

eircom USO Performance Report

Period Covered:

Qrt 1 2017

Quality of Service Statistics 2017_Qrt 1 (02/02/17 to 31/03/2017)

To be published by eir

Direct Access PSTN Fault Occurrence All	Total
Total Faults Per 100 Lines	2.674
Line Faults Per 100 Lines	2.219

Quality of Service Statistics 2017_Qrt 1 (02/02/17 to 31/03/2017)

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Direct Access PSTN Fault Occurrence eir only	Total
Total Faults Per 100 Lines	2.804
Line Faults Per 100 Lines	2.273

Quality of Service Statistics 2017_Qrt 1 (02/02/17 to 31/03/2017)

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Direct Access PSTN Fault Occurrence MDIBC	Total
Total Faults Per 100 Lines	1.545
Line Faults Per 100 Lines	1.238

Quality of Service Statistics 2017_Qrt 1 (02/02/17 to 31/03/2017)

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Direct Access PSTN Fault Occurrence NBP	Total
Total Faults Per 100 Lines	4.300
Line Faults Per 100 Lines	3.664

Quality of Service Statistics 2017_Qrt 1 (02/02/17 to 31/03/2017)

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Direct Access PSTN Repair ALL	Total
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Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	16.867
Fastest 95% completed - working hours	43.403

Agreed Dates (%)	
Agreed Dates met	99.294%
Fault Repairs With an Agreed Date versus All Repairs	7.775%

All Repairs (%)	
Repairs within 2 Working Days	78.793%
Repairs within 4 Working Days	91.546%
Repairs within 5 Working Days	94.389%
Repairs within 10 Working Days	98.504%

Quality of Service Statistics 2017_Qrt 1 (02/02/17 to 31/03/2017)	
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Direct Access PSTN Repair eir only	Total

Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	16.343
Fastest 95% completed - working hours	40.008

Agreed Dates (%)	
Agreed Dates met	99.288%
Fault Repairs With an Agreed Date versus All Repairs	7.981%

All Repairs (%)	
Repairs within 2 Working Days	79.273%
Repairs within 4 Working Days	92.108%
Repairs within 5 Working Days	94.997%
Repairs within 10 Working Days	98.779%

Quality of Service Statistics 2017_Qrt 1 (02/02/17 to 31/03/2017)

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Direct Access PSTN Repair MDIBC	Total

Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	15.750
Fastest 95% completed - working hours	41.670

Agreed Dates (%)	
Agreed Dates met	99.658%
Fault Repairs With an Agreed Date versus All Repairs	11.219%

All Repairs (%)	
Repairs within 2 Working Days	81.752%
Repairs within 4 Working Days	92.226%
Repairs within 5 Working Days	94.642%
Repairs within 10 Working Days	98.228%

Quality of Service Statistics 2017_Qrt 1 (02/02/17 to 31/03/2017)	
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Direct Access PSTN Repair NPB	Total

Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	17.970
Fastest 95% completed - working hours	45.290

Agreed Dates (%)	
Agreed Dates met	98.911%
Fault Repairs With an Agreed Date versus All Repairs	5.840%

All Repairs (%)	
Repairs within 2 Working Days	77.020%
Repairs within 4 Working Days	90.973%
Repairs within 5 Working Days	94.029%
Repairs within 10 Working Days	98.554%

Quality of Service Statistics 2017_Qrt 1 (02/02/17 to 31/03/2017)

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Direct Access PSTN Provision All

Supply Time Fastest (for All Connections)

All

Supply time fastest 95% - elapsed days	21
Supply time fastest 99% - elapsed days	85

In Situ Connections completed within the following time slots (%)

All

Within 24 hours	81.060%
Within 2 weeks	99.775%
Within 2 months	99.887%

All Other Connections completed within the following time slots (%)

All

Within 2 weeks	89.560%
Within 4 weeks	96.761%
Within 8 weeks	98.422%
Within 13 weeks	98.980%
Within 26 weeks	99.727%
Greater than 26 weeks	0.273%

Quality of Service Statistics 2017_Qrt 1 (02/02/17 to 31/03/2017)

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Direct Access PSTN Provision eir only

Supply Time Fastest (for All Connections)

eir only

Supply time fastest 95% - elapsed days	21
Supply time fastest 99% - elapsed days	85

In Situ Connections completed within the following time slots (%)

eir only

Within 24 hours	79.058%
Within 2 weeks	100.000%
Within 2 months	100.000%

All Other Connections completed within the following time slots (%)

eir only

Within 2 weeks	89.887%
Within 4 weeks	96.760%
Within 8 weeks	98.282%
Within 13 weeks	98.969%
Within 26 weeks	99.705%
Greater than 26 weeks	0.295%

Quality of Service Statistics 2017_Qrt 1 (02/02/17 to 31/03/2017)

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Direct Access PSTN Provision eir only**

Supply Time Fastest (for All Connections)	eir only
Supply time fastest 95% - elapsed days	21
Supply time fastest 99% - elapsed days	85

In Situ Connections completed within the following time slots (%)	eir only
Within 24 hours	79.058%
Within 2 weeks	100.000%
Within 2 months	100.000%

All Other Connections completed within the following time slots (%)	eir only
Within 2 weeks	89.887%
Within 4 weeks	96.760%
Within 8 weeks	98.282%
Within 13 weeks	98.969%
Within 26 weeks	99.705%
Greater than 26 weeks	0.295%

Quality of Service Statistics 2017_Qrt 1 (02/02/17 to 31/03/2017)

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Direct Access PSTN Provision MDIBC

Supply Time Fastest (for All Connections)	MDIBC
Supply time fastest 95% - elapsed days	19
Supply time fastest 99% - elapsed days	53

In Situ Connections completed within the following time slots (%)	MDIBC
Within 24 hours	80.435%
Within 2 weeks	99.457%
Within 2 months	99.728%

All Other Connections completed within the following time slots (%)	MDIBC
Within 2 weeks	91.138%
Within 4 weeks	97.707%
Within 8 weeks	99.118%
Within 13 weeks	99.493%
Within 26 weeks	99.934%
Greater than 26 weeks	0.066%

Quality of Service Statistics 2017_Qrt 1 (02/02/17 to 31/03/2017)

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Direct Access PSTN Provision NPB

Supply Time Fastest (for All Connections)	NBP
Supply time fastest 95% - elapsed days	28
Supply time fastest 99% - elapsed days	152

In Situ Connections completed within the following time slots (%)	NBP
Within 24 hours	82.927%
Within 2 weeks	100.000%
Within 2 months	100.000%

All Other Connections completed within the following time slots (%)	NBP
Within 2 weeks	85.345%
Within 4 weeks	94.450%
Within 8 weeks	96.875%
Within 13 weeks	97.737%
Within 26 weeks	99.246%
Greater than 26 weeks	0.754%

Quality of Service Statistics 2017_Qrt 1 (01/01/17 to 31/03/17)	
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USO Public Payphones	
Average Number of Payphones for the period	797
Proportion of Payphones in full working order (%)	95.703%

Quality of Service Statistics 2017_Qrt 1 (01/01/17 to 31/03/17)	
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Functional Internet Access FIA	
Percentage of the PSTN base experiencing data rate of 28.8kbits/s or better	
Total Population > 28.8kbit/s (%)	93.847%