

eir USO Performance Report

Period Covered: Qrt 1 2018

USO Published Report 2018 Q1

PSTN Fault Occurrence National	Total
Total Faults Per 100 Lines	4.775
Line Faults Per 100 Lines	3.961

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PSTN Fault Occurrence eir Only	Total
Total Faults Per 100 Lines	3.908
Line Faults Per 100 Lines	3.255

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PSTN Fault Occurrence MDIBC	Total
Total Faults Per 100 Lines	2.532
Line Faults Per 100 Lines	2.023

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PSTN Fault Occurrence NBP	Total
Total Faults Per 100 Lines	9.324
Line Faults Per 100 Lines	7.858

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PSTN Repair National	Total
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Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	36.133
Fastest 95% completed - working hours	88.095

Agreed Dates (%)	
Agreed Dates met	97.788%
Fault Repairs With an Agreed Date versus All Repairs	8.986%

All Repairs (%)	
Repairs within 2 Working Days	59.399%
Repairs within 4 Working Days	77.653%
Repairs within 5 Working Days	82.880%
Repairs within 10 Working Days	93.891%

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PSTN Repair eir Only	Total
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Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	36.787
Fastest 95% completed - working hours	88.545

Agreed Dates (%)	
Agreed Dates met	97.441%
Fault Repairs With an Agreed Date versus All Repairs	8.882%

All Repairs (%)	
Repairs within 2 Working Days	59.472%
Repairs within 4 Working Days	77.355%
Repairs within 5 Working Days	82.476%
Repairs within 10 Working Days	93.419%

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PSTN Repair MDIBC	Total
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Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	26.070
Fastest 95% completed - working hours	73.887

Agreed Dates (%)	
Agreed Dates met	97.439%
Fault Repairs With an Agreed Date versus All Repairs	10.941%

All Repairs (%)	
Repairs within 2 Working Days	67.966%
Repairs within 4 Working Days	84.164%
Repairs within 5 Working Days	88.243%
Repairs within 10 Working Days	95.701%

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PSTN Repair NBP	Total
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Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	40.000
Fastest 95% completed - working hours	93.297

Agreed Dates (%)	
Agreed Dates met	98.131%
Fault Repairs With an Agreed Date versus All Repairs	8.091%

All Repairs (%)	
Repairs within 2 Working Days	55.318%
Repairs within 4 Working Days	74.660%
Repairs within 5 Working Days	80.463%
Repairs within 10 Working Days	93.179%

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PSTN Provision All

Supply Time Fastest (for All Connections)	
	All
Supply time fastest 95% - elapsed days	32
Supply time fastest 99% - elapsed days	83

In Situ Connections completed within the following time slots (%)	
	All
Within 24 hours	85.342%
Within 2 weeks	98.361%
Within 2 months	99.421%

All Other Connections completed within the following time slots (%)	
	All
Within 2 weeks	78.594%
Within 4 weeks	93.064%
Within 8 weeks	98.181%
Within 13 weeks	99.023%
Within 26 weeks	99.749%
Greater than 26 weeks	0.251%

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PSTN Provision eir Only

Supply Time Fastest (for All Connections)	eir only
Supply time fastest 95% - elapsed days	29
Supply time fastest 99% - elapsed days	105

In Situ Connections completed within the following time slots (%)	eir only
Within 24 hours	84.066%
Within 2 weeks	97.802%
Within 2 months	99.451%

All Other Connections completed within the following time slots (%)	eir only
Within 2 weeks	81.969%
Within 4 weeks	94.458%
Within 8 weeks	98.056%
Within 13 weeks	98.842%
Within 26 weeks	99.835%
Greater than 26 weeks	0.165%

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PSTN Provision MDIBC

Supply Time Fastest (for All Connections)	
	MDIBC
Supply time fastest 95% - elapsed days	31
Supply time fastest 99% - elapsed days	64

In Situ Connections completed within the following time slots (%)	
	MDIBC
Within 24 hours	83.827%
Within 2 weeks	98.405%
Within 2 months	99.544%

All Other Connections completed within the following time slots (%)	
	MDIBC
Within 2 weeks	79.096%
Within 4 weeks	93.640%
Within 8 weeks	98.697%
Within 13 weeks	99.427%
Within 26 weeks	99.791%
Greater than 26 weeks	0.209%

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PSTN Provision NBP

Supply Time Fastest (for All Connections)	
	NBP
Supply time fastest 95% - elapsed days	38
Supply time fastest 99% - elapsed days	116

In Situ Connections completed within the following time slots (%)	
	NBP
Within 24 hours	87.500%
Within 2 weeks	98.558%
Within 2 months	99.279%

All Other Connections completed within the following time slots (%)	
	NBP
Within 2 weeks	73.487%
Within 4 weeks	89.977%
Within 8 weeks	96.952%
Within 13 weeks	98.152%
Within 26 weeks	99.538%
Greater than 26 weeks	0.462%

USO Published Report 2018 Q1	
USO Public Payphones	
Average Number of Payphones for the period	543
Proportion of Payphones in full working order (%)	94.265%

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	Total
Number of Bill Correctness Complaints per 100 bills	0.006