

eir USO Performance Report

Quality of Service Statistics 2020 Q4

Quality of Service Statistics 2020 Q4

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PSTN Fault Occurrence National	Total
Total Faults Per 100 Lines	2.804
Line Faults Per 100 Lines	2.441

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PSTN Fault Occurrence eir Only	Total
Total Faults Per 100 Lines	2.507
Line Faults Per 100 Lines	2.179

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PSTN Fault Occurrence MDIBC	Total
Total Faults Per 100 Lines	1.589
Line Faults Per 100 Lines	1.368

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PSTN Fault Occurrence NBP	Total
Total Faults Per 100 Lines	5.190
Line Faults Per 100 Lines	4.548

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PSTN Repair National	Total

Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	15.783
Fastest 95% completed - working hours	37.283

Agreed Dates (%)	
Agreed Dates met	99.286%
Fault Repairs With an Agreed Date versus All Repairs	7.081%

All Repairs (%)	
Repairs within 2 Working Days	82.118%
Repairs within 4 Working Days	93.692%
Repairs within 5 Working Days	95.807%
Repairs within 10 Working Days	98.582%

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PSTN Repair eir Only	Total
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Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	15.483
Fastest 95% completed - working hours	36.260

Agreed Dates (%)	
Agreed Dates met	97.688%
Fault Repairs With an Agreed Date versus All Repairs	6.635%

All Repairs (%)	
Repairs within 2 Working Days	83.393%
Repairs within 4 Working Days	94.120%
Repairs within 5 Working Days	95.948%
Repairs within 10 Working Days	98.768%

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PSTN Repair MDIBC	Total
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Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	15.050
Fastest 95% completed - working hours	31.863

Agreed Dates (%)	
Agreed Dates met	99.708%
Fault Repairs With an Agreed Date versus All Repairs	8.732%

All Repairs (%)	
Repairs within 2 Working Days	85.022%
Repairs within 4 Working Days	95.105%
Repairs within 5 Working Days	96.560%
Repairs within 10 Working Days	98.545%

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PSTN Repair NBP	Total

Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	16.000
Fastest 95% completed - working hours	39.454

Agreed Dates (%)	
Agreed Dates met	99.569%
Fault Repairs With an Agreed Date versus All Repairs	6.353%

All Repairs (%)	
Repairs within 2 Working Days	80.102%
Repairs within 4 Working Days	92.780%
Repairs within 5 Working Days	95.352%
Repairs within 10 Working Days	98.536%

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PSTN Provision National**

Supply Time Fastest (for All Connections)	
	All
Supply time fastest 95% - elapsed days	14
Supply time fastest 99% - elapsed days	45

In Situ Connections completed within the following time slots (%)	
	All
Within 24 hours	89.565%
Within 2 weeks	99.348%
Within 2 months	100.000%

All Other Connections completed within the following time slots (%)	
	All
Within 2 weeks	94.573%
Within 4 weeks	98.036%
Within 8 weeks	99.179%
Within 13 weeks	99.536%
Within 26 weeks	99.929%
Greater than 26 weeks	0.071%

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PSTN Provision eir Only**

Supply Time Fastest (for All Connections)	eir only
Supply time fastest 95% - elapsed days	16
Supply time fastest 99% - elapsed days	45

In Situ Connections completed within the following time slots (%)	eir only
Within 24 hours	93.478%
Within 2 weeks	100.000%
Within 2 months	100.000%

All Other Connections completed within the following time slots (%)	eir only
Within 2 weeks	93.151%
Within 4 weeks	97.412%
Within 8 weeks	99.087%
Within 13 weeks	99.696%
Within 26 weeks	99.848%
Greater than 26 weeks	0.152%

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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	35

In Situ Connections completed within the following time slots (%)	
	MDIBC
Within 24 hours	83.420%
Within 2 weeks	98.446%
Within 2 months	100.000%

All Other Connections completed within the following time slots (%)	
	MDIBC
Within 2 weeks	95.615%
Within 4 weeks	98.626%
Within 8 weeks	99.280%
Within 13 weeks	99.476%
Within 26 weeks	99.935%
Greater than 26 weeks	0.065%

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PSTN Provision NBP**

Supply Time Fastest (for All Connections)	
	NBP
Supply time fastest 95% - elapsed days	15
Supply time fastest 99% - elapsed days	50

In Situ Connections completed within the following time slots (%)	
	NBP
Within 24 hours	94.286%
Within 2 weeks	100.000%
Within 2 months	100.000%

All Other Connections completed within the following time slots (%)	
	NBP
Within 2 weeks	93.506%
Within 4 weeks	97.240%
Within 8 weeks	99.026%
Within 13 weeks	99.513%
Within 26 weeks	100.000%
Greater than 26 weeks	0.000%

Quality of Service Statistics 2020 Q4	
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USO Public Payphones	
Average Number of Payphones for the period	113
Proportion of Payphones in full working order (%)	91.308%

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	Total
Number of Bill Correctness Complaints per 100 bills	0.015