

eir USO Performance Report

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PSTN Fault Occurrence National

Total

Total Faults Per 100 Lines

3.609

Line Faults Per 100 Lines

2.963

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PSTN Fault Occurrence eir Only	Total
Total Faults Per 100 Lines	3.245
Line Faults Per 100 Lines	2.653

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PSTN Fault Occurrence MDIBC	Total
Total Faults Per 100 Lines	1.994
Line Faults Per 100 Lines	1.617

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PSTN Fault Occurrence NBP	Total
Total Faults Per 100 Lines	6.712
Line Faults Per 100 Lines	5.552

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PSTN Repair National	Total

Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	15.967
Fastest 95% completed - working hours	40.590

Agreed Dates (%)	
Agreed Dates met	99.108%
Fault Repairs With an Agreed Date versus All Repairs	8.059%

All Repairs (%)	
Repairs within 2 Working Days	80.583%
Repairs within 4 Working Days	92.403%
Repairs within 5 Working Days	94.923%
Repairs within 10 Working Days	98.556%

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PSTN Repair eir Only	Total

Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	16.283
Fastest 95% completed - working hours	40.486

Agreed Dates (%)	
Agreed Dates met	99.107%
Fault Repairs With an Agreed Date versus All Repairs	7.897%

All Repairs (%)	
Repairs within 2 Working Days	79.746%
Repairs within 4 Working Days	92.427%
Repairs within 5 Working Days	94.918%
Repairs within 10 Working Days	98.655%

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PSTN Repair MDIBC	Total

Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	15.050
Fastest 95% completed - working hours	35.740

Agreed Dates (%)	
Agreed Dates met	99.327%
Fault Repairs With an Agreed Date versus All Repairs	9.779%

All Repairs (%)	
Repairs within 2 Working Days	84.980%
Repairs within 4 Working Days	94.074%
Repairs within 5 Working Days	95.581%
Repairs within 10 Working Days	98.305%

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PSTN Repair NBP	Total

Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	17.217
Fastest 95% completed - working hours	41.969

Agreed Dates (%)	
Agreed Dates met	98.958%
Fault Repairs With an Agreed Date versus All Repairs	7.231%

All Repairs (%)	
Repairs within 2 Working Days	78.616%
Repairs within 4 Working Days	91.534%
Repairs within 5 Working Days	94.586%
Repairs within 10 Working Days	98.651%

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PSTN Provision National**

Supply Time Fastest (for All Connections)	All
Supply time fastest 95% - elapsed days	15
Supply time fastest 99% - elapsed days	27

In Situ Connections completed within the following time slots (%)	All
Within 24 hours	85.027%
Within 2 weeks	99.588%
Within 2 months	100.000%

All Other Connections completed within the following time slots (%)	All
Within 2 weeks	94.353%
Within 4 weeks	99.168%
Within 8 weeks	99.989%
Within 13 weeks	99.989%
Within 26 weeks	100.000%
Greater than 26 weeks	0.000%

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PSTN Provision eir Only**

Supply Time Fastest (for All Connections)	
	eir only
Supply time fastest 95% - elapsed days	14
Supply time fastest 99% - elapsed days	22

In Situ Connections completed within the following time slots (%)	
	eir only
Within 24 hours	84.672%
Within 2 weeks	98.540%
Within 2 months	100.000%

All Other Connections completed within the following time slots (%)	
	eir only
Within 2 weeks	95.805%
Within 4 weeks	99.654%
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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PSTN Provision MDIBC**

Supply Time Fastest (for All Connections)	MDIBC
Supply time fastest 95% - elapsed days	16
Supply time fastest 99% - elapsed days	29

In Situ Connections completed within the following time slots (%)	MDIBC
Within 24 hours	83.509%
Within 2 weeks	100.000%
Within 2 months	100.000%

All Other Connections completed within the following time slots (%)	MDIBC
Within 2 weeks	93.321%
Within 4 weeks	98.884%
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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PSTN Provision NBP**

Supply Time Fastest (for All Connections)	NBP
Supply time fastest 95% - elapsed days	14
Supply time fastest 99% - elapsed days	24

In Situ Connections completed within the following time slots (%)	NBP
Within 24 hours	86.601%
Within 2 weeks	99.673%
Within 2 months	100.000%

All Other Connections completed within the following time slots (%)	NBP
Within 2 weeks	95.706%
Within 4 weeks	99.442%
Within 8 weeks	99.944%
Within 13 weeks	99.944%
Within 26 weeks	100.000%
Greater than 26 weeks	0.000%

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USO Public Payphones	
Average Number of Payphones for the period	477
Proportion of Payphones in full working order (%)	93.754%

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	Total
Number of Bill Correctness Complaints per 100 bills	0.008