



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

Regulated Provider	Northpower Fibre Limited
Disclosure Date	31 August 2025
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Templates for Schedules 20
Template Version 3. Prepared April 2024

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
v3, 3 April 2024	Fibre ID (Non-material) Amendment Determination [2024] NZCC 4

SCHEDULE 20: REPORT ON QUALITY FOR ID

20(i): Provisioning

Section	Row	Category1 POI area	Category2 Service layer	Category3	Total connections provisioned	Median Provisioning time Days	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
20(i): Provisioning	4	Whangarei	Layer 1	Simple New Connection						
20(i): Provisioning	5	Whangarei	Layer 1	Complex New Connection	-					
20(i): Provisioning	6	Whangarei	Layer 1	Transport Services						
20(i): Provisioning	7	Whangarei	Layer 2	Intact (remote activation)	560	2.60	560	100.00%		
20(i): Provisioning	8	Whangarei	Layer 2	Intact (truck roll required)	11	10.70	10	90.91%		
20(i): Provisioning	9	Whangarei	Layer 2	Simple New Connection	111	25.20	105	94.59%	17.00%	
20(i): Provisioning	10	Whangarei	Layer 2	Complex New Connection	10	43.70	10	100.00%		0.00%
20(i): Provisioning	11	Whangarei	Layer 2	Transport Services						
20(i): Provisioning	12	[POI area]	Layer 1	Simple New Connection						
20(i): Provisioning	13	[POI area]	Layer 1	Complex New Connection						
20(i): Provisioning	14	[POI area]	Layer 1	Transport Services						
20(i): Provisioning	15	[POI area]	Layer 2	Intact (remote activation)						
20(i): Provisioning	16	[POI area]	Layer 2	Intact (truck roll required)						
20(i): Provisioning	17	[POI area]	Layer 2	Simple New Connection						
20(i): Provisioning	18	[POI area]	Layer 2	Complex New Connection						
20(i): Provisioning	19	[POI area]	Layer 2	Transport Services						
20(i): Provisioning	20	[POI area]	Layer 1	Simple New Connection						
20(i): Provisioning	21	[POI area]	Layer 1	Complex New Connection						
20(i): Provisioning	22	[POI area]	Layer 1	Transport Services						
20(i): Provisioning	23	[POI area]	Layer 2	Intact (remote activation)						
20(i): Provisioning	24	[POI area]	Layer 2	Intact (truck roll required)						
20(i): Provisioning	25	[POI area]	Layer 2	Simple New Connection						
20(i): Provisioning	26	[POI area]	Layer 2	Complex New Connection						
20(i): Provisioning	27	[POI area]	Layer 2	Transport Services						
20(i): Provisioning	28	[POI area]	Layer 1	Simple New Connection						
20(i): Provisioning	29	[POI area]	Layer 1	Complex New Connection						
20(i): Provisioning	30	[POI area]	Layer 1	Transport Services						
20(i): Provisioning	31	[POI area]	Layer 2	Intact (remote activation)						
20(i): Provisioning	32	[POI area]	Layer 2	Intact (truck roll required)						
20(i): Provisioning	33	[POI area]	Layer 2	Simple New Connection						
20(i): Provisioning	34	[POI area]	Layer 2	Complex New Connection						
20(i): Provisioning	35	[POI area]	Layer 2	Transport Services						
20(i): Provisioning	36	[POI area]	Layer 1	Simple New Connection						
20(i): Provisioning	37	[POI area]	Layer 1	Complex New Connection						
20(i): Provisioning	38	[POI area]	Layer 1	Transport Services						
20(i): Provisioning	39	[POI area]	Layer 2	Intact (remote activation)						
20(i): Provisioning	40	[POI area]	Layer 2	Intact (truck roll required)						
20(i): Provisioning	41	[POI area]	Layer 2	Simple New Connection						
20(i): Provisioning	42	[POI area]	Layer 2	Complex New Connection						
20(i): Provisioning	43	[POI area]	Layer 2	Transport Services						
20(i): Provisioning	44	[POI area]	Layer 1	Simple New Connection						

