

Northpower Fibre Limited is required to publicly disclose the following information as per clause 2.4.4(3) and according to the requirements of Schedule 21 of the Fibre Information Disclosure Determination 2021.

Installation quality satisfaction

Question asked:

Where 1 means 'Poor' and 10 means 'Excellent'. Overall, how would you rate the actual installation?

Responses for the period from January 2022 to March 2022:

Rating	Number of Responses
1	0
2	1
3	1
4	0
5	1
6	0
7	3
8	6
9	25
10	65
Total	102

Installation process satisfaction

Question asked:

Now thinking about the whole experience of getting your fibre broadband - how easy it was to arrange the installation, how well you were kept informed, the actual installation process and your new broadband connection – considering everything, overall how satisfied are you? Use the 1 to 10 scale where 1 means 'very dissatisfied' and 10 means 'very satisfied'.

Responses for the period from January 2022 to March 2022:

Rating	Number of Responses
1	3
2	1
3	0
4	1
5	1
6	2
7	16
8	16
9	23
10	39
Total	102

Fibre broadband performance satisfaction

Question asked:

Where 1 means 'Poor' and 10 means 'Excellent'. How would you rate the overall performance of your fibre broadband connection?

Responses for the period from January 2022 to March 2022:

Rating	Number of Responses
1	2
2	2
3	1
4	0
5	2
6	2
7	11
8	22
9	16
10	37
Total	95