

USO Quality of Service Information : October 2016 to December 2016				
Category	Measure			
Direct Access PSTN Provision	Supply Time Fastest (for All Connections)	Residential	Business	Total
	Supply time fastest 95% - elapsed days	25.00	27.00	25.00
	Supply time fastest 99% - elapsed days	48.00	49.00	48.00
	In Situ Connections completed within the following time slots (%)			
	Within 24 hours			84.659%
	Within 2 weeks			99.873%
	Within 2 months			100.000%
	All Other Connections completed within the following time slots (%)			
	Within 2 weeks			84.374%
	Within 4 weeks			96.286%
	Within 8 weeks			99.185%
	Within 13 weeks			99.675%
	Within 26 weeks			99.949%
	Connections with an Agreed Date (%)			
	Connections completed by an Agreed Date			83.036%
Connections with an Agreed Date versus Total Connections			0.644%	
Direct Access PSTN Fault Occurrence	Total Faults Per 100 Lines			3.394
	Line Faults Per 100 Lines			2.658
Direct Access PSTN Repair	Repair Time Fastest (for All Faults)	Residential	Business	Total
	Fastest 80% completed - working hours	16.000	15.633	15.867
	Fastest 95% completed - working hours	39.763	40.000	39.968
	Agreed Dates (%)			
	Agreed Dates met			98.608%
	Fault Repairs With an Agreed Date versus All Repairs			7.362%
	All Repairs (%)			
	Repairs within 2 Working Days			81.29%
	Repairs within 4 Working Days			93.03%
Repairs within 5 Working Days			95.15%	
Repairs within 10 Working Days			98.73%	
Functional Internet Access	Percentage of the PSTN base experiencing data rate of 28.8kbits/s or better			
	Total Population > 28.8kbit/s (%)			95.458%
USO Public Payphones	Average Number of Payphones for the period			797
	Proportion of Payphones in full working order (%)			93.55%
Affordability of Tarriffs	Number of Bill Correctness Complaints per 100 bills			0.014
	Information on Special Schemes			
	Customers can avail of the Vulnerable Users Scheme which is targeted at low users			