

USO Quality of Service Information : January 2016 to March 2016						
Category	Measure					
Direct Access PSTN Provision	Supply Time Fastest (for All Connections)			Residential	Business	Total
	Supply time fastest 95% - elapsed days			32	28	32
	Supply time fastest 99% - elapsed days			88	84	85
	In Situ Connections completed within the following time slots (%)					
	Within 24 hours					85.300%
	Within 2 weeks					99.400%
	Within 2 months					99.700%
	All Other Connections completed within the following time slots (%)					
	Within 2 weeks					74.600%
	Within 4 weeks					92.400%
	Within 8 weeks					97.200%
	Within 13 weeks					99.100%
	Within 26 weeks					99.800%
	Connections with an Agreed Date (%)					
	Connections completed by an Agreed Date					90.600%
Connections with an Agreed Date versus Total Connections					1.700%	
Direct Access PSTN Fault Occurrence	Total Faults Per 100 Lines					5.3
	Line Faults Per 100 Lines					4.4
Direct Access PSTN Repair	Repair Time Fastest (for All Faults)			Residential	Business	Total
	Fastest 80% completed - working hours			28.9	24	27.1
	Fastest 95% completed - working hours			75.1	65.1	71.9
	Agreed Dates (%)					
	Agreed Dates met					97.10%
	Fault Repairs With an Agreed Date versus All Repairs					7.00%
	All Repairs (%)					
	Repairs within 2 Working Days					66.60%
	Repairs within 4 Working Days					83.50%
Repairs within 5 Working Days					88.10%	
Repairs within 10 Working Days					96.20%	
Functional Internet Access	Percentage of the PSTN base experiencing data rate of 28.8kbits/s or better					
	Total Population > 28.8kbit/s (%)					100%
USO Public Payphones	Average Number of Payphones for the period					862
	Proportion of Payphones in full working order (%)					99.80%
Affordability of Tarriffs	Number of Bill Correctness Complaints per 100 bills					0.020
	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		