

USO Quality of Service Information : April 2014 to June 2014							
Category	Measure						
Direct Access PSTN Provision	Supply Time Fastest (for All Connections)			Residential	Business	Total	
	Supply time fastest 95% - elapsed days			25	29	29	
	Supply time fastest 99% - elapsed days			85	72	72	
	In Situ Connections completed within the following time slots (%)						
	Within 24 hours					73.80%	
	Within 2 weeks					96.60%	
	Within 2 months					99.90%	
	All Other Connections completed within the following time slots (%)						
	Within 2 weeks					81.00%	
	Within 4 weeks					93.00%	
	Within 8 weeks					97.10%	
	Within 13 weeks					98.90%	
	Within 26 weeks					99.80%	
	Connections with an Agreed Date (%)						
	Connections completed by an Agreed Date					92.70%	
Connections with an Agreed Date versus Total Connections					23.70%		
Direct Access PSTN Fault Occurrence	Total Faults Per 100 Lines					4.6	
	Line Faults Per 100 Lines					3.5	
Direct Access PSTN Repair	Repair Time Fastest (for All Faults)			Residential	Business	Total	
	Fastest 80% completed - working hours			26	20.2	24.2	
	Fastest 95% completed - working hours			104	54.1	94.7	
	Agreed Dates (%)						
	Agreed Dates met					92.70%	
	Fault Repairs With an Agreed Date versus All Repairs					4.10%	
	All Repairs (%)						
	Repairs within 2 Working Days					68.40%	
	Repairs within 4 Working Days					85.50%	
Repairs within 5 Working Days					88.70%		
Repairs within 10 Working Days					94.30%		
Functional Internet Access	Percentage of the PSTN base experiencing data rate of 28.8kbits/s or better						
	Total Population > 28.8kbit/s (%)					91.10%	
USO Public Payphones	Average Number of Payphones for the period					1,316	
	Proportion of Payphones in full working order (%)					90.20%	
Affordability of Tarriffs	Number of Bill Correctness Complaints per 100 bills					0.20	
	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				