

USO Quality of Service Information : October 2015 to December 2015					
Category	Measure				
Direct Access PSTN Provision	Supply Time Fastest (for All Connections)		Residential	Business	Total
	Supply time fastest 95% - elapsed days		25	24	25
	Supply time fastest 99% - elapsed days		56	48	55
	In Situ Connections completed within the following time slots (%)				
	Within 24 hours				85.800%
	Within 2 weeks				99.000%
	Within 2 months				100.000%
	All Other Connections completed within the following time slots (%)				
	Within 2 weeks				84.700%
	Within 4 weeks				94.900%
	Within 8 weeks				98.900%
	Within 13 weeks				99.600%
	Within 26 weeks				99.900%
	Connections with an Agreed Date (%)				
	Connections completed by an Agreed Date				91.100%
Connections with an Agreed Date versus Total Connections				1.400%	
Direct Access PSTN Fault Occurrence	Total Faults Per 100 Lines				4.7
	Line Faults Per 100 Lines				3.7
Direct Access PSTN Repair	Repair Time Fastest (for All Faults)		Residential	Business	Total
	Fastest 80% completed - working hours		15.917	15.033	15.767
	Fastest 95% completed - working hours		39.69	32.892	38.05
	Agreed Dates (%)				
	Agreed Dates met				96.70%
	Fault Repairs With an Agreed Date versus All Repairs				6.90%
	All Repairs (%)				
	Repairs within 2 Working Days				69.90%
	Repairs within 4 Working Days				87.80%
Repairs within 5 Working Days				92.00%	
Repairs within 10 Working Days				98.30%	
Functional Internet Access	Percentage of the PSTN base experiencing data rate of 28.8kbits/s or better				
	Total Population > 28.8kbit/s (%)				100.000%
USO Public Payphones	Average Number of Payphones for the period				946
	Proportion of Payphones in full working order (%)				95%
Affordability of Tarriffs	Number of Bill Correctness Complaints per 100 bills				0.060
	Information on Special Schemes				
Customers can avail of the Vulnerable Users Scheme which is targeted at low users					
Specific measures for disabled users			National relay service (mini com)		
	For users that are hearing and / or speech impaired		The NAD programme		