

# eir USO Performance Report

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PSTN Fault Occurrence National	Total
Total Faults Per 100 Lines	2.937
Line Faults Per 100 Lines	2.582

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<b>PSTN Fault Occurrence eir Only</b>	<b>Total</b>
Total Faults Per 100 Lines	2.556
Line Faults Per 100 Lines	2.257

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PSTN Fault Occurrence MDIBC	Total
Total Faults Per 100 Lines	1.607
Line Faults Per 100 Lines	1.394

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<b>PSTN Fault Occurrence NBP</b>	<b>Total</b>
Total Faults Per 100 Lines	5.580
Line Faults Per 100 Lines	4.929

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<b>PSTN Repair National</b>	<b>Total</b>
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<b>Repair Time Fastest (for All Faults)</b>	
Fastest 80% completed - working hours	16.200
Fastest 95% completed - working hours	39.700

<b>Agreed Dates (%)</b>	
Agreed Dates met	99.133%
Fault Repairs With an Agreed Date versus All Repairs	9.902%

<b>All Repairs (%)</b>	
Repairs within 2 Working Days	79.717%
Repairs within 4 Working Days	92.294%
Repairs within 5 Working Days	95.191%
Repairs within 10 Working Days	98.711%

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<b>PSTN Repair eir Only</b>	<b>Total</b>
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<b>Repair Time Fastest (for All Faults)</b>	
Fastest 80% completed - working hours	16.687
Fastest 95% completed - working hours	41.313

<b>Agreed Dates (%)</b>	
Agreed Dates met	98.519%
Fault Repairs With an Agreed Date versus All Repairs	9.475%

<b>All Repairs (%)</b>	
Repairs within 2 Working Days	79.275%
Repairs within 4 Working Days	92.412%
Repairs within 5 Working Days	94.753%
Repairs within 10 Working Days	98.792%

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<b>PSTN Repair MDIBC</b>	<b>Total</b>
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<b>Repair Time Fastest (for All Faults)</b>	
Fastest 80% completed - working hours	15.523
Fastest 95% completed - working hours	36.673

<b>Agreed Dates (%)</b>	
Agreed Dates met	99.546%
Fault Repairs With an Agreed Date versus All Repairs	10.674%

<b>All Repairs (%)</b>	
Repairs within 2 Working Days	83.316%
Repairs within 4 Working Days	93.636%
Repairs within 5 Working Days	95.842%
Repairs within 10 Working Days	98.631%



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PSTN Repair NBP	Total
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Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	17.417
Fastest 95% completed - working hours	40.000

Agreed Dates (%)	
Agreed Dates met	99.113%
Fault Repairs With an Agreed Date versus All Repairs	9.658%

All Repairs (%)	
Repairs within 2 Working Days	78.056%
Repairs within 4 Working Days	91.579%
Repairs within 5 Working Days	95.011%
Repairs within 10 Working Days	98.724%

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**PSTN Provision National**

<b>Supply Time Fastest (for All Connections)</b>	<b>All</b>
Supply time fastest 95% - elapsed days	14
Supply time fastest 99% - elapsed days	38

<b>In Situ Connections completed within the following time slots (%)</b>	<b>All</b>
Within 24 hours	90.263%
Within 2 weeks	99.474%
Within 2 months	100.000%

<b>All Other Connections completed within the following time slots (%)</b>	<b>All</b>
Within 2 weeks	95.128%
Within 4 weeks	98.310%
Within 8 weeks	99.437%
Within 13 weeks	99.669%
Within 26 weeks	99.867%
Greater than 26 weeks	0.133%

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**PSTN Provision eir Only**

<b>Supply Time Fastest (for All Connections)</b>	<b>eir only</b>
Supply time fastest 95% - elapsed days	13
Supply time fastest 99% - elapsed days	36

<b>In Situ Connections completed within the following time slots (%)</b>	<b>eir only</b>
Within 24 hours	90.361%
Within 2 weeks	100.000%
Within 2 months	100.000%

<b>All Other Connections completed within the following time slots (%)</b>	<b>eir only</b>
Within 2 weeks	96.361%
Within 4 weeks	98.544%
Within 8 weeks	99.272%
Within 13 weeks	99.563%
Within 26 weeks	99.709%
Greater than 26 weeks	0.291%

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**PSTN Provision MDIBC**

Supply Time Fastest (for All Connections)	MDIBC
Supply time fastest 95% - elapsed days	14
Supply time fastest 99% - elapsed days	30

In Situ Connections completed within the following time slots (%)	MDIBC
Within 24 hours	91.026%
Within 2 weeks	98.718%
Within 2 months	100.000%

All Other Connections completed within the following time slots (%)	MDIBC
Within 2 weeks	95.468%
Within 4 weeks	98.764%
Within 8 weeks	99.588%
Within 13 weeks	99.706%
Within 26 weeks	99.941%
Greater than 26 weeks	0.059%

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**PSTN Provision NBP**

<b>Supply Time Fastest (for All Connections)</b>	
	<b>NBP</b>
Supply time fastest 95% - elapsed days	16
Supply time fastest 99% - elapsed days	43

<b>In Situ Connections completed within the following time slots (%)</b>	
	<b>NBP</b>
Within 24 hours	89.362%
Within 2 weeks	100.000%
Within 2 months	100.000%

<b>All Other Connections completed within the following time slots (%)</b>	
	<b>NBP</b>
Within 2 weeks	92.868%
Within 4 weeks	96.830%
Within 8 weeks	99.208%
Within 13 weeks	99.683%
Within 26 weeks	99.842%
Greater than 26 weeks	0.158%

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<b>USO Public Payphones</b>	
Average Number of Payphones for the period	285
Proportion of Payphones in full working order (%)	94.279%

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	Total
Number of Bill Correctness Complaints per 100 bills	0.020