COMMERCE COMMISSION NEW ZEALAND							
	on Disclosure Requirements ormation Templates						
for Schedule 20							
Regulated Provider Disclosure Date Disclosure Month (month ended)	Northpower   31/08/2023   31/10/2022						
	plates for Schedule 20 sion 2. Prepared 28 July 2022						
Workbook Version and Date v1, 30 November 2021 v2, 28 July 2022	Determination Fibre ID Determination 2021 [2021] NZCC 24 Fibre ID Amendment Determination 2022 [2022] NZCC 26						

# **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 annually. There is an exception: End-User Survey results in Template S20(iv) only needs to be conducted and disclosed quarterly per clauses 2.4.4(3) and 2.4.4(4)(b).

In other words, these templates should be filled in for each month of the year, and disclosed annually. This means that each year twelve 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

Data entered into this workbook may be entered only into the data entry cells. Data entry cells are the bordered, unshaded areas (white cells) in each template. Under no circumstances should data be entered into the workbook outside a data entry cell.

In some cases, where the information for disclosure is able to be ascertained from disclosures elsewhere in the workbook, such information is disclosed in a calculated cell. Calculated cells and pre-defined cells are shaded.

#### Schedule References

The references labelled 'ref' in the leftmost column of each template can be used to reference individual rows of the template. It may be useful to refer to a row when writing explanatory notes about a specific data point.

## Worksheet Completion Sequence

Calculation cells may show an incorrect value until precedent cell entries have been completed. Data entry may be assisted by completing the schedules in the following order:

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

Northpower

For Month Ended 31 October 2022

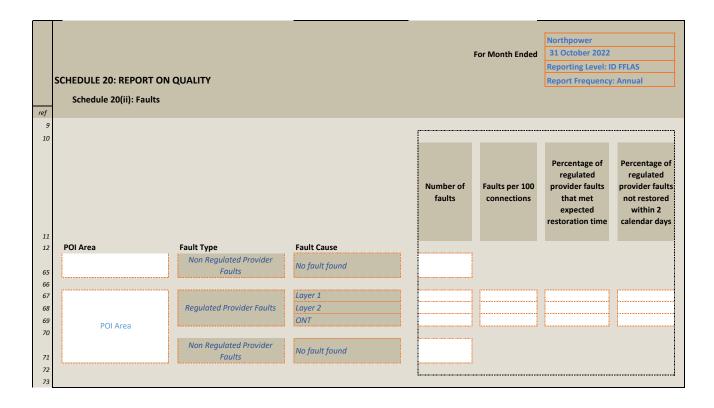
Reporting Level: ID FFLAS Report Frequency: Annual

SCHEDULE 20: REPORT ON QUALITY FOR ID Schedule 20(i): Provisioning

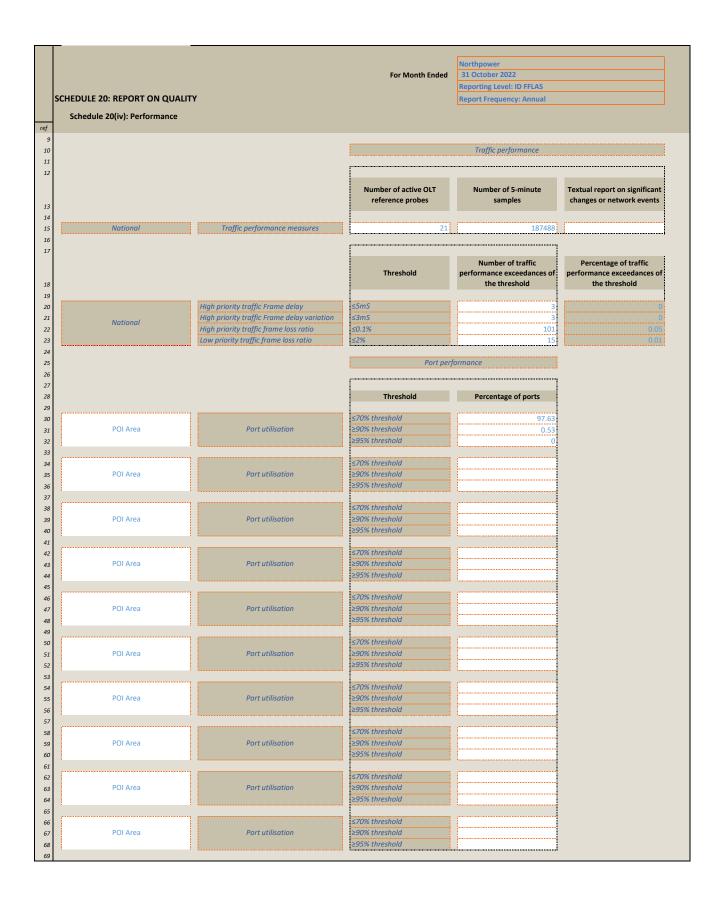
ref 10 Percentage of Percentage of simple new complex new Total Median Percentage Number met connection connection connections provisioned met agreed date 11 provisioning agreed date orders that took orders that took time ≥ 50 calendar ≥ 120 calendar days days POI Area Service layer 12 Category Simple New Connection 13 Layer 1 service Complex New Connection Transport Services 15 16 POI Area 17 Intact (remote activation) 396 396 18 Intact (truck roll required) 19 Layer 2 service Simple New Connection 109 **Complex New Connection** 30 6 Transport Services 21 22 Simple New Connection 23 Layer 1 service Complex New Connection Transport Services 25 26 POI Area 27 Intact (remote activation) Intact (truck roll required) 28 29 Layer 2 service Simple New Connection Complex New Connection 31 Transport Services 32 33 Simple New Connection Layer 1 service . Complex New Connection 35 Transport Services 36 POI Area 37 Intact (remote activation) 38 Intact (truck roll required) Laver 2 service 39 Simple New Connection Complex New Connection Transport Services 41 42 Simple New Connection 43 Layer 1 service Complex New Connection Transport Services 45 46 47 POI Area Intact (remote activation) 48 Intact (truck roll required) 49 Laver 2 service Simple New Connection Complex New Connection 51 Transport Services 52 Simple New Connection 53 Layer 1 service Complex New Connection 55 Transport Services 56 POI Area 57 Intact (remote activation) 58 Intact (truck roll required) 59 Laver 2 service Simple New Connection Complex New Connection 61 Transport Services 62 63 Simple New Connection Layer 1 service Complex New Connection 65 Transport Services 66 POI Area Intact (remote activation) 67 Intact (truck roll required) 68 Laver 2 service 69 Simple New Connection Complex New Connection Transport Services 71 72 73 Simple New Connection Layer 1 service Complex New Connection 75 Transport Service 76 POI Area Intact (remote activation) 77 Intact (truck roll required) 78 Layer 2 service 79 Simple New Connection . Complex New Connection Transport Services 81 82 Simple New Connection 83 Layer 1 service Complex New Connection 85 Transport Services 86 87 POI Area Intact (remote activation) 88 Intact (truck roll required) Layer 2 service 89 Simple New Connection Complex New Connection sport Service 9

