



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

**Regulated Provider**

Northpower Fibre

**Disclosure Date**

29 April 2022

**Disclosure Month (month ended)**

31 March 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  
31 March 2022  
Reporting Level: ID FFLAS  
Report Frequency: Quarterly

SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID

Schedule 20A(i): Provisioning

ref		Percentage met agreed date	Median time to provision simple FFLAS	Median time to provision complex FFLAS
9				
10				
11				
12	Service layer			
13	Layer 1 service	94%		
14				
15	Layer 2 Service	100%		
16				
17				
18				
19	POI Area			
20	POI Area	42.0 days	41.6 days	
21				
22	POI Area			
23				
24	POI Area			
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28	POI Area			
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For Month Ended

Northpower Fibre  
31 March 2022  
Reporting Level: ID FFLAS  
Report Frequency: Quarterly

SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID

Schedule 20A(ii): Availability

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POI Area

Category

Transitional average  
unplanned downtime

POI Area

Layer 1  
Layer 2

0.23 min/End user  
2.43 min/End user

POI Area

Layer 1  
Layer 2

POI Area

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Layer 2

For Month Ended

Northpower Fibre
31 March 2022
Reporting Level: ID FFLAS
Report Frequency: Quarterly

SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID

Schedule 20A(iii): Faults & Performance

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Faults

Faults per 100 connections

0.05

Number of faults

Traffic Performance

Target

Number of traffic performance exceedances

Number of active probes

<5ms

0.004%

<3ms

0.004%

<0.01%

0.268%

<2%

0.255%

18

High priority traffic frame delay

High priority traffic frame delay variation

High priority traffic frame loss ratio

Low priority traffic frame loss ratio

Number of active probes

Port Performance

Threshold

Percentage of ports

≥90% threshold

0%

≥95% threshold

0%

Port utilisation

For Month Ended

Northpower Fibre

31 March 2022

Reporting Level: ID FFLAS

Report Frequency: Annual

SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID

Schedule 20A(iv): Customer Service

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End-user survey results

Question topic

Installation quality satisfaction
Installation process satisfaction
Fibre broadband performance satisfaction

Number surveyed	Average score
35	9.3
35	8.2
32	8.1