

eir USO Performance Report

Period Covered: Qrt 3 2017

Quality of Service Statistics	
To be published by eir	
Direct Access PSTN Fault Occurrence	Total
Total Faults Per 100 Lines	3.454
Line Faults Per 100 Lines	2.712

Quality of Service Statistics	
To be published by eir	
Direct Access PSTN Fault Occurrence	Total
Total Faults Per 100 Lines	3.083
Line Faults Per 100 Lines	2.493

Quality of Service Statistics	
To be published by eir	
Direct Access PSTN Fault Occurrence	Total
Total Faults Per 100 Lines	1.952
Line Faults Per 100 Lines	1.423

Quality of Service Statistics	
To be published by eir	
Direct Access PSTN Fault Occurrence	Total
Total Faults Per 100 Lines	6.410
Line Faults Per 100 Lines	5.176

Quality of Service Statistics	
To be published by eir	
Direct Access PSTN Repair	Total
Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	15.700
Fastest 95% completed - working hours	36.850
Agreed Dates (%)	
Agreed Dates met	97.997%
Fault Repairs With an Agreed Date versus All Repairs	8.232%
All Repairs (%)	
Repairs within 2 Working Days	82.156%
Repairs within 4 Working Days	93.707%
Repairs within 5 Working Days	95.814%
Repairs within 10 Working Days	98.449%

Quality of Service Statistics	
To be published by eir	
Direct Access PSTN Repair	Total
Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	15.800
Fastest 95% completed - working hours	38.752
Agreed Dates (%)	
Agreed Dates met	98.990%
Fault Repairs With an Agreed Date versus All Repairs	9.358%
All Repairs (%)	
Repairs within 2 Working Days	81.235%
Repairs within 4 Working Days	93.235%
Repairs within 5 Working Days	95.259%
Repairs within 10 Working Days	98.173%

Quality of Service Statistics	
To be published by eir	
Direct Access PSTN Repair	Total
Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	14.117
Fastest 95% completed - working hours	35.298
Agreed Dates (%)	
Agreed Dates met	98.045%
Fault Repairs With an Agreed Date versus All Repairs	10.043%
All Repairs (%)	
Repairs within 2 Working Days	85.953%
Repairs within 4 Working Days	94.419%
Repairs within 5 Working Days	95.743%
Repairs within 10 Working Days	97.840%

Quality of Service Statistics	
To be published by eir	
Direct Access PSTN Repair	Total
Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	16.000
Fastest 95% completed - working hours	36.600
Agreed Dates (%)	
Agreed Dates met	97.488%
Fault Repairs With an Agreed Date versus All Repairs	6.865%
All Repairs (%)	
Repairs within 2 Working Days	80.421%
Repairs within 4 Working Days	93.485%
Repairs within 5 Working Days	96.043%
Repairs within 10 Working Days	98.874%

Quality of Service Statistics	
To be published by eir	
Direct Access PSTN Provision All	
Supply Time Fastest (for All Connections)	
	All
Supply time fastest 95% - elapsed days	22
Supply time fastest 99% - elapsed days	66
In Situ Connections completed within the following time slots (%)	
	All
Within 24 hours	83.229%
Within 2 weeks	99.462%
Within 2 months	100.000%
All Other Connections completed within the following time slots (%)	
	All
Within 2 weeks	87.773%
Within 4 weeks	96.451%
Within 8 weeks	98.552%
Within 13 weeks	99.271%
Within 26 weeks	99.924%
Greater than 26 weeks	0.076%

Quality of Service Statistics	
To be published by eir	
Direct Access PSTN Provision eir only	
Supply Time Fastest (for All Connections)	
	eir only
Supply time fastest 95% - elapsed days	22
Supply time fastest 99% - elapsed days	81
In Situ Connections completed within the following time slots (%)	
	eir only
Within 24 hours	83.333%
Within 2 weeks	99.537%
Within 2 months	100.000%
All Other Connections completed within the following time slots (%)	
	eir only
Within 2 weeks	89.191%
Within 4 weeks	96.246%
Within 8 weeks	98.432%
Within 13 weeks	99.051%
Within 26 weeks	99.752%
Greater than 26 weeks	0.248%

Quality of Service Statistics	
To be published by eir	
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	47
In Situ Connections completed within the following time slots (%)	MDIBC
Within 24 hours	80.455%
Within 2 weeks	99.773%
Within 2 months	100.000%
All Other Connections completed within the following time slots (%)	MDIBC
Within 2 weeks	89.180%
Within 4 weeks	97.484%
Within 8 weeks	99.087%
Within 13 weeks	99.655%
Within 26 weeks	100.000%
Greater than 26 weeks	0.000%

Quality of Service Statistics	
To be published by eir	
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	104
In Situ Connections completed within the following time slots (%)	
	NBP
Within 24 hours	85.839%
Within 2 weeks	99.129%
Within 2 months	100.000%
All Other Connections completed within the following time slots (%)	
	NBP
Within 2 weeks	82.813%
Within 4 weeks	94.100%
Within 8 weeks	97.349%
Within 13 weeks	98.546%
Within 26 weeks	99.914%
Greater than 26 weeks	0.086%

Quality of Service	
To be published by eir	
USO Public Payphones	
Average Number of Payphones for the period	610
Proportion of Payphones in full working order (%)	94.054%