



ID-only Information Disclosure Requirements
Quality Information Templates
for
Schedule 20

Regulated Provider	Enable Networks Limited
Disclosure Date	30 November 2024
Disclosure Month (month ended)	31 July 2023

Templates for Schedules 20
Template Version 3. Prepared April 2024

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
v3, 3 April 2024	Fibre ID (Non-material) Amendment Determination [2024] NZCC 4

SCHEDULE 20: REPORT ON QUALITY FOR ID

20(i): Provisioning

Section	Row	Category1 POI area	Category2 Service layer	Category3	Total connections provisioned	Median Provisioning time Days	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
20(i): Provisioning	4	Christchurch	Layer 1	Simple New Connection	-	-	-		0.00%	
20(i): Provisioning	5	Christchurch	Layer 1	Complex New Connection	11	61	10	90.91%		27.27%
20(i): Provisioning	6	Christchurch	Layer 1	Transport Services	-	-	-			
20(i): Provisioning	7	Christchurch	Layer 2	Intact (remote activation)	1,445	3	1,439	99.58%		
20(i): Provisioning	8	Christchurch	Layer 2	Intact (truck roll required)	95	11	92	96.84%		
20(i): Provisioning	9	Christchurch	Layer 2	Simple New Connection	517	21	493	95.36%	10.25%	
20(i): Provisioning	10	Christchurch	Layer 2	Complex New Connection	239	25	227	94.98%		15.48%
20(i): Provisioning	11	Christchurch	Layer 2	Transport Services	-	-	-			

SCHEDULE 20: REPORT ON QUALITY

20(ii): Faults

Section	Row	Category1 POI area	Category2 Fault type	Category3 Fault cause	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 days
20(ii): Faults	4	Christchurch	Regulated Provider Faults	Layer 1	301	0.1991	98.34%	1.33%
20(ii): Faults	5	Christchurch	Regulated Provider Faults	Layer 2	1	0.0007	100.00%	0.00%
20(ii): Faults	6	Christchurch	Regulated Provider Faults	ONT	47	0.0311	97.87%	0.00%
20(ii): Faults	7	Christchurch	Non Regulated Provider Faults	No fault found	18			

SCHEDULE 20: REPORT ON QUALITY

20(iii): Availability

Section	Row	Category1 POI area	Category2	Average downtime Average number of connections	Average downtime Unplanned downtime	Average downtime Unplanned downtime attributable to force majeure events	Average downtime Planned downtime	Average downtime Average unplanned downtime	Average downtime Average unplanned downtime excluding force majeure events	Notification of outages by layer Percentage of notified planned outages	Notification of outages by layer Percentage of notified unplanned outages
20(iii): Availability	4	Christchurch	Layer 1	151,196	241226.00	0	54052.49	1.60	1.60	100.00%	97.34%
20(iii): Availability	5	Christchurch	Layer 2	149,658	70056.48	0	0.00	0.47	0.47	100.00%	0.00%

SCHEDULE 20: REPORT ON QUALITY

20(iv): Performance

Section	Row	Category1	Category2	Traffic performance Number of active OLT reference probes	Traffic performance Number of 5-minute samples	Traffic performance Textual report on significant changes or network events
20(iv): Performance	4	National	Traffic performance measures	61	544,608	Jul-3, OLT board failure issue which affected one probe for approx. 3 hours Jul-25 and Jul-28, Planned Work for the new Aggregation Network configuration progressed, affecting only the 61 OLT probes for approx. 20 minutes each. No production traffic was impacted.

20(iv): Performance

Section	Row	Category1	Category2	Traffic performance Number of traffic performance exceedances of the threshold	Traffic performance Percentage of traffic performance exceedances of the threshold
20(iv): Performance	9	National	High priority traffic Frame delay ≤5mS	-	0.0000%
20(iv): Performance	10	National	High priority traffic Frame delay variation ≤3mS	-	0.0000%
20(iv): Performance	11	National	High priority traffic frame loss ratio ≤0.1%	1,138	0.2090%
20(iv): Performance	12	National	Low priority traffic frame loss ratio ≤2%	391	0.0718%

20(iv): Performance

Section	Row	Category1 POI area	Category2	Port performance Percentage of ports
20(iv): Performance	17	Hornby	Port utilisation ≤70% threshold	100.0000%
20(iv): Performance	18	Hornby	Port utilisation ≥90% threshold	0.0000%
20(iv): Performance	19	Hornby	Port utilisation ≥95% threshold	0.0000%
20(iv): Performance	20	Riccarton	Port utilisation ≤70% threshold	100.0000%
20(iv): Performance	21	Riccarton	Port utilisation ≥90% threshold	0.0000%
20(iv): Performance	22	Riccarton	Port utilisation ≥95% threshold	0.0000%

SCHEDULE 20: REPORT ON QUALITY

20(v): Cust. Service

Section	Row	Category1	Category2	End-user survey results (quarterly) Number surveyed	End-user survey results (quarterly) Average score
20(v): Cust. Service	4	Installation quality satisfaction		107	8.9
20(v): Cust. Service	5	Installation process satisfaction		107	8.2
20(v): Cust. Service	6	Fibre broadband performance satisfaction		100	8.8

20(v): Cust. Service

Section	Row	Category1	Category2	Missed provisioning appointments Number of appointments	Missed provisioning appointments Number of provisioning appointments missed
20(v): Cust. Service	11	Installation quality satisfaction		1,009	66