

USO Quality of Service Information : January 2014 to March 2014					
Category	Measure				
Direct Access PSTN Provision	Supply Time Fastest (for All Connections)		Residential	Business	Total
	Supply time fastest 95% - elapsed days		38	43	39
	Supply time fastest 99% - elapsed days		72	81	76
	In Situ Connections completed within the following time slots (%)				
	Within 24 hours				73.00%
	Within 2 weeks				93.80%
	Within 2 months				99.80%
	All Other Connections completed within the following time slots (%)				
	Within 2 weeks				69.70%
	Within 4 weeks				87.10%
	Within 8 weeks				96.70%
	Within 13 weeks				99.10%
	Within 26 weeks				99.90%
	Connections with an Agreed Date (%)				
	Connections completed by an Agreed Date				94.30%
Connections with an Agreed Date versus Total Connections				21.70%	
Direct Access PSTN Fault Occurrence	Total Faults Per 100 Lines				7.858
	Line Faults Per 100 Lines				6.203
Direct Access PSTN Repair	Repair Time Fastest (for All Faults)		Residential	Business	Total
	Fastest 80% completed - working hours		71.05	39.113	65.83
	Fastest 95% completed - working hours		159.667	105.138	153.449
	Agreed Dates (%)				
	Agreed Dates met				79.08%
	Fault Repairs With an Agreed Date versus All Repairs				2.05%
	All Repairs (%)				
	Repairs within 2 Working Days				40.11%
	Repairs within 4 Working Days				61.74%
	Repairs within 5 Working Days				68.64%
Repairs within 10 Working Days				84.46%	
Functional Internet Access	Percentage of the PSTN base experiencing data rate of 28.8kbits/s or better				
	Total Population > 28.8kbit/s (%)				91.68%
USO Public Payphones	Average Number of Payphones for the period				1,322
	Proportion of Payphones in full working order (%)				90.01%
Affordability of Tarriffs	Number of Bill Correctness Complaints per 100 bills				0.092
	Information on Special Schemes				
	Customers can avail of the Vulnerable Users Scheme which is targeted at low users				
Specific measures for disabled users	For users that are hearing impaired		Inductive couplers An amplified phone Visual indicator when the phone rings.		
	For users that are hearing and / or speech impaired		National relay service (mini com)		
	For customers with limited dexterity or mobility		Speed dial and automatic redial Hands free facility		
	For customers with restricted vision		Braille billing, standardised layout of keypads around extra large high contrast buttons.		
	For users unable to use the phone book because of disability		Special directory enquiries		