS
19	POI Area	Simple 11 EAS	Joinpiex II EAU
20	POI Area	17	20
21			



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
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	
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
р	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 continuous
r	Not Comply	fixed interval of 5 minutes.

- Not Comply Comply Comply Comply Comply

	SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR	Month Ended	Enable 31 August 2022 Reporting Level: ID FFLAS Report Frequency: Annual
ref	Schedule 20A(iv): Customer Service		
9			
10		End-user su	rvey results
11	· ·		
12			
12 13		Number surveyed	Average score
	Installation quality = How would you rate Enable on how well the installation looks tidy and to a high-standard of workmanship?	Number surveyed	Average score
13	looks tidy and to a high-standard of workmanship? Installation process = When you think about your connection experience, how		Average score
13	looks tidy and to a high-standard of workmanship?		Average score 8.30 8.15
13 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 connected, including the scheduling of any appointments required? Fibre BB performance satisfaction = How happy are you with the overall	174 170	Average score 8.30 8.15
13 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 connected, including the scheduling of any appointments required?		Average score 8.30 8.15 8.53
13 15 16 17 18	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	174 170	Average score 8.30 8.15 8.53
13 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	174 170	8.30 8.15 8.53



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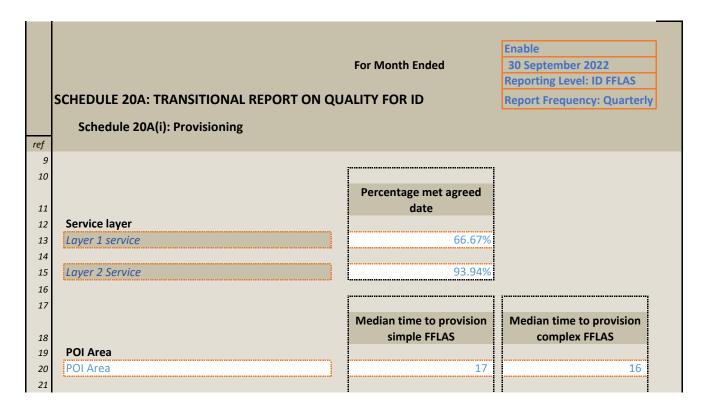
Schedule References

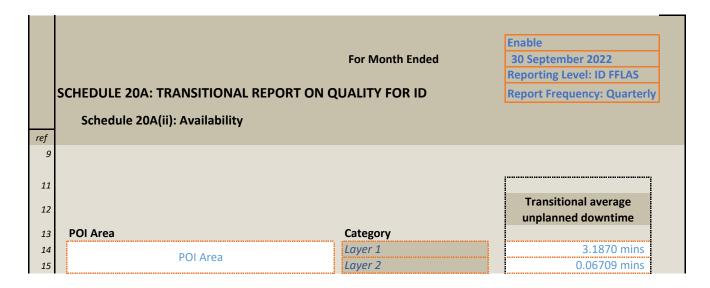
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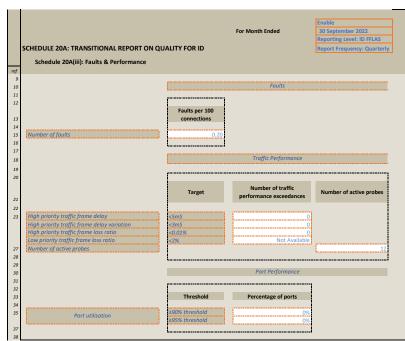
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Schedule 22 Requirements

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
	С	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	
	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
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			a propriety ping echo and ping reply mechanism which report the
			High Priority Frame loss, delay and delay variation, at a continuous
	r	Not Comply	fixed interval of 5 minutes.
	_	Commelia	

- Not Comply Comply Comply Comply Comply

Enable Transitional Quality Report Sep22.xlsx

	For	Month Ended 3	nable 0 September 2022 eporting Level: ID FFLAS
	SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR	ID R	eport Frequency: Annual
	Schedule 20A(iv): Customer Service		
ref			
9		,	
10		End-user sur	vey results
11			
12			
12 13		Number surveyed	Average score
13	Installation quality = How would you rate Enable on how well the installation		Average score
	looks tidy and to a high-standard of workmanship?	Number surveyed 135	Average score
13			Average score 8.78
13	looks tidy and to a high-standard of workmanship? Installation process = When you think about your connection experience, how		Average score 8.78
13 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 connected, including the scheduling of any appointments required? Fibre BB performance satisfaction = How happy are you with the overall	135	Average score 8.78
13 15 16 17	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?	135	Average score 8.78 8.70 8.72
13 15 16 17 18	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	135	Average score 8.78 8.70 8.72
13 15 16 17	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	135	Average score 8.78 8.70 8.72
13 15 16 17 18	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	135	Average score 8.78 8.70 8.72