



**Chorus Information Disclosure Requirements  
Transitional Quality Information Templates  
for  
Schedule 20A**

Regulated Provider	<a href="#">Northpower Fibre</a>
Disclosure Date	<a href="#">31 October 2022</a>
Disclosure Month (month ended)	<a href="#">30 September 2022</a>

**Templates for Schedule 20A  
Template Version 2. Prepared 28 July 2022**

**Workbook Version History**

<b>Workbook Version and Date</b>	<b>Determination</b>
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)

For Month Ended

Northpower Fibre  
30 September 2022  
Reporting Level: ID FFLAS  
Report Frequency: Quarterly

SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID

Schedule 20A(i): Provisioning

ref			
9			
10			
11		<b>Percentage met agreed date</b>	
12	<b>Service layer</b>		
13	Layer 1 service	95%	
14			
15	Layer 2 Service	100%	
16			
17			
18		<b>Median time to provision simple FFLAS</b>	<b>Median time to provision complex FFLAS</b>
19	<b>POI Area</b>		
20	POI Area	12.2 days	12.9 days
21			
22	POI Area		
23			
24	POI Area		
25			
26	POI Area		
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28	POI Area		
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30	POI Area		
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70	POI Area		
71			
72			

For Month Ended

Northpower Fibre  
 30 September 2022  
 Reporting Level: ID FFLAS  
 Report Frequency: Quarterly

SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID

Schedule 20A(ii): Availability

ref

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92

POI Area

POI Area

Category

Layer 1

Layer 2

Transitional average  
unplanned downtime

0.10 min/End user

0.00 min/End user

POI Area

POI Area

Layer 1

Layer 2

POI Area

POI Area

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Layer 1

Layer 2

For Month Ended

Northpower Fibre  
 30 September 2022  
 Reporting Level: ID FFLAS  
 Report Frequency: Quarterly

SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID

Schedule 20A(iii): Faults & Performance

ref  
 9  
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Faults

Faults per 100 connections

Number of faults

0.04

Traffic Performance

Threshold

Percentage of traffic performance exceedances of the threshold

Number of active probes

High priority traffic frame delay

≤5mS

0.114%

High priority traffic frame delay variation

≤3mS

0.182%

High priority traffic frame loss ratio

≤0.1%

0.130%

Low priority traffic frame loss ratio

≤2%

0.074%

Number of active probes

22

Port Performance

Threshold

Percentage of ports

Port utilisation

≥90% threshold

2%

≥95% threshold

1%

For Quarter Ended

Northpower Fibre
30 September 2022
Reporting Level: ID FFLAS
Report Frequency: Quarterly

**SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID**

**Schedule 20A(iv): Customer Service**

ref  
9  
10  
11  
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17  
18  
19  
20  
21  
22

*End-user survey results*

Number surveyed	Average score
15	9.2
15	8.9
15	9.3

**Question topic**

Installation quality satisfaction
Installation process satisfaction
Fibre broadband performance satisfaction