

# eir USO Performance Report

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**PSTN Fault Occurrence National**

**Total**

Total Faults Per 100 Lines

2.960

Line Faults Per 100 Lines

2.378

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<b>PSTN Fault Occurrence eir Only</b>	<b>Total</b>
Total Faults Per 100 Lines	2.566
Line Faults Per 100 Lines	2.066

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<b>PSTN Fault Occurrence MDIBC</b>	<b>Total</b>
Total Faults Per 100 Lines	1.595
Line Faults Per 100 Lines	1.269

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<b>PSTN Fault Occurrence NBP</b>	<b>Total</b>
Total Faults Per 100 Lines	5.650
Line Faults Per 100 Lines	4.556

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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	15.700
Fastest 95% completed - working hours	35.900

<b>Agreed Dates (%)</b>	
Agreed Dates met	99.159%
Fault Repairs With an Agreed Date versus All Repairs	7.626%

<b>All Repairs (%)</b>	
Repairs within 2 Working Days	82.492%
Repairs within 4 Working Days	93.892%
Repairs within 5 Working Days	96.270%
Repairs within 10 Working Days	98.955%

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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	15.700
Fastest 95% completed - working hours	34.310

<b>Agreed Dates (%)</b>	
Agreed Dates met	98.678%
Fault Repairs With an Agreed Date versus All Repairs	7.232%

<b>All Repairs (%)</b>	
Repairs within 2 Working Days	82.442%
Repairs within 4 Working Days	94.282%
Repairs within 5 Working Days	96.401%
Repairs within 10 Working Days	98.957%

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

<b>Repair Time Fastest (for All Faults)</b>	
Fastest 80% completed - working hours	14.550
Fastest 95% completed - working hours	32.950

<b>Agreed Dates (%)</b>	
Agreed Dates met	99.123%
Fault Repairs With an Agreed Date versus All Repairs	9.792%

<b>All Repairs (%)</b>	
Repairs within 2 Working Days	85.770%
Repairs within 4 Working Days	94.830%
Repairs within 5 Working Days	96.706%
Repairs within 10 Working Days	98.948%

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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	15.933
Fastest 95% completed - working hours	37.083

<b>Agreed Dates (%)</b>	
Agreed Dates met	99.360%
Fault Repairs With an Agreed Date versus All Repairs	6.697%

<b>All Repairs (%)</b>	
Repairs within 2 Working Days	80.905%
Repairs within 4 Working Days	93.303%
Repairs within 5 Working Days	96.013%
Repairs within 10 Working Days	98.958%

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<b>Supply Time Fastest (for All Connections)</b>	
	<b>All</b>
Supply time fastest 95% - elapsed days	15
Supply time fastest 99% - elapsed days	30

<b>In Situ Connections completed within the following time slots (%)</b>	
	<b>All</b>
Within 24 hours	85.714%
Within 2 weeks	99.725%
Within 2 months	99.863%

<b>All Other Connections completed within the following time slots (%)</b>	
	<b>All</b>
Within 2 weeks	94.238%
Within 4 weeks	98.655%
Within 8 weeks	99.983%
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>eir only</b>
Supply time fastest 95% - elapsed days	13
Supply time fastest 99% - elapsed days	26

<b>In Situ Connections completed within the following time slots (%)</b>	<b>eir only</b>
Within 24 hours	86.806%
Within 2 weeks	100.000%
Within 2 months	100.000%

<b>All Other Connections completed within the following time slots (%)</b>	<b>eir only</b>
Within 2 weeks	95.083%
Within 4 weeks	99.205%
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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Supply Time Fastest (for All Connections)	MDIBC
Supply time fastest 95% - elapsed days	17
Supply time fastest 99% - elapsed days	33

In Situ Connections completed within the following time slots (%)	MDIBC
Within 24 hours	84.477%
Within 2 weeks	99.278%
Within 2 months	99.639%

All Other Connections completed within the following time slots (%)	MDIBC
Within 2 weeks	92.484%
Within 4 weeks	98.007%
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>NBP</b>
Supply time fastest 95% - elapsed days	12
Supply time fastest 99% - elapsed days	18

<b>In Situ Connections completed within the following time slots (%)</b>	<b>NBP</b>
Within 24 hours	86.319%
Within 2 weeks	100.000%
Within 2 months	100.000%

<b>All Other Connections completed within the following time slots (%)</b>	<b>NBP</b>
Within 2 weeks	97.508%
Within 4 weeks	99.611%
Within 8 weeks	99.922%
Within 13 weeks	100.000%
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	456
Proportion of Payphones in full working order (%)	86.839%

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	<b>Total</b>
Number of Bill Correctness Complaints per 100 bills	0.009