

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

Regulated Provider
Disclosure Date
Disclosure Month (month ended)

Northpower Fibre

31 July 2022

30 April 2022

Templates for Schedule 20A
Template Version 1. Prepared 21 November 2021

#### **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.

### 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 April 2022 Reporting Level: ID FFLAS

Report Frequency: Quarterly

# SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID

Schedule 20A(i): Provisioning

ref 9			
10		Percentage met agreed date	
12 13	Service layer  Layer 1 service	97%	
14			
15 16	Layer 2 Service	100%	
17 18		Median time to provision simple FFLAS	Median time to provision complex FFLAS
19 20	POI Area POI Area	38.3 days	74.7 days
21		38.3 days	74.7 days
22 23	POI Area		
24	POI Area		
25 26	POI Area		
27			
28 29	POI Area		
30	POI Area		
31 32	POI Area		
33	DOLASSO.		
34 35	POI Area		
36	POI Area		
37 38	POI Area		
39 40	POI Area		
41			
42 43	POI Area		
44	POI Area		
45 46	POI Area		
47			
48 49	POI Area		
50	POI Area		
51 52	POI Area		
53 54	POI Area		
55			
56 57	POI Area		
58	POI Area		
59 60	POI Area		
61	POLArea		
62 63	POI Area		
64	POI Area		
65 66	POI Area		
67 68	POI Area		
69			
70 71	POI Area		
72		ii i.	

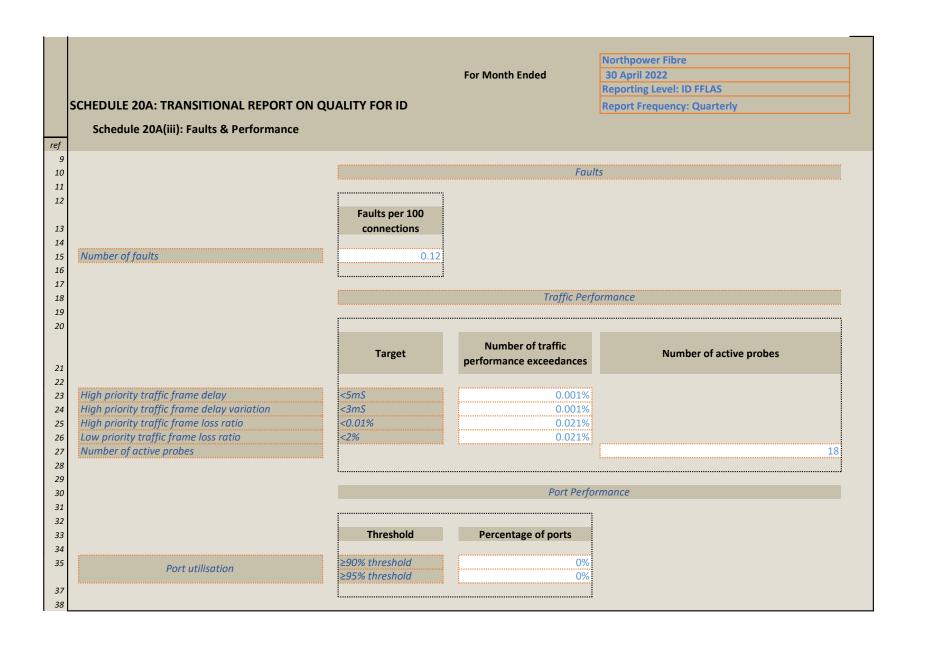
For Month Ended

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

SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID

Schedule 20A(ii): Availability

ref 9	Schedule Longing, Availability		
11			7
12			Transitional average
13	POI Area	Category	unplanned downtime
14	POI Area	Layer 1	0.43 min/End user
15 16	·	Layer 2	0.04 min/End user
17 18	POI Area	Layer 1 Layer 2	
19		Layer 1	
20 21	POI Area	Layer 1 Layer 2	
22 23		Layer 1	
24	POI Area	Layer 2	
25 26	POI Area	Layer 1	
27 28	POTATE	Layer 2	
29	POI Area	Layer 1	
30 31	<u> </u>	Layer 2	
32 33	POI Area	Layer 1 Layer 2	
34			
35 36	POI Area	Layer 1 Layer 2	
37 38		Layer 1	
39	POI Area	Layer 2	
40 41	POI Area	Layer 1	
42 43	POLATEA	Layer 2	
44	POI Area	Layer 1	
45 46		Layer 2	
47 48	POI Area	Layer 1 Layer 2	
49			
50 51	POI Area	Layer 1 Layer 2	
52 53		Layer 1	
54	POI Area	Layer 2	
55 56	POI Area	Layer 1	
57 58	TOTALCO	Layer 2	
59	POI Area	Layer 1	
60 61		Layer 2	
62 63	POI Area	Layer 1 Layer 2	
64 65		Layer 1	
66	POI Area	Layer 2	
67 68	DOI Asso	Layer 1	
69 70	POI Area	Layer 2	
71	POI Area	Layer 1 Layer 2	
72 73		Layer 2	
74 75	POI Area	Layer 1 Layer 2	
76			
77 78	POI Area	Layer 1 Layer 2	
79 80		Layer 1	
81	POI Area	Layer 2	
82 83	POI Area	Layer 1	
84 85	FOIAIEd	Layer 2	
86	POI Area	Layer 1	
87 88		Layer 2	
89 90	POI Area	Layer 1 Layer 2	
91	- <del>1</del>		
92			



#### Northpower Fibre For Month Ended 30 April 2022 Reporting Level: ID FFLAS SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID Report Frequency: Annual Schedule 20A(iv): Customer Service ref End-user survey results 10 11 12 Number surveyed Average score 13 **Question topic** 14 Installation quality satisfaction 35 9.2 15 Installation process satisfaction 35 7.9 16 Fibre broadband performance satisfaction 33 17 18 19 20 21 22