

USO Quality of Service Information : January 2015 to March 2015						
Category	Measure					
Direct Access PSTN Provision	Supply Time Fastest (for All Connections)			Residential	Business	Total
	Supply time fastest 95% - elapsed days			45	27	40
	Supply time fastest 99% - elapsed days			112	78	107
	In Situ Connections completed within the following time slots (%)					
	Within 24 hours					70.934%
	Within 2 weeks					97.470%
	Within 2 months					99.897%
	All Other Connections completed within the following time slots (%)					
	Within 2 weeks					80.533%
	Within 4 weeks					90.364%
	Within 8 weeks					95.601%
	Within 13 weeks					98.267%
	Within 26 weeks					99.727%
	Connections with an Agreed Date (%)					
Connections completed by an Agreed Date					91.199%	
Connections with an Agreed Date versus Total Connections					17.821%	
Direct Access PSTN Fault Occurrence	Total Faults Per 100 Lines					5.246
	Line Faults Per 100 Lines					3.921
Direct Access PSTN Repair	Repair Time Fastest (for All Faults)			Residential	Business	Total
	Fastest 80% completed - working hours			28	17.757	25.347
	Fastest 95% completed - working hours			64	46.493	61.38
	Agreed Dates (%)					
	Agreed Dates met					96.04%
	Fault Repairs With an Agreed Date versus All Repairs					6.29%
	All Repairs (%)					
	Repairs within 2 Working Days					67.67%
	Repairs within 4 Working Days					85.04%
Repairs within 5 Working Days					89.53%	
Repairs within 10 Working Days					97.70%	
Functional Internet Access	Percentage of the PSTN base experiencing data rate of 28.8kbits/s or better					
	Total Population > 28.8kbit/s (%)					90.678%
USO Public Payphones	Average Number of Payphones for the period					1,242
	Proportion of Payphones in full working order (%)					91.903%
Affordability of Tarriffs	Number of Bill Correctness Complaints per 100 bills					0.019
	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			