

# eir USO Performance Report

**uso\_published\_report\_2018\_q3**

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<b>PSTN Fault Occurrence National</b>	<b>Total</b>
Total Faults Per 100 Lines	3.293
Line Faults Per 100 Lines	2.577

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<b>PSTN Fault Occurrence eir Only</b>	<b>Total</b>
Total Faults Per 100 Lines	2.863
Line Faults Per 100 Lines	2.233

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<b>PSTN Fault Occurrence MDIBC</b>	<b>Total</b>
Total Faults Per 100 Lines	1.870
Line Faults Per 100 Lines	1.451

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<b>PSTN Fault Occurrence NBP</b>	<b>Total</b>
Total Faults Per 100 Lines	6.106
Line Faults Per 100 Lines	4.807

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<b>PSTN Repair National</b>	<b>Total</b>

<b>Repair Time Fastest (for All Faults)</b>	
Fastest 80% completed - working hours	15.750
Fastest 95% completed - working hours	39.460

<b>Agreed Dates (%)</b>	
Agreed Dates met	99.285%
Fault Repairs With an Agreed Date versus All Repairs	9.577%

<b>All Repairs (%)</b>	
Repairs within 2 Working Days	81.956%
Repairs within 4 Working Days	92.994%
Repairs within 5 Working Days	95.283%
Repairs within 10 Working Days	98.551%

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<b>To be published by eir</b>	
<b>PSTN Repair eir Only</b>	<b>Total</b>

<b>Repair Time Fastest (for All Faults)</b>	
Fastest 80% completed - working hours	15.933
Fastest 95% completed - working hours	40.000

<b>Agreed Dates (%)</b>	
Agreed Dates met	99.155%
Fault Repairs With an Agreed Date versus All Repairs	9.600%

<b>All Repairs (%)</b>	
Repairs within 2 Working Days	80.856%
Repairs within 4 Working Days	92.639%
Repairs within 5 Working Days	95.130%
Repairs within 10 Working Days	98.573%

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<b>To be published by eir</b>	
<b>PSTN Repair MDIBC</b>	<b>Total</b>

Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	14.000
Fastest 95% completed - working hours	33.983

Agreed Dates (%)	
Agreed Dates met	99.411%
Fault Repairs With an Agreed Date versus All Repairs	11.630%

All Repairs (%)	
Repairs within 2 Working Days	86.797%
Repairs within 4 Working Days	94.502%
Repairs within 5 Working Days	96.111%
Repairs within 10 Working Days	98.354%



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<b>PSTN Repair NBP</b>	<b>Total</b>

<b>Repair Time Fastest (for All Faults)</b>	
Fastest 80% completed - working hours	16.233
Fastest 95% completed - working hours	40.725

<b>Agreed Dates (%)</b>	
Agreed Dates met	99.243%
Fault Repairs With an Agreed Date versus All Repairs	8.481%

<b>All Repairs (%)</b>	
Repairs within 2 Working Days	79.766%
Repairs within 4 Working Days	92.315%
Repairs within 5 Working Days	94.896%
Repairs within 10 Working Days	98.647%

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Supply Time Fastest (for All Connections)	All
Supply time fastest 95% - elapsed days	15
Supply time fastest 99% - elapsed days	26

In Situ Connections completed within the following time slots (%)	All
Within 24 hours	85.038%
Within 2 weeks	98.924%
Within 2 months	99.892%

All Other Connections completed within the following time slots (%)	All
Within 2 weeks	93.754%
Within 4 weeks	99.275%
Within 8 weeks	99.974%
Within 13 weeks	99.991%
Within 26 weeks	100.000%
Greater than 26 weeks	0.000%

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<b>Supply Time Fastest (for All Connections)</b>	<b>eir only</b>
Supply time fastest 95% - elapsed days	15
Supply time fastest 99% - elapsed days	23

<b>In Situ Connections completed within the following time slots (%)</b>	<b>eir only</b>
Within 24 hours	85.000%
Within 2 weeks	98.125%
Within 2 months	100.000%

<b>All Other Connections completed within the following time slots (%)</b>	<b>eir only</b>
Within 2 weeks	94.394%
Within 4 weeks	99.542%
Within 8 weeks	100.000%
Within 13 weeks	100.000%
Within 26 weeks	100.000%
Greater than 26 weeks	0.000%

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<b>Supply Time Fastest (for All Connections)</b>	<b>MDIBC</b>
Supply time fastest 95% - elapsed days	16
Supply time fastest 99% - elapsed days	27

<b>In Situ Connections completed within the following time slots (%)</b>	<b>MDIBC</b>
Within 24 hours	81.818%
Within 2 weeks	98.701%
Within 2 months	99.740%

<b>All Other Connections completed within the following time slots (%)</b>	<b>MDIBC</b>
Within 2 weeks	93.277%
Within 4 weeks	99.145%
Within 8 weeks	99.985%
Within 13 weeks	100.000%
Within 26 weeks	100.000%
Greater than 26 weeks	0.000%

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<b>Supply Time Fastest (for All Connections)</b>	<b>NBP</b>
Supply time fastest 95% - elapsed days	14
Supply time fastest 99% - elapsed days	25

<b>In Situ Connections completed within the following time slots (%)</b>	<b>NBP</b>
Within 24 hours	88.281%
Within 2 weeks	99.479%
Within 2 months	100.000%

<b>All Other Connections completed within the following time slots (%)</b>	<b>NBP</b>
Within 2 weeks	94.450%
Within 4 weeks	99.352%
Within 8 weeks	99.907%
Within 13 weeks	99.954%
Within 26 weeks	100.000%
Greater than 26 weeks	0.000%

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<b>USO Public Payphones</b>	
Average Number of Payphones for the period	479
Proportion of Payphones in full working order (%)	95.110%

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	<b>Total</b>
Number of Bill Correctness Complaints per 100 bills	0.006