SCHEDULE 20: REPORT ON QUALITY

20(ii): Faults

Section	Row	Category1 POI area	Category2 Fault type	Category3 Fault cause	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
20(ii): Faults	4	Whangarei	Regulated Provider Faults	Layer 1	13	0.0500	92.00%	0.00%
20(ii): Faults	5	Whangarei	Regulated Provider Faults	Layer 2	3	0.0100	33.00%	67.00%
20(ii): Faults	6	Whangarei	Regulated Provider Faults	ONT	19	0.0800	63.00%	32.00%
20(ii): Faults	7	Whangarei	Non Regulated Provider Faults	No fault found	107			
20(ii): Faults	8	[POI area]	Regulated Provider Faults	Layer 1				
20(ii): Faults	9	[POI area]	Regulated Provider Faults	Layer 2				
20(ii): Faults	10	[POI area]	Regulated Provider Faults	ONT				
20(ii): Faults	11	[POI area]	Non Regulated Provider Faults	No fault found				
20(ii): Faults	12	[POI area]	Regulated Provider Faults	Layer 1				
20(ii): Faults	13	[POI area]	Regulated Provider Faults	Layer 2				
20(ii): Faults	14	[POI area]	Regulated Provider Faults	ONT				
20(ii): Faults	15	[POI area]	Non Regulated Provider Faults	No fault found				
20(ii): Faults	16	[POI area]	Regulated Provider Faults	Layer 1				
20(ii): Faults	17	[POI area]	Regulated Provider Faults	Layer 2				
20(ii): Faults	18	[POI area]	Regulated Provider Faults	ONT				
20(ii): Faults	19	[POI area]	Non Regulated Provider Faults	No fault found				
20(ii): Faults	20	[POI area]	Regulated Provider Faults	Layer 1				
20(ii): Faults	21	[POI area]	Regulated Provider Faults	Layer 2				
20(ii): Faults	22	[POI area]	Regulated Provider Faults	ONT				
20(ii): Faults	23	[POI area]	Non Regulated Provider Faults	No fault found				
20(ii): Faults	24	[POI area]	Regulated Provider Faults	Layer 1				
20(ii): Faults	25	[POI area]	Regulated Provider Faults	Layer 2				
20(ii): Faults	26	[POI area]	Regulated Provider Faults	ONT				
20(ii): Faults	27	[POI area]	Non Regulated Provider Faults	No fault found				
20(ii): Faults	28	[POI area]	Regulated Provider Faults	Layer 1				
20(ii): Faults	29	[POI area]	Regulated Provider Faults	Layer 2				
20(ii): Faults	30	[POI area]	Regulated Provider Faults	ONT				
20(ii): Faults	31	[POI area]	Non Regulated Provider Faults	No fault found				
20(ii): Faults	32	[POI area]	Regulated Provider Faults	Layer 1				
20(ii): Faults	33	[POI area]	Regulated Provider Faults	Layer 2				
20(ii): Faults	34	[POI area]	Regulated Provider Faults	ONT				
20(ii): Faults	35	[POI area]	Non Regulated Provider Faults	No fault found				
20(ii): Faults	36	[POI area]	Regulated Provider Faults	Layer 1				
20(ii): Faults	37	[POI area]	Regulated Provider Faults	Layer 2				
20(ii): Faults	38	[POI area]	Regulated Provider Faults	ONT				
20(ii): Faults	39	[POI area]	Non Regulated Provider Faults	No fault found				
20(ii): Faults	40	[POI area]	Regulated Provider Faults	Layer 1				
20(ii): Faults	41	[POI area]	Regulated Provider Faults	Layer 2				
20(ii): Faults	42	[POI area]	Regulated Provider Faults	ONT				
20(ii): Faults	43	[POI area]	Non Regulated Provider Faults	No fault found				

