

eircom USO Performance Report

Period Covered:

Qrt 2 2017

Quality of Service Statistics 2017 02 (01/04/17 to 30/06/17)

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Direct Access PSTN Fault Occurrence	Total
Total Faults Per 100 Lines	3.094
Line Faults Per 100 Lines	2.476

Quality of Service Statistics 2017 02 (01/04/17 to 30/06/17)

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Direct Access PSTN Fault Occurrence	Total
Total Faults Per 100 Lines	3.223
Line Faults Per 100 Lines	2.577

Quality of Service Statistics 2017 02 (01/04/17 to 30/06/17)

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Direct Access PSTN Fault Occurrence	Total
Total Faults Per 100 Lines	1.809
Line Faults Per 100 Lines	1.409

Quality of Service Statistics 2017 02 (01/04/17 to 30/06/17)

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Direct Access PSTN Fault Occurrence	Total
Total Faults Per 100 Lines	4.991
Line Faults Per 100 Lines	4.056

Quality of Service Statistics 2017 Q2 (01/04/17 to 30/06/17)	
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Direct Access PSTN Repair	Total

Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	14.550
Fastest 95% completed - working hours	31.983

Agreed Dates (%)	
Agreed Dates met	98.659%
Fault Repairs With an Agreed Date versus All Repairs	8.565%

All Repairs (%)	
Repairs within 2 Working Days	85.971%
Repairs within 4 Working Days	95.088%
Repairs within 5 Working Days	96.760%
Repairs within 10 Working Days	98.830%

Quality of Service Statistics 2017 Q2 (01/04/17 to 30/06/17)	
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To be published by eir	
Direct Access PSTN Repair	Total

Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	14.860
Fastest 95% completed - working hours	33.344

Agreed Dates (%)	
Agreed Dates met	98.534%
Fault Repairs With an Agreed Date versus All Repairs	8.565%

All Repairs (%)	
Repairs within 2 Working Days	84.992%
Repairs within 4 Working Days	94.657%
Repairs within 5 Working Days	96.700%
Repairs within 10 Working Days	98.795%

Quality of Service Statistics 2017 Q2 (01/04/17 to 30/06/17)	
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Direct Access PSTN Repair	Total

Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	12.983
Fastest 95% completed - working hours	29.300

Agreed Dates (%)	
Agreed Dates met	98.846%
Fault Repairs With an Agreed Date versus All Repairs	11.386%

All Repairs (%)	
Repairs within 2 Working Days	88.493%
Repairs within 4 Working Days	95.511%
Repairs within 5 Working Days	96.594%
Repairs within 10 Working Days	98.469%

Quality of Service Statistics 2017 Q2 (01/04/17 to 30/06/17)	
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Direct Access PSTN Repair	Total

Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	15.100
Fastest 95% completed - working hours	32.000

Agreed Dates (%)	
Agreed Dates met	98.545%
Fault Repairs With an Agreed Date versus All Repairs	6.997%

All Repairs (%)	
Repairs within 2 Working Days	84.926%
Repairs within 4 Working Days	95.011%
Repairs within 5 Working Days	96.874%
Repairs within 10 Working Days	99.044%

Quality of Service Statistics 2017_Qrt 2 (01/04/17 to 30/06/2017)

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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	81.210%
Within 2 weeks	99.677%
Within 2 months	100.000%

All Other Connections completed within the following time slots (%)	All
Within 2 weeks	89.892%
Within 4 weeks	96.453%
Within 8 weeks	97.957%
Within 13 weeks	98.978%
Within 26 weeks	99.684%
Greater than 26 weeks	0.316%

Quality of Service Statistics 2017_Qrt 2 (01/04/17 to 30/06/2017)

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Direct Access PSTN Provision eir only

Supply Time Fastest (for All Connections)

eir only

Supply time fastest 95% - elapsed days	20
Supply time fastest 99% - elapsed days	92

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

eir only

Within 24 hours	81.277%
Within 2 weeks	100.000%
Within 2 months	100.000%

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

eir only

Within 2 weeks	90.727%
Within 4 weeks	96.765%
Within 8 weeks	97.765%
Within 13 weeks	98.833%
Within 26 weeks	99.900%
Greater than 26 weeks	0.100%

Quality of Service Statistics 2017_Qrt 2 (01/04/17 to 30/06/2017)

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Direct Access PSTN Provision MDIBC**

Supply Time Fastest (for All Connections)	MDIBC
Supply time fastest 95% - elapsed days	20
Supply time fastest 99% - elapsed days	79

In Situ Connections completed within the following time slots (%)	MDIBC
Within 24 hours	76.766%
Within 2 weeks	99.257%
Within 2 months	100.000%

All Other Connections completed within the following time slots (%)	MDIBC
Within 2 weeks	90.987%
Within 4 weeks	96.913%
Within 8 weeks	98.332%
Within 13 weeks	99.205%
Within 26 weeks	99.610%
Greater than 26 weeks	0.390%

Quality of Service Statistics 2017_Qrt 2 (01/04/17 to 30/06/2017)

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Direct Access PSTN Provision NPB**

Supply Time Fastest (for All Connections)	NBP
Supply time fastest 95% - elapsed days	25
Supply time fastest 99% - elapsed days	105

In Situ Connections completed within the following time slots (%)	NBP
Within 24 hours	86.296%
Within 2 weeks	100.000%
Within 2 months	100.000%

All Other Connections completed within the following time slots (%)	NBP
Within 2 weeks	86.269%
Within 4 weeks	94.979%
Within 8 weeks	97.261%
Within 13 weeks	98.593%
Within 26 weeks	99.620%
Greater than 26 weeks	0.380%

Quality of Service Statistics 2017_Qrt 2 (01/04/17 to 30/06/17)	
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USO Public Payphones	
Average Number of Payphones for the period	650
Proportion of Payphones in full working order (%)	94.838%