

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

Regulated Provider
Disclosure Date
Disclosure Month (month ended)

Northpower 31/08/2023 31/01/2023

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 31 January 2023
Reporting Level: ID FFLAS
Report Frequency: Annual

SCHEDULE 20: REPORT ON QUALITY FOR ID

ef	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
2	POI Area	Service layer	Category						
5		Layer 1 service	Simple New Connection Complex New Connection Transport Services	1	125.3	1	100	L	100
6 7 8 9	POI Area	Layer 2 service	Intact (remote activation) Intact (truck roll required) Simple New Connection Complex New Connection Transport Services	392 7 79 2	4.9 7.2 23.3 22.3	392 7 77 77 2	100 100 97.47 100	2.53	0
3		Layer 1 service	Simple New Connection Complex New Connection Transport Services						
6 7 8 9	POI Area	Layer 2 service	Intact (remote activation) Intact (truck roll required) Simple New Connection Complex New Connection Transport Services						
3		Layer 1 service	Simple New Connection Complex New Connection Transport Services						
7 8 9	POI Area	Layer 2 service	Intact (remote activation) Intact (truck roll required) Simple New Connection Complex New Connection Transport Services						
3		Layer 1 service	Simple New Connection Complex New Connection Transport Services						
5 7 8 9	POI Area	Layer 2 service	Intact (remote activation) Intact (truck roll required) Simple New Connection Complex New Connection Transport Services						
		Layer 1 service	Simple New Connection Complex New Connection Transport Services						
9	POI Area	Layer 2 service	Intact (remote activation) Intact (truck roll required) Simple New Connection Complex New Connection Transport Services					[	
		Layer 1 service	Simple New Connection Complex New Connection Transport Services						
7 3 9	POI Area	Layer 2 service	Intact (remote activation) Intact (truck roll required) Simple New Connection Complex New Connection Transport Services						
		Layer 1 service	Simple New Connection Complex New Connection Transport Services						
76 77 78 79	POI Area	Layer 2 service	Intact (remote activation) Intact (truck roll required) Simple New Connection Complex New Connection Transport Services						
		Layer 1 service	Simple New Connection Complex New Connection Transport Services						
5 7 8 9	POI Area	Layer 2 service	Intact (remote activation) Intact (truck roll required) Simple New Connection Complex New Connection Transport Services						

ref 9	SCHEDULE 20: REPORT ON Schedule 20(i): Provisioni			For Month Ended	Northpower 31 January 202 Reporting Level Report Frequen	: ID FFLAS			
10	POI Area	Service layer	Colonia	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 92	POI Area	Service layer	Category						
93 95 96		Layer 1 service	Simple New Connection Complex New Connection Transport Services						
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		Layer 1 service	Simple New Connection Complex New Connection Transport Services						
106 107 108 109	POI Area	Layer 2 service	Intact (remote activation) Intact (truck roll required) Simple New Connection Complex New Connection						
111			Transport Services						

Northpower 31 January 2023 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 88.24 0.07 13 Layer 1 17 5.88 Regulated Provider Faults Layer 2 0.03 14 50 0.04 15 ONT POI Area 16 Non Regulated Provider No fault found 58 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 57 ONT POI Area 58 Non Regulated Provider No fault found Faults 60 Layer 1 61 Regulated Provider Faults 62 Layer 2

ONT

63

POI Area

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					For Month Ended	Northpower 31 January 2023 Reporting Level: II	D FFLAS
	SCHEDULE 20: REPORT OF	ΙΟΙΙΔΙΙΤΥ				Report Frequency	
		· QO/ILII I				neporerrequency	. Aimedi
	Schedule 20(ii): Faults						
ref							
9							
10				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			Lavor 1	,			
67 68		Regulated Provider Faults	Layer 1 Layer 2				
69	9 POI Area	negulated Frovider Faults	ONT				
70		<u> </u>	I		L	·	
71		Non Regulated Provider Faults	No fault found				
72				<u></u>			
73							

Northpower 31 January 2023 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 23583 14494 0.61 0.61 POI Area 16 Layer 2 23583 16233 597.05 0.69 0.69 100 null 17 18 Layer 1 POI Area Layer 2 19 20 Layer 1 21 POI Area 22 Layer 2 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 QUALIT Schedule 20(iv): Performance	Y	For Month Ended	Northpower 31 January 2023 Reporting Level: ID FFLAS Report Frequency: Annual	
ref 9 10 11				Traffic performance	
12			Number of active OLT reference probes	Number of 5-minute samples	Textual report on significant changes or network events
14 15 16	National	Traffic performance measures	21	187491	
17			Threshold	Number of traffic performance exceedances of the threshold	Percentage of traffic performance exceedances of the threshold
19 20 21 22 23	National	High priority traffic Frame delay High priority traffic Frame delay variation High priority traffic frame loss ratio Low priority traffic frame loss ratio	≤5mS ≤3mS ≤0.1% ≤2%	6 6 587 89	0 0 0 0,31 0,05
24 25 26 27			Port perf	ormance	
28 29 30 31 32	POI Area	Port utilisation	Threshold  ≤70% threshold ≥90% threshold ≥95% threshold	96.05 1.05 0	
33 34 35 36	POI Area	Port utilisation	≤70% threshold ≥90% threshold ≥95% threshold		
37 38 39 40 41	POI Area	Port utilisation	≤70% threshold ≥90% threshold ≥95% threshold		
42 43 44 45	POI Area	Port utilisation	≤70% threshold ≥90% threshold ≥95% threshold		
46 47 48 49	POI Area	Port utilisation	≤70% threshold ≥90% threshold ≥95% threshold		
50 51 52 53	POI Area	Port utilisation	≤70% threshold ≥90% threshold ≥95% threshold		
54 55 56 57	POI Area	Port utilisation	≤70% threshold ≥90% threshold ≥95% threshold		
58 59 60 61	POI Area	Port utilisation	≤70% threshold ≥90% threshold ≥95% threshold		
62 63 64 65	POI Area	Port utilisation	≤70% threshold ≥90% threshold ≥95% threshold		
66 67 68 69	POI Area	Port utilisation	≤70% threshold ≥90% threshold ≥95% threshold		

			Northpower					
	Fo	r Month Ended	31 January 2023					
			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 provisioning appointments				
11		,		,				
12								
13		Number surveyed	Average score	Number of appointments	Number of appointments missed			
14								
15				82	2			
16								
17	Fibre broadband performance satisfaction							
18					,			