

eir USO Performance Report

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PSTN Fault Occurrence National	Total
Total Faults Per 100 Lines	3.052
Line Faults Per 100 Lines	2.586

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PSTN Fault Occurrence eir Only

Total

Total Faults Per 100 Lines

2.774

Line Faults Per 100 Lines

2.357

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PSTN Fault Occurrence MDIBC

Total

Total Faults Per 100 Lines

1.701

Line Faults Per 100 Lines

1.433

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PSTN Fault Occurrence NBP

Total

Total Faults Per 100 Lines

5.630

Line Faults Per 100 Lines

4.781

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PSTN Repair National

Total

Repair Time Fastest (for All Faults)

Fastest 80% completed - working hours

16.670

Fastest 95% completed - working hours

40.000

Agreed Dates (%)

Agreed Dates met

99.191%

Fault Repairs With an Agreed Date versus All Repairs

7.962%

All Repairs (%)

Repairs within 2 Working Days

79.075%

Repairs within 4 Working Days

92.279%

Repairs within 5 Working Days

95.171%

Repairs within 10 Working Days

98.736%

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PSTN Repair eir Only	Total

Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	16.577
Fastest 95% completed - working hours	38.983

Agreed Dates (%)	
Agreed Dates met	99.615%
Fault Repairs With an Agreed Date versus All Repairs	7.851%

All Repairs (%)	
Repairs within 2 Working Days	78.925%
Repairs within 4 Working Days	92.632%
Repairs within 5 Working Days	95.528%
Repairs within 10 Working Days	98.874%

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PSTN Repair MDIBC

Total

Repair Time Fastest (for All Faults)

Fastest 80% completed - working hours	15.783
Fastest 95% completed - working hours	38.533

Agreed Dates (%)

Agreed Dates met	99.368%
Fault Repairs With an Agreed Date versus All Repairs	9.976%

All Repairs (%)

Repairs within 2 Working Days	81.893%
Repairs within 4 Working Days	93.357%
Repairs within 5 Working Days	95.445%
Repairs within 10 Working Days	98.667%

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PSTN Repair NBP

Total

Repair Time Fastest (for All Faults)

Fastest 80% completed - working hours

17.700

Fastest 95% completed - working hours

40.367

Agreed Dates (%)

Agreed Dates met

98.880%

Fault Repairs With an Agreed Date versus All Repairs

6.949%

All Repairs (%)

Repairs within 2 Working Days

77.655%

Repairs within 4 Working Days

91.587%

Repairs within 5 Working Days

94.899%

Repairs within 10 Working Days

98.722%

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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	26

In Situ Connections completed within the following time slots (%)	All
Within 24 hours	79.380%
Within 2 weeks	99.270%
Within 2 months	100.000%

All Other Connections completed within the following time slots (%)	All
Within 2 weeks	94.973%
Within 4 weeks	99.259%
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 eir Only**

Supply Time Fastest (for All Connections)	eir only
Supply time fastest 95% - elapsed days	14
Supply time fastest 99% - elapsed days	21

In Situ Connections completed within the following time slots (%)	eir only
Within 24 hours	72.449%
Within 2 weeks	98.980%
Within 2 months	100.000%

All Other Connections completed within the following time slots (%)	eir only
Within 2 weeks	95.490%
Within 4 weeks	99.510%
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	15
Supply time fastest 99% - elapsed days	28

In Situ Connections completed within the following time slots (%)	MDIBC
Within 24 hours	78.661%
Within 2 weeks	100.000%
Within 2 months	100.000%

All Other Connections completed within the following time slots (%)	MDIBC
Within 2 weeks	94.009%
Within 4 weeks	98.922%
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	12
Supply time fastest 99% - elapsed days	22

In Situ Connections completed within the following time slots (%)	NBP
Within 24 hours	83.412%
Within 2 weeks	98.578%
Within 2 months	100.000%

All Other Connections completed within the following time slots (%)	NBP
Within 2 weeks	96.725%
Within 4 weeks	99.795%
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	456
Proportion of Payphones in full working order (%)	84.840%

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	Total
Number of Bill Correctness Complaints per 100 bills	0.003