



**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="#">31 October 2022</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 31 October 2022

Reporting Level: ID FFLAS

Report Frequency: Annual

SCHEDULE 20: REPORT ON QUALITY FOR ID

Schedule 20(i): Provisioning

ref

9

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21

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
–	–	–	n/a	0%	
8	29	6	75.00%		12.50%
–	–	–	n/a		
1,222	2	1,202	98.36%		
79	15	75	94.94%		
474	18	447	94.30%	9.07%	
300	16	278	92.67%		5.00%
–	–	–	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  
 9  
 10  
 11  
 12  
 13  
 14  
 15  
 16  
 17  
 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
104	0.07	97.12%	0.00%
-	-	n/a	n/a
30	0.02	100.00%	0.00%
112			

POI Area	Fault Type	Fault Cause
Christchurch	Regulated Provider Faults	Layer 1
		Layer 2
	Non Regulated Provider Faults	No fault found

**SCHEDULE 20: REPORT ON QUALITY**

**Schedule 20(iii): Availability**

For Month Ended

Enable Networks Limited  
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 Reporting Level: ID FFLAS  
 Report Frequency: Annual

ref

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*Average downtime*

*Notification of outages by layer*

13

14

15

16

44

**POI Area**

**Category**

Christchurch

Layer 1

Layer 2

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
145,717	85,529 m	-	28,895 m	0.59 m	0.59 m	100%	100%
144,166	20,035 m	-	-	0.14 m	0.14 m	-	100%

SCHEDULE 20: REPORT ON QUALITY		For Month Ended	
Schedule 20(iv): Performance		Enable Networks Limited 31 October 2022 Reporting Level: ID FFLAS Report Frequency: Annual	
ref		Traffic performance	
9			
10			
11			
12		Number of active OLT reference probes	Number of 5-minute samples
13			Textual report on significant changes or network events
14	National	Traffic performance measures	
15		12	107,136
16			
17		Threshold	Number of traffic performance exceedances of the
18			Percentage of traffic performance exceedances of the
19			
20	National	High priority traffic Frame delay	≤5mS
21		High priority traffic Frame delay variation	≤3mS
22		High priority traffic frame loss ratio	≤0.1%
23		Low priority traffic frame loss ratio	≤2%
24			n/a
25			n/a
26			
27			
28		Threshold	Percentage of ports
29			
30	Hornby	Port utilisation	
31		≤70% threshold	100.00%
32		≥90% threshold	0.00%
33		≥95% threshold	0.00%
34			
35	Riccarton	Port utilisation	
36		≤70% threshold	100.00%
37		≥90% threshold	0.00%
		≥95% threshold	0.00%

**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

Enable Networks Limited

31 October 2022

Reporting Level: ID FFLAS

Report Frequency: Annual

### SCHEDULE 20: REPORT ON QUALITY

#### Schedule 20(iv): Performance

ref

9

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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*

130

8.52

981

43

*Installation process satisfaction*

132

8.44

*Fibre broadband performance satisfaction*

125

8.43