



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

|                                |                          |
|--------------------------------|--------------------------|
| Regulated Provider             | Northpower Fibre Limited |
| Disclosure Date                | 31 August 2025           |
| Disclosure Month (month ended) | 30 November 2024         |

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 <br>POI area | Category2 <br>Service layer | Category3                    | Total connections<br>provisioned | Median<br>Provisioning time  <br>Days | Number met<br>agreed date | Percentage<br>met agreed<br>date | Percentage of simple new<br>connection orders that took<br>≥ 50 calendar days | Percentage of complex<br>new connection orders<br>that took ≥ 120 calendar<br>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)   | 528                              | 4.10                                  | 528                       | 100.00%                          |                                                                               |                                                                                    |
| 20(i): Provisioning | 8   | Whangarei              | Layer 2                     | Intact (truck roll required) | 17                               | 4.00                                  | 17                        | 100.00%                          |                                                                               |                                                                                    |
| 20(i): Provisioning | 9   | Whangarei              | Layer 2                     | Simple New Connection        | 106                              | 13.50                                 | 102                       | 96.23%                           | 1.00%                                                                         |                                                                                    |
| 20(i): Provisioning | 10  | Whangarei              | Layer 2                     | Complex New Connection       | 5                                | 15.20                                 | 5                         | 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           |                                  |                                       |                           |                                  |                                                                               |                                                                                    |

SCHEDULE 20: REPORT ON QUALITY

20(ii): Faults

| Section        | Row | Category1 <br>POI area | Category2 <br>Fault type      | Category3 <br>Fault cause | Number of faults | Faults per 100 connections | Percentage of regulated provider faults<br>that met expected restoration time | Percentage of regulated provider faults<br>not restored within 2 calendar days |
|----------------|-----|------------------------|-------------------------------|---------------------------|------------------|----------------------------|-------------------------------------------------------------------------------|--------------------------------------------------------------------------------|
| 20(ii): Faults | 4   | Whangarei              | Regulated Provider Faults     | Layer 1                   | 8                | 0.0300                     | 88.00%                                                                        | 13.00%                                                                         |
| 20(ii): Faults | 5   | Whangarei              | Regulated Provider Faults     | Layer 2                   | 2                | 0.0100                     | 100.00%                                                                       | 0.00%                                                                          |
| 20(ii): Faults | 6   | Whangarei              | Regulated Provider Faults     | ONT                       | 9                | 0.0400                     | 78.00%                                                                        | 0.00%                                                                          |
| 20(ii): Faults | 7   | Whangarei              | Non Regulated Provider Faults | No fault found            | 42               |                            |                                                                               |                                                                                |
| 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 <br>POI area | Category2 | Average downtime  <br>Average number of<br>connections | Average downtime  <br>Unplanned   downtime | Average downtime  <br>Unplanned downtime<br>attributable to force<br>majeure events | Average downtime  <br>Planned downtime | Average downtime  <br>Average unplanned<br>downtime | Average downtime  <br>Average unplanned<br>downtime excluding force<br>majeure events | Notification of<br>outages by layer  <br>Percentage of<br>notified planned<br>outages | Notification of<br>outages by layer  <br>Percentage of notified<br>unplanned outages |
|-----------------------|-----|------------------------|-----------|--------------------------------------------------------|--------------------------------------------|-------------------------------------------------------------------------------------|----------------------------------------|-----------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| 20(iii): Availability | 4   | Whangarei              | Layer 1   | 25439.5                                                | 14320.00                                   | 0                                                                                   | 0.00                                   | 0.56                                                | 0.56                                                                                  | n/a                                                                                   | null                                                                                 |
| 20(iii): Availability | 5   | Whangarei              | Layer 2   | 25439.5                                                | 74.00                                      | 0                                                                                   | 0.00                                   | 0.00                                                | 0.00                                                                                  | 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  <br>Number of active OLT reference probes | Traffic performance  <br>Number of 5-minute samples | Traffic performance  <br>Textual report on significant changes or network events |
|---------------------|-----|-----------|------------------------------|----------------------------------------------------------------|-----------------------------------------------------|----------------------------------------------------------------------------------|
| 20(iv): Performance | 4   | National  | Traffic performance measures | 21                                                             | 181,440                                             |                                                                                  |

20(iv): Performance

| Section             | Row | Category1 | Category2                                          | Traffic performance  <br>Number of traffic performance exceedances of the threshold | Traffic performance  <br>Percentage of traffic performance exceedances of the threshold |
|---------------------|-----|-----------|----------------------------------------------------|-------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|
| 20(iv): Performance | 9   | National  | High priority traffic Frame delay   ≤5mS           | 3                                                                                   | 0.0017%                                                                                 |
| 20(iv): Performance | 10  | National  | High priority traffic Frame delay variation   ≤3mS | 5                                                                                   | 0.0028%                                                                                 |
| 20(iv): Performance | 11  | National  | High priority traffic frame loss ratio   ≤0.1%     | 2,296                                                                               | 1.2654%                                                                                 |
| 20(iv): Performance | 12  | National  | Low priority traffic frame loss ratio   ≤2%        | 211                                                                                 | 0.1163%                                                                                 |

20(iv): Performance

| Section             | Row | Category1  <br>POI area | Category2                         | Port performance  <br>Percentage of ports | Column1 |
|---------------------|-----|-------------------------|-----------------------------------|-------------------------------------------|---------|
| 20(iv): Performance | 17  | Whangarei               | Port utilisation   ≤70% threshold | 81.0                                      |         |
| 20(iv): Performance | 18  | Whangarei               | Port utilisation   ≥90% threshold | 11.9                                      |         |
| 20(iv): Performance | 19  | Whangarei               | Port utilisation   ≥95% threshold | 8.3                                       |         |
| 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 |                                           |         |
| 20(iv): Performance | 38  | [POI area]              | Port utilisation   ≤70% threshold |                                           |         |
| 20(iv): Performance | 39  | [POI area]              | Port utilisation   ≥90% threshold |                                           |         |
| 20(iv): Performance | 40  | [POI area]              | Port utilisation   ≥95% threshold |                                           |         |

SCHEDULE 20: REPORT ON QUALITY

20(v): Cust. Service

| Section              | Row | Category1                                | Category2 | End-user survey results (quarterly)  <br>Number surveyed | End-user survey results (quarterly)  <br>Average score |
|----------------------|-----|------------------------------------------|-----------|----------------------------------------------------------|--------------------------------------------------------|
| 20(v): Cust. Service | 4   | Installation quality satisfaction        |           | 28                                                       | 9.3                                                    |
| 20(v): Cust. Service | 5   | Installation process satisfaction        |           | 28                                                       | 9.0                                                    |
| 20(v): Cust. Service | 6   | Fibre broadband performance satisfaction |           | 27                                                       | 8.6                                                    |

20(v): Cust. Service

| Section              | Row | Category1                         | Category2 | Missed provisioning appointments  <br>Number of appointments | Missed provisioning appointments  <br>Number of provisioning appointments missed |
|----------------------|-----|-----------------------------------|-----------|--------------------------------------------------------------|----------------------------------------------------------------------------------|
| 20(v): Cust. Service | 11  | Installation quality satisfaction |           | 111                                                          | 4                                                                                |