Chorus Information Disclosure Requirements

Transitional Quality Information Templates

for

Schedule 20A

Regulated Provider	Northpower Fibre
Disclosure Date	31 October 2022
Disclosure Month (month ended)	31 August 2022

Templates for Schedule 20A
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 quarterly. In other words, these templates should be filled in for each month of the quarter, and disclosed quarterly. This means that each quarter three of these templates will need to be disclosed.

There is an exception: End-User Survey results in Template S20A(iv) only needs to be conducted and disclosed quarterly per clauses 2.4.4(3) and 2.4.4(4)(a).

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 20A(i)
3. Schedule 20A(ii)
4. Schedule 20A(iii)
5. Schedule 20A(iv)

SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID

Schedule 20A(i): Provisioning

ref		Percentage met agreed date	
12	**Service layer**		
13	*Layer 1 service*	95%	
14			
15	*Layer 2 Service*	100%	

ref		Median time to provision simple FFLAS	Median time to provision complex FFLAS
19	**POI Area**		
20	POI Area	14.0 days	18.5 days
22	POI Area		
24	POI Area		
26	POI Area		
28	POI Area		
30	POI Area		
32	POI Area		
34	POI Area		
36	POI Area		
38	POI Area		
40	POI Area		
42	POI Area		
44	POI Area		
46	POI Area		
48	POI Area		
50	POI Area		
52	POI Area		
54	POI Area		
56	POI Area		
58	POI Area		
60	POI Area		
62	POI Area		
64	POI Area		
66	POI Area		
68	POI Area		
70	POI Area		

SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID

Schedule 20A(ii): Availability

POI Area	Category	Transitional average unplanned downtime
POI Area	Layer 1	0.10 min/End user
	Layer 2	0.00 min/End user
POI Area	Layer 1	
	Layer 2	
POI Area	Layer 1	
	Layer 2	
POI Area	Layer 1	
	Layer 2	
POI Area	Layer 1	
	Layer 2	
POI Area	Layer 1	
	Layer 2	
POI Area	Layer 1	
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POI Area	Layer 1	
	Layer 2	
POI Area	Layer 1	
	Layer 2	
POI Area	Layer 1	
	Layer 2	
POI Area	Layer 1	
	Layer 2	
POI Area	Category	
	Layer 2	
POI Area	Layer 1	
	Layer 2	
POI Area	Layer 1	
	Layer 2	
POI Area	Layer 1	
	Layer 2	
POI Area	Layer 1	
	Layer 2	
POI Area	Layer 1	
	Layer 2	
POI Area	Layer 1	
	Layer 2	

For Month Ended

SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID

Schedule 20A(iii): Faults & Performance

ref		
9		

Faults

	Faults per 100 connections
Number of faults	0.05

Traffic Performance

	Threshold	Percentage of traffic performance exceedances of the threshold	Number of active probes
High priority traffic frame delay	≤5mS	0.700%	
High priority traffic frame delay variation	≤3mS	0.706%	
High priority traffic frame loss ratio	≤0.1%	0.007%	
Low priority traffic frame loss ratio	≤2%	0.032%	
Number of active probes			22

Port Performance

	Threshold	Percentage of ports
Port utilisation	≥90% threshold	0%
	≥95% threshold	0%

SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID

Schedule 20A(iv): Customer Service

ref		End-user survey results	
9			
10		*End-user survey results*	
11			
12			
13		**Number surveyed**	**Average score**
14	**Question topic**		
15	Installation quality satisfaction	28	9.6
16	Installation process satisfaction	28	9.2
17	Fibre broadband performance satisfaction	26	9.1
18			
19			
20			
21			
22			