SCHEDULE 20: REPORT ON QUALITY

20(iii): Availability

Section	Row	Category1 POI area	Category2	Average downtime Average number of connections	Average downtime Unplanned downtime	Average downtime Unplanned downtime attributable to force majeure events	Average downtime Planned downtime	Average downtime Average unplanned downtime	Average downtime Average unplanned downtime excluding force majeure events	Notification of outages by layer Percentage of notified planned outages	Notification of outages by layer Percentage of notified unplanned outages
20(iii): Availability	4	Whangarei	Layer 1	24977.5	154392.00	0	0.00	6.18	6.18	n/a	null
20(iii): Availability	5	Whangarei	Layer 2	24977.5	2878.00	0	0.00	0.12	0.12	n/a	null
20(iii): Availability	6	[POI area]	Layer 1								
20(iii): Availability	7	[POI area]	Layer 2								
20(iii): Availability	8	[POI area]	Layer 1								
20(iii): Availability	9	[POI area]	Layer 2								
20(iii): Availability	10	[POI area]	Layer 1								
20(iii): Availability	11	[POI area]	Layer 2								
20(iii): Availability	12	[POI area]	Layer 1								
20(iii): Availability	13	[POI area]	Layer 2								
20(iii): Availability	14	[POI area]	Layer 1								
20(iii): Availability	15	[POI area]	Layer 2								
20(iii): Availability	16	[POI area]	Layer 1								
20(iii): Availability	17	[POI area]	Layer 2								
20(iii): Availability	18	[POI area]	Layer 1								
20(iii): Availability	19	[POI area]	Layer 2								
20(iii): Availability	20	[POI area]	Layer 1								
20(iii): Availability	21	[POI area]	Layer 2								
20(iii): Availability	22	[POI area]	Layer 1								
20(iii): Availability	23	[POI area]	Layer 2								

SCHEDULE 20: REPORT ON QUALITY

20(iv): Performance

Section	Row	Category1	Category2	Traffic performance Number of active OLT reference probes	Traffic performance Number of 5-minute samples	Traffic performance Textual report on significant changes or network events
20(iv): Performance	4	National	Traffic performance measures	21	181,694	

20(iv): Performance

Section	Row	Category1	Category2	Traffic performance Number of traffic performance exceedances of the threshold	Traffic performance Percentage of traffic performance exceedances of the threshold
20(iv): Performance	9	National	High priority traffic Frame delay ≤5mS	2	0.0011%
20(iv): Performance	10	National	High priority traffic Frame delay variation ≤3mS	3	0.0017%
20(iv): Performance	11	National	High priority traffic frame loss ratio ≤0.1%	3,009	1.6561%
20(iv): Performance	12	National	Low priority traffic frame loss ratio ≤2%	13	0.0072%

20(iv): Performance

Section	Row	Category1 POI area	Category2	Port performance Percentage of ports	Column1
20(iv): Performance	17	Whangarei	Port utilisation ≤70% threshold	31.0	
20(iv): Performance	18	Whangarei	Port utilisation ≥90% threshold	66.7	
20(iv): Performance	19	Whangarei	Port utilisation ≥95% threshold	66.7	
20(iv): Performance	20	[POI area]	Port utilisation ≤70% threshold		
20(iv): Performance	21	[POI area]	Port utilisation ≥90% threshold		
20(iv): Performance	22	[POI area]	Port utilisation ≥95% threshold		
20(iv): Performance	23	[POI area]	Port utilisation ≤70% threshold		
20(iv): Performance	24	[POI area]	Port utilisation ≥90% threshold		
20(iv): Performance	25	[POI area]	Port utilisation ≥95% threshold		
20(iv): Performance	26	[POI area]	Port utilisation ≤70% threshold		
20(iv): Performance	27	[POI area]	Port utilisation ≥90% threshold		
20(iv): Performance	28	[POI area]	Port utilisation ≥95% threshold		
20(iv): Performance	29	[POI area]	Port utilisation ≤70% threshold		
20(iv): Performance	30	[POI area]	Port utilisation ≥90% threshold		
20(iv): Performance	31	[POI area]	Port utilisation ≥95% threshold		
20(iv): Performance	32	[POI area]	Port utilisation ≤70% threshold		
20(iv): Performance	33	[POI area]	Port utilisation ≥90% threshold		
20(iv): Performance	34	[POI area]	Port utilisation ≥95% threshold		
20(iv): Performance	35	[POI area]	Port utilisation ≤70% threshold		
20(iv): Performance	36	[POI area]	Port utilisation ≥90% threshold		
20(iv): Performance	37	[POI area]	Port utilisation ≥95% threshold		

SCHEDULE 20: REPORT ON QUALITY

20(v): Cust. Service

Section	Row	Category1	Category2	End-user survey results (quarterly) Number surveyed	End-user survey results (quarterly) Average score
20(v): Cust. Service	4	Installation quality satisfaction		29	9.2
20(v): Cust. Service	5	Installation process satisfaction		29	8.8
20(v): Cust. Service	6	Fibre broadband performance satisfaction		27	9.1

20(v): Cust. Service

Section	Row	Category1	Category2	Missed provisioning appointments Number of appointments	Missed provisioning appointments Number of provisioning appointments missed
20(v): Cust. Service	11	Installation quality satisfaction		121	6