

# eir USO Performance Report

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PSTN Fault Occurrence National	Total
Total Faults Per 100 Lines	2.649
Line Faults Per 100 Lines	2.203

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PSTN Fault Occurrence eir Only	Total
Total Faults Per 100 Lines	2.346
Line Faults Per 100 Lines	1.984

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PSTN Fault Occurrence MDIBC	Total
Total Faults Per 100 Lines	1.647
Line Faults Per 100 Lines	1.361

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PSTN Fault Occurrence NBP	Total
Total Faults Per 100 Lines	4.663
Line Faults Per 100 Lines	3.871

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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	15.767
Fastest 95% completed - working hours	34.780

<b>Agreed Dates (%)</b>	
Agreed Dates met	99.186%
Fault Repairs With an Agreed Date versus All Repairs	4.977%

<b>All Repairs (%)</b>	
Repairs within 2 Working Days	82.323%
Repairs within 4 Working Days	94.235%
Repairs within 5 Working Days	96.465%
Repairs within 10 Working Days	98.889%

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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	15.733
Fastest 95% completed - working hours	35.330

<b>Agreed Dates (%)</b>	
Agreed Dates met	100.000%
Fault Repairs With an Agreed Date versus All Repairs	4.848%

<b>All Repairs (%)</b>	
Repairs within 2 Working Days	83.009%
Repairs within 4 Working Days	93.792%
Repairs within 5 Working Days	96.420%
Repairs within 10 Working Days	98.958%

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PSTN Repair MDIBC

Total

Repair Time Fastest (for All Faults)

Fastest 80% completed - working hours	15.467
Fastest 95% completed - working hours	32.000

Agreed Dates (%)

Agreed Dates met	99.603%
Fault Repairs With an Agreed Date versus All Repairs	6.605%

All Repairs (%)

Repairs within 2 Working Days	83.311%
Repairs within 4 Working Days	95.053%
Repairs within 5 Working Days	96.847%
Repairs within 10 Working Days	98.940%

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<b>PSTN Repair NBP</b>	<b>Total</b>
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Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	15.883
Fastest 95% completed - working hours	35.583

Agreed Dates (%)	
Agreed Dates met	98.394%
Fault Repairs With an Agreed Date versus All Repairs	4.011%

All Repairs (%)	
Repairs within 2 Working Days	81.452%
Repairs within 4 Working Days	93.891%
Repairs within 5 Working Days	96.243%
Repairs within 10 Working Days	98.832%

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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	42

<b>In Situ Connections completed within the following time slots (%)</b>	<b>All</b>
Within 24 hours	92.995%
Within 2 weeks	99.275%
Within 2 months	99.517%

<b>All Other Connections completed within the following time slots (%)</b>	<b>All</b>
Within 2 weeks	94.277%
Within 4 weeks	98.279%
Within 8 weeks	99.269%
Within 13 weeks	99.570%
Within 26 weeks	99.957%
Greater than 26 weeks	0.043%

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PSTN Provision eir Only

Supply Time Fastest (for All Connections)	
	eir only
Supply time fastest 95% - elapsed days	15
Supply time fastest 99% - elapsed days	70

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

All Other Connections completed within the following time slots (%)	
	eir only
Within 2 weeks	94.291%
Within 4 weeks	98.443%
Within 8 weeks	98.789%
Within 13 weeks	98.962%
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	14
Supply time fastest 99% - elapsed days	35

In Situ Connections completed within the following time slots (%)	MDIBC
Within 24 hours	95.789%
Within 2 weeks	99.474%
Within 2 months	100.000%

All Other Connections completed within the following time slots (%)	MDIBC
Within 2 weeks	95.246%
Within 4 weeks	98.653%
Within 8 weeks	99.525%
Within 13 weeks	99.683%
Within 26 weeks	99.921%
Greater than 26 weeks	0.079%

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**PSTN Provision NBP**

<b>Supply Time Fastest (for All Connections)</b>	<b>NBP</b>
Supply time fastest 95% - elapsed days	17
Supply time fastest 99% - elapsed days	40

<b>In Situ Connections completed within the following time slots (%)</b>	<b>NBP</b>
Within 24 hours	90.385%
Within 2 weeks	98.718%
Within 2 months	98.718%

<b>All Other Connections completed within the following time slots (%)</b>	<b>NBP</b>
Within 2 weeks	91.736%
Within 4 weeks	97.107%
Within 8 weeks	99.174%
Within 13 weeks	100.000%
Within 26 weeks	100.000%
Greater than 26 weeks	0.000%

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	Total
Number of Bill Correctness Complaints per 100 bills	0.011