

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

Regulated Provider
Disclosure Date
Disclosure Month (month ended)

Northpower 31/08/2023 30/11/2022

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		

### **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)

For Month Ended 30 November 2022
Reporting Level: ID FFLAS
Report Frequency: Annual

### SCHEDULE 20: REPORT ON QUALITY FOR ID

Schedule 20(i): Provisioning									
9 10				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
12 13	POI Area	Service layer  Layer 1 service	Category Simple New Connection Complex New Connection						
15 16 17	POLArea		Transport Services  Intact (remote activation)	466	3.7	466	100		\
18 19 21		Layer 2 service	Intact (truck roll required) Simple New Connection Complex New Connection Transport Services	5 141 3	8.3 15 29.2	5 130 3	100 92.2 100	0	0
22 23 25 26		Layer 1 service	Simple New Connection Complex New Connection Transport Services						
27 28 29 31 32	POI Area	Layer 2 service	Intact (remote activation) Intact (truck roll required) Simple New Connection Complex New Connection Transport Services						
33 33 35 36		Layer 1 service	Simple New Connection Complex New Connection Transport Services						
37 38 39 41	POI Area	Layer 2 service	Intact (remote activation) Intact (truck roll required) Simple New Connection Complex New Connection Transport Services						
42 43 45 46		Layer 1 service	Simple New Connection Complex New Connection Transport Services						
47 48 49 51	POI Area	Layer 2 service	Intact (remote activation) Intact (truck roll required) Simple New Connection Complex New Connection Transport Services						
52 53 55 56		Layer 1 service	Simple New Connection Complex New Connection Transport Services						
57 58 59 61	POI Area	Layer 2 service	Intact (remote activation) Intact (truck roll required) Simple New Connection Complex New Connection Transport Services						
62 63 65 66		Layer 1 service	Simple New Connection Complex New Connection Transport Services						
67 68 69 71	POI Area	Layer 2 service	Intact (remote activation) Intact (truck roll required) Simple New Connection Complex New Connection Transport Services						
72 73 75		Layer 1 service	Simple New Connection Complex New Connection Transport Services						
76 77 78 79 81 82	POI Area	Layer 2 service	Intact (remote activation) Intact (truck roll required) Simple New Connection Complex New Connection Transport Services						
83 85		Layer 1 service	Simple New Connection Complex New Connection Transport Services						
86 87 88 89	POI Area	Layer 2 service	Intact (remote activation) Intact (truck roll required) Simple New Connection Complex New Connection Transport Services						

ref	SCHEDULE 20: REPORT ON Schedule 20(i): Provision					For Month Ended	Northpower 30 November 2 Reporting Level Report Frequen	: ID FFLAS	
9				f					
11				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
12	POI Area	Service layer	Category						
92 93 95		Layer 1 service	Simple New Connection Complex New Connection Transport Services						
96 97 98 99	POI Area	Layer 2 service	Intact (remote activation) Intact (truck roll required) Simple New Connection Complex New Connection Transport Services						
102	·	:							
103 105 106		Layer 1 service	Simple New Connection Complex New Connection Transport Services						
107 108 109 111 112	POI Area	Layer 2 service	Intact (remote activation) Intact (truck roll required) Simple New Connection Complex New Connection Transport Services						

### Northpower 30 November 2022 For Month Ended Reporting Level: ID FFLAS **SCHEDULE 20: REPORT ON QUALITY** Report Frequency: Annual Schedule 20(ii): Faults ref 10 Percentage of Percentage of regulated regulated Number of Faults per 100 provider faults provider faults faults connections that met not restored expected within 2 restoration time calendar days 12 POI Area Fault Type Fault Cause 0.11 81.48 13 Layer 1 27 7.41 Regulated Provider Faults Layer 2 14 0.01 100 15 ONT POI Area 16 Non Regulated Provider No fault found 59 17 Faults 19 Layer 1 Regulated Provider Faults Layer 2 20 21 ONT POI Area 22 Non Regulated Provider No fault found Faults 23 24 25 Layer 1 26 Regulated Provider Faults Layer 2 27 ONT POI Area 28 Non Regulated Provider No fault found 29 Faults 30 31 Layer 1 32 Regulated Provider Faults Layer 2 33 ONT POI Area 34 Non Regulated Provider No fault found 35 Faults 36 37 Layer 1 38 Regulated Provider Faults Layer 2 39 ONT POI Area 40 Non Regulated Provider No fault found 41 Faults 42 43 Layer 1 44 Regulated Provider Faults Layer 2 ONT 45 POI Area 46 Non Regulated Provider No fault found 47 Faults 48 49 50 Regulated Provider Faults Layer 2 51 ONT POI Area 52 Non Regulated Provider No fault found 53 Faults 54 55 Layer 1 56 Regulated Provider Faults Layer 2

