

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

Regulated Provider
Disclosure Date
Disclosure Month (month ended)

Northpower 31/08/2023 28/02/2023

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

Northpower
28 February 2023
Reporting Level: ID FFLAS
Report Frequency: Annual

# SCHEDULE 20: REPORT ON QUALITY FOR ID

Schedule 20(i): Provisioning									
			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 complex ner connection orders that to ≥ 120 calend days	
POI Area	Service layer	Category		·	,	7	,		
	Layer 1 service	Simple New Connection Complex New Connection Transport Services	3	74.7		100	<u>[</u>	33	
POI Area	Layer 2 service	Intact (remote activation) Intact (truck roll required) Simple New Connection Complex New Connection Transport Services	359 3 80 3	3.6 12.9 15.8 24.2	359 3 74 2	100 100 92.5 66.67	12.5		
	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							
	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							
	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							
	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							
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							
Layer 1 service POI Area Layer 2 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							
	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							

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	Schedule 20(i): Provision	ning							
ref									
9									
10				ſ					
11				Total connections provisioned	Median provisioning time	Number met agreed date	Percentage met agreed date	Percentage of simple new connection orders that took	Percentage of complex new connection orders that took
				provisioneu	time		uate	≥ 50 calendar	≥ 120 calendar
								days	days
12	POI Area	Service layer	Category						
92	,				,			,	
93			Simple New Connection						
		Layer 1 service	Complex New Connection						
95			Transport Services						
96									
97	POI Area		Intact (remote activation)						
98			Intact (truck roll required)						
99		Layer 2 service	Simple New Connection						
			Complex New Connection					<u> </u>	
101			Transport Services						
102		•			L				
103			Simple New Connection						
		Layer 1 service	Complex New Connection					<u> </u>	
105			Transport Services						
106			Transport Scrivices	ļi	Li	1	!i		į
107	POI Area		Intact (remote activation)						
107	. O/Aicu		Intact (truck roll required)	-					
		Layer 2 service	Simple New Connection						
109		Luyer 2 Service						L	
			Complex New Connection						L
111	1		Transport Services	Li	L	L			į
112									

Northpower 28 February 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 43 0.18 72.09 13 Layer 1 11.63 Regulated Provider Faults 0.04 Layer 2 80.00 14 10.00 91.67 15 ONT 8.33 POI Area 16 Non Regulated Provider No fault found 84 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

				_			
	SCHEDULE 20: REPORT C	ON QUALITY			For Month Ended	Northpower 28 February 2023 Reporting Level: II Report Frequency	D FFLAS
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	Schedule 20(ii): Faults	•					
ref							
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			Laure 1				
67 68		Regulated Provider Faults	Layer 1 Layer 2				
69		negurateu i rovider radits	ONT				
70	POI Area	<u> </u>	<u> </u>			<u> </u>	L
71		Non Regulated Provider Faults	No fault found				
72 73							j

Northpower 28 February 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 23680.5 32591 17993 1.38 0.62 POI Area 16 Layer 2 23680.5 33597 32860 11008.9 1.42 0.03 100 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 QUALITY  Schedule 20(iv): Performance	or Month Ended	Northpower  28 February 2023  Reporting Level: ID FFLAS  Report Frequency: Annual		
ref					
9			h (	22.	
10		End-user survey	results (quarterly)	Missed provisioni	ng appointments
11					
12					
13		Number surveyed	Average score	Number of appointments	Number of appointments missed
14					
15	Installation quality satisfaction			86	7
16					\
17	Fibre broadband performance satisfaction				
18		***************************************			,