

eir USO Performance Report

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PSTN Fault Occurrence National	Total
Total Faults Per 100 Lines	3.328
Line Faults Per 100 Lines	2.898

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PSTN Fault Occurrence eir Only	Total
Total Faults Per 100 Lines	2.911
Line Faults Per 100 Lines	2.567

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PSTN Fault Occurrence MDIBC	Total
Total Faults Per 100 Lines	1.963
Line Faults Per 100 Lines	1.628

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PSTN Fault Occurrence NBP	Total
Total Faults Per 100 Lines	6.069
Line Faults Per 100 Lines	5.403

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PSTN Repair National	Total
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Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	15.783
Fastest 95% completed - working hours	36.069

Agreed Dates (%)	
Agreed Dates met	99.526%
Fault Repairs With an Agreed Date versus All Repairs	5.189%

All Repairs (%)	
Repairs within 2 Working Days	81.912%
Repairs within 4 Working Days	93.795%
Repairs within 5 Working Days	96.074%
Repairs within 10 Working Days	98.795%

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PSTN Repair eir Only	Total
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Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	15.683
Fastest 95% completed - working hours	35.021

Agreed Dates (%)	
Agreed Dates met	100.000%
Fault Repairs With an Agreed Date versus All Repairs	4.673%

All Repairs (%)	
Repairs within 2 Working Days	82.431%
Repairs within 4 Working Days	93.886%
Repairs within 5 Working Days	96.627%
Repairs within 10 Working Days	99.051%

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PSTN Repair MDIBC	Total
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Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	15.183
Fastest 95% completed - working hours	32.763

Agreed Dates (%)	
Agreed Dates met	99.110%
Fault Repairs With an Agreed Date versus All Repairs	6.883%

All Repairs (%)	
Repairs within 2 Working Days	84.469%
Repairs within 4 Working Days	94.860%
Repairs within 5 Working Days	96.404%
Repairs within 10 Working Days	98.345%

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PSTN Repair NBP	Total
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Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	16.000
Fastest 95% completed - working hours	37.918

Agreed Dates (%)	
Agreed Dates met	99.728%
Fault Repairs With an Agreed Date versus All Repairs	4.412%

All Repairs (%)	
Repairs within 2 Working Days	80.273%
Repairs within 4 Working Days	93.157%
Repairs within 5 Working Days	95.689%
Repairs within 10 Working Days	98.960%

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PSTN Provision National

Supply Time Fastest (for All Connections)	All
Supply time fastest 95% - elapsed days	21
Supply time fastest 99% - elapsed days	63

In Situ Connections completed within the following time slots (%)	All
Within 24 hours	91.176%
Within 2 weeks	99.020%
Within 2 months	100.000%

All Other Connections completed within the following time slots (%)	All
Within 2 weeks	91.948%
Within 4 weeks	96.316%
Within 8 weeks	97.911%
Within 13 weeks	99.354%
Within 26 weeks	99.924%
Greater than 26 weeks	0.076%

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PSTN Provision eir Only

Supply Time Fastest (for All Connections)	eir only
Supply time fastest 95% - elapsed days	63
Supply time fastest 99% - elapsed days	74

In Situ Connections completed within the following time slots (%)	eir only
Within 24 hours	87.963%
Within 2 weeks	99.074%
Within 2 months	100.000%

All Other Connections completed within the following time slots (%)	eir only
Within 2 weeks	88.479%
Within 4 weeks	92.473%
Within 8 weeks	94.009%
Within 13 weeks	99.078%
Within 26 weeks	100.000%
Greater than 26 weeks	0.000%

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PSTN Provision MDIBC

Supply Time Fastest (for All Connections)	MDIBC
Supply time fastest 95% - elapsed days	15
Supply time fastest 99% - elapsed days	36

In Situ Connections completed within the following time slots (%)	MDIBC
Within 24 hours	91.852%
Within 2 weeks	98.519%
Within 2 months	100.000%

All Other Connections completed within the following time slots (%)	MDIBC
Within 2 weeks	94.204%
Within 4 weeks	98.019%
Within 8 weeks	99.413%
Within 13 weeks	99.560%
Within 26 weeks	99.927%
Greater than 26 weeks	0.073%

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PSTN Provision NBP

Supply Time Fastest (for All Connections)	NBP
Supply time fastest 95% - elapsed days	21
Supply time fastest 99% - elapsed days	57

In Situ Connections completed within the following time slots (%)	NBP
Within 24 hours	92.727%
Within 2 weeks	99.394%
Within 2 months	100.000%

All Other Connections completed within the following time slots (%)	NBP
Within 2 weeks	90.630%
Within 4 weeks	96.607%
Within 8 weeks	98.708%
Within 13 weeks	99.192%
Within 26 weeks	99.838%
Greater than 26 weeks	0.162%

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	Total
Number of Bill Correctness Complaints per 100 bills	0.015