

USO Quality of Service Information : April 2016 to June 2016						
Category	Measure					
Direct Access PSTN Provision	Supply Time Fastest (for All Connections)			Residential	Business	Total
	Supply time fastest 95% - elapsed days			22.00	76.00	25.00
	Supply time fastest 99% - elapsed days			60.00	96.00	78.34
	In Situ Connections completed within the following time slots (%)					
	Within 24 hours					84.414%
	Within 2 weeks					99.322%
	Within 2 months					100.000%
	All Other Connections completed within the following time slots (%)					
	Within 2 weeks					86.762%
	Within 4 weeks					95.024%
	Within 8 weeks					97.533%
	Within 13 weeks					99.278%
	Within 26 weeks					99.804%
	Connections with an Agreed Date (%)					
	Connections completed by an Agreed Date					88.350%
Connections with an Agreed Date versus Total Connections					0.627%	
Direct Access PSTN Fault Occurrence	Total Faults Per 100 Lines					3.600
	Line Faults Per 100 Lines					2.781
Direct Access PSTN Repair	Repair Time Fastest (for All Faults)			Residential	Business	Total
	Fastest 80% completed - working hours			15.433	15.767	15.600
	Fastest 95% completed - working hours			36.355	36.752	36.497
	Agreed Dates (%)					
	Agreed Dates met					98.23%
	Fault Repairs With an Agreed Date versus All Repairs					7.17%
	All Repairs (%)					
	Repairs within 2 Working Days					82.84%
	Repairs within 4 Working Days					93.98%
Repairs within 5 Working Days					95.75%	
Repairs within 10 Working Days					98.72%	
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					834
	Proportion of Payphones in full working order (%)					91.96%
Affordability of Tarriffs	Number of Bill Correctness Complaints per 100 bills					0.024
	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		