ONT

Layer 1

Layer 2

ONT

No fault found

Non Regulated Provider

Faults

Regulated Provider Faults

57

58

60

61

62

63

POI Area

POI Area

	_				_		
ref	SCHEDULE 20: REPORT ON Schedule 20(ii): Faults	I QUALITY		,	For Month Ended	Northpower 30 November 202 Reporting Level: II Report Frequency	D FFLAS
9							
10							
11				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
12	POI Area	Fault Type	Fault Cause				
65		Non Regulated Provider Faults	No fault found				
66			1::				
67		Regulated Provider Faults	Layer 1				
68 69		Regulated Provider Faults	Layer 2 ONT				
70	POI Area				I	L	I
71		Non Regulated Provider Faults	No fault found				
72 73				<u></u>			

Northpower 30 November 2022 For Month Ended Reporting Level: ID FFLAS SCHEDULE 20: REPORT ON QUALITY Report Frequency: Annual Schedule 20(iii): Availability ref Notification of outages by layer 10 Average downtime 11 12 Unplanned Average Percentage of downtime unplanned Percentage of Average Average Unplanned notified Planned notified planned number of attributable to unplanned downtime downtime downtime unplanned connections force majeure downtime excluding force outages outages events majeure events 14 POI Area Category 15 Layer 1 23494 27748 0 1.18 1.18 n/a null POI Area 16 Layer 2 23494 910 0 0.04 0.04 n/a null 17 18 Layer 1 POI Area Layer 2 19 20 Layer 1 21 POI Area Layer 2 22 23 Layer 1 24 POI Area 25 Layer 2 26 27 Layer 1 POI Area 28 Layer 2 29 30 Layer 1 POI Area 31 Layer 2 32 Layer 1 33 POI Area 34 Layer 2 35 Layer 1 36 POI Area 37 Layer 2 38 39 Layer 1 POI Area Layer 2 40 41 Layer 1 42 POI Area 43 Layer 2

	SCHEDULE 20: REPORT ON QUALITY	,	For Month Ended	Northpower 30 November 2022 Reporting Level: ID FFLAS Report Frequency: Annual	
ref	Schedule 20(iv): Performance				
10 11 12				Traffic performance	
13			Number of active OLT reference probes	Number of 5-minute samples	Textual report on significant changes or network events
15 16	National	Traffic performance measures	21	181438	
17			Threshold	Number of traffic performance exceedances of the threshold	Percentage of traffic performance exceedances of the threshold
19 20		High priority traffic Frame delay	≤5mS	2	0
21 22	National	High priority traffic Frame delay variation High priority traffic frame loss ratio	≤3mS ≤0.1%	2 247	0 0.14
23 24		Low priority traffic frame loss ratio	≤2%	95	0.05
25			Port perf	ormance	
26 27					
28 29			Threshold	Percentage of ports	
30 31 32	POI Area	Port utilisation	≤70% threshold ≥90% threshold ≥95% threshold	96.05 0.53 0	
33 34 35 36	POI Area	Port utilisation	≤70% threshold ≥90% threshold ≥95% threshold		
37 38 39 40	POI Area	Port utilisation	≤70% threshold ≥90% threshold ≥95% threshold		
41 42 43 44	POI Area	Port utilisation	≤70% threshold ≥90% threshold ≥95% threshold		
45 46 47 48	POI Area	Port utilisation	≤70% threshold ≥90% threshold ≥95% threshold		
49 50 51 52	POI Area	Port utilisation	≤70% threshold ≥90% threshold ≥95% threshold		
53 54 55 56	POI Area	Port utilisation	≤70% threshold ≥90% threshold ≥95% threshold		
57 58 59 60	POI Area	Port utilisation	≤70% threshold ≥90% threshold ≥95% threshold		
61 62 63 64	POI Area	Port utilisation	≤70% threshold ≥90% threshold ≥95% threshold		
65 66 67 68 69	POI Area	Port utilisation	≤70% threshold ≥90% threshold ≥95% threshold		

