



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

Regulated Provider	<input type="text" value="Enable"/>
Disclosure Date	<input type="text" value="30 September 2022"/>
Disclosure Month (month ended)	<input type="text" value="31 July 2022"/>

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

### **Disclosure Template Instructions**

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### ***Company Name and Dates***

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### ***Data Entry Cells and Calculated Cells***

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

		For Month Ended					
		<table border="1"> <tr><td>Enable</td></tr> <tr><td>31 July 2022</td></tr> <tr><td>Reporting Level: ID FFLAS</td></tr> <tr><td>Report Frequency: Quarterly</td></tr> </table>		Enable	31 July 2022	Reporting Level: ID FFLAS	Report Frequency: Quarterly
Enable							
31 July 2022							
Reporting Level: ID FFLAS							
Report Frequency: Quarterly							
<b>SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID</b>							
<b>Schedule 20A(i): Provisioning</b>							
<i>ref</i>							
9							
10		<b>Percentage met agreed date</b>					
11							
12	<b>Service layer</b>						
13	<i>Layer 1 service</i>	33.33%					
14							
15	<i>Layer 2 Service</i>	96.43%					
16							
17		<b>Median time to provision</b>					
18		<b>simple FFLAS</b>	<b>complex FFLAS</b>				
19	<b>POI Area</b>						
20	<i>POI Area</i>	17	26				
21							

		For Month Ended		Enable
				31 July 2022
				Reporting Level: ID FFLAS
				Report Frequency: Quarterly
<b>SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID</b>				
<b>Schedule 20A(ii): Availability</b>				
ref				
9				
11				
12				
13	<b>POI Area</b>	<b>Category</b>	<b>Transitional average unplanned downtime</b>	
14	POI Area	Layer 1	3.40046 mins	
15		Layer 2	0.06081 mins	

		For Month Ended			
		Enable			
		31 July 2022			
		Reporting Level: ID FFLAS			
		Report Frequency: Quarterly			
<b>SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID</b>					
<b>Schedule 20A(iii): Faults &amp; Performance</b>					
ref					
9		<i>Faults</i>			
10					
11		<table border="1"> <tr> <td style="text-align: center;">Faults per 100 connections</td> <td style="text-align: center;">0.29</td> </tr> </table>		Faults per 100 connections	0.29
Faults per 100 connections	0.29				
12					
13					
14					
15	<i>Number of faults</i>				
16					
17					
18		<i>Traffic Performance</i>			
19					
20					
21					
22					
23					
24					
25					
26					
27					
28					
29					
30					
31					
32					
33					
34					
35					
36					
37					
38					

**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 a continuous fixed interval of 5 minutes.
- r Not Comply
- s Comply
- t Comply
- u Comply
- v Comply

		For Month Ended	Enable
			31 July 2022
			Reporting Level: ID FFLAS
			Report Frequency: Annual
<b>SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID</b>			
<b>Schedule 20A(iv): Customer Service</b>			
ref			
9			
10		<i>End-user survey results</i>	
11			
12			
13			
15	Installation quality = How would you rate Enable on how well the installation looks tidy and to a high-standard of workmanship?	175	8.99
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?	171	8.32
17	Fibre BB performance satisfaction = How happy are you with the overall performance of your fibre broadband connection?	162	8.94
18			
19			
20			
21			



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Templates for Schedule 20A  
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Reporting Level: ID FFLAS							
Report Frequency: Quarterly							
<b>SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID</b>							
<b>Schedule 20A(i): Provisioning</b>							
<i>ref</i>							
9							
10							
11		<b>Percentage met agreed date</b>					
12	<b>Service layer</b>						
13	<i>Layer 1 service</i>	100.00%					
14							
15	<i>Layer 2 Service</i>	97.75%					
16							
17		<b>Median time to provision simple FFLAS</b>	<b>Median time to provision complex FFLAS</b>				
18	<b>POI Area</b>						
19							
20	<i>POI Area</i>	17	20				
21							

		For Month Ended		Enable
				31 August 2022
				Reporting Level: ID FFLAS
				Report Frequency: Quarterly
<b>SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID</b>				
<b>Schedule 20A(ii): Availability</b>				
ref				
9				
11				
12				<b>Transitional average unplanned downtime</b>
13	<b>POI Area</b>	<b>Category</b>		
14	POI Area	Layer 1		3.30015 mins
15		Layer 2		0.06080 mins

		For Month Ended	
		Enable	
		31 August 2022	
		Reporting Level: ID FFLAS	
		Report Frequency: Quarterly	
<b>SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID</b>			
<b>Schedule 20A(iii): Faults &amp; Performance</b>			
ref			
9		<i>Faults</i>	
10			
11			
12			
13		Faults per 100 connections	
14			
15	Number of faults	0.26	
16			
17			
18		<i>Traffic Performance</i>	
19			
20			
21		Target	Number of traffic performance exceedances
22		Number of active probes	
23	High priority traffic frame delay	<5mS	0
24	High priority traffic frame delay variation	<3mS	0
25	High priority traffic frame loss ratio	<0.01%	0
26	Low priority traffic frame loss ratio	<2%	Not Available
27	Number of active probes		17
28			
29			
30		<i>Port Performance</i>	
31			
32		Threshold	Percentage of ports
33			
34	Port utilisation	≥90% threshold	0%
35		≥95% threshold	0%
36			
37			
38			

**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
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- s Comply
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- v Comply

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9																						
10		<i>End-user survey results</i>																				
11																						
12																						
13																						
15	Installation quality = How would you rate Enable on how well the installation looks tidy and to a high-standard of workmanship?	<table border="1"> <thead> <tr> <th>Number surveyed</th> <th>Average score</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">174</td> <td style="text-align: center;">8.30</td> </tr> <tr> <td style="text-align: center;">170</td> <td style="text-align: center;">8.15</td> </tr> <tr> <td style="text-align: center;">154</td> <td style="text-align: center;">8.53</td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td></td> </tr> </tbody> </table>	Number surveyed	Average score	174	8.30	170	8.15	154	8.53												
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9							
10							
11		<b>Percentage met agreed date</b>					
12	<b>Service layer</b>						
13	Layer 1 service	66.67%					
14							
15	Layer 2 Service	93.94%					
16							
17		<b>Median time to provision simple FFLAS</b>	<b>Median time to provision complex FFLAS</b>				
18	<b>POI Area</b>						
19							
20	POI Area	17	16				
21							

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ref				
9				
11				
12				<b>Transitional average unplanned downtime</b>
13	<b>POI Area</b>	<b>Category</b>		
14	POI Area	Layer 1		3.1870 mins
15		Layer 2		0.06709 mins



		For Month Ended						
		Enable						
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13								
14								
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27	<i>Number of active probes</i>		12					
28								
29								
30		<i>Port Performance</i>						
31								
32								
33								
34								
35	<i>Port utilisation</i>	<table border="1"> <tr> <th>Threshold</th> <th>Percentage of ports</th> </tr> <tr> <td>≥90% threshold</td> <td>0%</td> </tr> <tr> <td>≥95% threshold</td> <td>0%</td> </tr> </table>	Threshold	Percentage of ports	≥90% threshold	0%	≥95% threshold	0%
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17	Fibre BB performance satisfaction = How happy are you with the overall performance of your fibre broadband connection?	127	8.72					
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19								
20								
21								