



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

Regulated Provider	Northpower
Disclosure Date	31/08/2023
Disclosure Month (month ended)	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)
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**SCHEDULE 20: REPORT ON QUALITY FOR ID**

Schedule 20(i): Provisioning

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POI Area	Service layer	Category	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	Layer 1 service	Simple New Connection						
		Complex New Connection						
		Transport Services						
	Layer 2 service	Intact (remote activation)	466	3.7	466	100		
Intact (truck roll required)		5	8.3	5	100			
Simple New Connection		141	15	130	92.2	0		
Complex New Connection		3	29.2	3	100		0	
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								
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								
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								
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								
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								
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								
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								
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								

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

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

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POI Area	Service layer	Category	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	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						
POI Area	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						



For Month Ended

**SCHEDULE 20: REPORT ON QUALITY**

Schedule 20(ii): Faults

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POI Area	Fault Type	Fault Cause
	Non Regulated Provider Faults	No fault found
POI Area	Regulated Provider Faults	Layer 1
		Layer 2
		ONT
	Non Regulated Provider Faults	No fault found

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



SCHEDULE 20: REPORT ON QUALITY

For Month Ended

Northpower
30 November 2022
Reporting Level: ID FFLAS
Report Frequency: Annual

Schedule 20(iv): Performance

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Traffic performance

Number of active OLT reference probes	Number of 5-minute samples	Textual report on significant changes or network events
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National Traffic performance measures

21 181438

Threshold	Number of traffic performance exceedances of the threshold	Percentage of traffic performance exceedances of the threshold
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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	2	0
≤3mS	2	0
≤0.1%	247	0.14
≤2%	95	0.05

Port performance

Threshold	Percentage of ports
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POI Area Port utilisation

≤70% threshold	96.05
≥90% threshold	0.53
≥95% threshold	0

POI Area Port utilisation

≤70% threshold	
≥90% threshold	
≥95% threshold	

POI Area Port utilisation

≤70% threshold	
≥90% threshold	
≥95% threshold	

POI Area Port utilisation

≤70% threshold	
≥90% threshold	
≥95% threshold	

POI Area Port utilisation

≤70% threshold	
≥90% threshold	
≥95% threshold	

POI Area Port utilisation

≤70% threshold	
≥90% threshold	
≥95% threshold	

POI Area Port utilisation

≤70% threshold	
≥90% threshold	
≥95% threshold	

POI Area Port utilisation

≤70% threshold	
≥90% threshold	
≥95% threshold	

POI Area Port utilisation

≤70% threshold	
≥90% threshold	
≥95% threshold	

POI Area Port utilisation

≤70% threshold	
≥90% threshold	
≥95% threshold	



**SCHEDULE 20: REPORT ON QUALITY**

**Schedule 20(iv): Performance**

For Month Ended

Northpower  
 30 November 2022  
 Reporting Level: ID FFLAS  
 Report Frequency: Annual

ref

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*End-user survey results (quarterly)*

*Missed provisioning appointments*

**Number surveyed**

**Average score**

**Number of appointments**

**Number of appointments missed**

*Installation quality satisfaction*  
*Installation process satisfaction*  
*Fibre broadband performance satisfaction*

144

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