



**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 January 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

Enable Networks Limited
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 Report Frequency: Annual

SCHEDULE 20: REPORT ON QUALITY FOR ID

Schedule 20(i): Provisioning

ref
9
10
11
12
13
15
16
17
18
19
21
112

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	1	61	-	0.00%		0%
		Transport Services	-	-	-	n/a		
	Layer 2 service	Intact (remote activation)	1,385	3	1,371	98.99%		
		Intact (truck roll required)	72	28	71	98.61%		
		Simple New Connection	375	41	351	93.60%	25.33%	
		Complex New Connection	300	34	275	91.67%		6.67%
		Transport Services	-	-	-	n/a		

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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
160	0.11	76.54%	9.88%
36	0.02	97.22%	2.78%
26			

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

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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
147,120	284,216 m	-	26,880 m	1.93 m	1.93 m	100%	100%
145,558	42,030 m	-	-	0.29 m	0.29 m	-	100%

SCHEDULE 20: REPORT ON QUALITY

For Month Ended

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Schedule 20(iv): Performance

ref			Traffic performance		
			Number of active OLT reference probes	Number of 5-minute samples	Textual report on significant changes or network events
9					
10					
11					
12					
13					
14	National	Traffic performance measures	12	107,136	
15					
16					
17					
18			Threshold	Number of traffic performance exceedances of the	Percentage of traffic performance exceedances of the
19					
20	National	High priority traffic Frame delay	≤5mS	-	0.00%
21		High priority traffic Frame delay variations	≤3mS	-	0.00%
22		High priority traffic frame loss ratio	≤0.1%	2	0.00%
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	Hornby	Port utilisation	≤70% threshold	100.00%	
31			≥90% threshold	0.00%	
32			≥95% threshold	0.00%	
33					
34	Riccarton	Port utilisation	≤70% threshold	100.00%	
35			≥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, a
- r Not Comply a continuous fixed interval of 5 minutes.
- s Comply
- t Comply
- u Comply
- v Comply

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SCHEDULE 20: REPORT ON QUALITY

Schedule 20(iv): Performance

ref

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End-user survey results (quarterly)

Missed provisioning appointments

Number surveyed

Average score

Number of appointments

Number of appointments missed

51

9.12

891

38

49

8.41

47

8.83

Installation quality satisfaction

Installation process satisfaction

Fibre broadband performance satisfaction