

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

Regulated Provider	<input type="text" value="Enable"/>
Disclosure Date	<input type="text" value="29 April 2022"/>
Disclosure Month (month ended)	<input type="text" value="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.

Company Name and Dates

To prepare the templates for disclosure, the date of the last day of the current (disclosure) year should be entered in cell C13, and the date on which the information is disclosed should be entered in cell C11 of the CoverSheet worksheet.

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

Dates should be entered in day/month/year order (Example -"31 December 2021").

Data Entry Cells and Calculated Cells

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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)

For Month Ended

Enable
31 January 2022
Reporting Level: ID FFLAS
Report Frequency: Quarterly

SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID

Schedule 20A(i): Provisioning

ref			
9			
10		Percentage met agreed date	
11			
12	Service layer		
13	Layer 1 service	90.00%	
14			
15	Layer 2 Service	96.94%	
16			
17		Median time to provision simple FFLAS	Median time to provision complex FFLAS
18	POI Area		
19			
20	POI Area	16	23
21			

For Month Ended

Enable
31 January 2022
Reporting Level: ID FFLAS
Report Frequency: Quarterly

SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID

Schedule 20A(ii): Availability

ref
9
11
12
13
14
15

POI Area

Category

POI Area

Layer 1

Layer 2

**Transitional average
unplanned downtime**

799

717

For Month Ended

Enable
31 January 2022
Reporting Level: ID FFLAS
Report Frequency: Quarterly

SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID

Schedule 20A(iii): Faults & Performance

ref
9
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23
24
25
26
27
28
29
30
31
32
33
34
35
36
37
38

Faults

Faults per 100 connections

Number of faults

0.25

Traffic Performance

Target

Number of traffic performance exceedances

Number of active probes

High priority traffic frame delay

<5mS

0

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

Number of active probes

12

Port Performance

Threshold

Percentage of ports

Port utilisation

≥90% threshold

0%

≥95% threshold

0%

For Month Ended

Enable
31 January 2022
Reporting Level: ID FFLAS
Report Frequency: Annual

SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID

Schedule 20A(iv): Customer Service

ref
9
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19
20
21

Installation quality = How would you rate Enable on how well the installation 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 to 10, where: - Worst possible performance

End-user survey results

Number surveyed	Average score
162	9.02
165	8.50
154	8.92



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Disclosure Month (month ended)	<input type="text" value="28 February 2022"/>

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		For Month Ended					
		<table border="1"> <tr><td>Enable</td></tr> <tr><td>28 February 2022</td></tr> <tr><td>Reporting Level: ID FFLAS</td></tr> <tr><td>Report Frequency: Quarterly</td></tr> </table>		Enable	28 February 2022	Reporting Level: ID FFLAS	Report Frequency: Quarterly
Enable							
28 February 2022							
Reporting Level: ID FFLAS							
Report Frequency: Quarterly							
SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID							
Schedule 20A(i): Provisioning							
ref							
9							
10		<table border="1"> <tr><th>Percentage met agreed date</th></tr> </table>		Percentage met agreed date			
Percentage met agreed date							
11							
12	Service layer						
13	Layer 1 service	100.00%					
14							
15	Layer 2 Service	95.99%					
16							
17		<table border="1"> <tr><th>Median time to provision simple FFLAS</th><th>Median time to provision complex FFLAS</th></tr> </table>		Median time to provision simple FFLAS	Median time to provision complex FFLAS		
Median time to provision simple FFLAS	Median time to provision complex FFLAS						
18							
19	POI Area						
20	POI Area	13	16				
21							

		For Month Ended		Enable
		SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID		28 February 2022
		Schedule 20A(ii): Availability		Reporting Level: ID FFLAS
				Report Frequency: Quarterly
ref		POI Area	Category	Transitional average unplanned downtime
9				
11				
12				
13				
14		POI Area	Layer 1	1,152
15			Layer 2	935

For Month Ended

Enable
28 February 2022
Reporting Level: ID FFLAS
Report Frequency: Quarterly

SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID

Schedule 20A(iii): Faults & Performance

ref
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37
38

Faults

Faults per 100 connections
0.24

Number of faults

Traffic Performance

	Target	Number of traffic performance exceedances	Number of active probes
High priority traffic frame delay	<5mS	0	12
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	
Number of active probes			

High priority traffic frame delay
High priority traffic frame delay variation
High priority traffic frame loss ratio
Low priority traffic frame loss ratio
Number of active probes

Port Performance

	Threshold	Percentage of ports
Port utilisation	≥90% threshold	0%
	≥95% threshold	0%

Port utilisation

For Month Ended

Enable
28 February 2022
Reporting Level: ID FFLAS
Report Frequency: Annual

SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID

Schedule 20A(iv): Customer Service

ref
9
10
11
12
13
15
16
17
18
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20
21

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End-user survey results

Number surveyed	Average score
161	8.66
161	8.09
152	8.61



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15	Layer 2 Service	91.80%					
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				31 March 2022
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				Report Frequency: Quarterly
SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID				
Schedule 20A(ii): Availability				
ref				
9				
11				
12				Transitional average unplanned downtime
13	POI Area	Category		
14	POI Area	Layer 1	1,296	
15		Layer 2	857	

For Month Ended

Enable
31 March 2022
Reporting Level: ID FFLAS
Report Frequency: Quarterly

SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID

Schedule 20A(iii): Faults & Performance

ref			
9			
10		<i>Faults</i>	
11			
12		Faults per 100 connections	
13			
14			
15	Number of faults		0.21
16			
17		<i>Traffic Performance</i>	
18			
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%	N/A
27	Number of active probes		12
28			
29			
30		<i>Port Performance</i>	
31			
32			
33		Threshold	Percentage of ports
34			
35	Port utilisation	≥90% threshold	0%
36		≥95% threshold	0%
37			
38			

For Month Ended

Enable
31 March 2022
Reporting Level: ID FFLAS
Report Frequency: Annual

SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID

Schedule 20A(iv): Customer Service

ref
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End-user survey results

Number surveyed	Average score
205	8.52
207	8.16
195	8.37