

eir USO Performance Report

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PSTN Fault Occurrence National

Total

Total Faults Per 100 Lines

2.774

Line Faults Per 100 Lines

2.254

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PSTN Fault Occurrence eir Only	Total
Total Faults Per 100 Lines	2.282
Line Faults Per 100 Lines	1.818

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PSTN Fault Occurrence MDIBC	Total
Total Faults Per 100 Lines	1.568
Line Faults Per 100 Lines	1.226

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PSTN Fault Occurrence NBP	Total
Total Faults Per 100 Lines	5.256
Line Faults Per 100 Lines	4.382

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PSTN Repair National	Total

Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	15.483
Fastest 95% completed - working hours	35.837

Agreed Dates (%)	
Agreed Dates met	99.045%
Fault Repairs With an Agreed Date versus All Repairs	7.645%

All Repairs (%)	
Repairs within 2 Working Days	83.605%
Repairs within 4 Working Days	93.984%
Repairs within 5 Working Days	96.193%
Repairs within 10 Working Days	98.672%

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PSTN Repair eir Only	Total

Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	15.380
Fastest 95% completed - working hours	36.038

Agreed Dates (%)	
Agreed Dates met	98.485%
Fault Repairs With an Agreed Date versus All Repairs	6.932%

All Repairs (%)	
Repairs within 2 Working Days	84.403%
Repairs within 4 Working Days	94.285%
Repairs within 5 Working Days	96.055%
Repairs within 10 Working Days	98.304%

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PSTN Repair MDIBC	Total

Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	14.333
Fastest 95% completed - working hours	33.462

Agreed Dates (%)	
Agreed Dates met	98.458%
Fault Repairs With an Agreed Date versus All Repairs	9.762%

All Repairs (%)	
Repairs within 2 Working Days	86.365%
Repairs within 4 Working Days	94.473%
Repairs within 5 Working Days	96.285%
Repairs within 10 Working Days	98.482%

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PSTN Repair NBP	Total

Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	15.817
Fastest 95% completed - working hours	36.050

Agreed Dates (%)	
Agreed Dates met	99.669%
Fault Repairs With an Agreed Date versus All Repairs	6.776%

All Repairs (%)	
Repairs within 2 Working Days	81.923%
Repairs within 4 Working Days	93.634%
Repairs within 5 Working Days	96.190%
Repairs within 10 Working Days	98.886%

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PSTN Provision National

Supply Time Fastest (for All Connections)	All
Supply time fastest 95% - elapsed days	14
Supply time fastest 99% - elapsed days	27

In Situ Connections completed within the following time slots (%)	All
Within 24 hours	85.370%
Within 2 weeks	99.656%
Within 2 months	100.000%

All Other Connections completed within the following time slots (%)	All
Within 2 weeks	95.791%
Within 4 weeks	99.131%
Within 8 weeks	99.946%
Within 13 weeks	99.946%
Within 26 weeks	99.973%
Greater than 26 weeks	0.027%

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PSTN Provision eir Only**

Supply Time Fastest (for All Connections)	eir only
Supply time fastest 95% - elapsed days	13
Supply time fastest 99% - elapsed days	26

In Situ Connections completed within the following time slots (%)	eir only
Within 24 hours	83.838%
Within 2 weeks	98.990%
Within 2 months	100.000%

All Other Connections completed within the following time slots (%)	eir only
Within 2 weeks	96.722%
Within 4 weeks	99.195%
Within 8 weeks	99.885%
Within 13 weeks	99.885%
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	14
Supply time fastest 99% - elapsed days	28

In Situ Connections completed within the following time slots (%)	MDIBC
Within 24 hours	86.512%
Within 2 weeks	99.535%
Within 2 months	100.000%

All Other Connections completed within the following time slots (%)	MDIBC
Within 2 weeks	95.075%
Within 4 weeks	98.939%
Within 8 weeks	99.949%
Within 13 weeks	99.949%
Within 26 weeks	99.949%
Greater than 26 weeks	0.051%

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PSTN Provision NBP**

Supply Time Fastest (for All Connections)	NBP
Supply time fastest 95% - elapsed days	13
Supply time fastest 99% - elapsed days	20

In Situ Connections completed within the following time slots (%)	NBP
Within 24 hours	85.019%
Within 2 weeks	100.000%
Within 2 months	100.000%

All Other Connections completed within the following time slots (%)	NBP
Within 2 weeks	96.521%
Within 4 weeks	99.520%
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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USO Public Payphones	
Average Number of Payphones for the period	462
Proportion of Payphones in full working order (%)	88.642%

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	Total
Number of Bill Correctness Complaints per 100 bills	0.011