

USO Quality of Service Information : July 2014 to September 2014					
Category	Measure				
Direct Access PSTN Provision	Supply Time Fastest (for All Connections)		Residential	Business	Total
	Supply time fastest 95% - elapsed days		26	28	27
	Supply time fastest 99% - elapsed days		73	77	76
	In Situ Connections completed within the following time slots (%)				
	Within 24 hours				73.58%
	Within 2 weeks				98.29%
	Within 2 months				99.70%
	All Other Connections completed within the following time slots (%)				
	Within 2 weeks				81.85%
	Within 4 weeks				93.40%
	Within 8 weeks				97.50%
	Within 13 weeks				99.08%
	Within 26 weeks				99.82%
	Connections with an Agreed Date (%)				
	Connections completed by an Agreed Date				93.27%
Connections with an Agreed Date versus Total Connections				22.35%	
Direct Access PSTN Fault Occurrence	Total Faults Per 100 Lines				4.461
	Line Faults Per 100 Lines				3.125
Direct Access PSTN Repair	Repair Time Fastest (for All Faults)		Residential	Business	Total
	Fastest 80% completed - working hours		19.717	17.417	19.05
	Fastest 95% completed - working hours		59.331	44.093	56
	Agreed Dates (%)				
	Agreed Dates met				94.61%
	Fault Repairs With an Agreed Date versus All Repairs				5.34%
	All Repairs (%)				
	Repairs within 2 Working Days				75.28%
	Repairs within 4 Working Days				89.49%
Repairs within 5 Working Days				92.05%	
Repairs within 10 Working Days				97.40%	
Functional Internet Access	Percentage of the PSTN base experiencing data rate of 28.8kbits/s or better				
	Total Population > 28.8kbit/s (%)				90.83%
USO Public Payphones	Average Number of Payphones for the period				1,296
	Proportion of Payphones in full working order (%)				95.19%
Affordability of Tarriffs	Number of Bill Correctness Complaints per 100 bills				0.105
	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		