50	CHEDULE 20: REPORT O Schedule 20(i): Provisio	-				For Month Ended	Northpower 31 October 202 Reporting Level Report Frequen	: ID FFLAS	
				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
	POI Area	Service layer	Category						
		Layer 1 service	Simple New Connection Complex New Connection Transport Services						[
	POI Area	Layer 2 service	Intact (remote activation) Intact (truck roll required) Simple New Connection Complex New Connection Transport Services					[]	
		3 1	Transport Services	·	L	L			
POI Area	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							

- '	CHEDULE 20: REPORT ON Schedule 20(ii): Faults	I QUALITY			For Month Ended	Northpower 31 October 2022 Reporting Level: II Report Frequency:	
				Number of faults	Faults per 100 connections	Percentage of regulated provider faults that met expected restoration time	Percentage o regulated provider faul not restored within 2 calendar day
	POI Area	Fault Type	Fault Cause	10	0.07	C0.75	12
		Regulated Provider Faults	Layer 1	16 4	0.07	68.75 100	12
		Regulated Provider Faults	Layer 2 ONT	4	0.02	100	
	POI Area		ON	10	0.07	100	L
		Non Regulated Provider Faults	No fault found	77			
			Layer 1				
		Regulated Provider Faults	Layer 2		ļ		
	POI Area		ONT				
		Non Regulated Provider	No fault found				
		Faults					
			Layer 1			······	
		Regulated Drovider Equits	Layer 2				
		Regulated Provider Faults	ONT				
	POI Area				·	L	L
		Non Regulated Provider					
		Faults	No fault found				
		ruaro					
			Layer 1				
		Regulated Provider Faults	Layer 2				
	2011		ONT				
	POI Area						
		Non Regulated Provider Faults	No fault found				
			Layer 1				
		Regulated Provider Faults	Layer 2				
	POI Area		ONT				
	i Or Area						
		Non Regulated Provider	No fault found				
		Faults					
			Laver 1				
		Regulated Provider Faults	Layer 1 Layer 2				
		negulated i forder radits	ONT				
	POI Area	L	(		·	·	ł
		Non Regulated Provider	No. Courth Court				
·		Faults	No fault found				
			Layer 1				
'		Regulated Provider Faults	Layer 2				
	POI Area		ONT		L		
		New Developed D					
		Non Regulated Provider Faults	No fault found				
		Fuults					
			Layer 1			· · · · · · · · · · · · · · · · · · ·	1
		Regulated Provider Faults	Layer 2				
	DOL AND		ONT				
	POI Area						
		Non Regulated Provider	No fourth forward				
		Faults	No fault found				
			Layer 1				
		Regulated Provider Faults	Layer 2				
			ONT				



SCHEDULE 20: REPC Schedule 20(iii): /		For Month Ended			Northpower31 October 2022Reporting Level: ID FFLASReport Frequency: Annual				
				Average o	downtime			Notification of c	utages by layer
		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 notified unplannec outages
POI Area	Category					,			
POLA	rea Layer 1 Layer 2	23416.5 23416.5	19999 44	0	0 3.95	0.85	0.85 0	n/a 100	null null
POI A	rea Layer 1 Layer 2								
POI A	rea Layer 1 Layer 2								
POLA	rea Layer 1 Layer 2								
POLA	rea Layer 1 Layer 2								
POLA	rea Layer 1 Layer 2								
POLA	rea Layer 1 Layer 2								
POLA	rea Layer 1 Layer 2								
POLA	rea Layer 1 Layer 2								
POI A	rea								



	F	or Month Ended	Northpower 31 October 2022		
			Reporting Level: ID FFLAS		
	SCHEDULE 20: REPORT ON QUALITY		Report Frequency: Annual		
	Schedule 20(iv): Performance				
ref					
9 10		End-user survey	results (quarterly)	Missed provision	ing appointments
11		<u></u>		2	3.77
12					
13		Number surveyed	Average score	Number of appointments	Number of appointments missed
14					
15	Installation quality satisfaction			116	2
16	Installation process satisfaction				
17	Fibre broadband performance satisfaction				
18					