

eir USO Performance Report

Period Covered: Qrt 4 2017

USO Published Report 2017 Q4

PSTN Fault Occurrence National	Total
Total Faults Per 100 Lines	4.852
Line Faults Per 100 Lines	4.032

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PSTN Fault Occurrence eir Only	Total
Total Faults Per 100 Lines	4.247
Line Faults Per 100 Lines	3.550

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PSTN Fault Occurrence MDIBC	Total
Total Faults Per 100 Lines	2.344
Line Faults Per 100 Lines	1.925

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PSTN Fault Occurrence NBP	Total
Total Faults Per 100 Lines	9.741
Line Faults Per 100 Lines	8.120

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PSTN Repair National	Total
Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	32.000
Fastest 95% completed - working hours	77.911
Agreed Dates (%)	
Agreed Dates met	97.921%
Fault Repairs With an Agreed Date versus All Repairs	6.888%
All Repairs (%)	
Repairs within 2 Working Days	60.368%
Repairs within 4 Working Days	80.482%
Repairs within 5 Working Days	85.963%
Repairs within 10 Working Days	95.408%

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PSTN Repair eir Only	Total
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Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	32.980
Fastest 95% completed - working hours	86.113

Agreed Dates (%)	
Agreed Dates met	97.995%
Fault Repairs With an Agreed Date versus All Repairs	7.051%

All Repairs (%)	
Repairs within 2 Working Days	59.573%
Repairs within 4 Working Days	79.381%
Repairs within 5 Working Days	84.610%
Repairs within 10 Working Days	94.496%

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PSTN Repair MDIBC	Total
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Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	24.000
Fastest 95% completed - working hours	59.378

Agreed Dates (%)	
Agreed Dates met	98.541%
Fault Repairs With an Agreed Date versus All Repairs	9.740%

All Repairs (%)	
Repairs within 2 Working Days	68.894%
Repairs within 4 Working Days	85.936%
Repairs within 5 Working Days	90.449%
Repairs within 10 Working Days	97.117%

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PSTN Repair NBP	Total
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Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	34.510
Fastest 95% completed - working hours	80.360

Agreed Dates (%)	
Agreed Dates met	97.431%
Fault Repairs With an Agreed Date versus All Repairs	5.618%

All Repairs (%)	
Repairs within 2 Working Days	56.973%
Repairs within 4 Working Days	78.495%
Repairs within 5 Working Days	84.470%
Repairs within 10 Working Days	94.963%

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PSTN Provision All

Supply Time Fastest (for All Connections)	
	All
Supply time fastest 95% - elapsed days	28
Supply time fastest 99% - elapsed days	78

In Situ Connections completed within the following time slots (%)	
	All
Within 24 hours	84.793%
Within 2 weeks	98.802%
Within 2 months	99.539%

All Other Connections completed within the following time slots (%)	
	All
Within 2 weeks	78.432%
Within 4 weeks	94.941%
Within 8 weeks	98.333%
Within 13 weeks	99.132%
Within 26 weeks	99.744%
Greater than 26 weeks	0.256%

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PSTN Provision eir Only

Supply Time Fastest (for All Connections)	
	eir only
Supply time fastest 95% - elapsed days	27
Supply time fastest 99% - elapsed days	78

In Situ Connections completed within the following time slots (%)	
	eir only
Within 24 hours	85.714%
Within 2 weeks	99.015%
Within 2 months	99.507%

All Other Connections completed within the following time slots (%)	
	eir only
Within 2 weeks	80.748%
Within 4 weeks	95.306%
Within 8 weeks	98.392%
Within 13 weeks	99.392%
Within 26 weeks	99.739%
Greater than 26 weeks	0.261%

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PSTN Provision MDIBC

Supply Time Fastest (for All Connections)	
	MDIBC
Supply time fastest 95% - elapsed days	26
Supply time fastest 99% - elapsed days	59

In Situ Connections completed within the following time slots (%)	
	MDIBC
Within 24 hours	83.447%
Within 2 weeks	98.866%
Within 2 months	99.773%

All Other Connections completed within the following time slots (%)	
	MDIBC
Within 2 weeks	79.801%
Within 4 weeks	96.037%
Within 8 weeks	98.883%
Within 13 weeks	99.319%
Within 26 weeks	99.878%
Greater than 26 weeks	0.122%

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PSTN Provision NBP

Supply Time Fastest (for All Connections)	
	NBP
Supply time fastest 95% - elapsed days	38
Supply time fastest 99% - elapsed days	117

In Situ Connections completed within the following time slots (%)	
	NBP
Within 24 hours	85.714%
Within 2 weeks	98.639%
Within 2 months	99.320%

All Other Connections completed within the following time slots (%)	
	NBP
Within 2 weeks	72.193%
Within 4 weeks	91.568%
Within 8 weeks	96.779%
Within 13 weeks	98.342%
Within 26 weeks	99.384%
Greater than 26 weeks	0.616%

USO Published Report 2017 Q4	
USO Public Payphones	
Average Number of Payphones for the period	578
Proportion of Payphones in full working order (%)	89.179%

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	Total
Number of Bill Correctness Complaints per 100 bills	0.008