

# eir USO Performance Report

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PSTN Fault Occurrence National	Total
Total Faults Per 100 Lines	4.121
Line Faults Per 100 Lines	3.628

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<b>PSTN Fault Occurrence eir Only</b>	<b>Total</b>
Total Faults Per 100 Lines	3.465
Line Faults Per 100 Lines	3.057

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PSTN Fault Occurrence MDIBC	Total
Total Faults Per 100 Lines	2.043
Line Faults Per 100 Lines	1.740

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<b>PSTN Fault Occurrence NBP</b>	<b>Total</b>
Total Faults Per 100 Lines	8.257
Line Faults Per 100 Lines	7.366

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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	21.223
Fastest 95% completed - working hours	53.400

<b>Agreed Dates (%)</b>	
Agreed Dates met	99.017%
Fault Repairs With an Agreed Date versus All Repairs	8.562%

<b>All Repairs (%)</b>	
Repairs within 2 Working Days	72.566%
Repairs within 4 Working Days	88.684%
Repairs within 5 Working Days	92.280%
Repairs within 10 Working Days	97.868%

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PSTN Repair eir Only	Total
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Repair Time Fastest (for All Faults)	
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Fastest 80% completed - working hours	21.110
Fastest 95% completed - working hours	54.158

Agreed Dates (%)	
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Agreed Dates met	99.363%
Fault Repairs With an Agreed Date versus All Repairs	7.893%

All Repairs (%)	
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Repairs within 2 Working Days	71.831%
Repairs within 4 Working Days	88.998%
Repairs within 5 Working Days	92.426%
Repairs within 10 Working Days	97.529%

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<b>PSTN Repair MDIBC</b>	<b>Total</b>

<b>Repair Time Fastest (for All Faults)</b>	
Fastest 80% completed - working hours	15.970
Fastest 95% completed - working hours	40.000

<b>Agreed Dates (%)</b>	
Agreed Dates met	98.708%
Fault Repairs With an Agreed Date versus All Repairs	11.010%

<b>All Repairs (%)</b>	
Repairs within 2 Working Days	80.724%
Repairs within 4 Working Days	92.724%
Repairs within 5 Working Days	95.124%
Repairs within 10 Working Days	98.514%



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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	23.817
Fastest 95% completed - working hours	57.058

<b>Agreed Dates (%)</b>	
Agreed Dates met	99.099%
Fault Repairs With an Agreed Date versus All Repairs	7.718%

<b>All Repairs (%)</b>	
Repairs within 2 Working Days	69.291%
Repairs within 4 Working Days	86.853%
Repairs within 5 Working Days	91.015%
Repairs within 10 Working Days	97.694%

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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	28

In Situ Connections completed within the following time slots (%)	
	All
Within 24 hours	85.326%
Within 2 weeks	100.000%
Within 2 months	100.000%

All Other Connections completed within the following time slots (%)	
	All
Within 2 weeks	94.352%
Within 4 weeks	98.935%
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>PSTN Provision eir Only</b>

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	76.316%
Within 2 weeks	100.000%
Within 2 months	100.000%

All Other Connections completed within the following time slots (%)	eir only
Within 2 weeks	95.992%
Within 4 weeks	99.609%
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	16
Supply time fastest 99% - elapsed days	32

In Situ Connections completed within the following time slots (%)	MDIBC
Within 24 hours	87.383%
Within 2 weeks	100.000%
Within 2 months	100.000%

All Other Connections completed within the following time slots (%)	MDIBC
Within 2 weeks	93.402%
Within 4 weeks	98.483%
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)	NBP
Supply time fastest 95% - elapsed days	13
Supply time fastest 99% - elapsed days	21

In Situ Connections completed within the following time slots (%)	NBP
Within 24 hours	87.946%
Within 2 weeks	100.000%
Within 2 months	100.000%

All Other Connections completed within the following time slots (%)	NBP
Within 2 weeks	95.228%
Within 4 weeks	99.470%
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>USO Public Payphones</b>	
Average Number of Payphones for the period	456
Proportion of Payphones in full working order (%)	86.529%

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	<b>Total</b>
Number of Bill Correctness Complaints per 100 bills	0.010