

# eir USO Performance Report

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**PSTN Fault Occurrence National**

**Total**

Total Faults Per 100 Lines

2.490

Line Faults Per 100 Lines

2.136

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<b>PSTN Fault Occurrence eir Only</b>	<b>Total</b>
Total Faults Per 100 Lines	2.156
Line Faults Per 100 Lines	1.827

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<b>PSTN Fault Occurrence MDIBC</b>	<b>Total</b>
Total Faults Per 100 Lines	1.302
Line Faults Per 100 Lines	1.102

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<b>PSTN Fault Occurrence NBP</b>	<b>Total</b>
Total Faults Per 100 Lines	4.834
Line Faults Per 100 Lines	4.189

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<b>PSTN Repair National</b>	<b>Total</b>

Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	14.600
Fastest 95% completed - working hours	29.232

Agreed Dates (%)	
Agreed Dates met	99.818%
Fault Repairs With an Agreed Date versus All Repairs	8.473%

All Repairs (%)	
Repairs within 2 Working Days	86.606%
Repairs within 4 Working Days	95.788%
Repairs within 5 Working Days	97.285%
Repairs within 10 Working Days	99.029%

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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	14.573
Fastest 95% completed - working hours	28.128

<b>Agreed Dates (%)</b>	
Agreed Dates met	100.000%
Fault Repairs With an Agreed Date versus All Repairs	7.803%

<b>All Repairs (%)</b>	
Repairs within 2 Working Days	86.966%
Repairs within 4 Working Days	96.295%
Repairs within 5 Working Days	97.646%
Repairs within 10 Working Days	98.867%

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PSTN Repair MDIBC	Total

Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	12.983
Fastest 95% completed - working hours	26.004

Agreed Dates (%)	
Agreed Dates met	99.681%
Fault Repairs With an Agreed Date versus All Repairs	9.219%

All Repairs (%)	
Repairs within 2 Working Days	89.011%
Repairs within 4 Working Days	96.551%
Repairs within 5 Working Days	97.344%
Repairs within 10 Working Days	98.871%



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

<b>Repair Time Fastest (for All Faults)</b>	
Fastest 80% completed - working hours	15.133
Fastest 95% completed - working hours	31.322

<b>Agreed Dates (%)</b>	
Agreed Dates met	99.834%
Fault Repairs With an Agreed Date versus All Repairs	8.343%

<b>All Repairs (%)</b>	
Repairs within 2 Working Days	85.361%
Repairs within 4 Working Days	95.263%
Repairs within 5 Working Days	97.138%
Repairs within 10 Working Days	99.156%

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PSTN Provision National**

<b>Supply Time Fastest (for All Connections)</b>	
	<b>All</b>
Supply time fastest 95% - elapsed days	15
Supply time fastest 99% - elapsed days	63

<b>In Situ Connections completed within the following time slots (%)</b>	
	<b>All</b>
Within 24 hours	86.480%
Within 2 weeks	100.000%
Within 2 months	100.000%

<b>All Other Connections completed within the following time slots (%)</b>	
	<b>All</b>
Within 2 weeks	94.065%
Within 4 weeks	96.809%
Within 8 weeks	98.660%
Within 13 weeks	99.426%
Within 26 weeks	99.840%
Greater than 26 weeks	0.160%

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<b>Supply Time Fastest (for All Connections)</b>	<b>eir only</b>
Supply time fastest 95% - elapsed days	14
Supply time fastest 99% - elapsed days	62

<b>In Situ Connections completed within the following time slots (%)</b>	<b>eir only</b>
Within 24 hours	84.884%
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	94.899%
Within 4 weeks	97.584%
Within 8 weeks	98.792%
Within 13 weeks	99.463%
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	15
Supply time fastest 99% - elapsed days	58

In Situ Connections completed within the following time slots (%)	MDIBC
Within 24 hours	83.957%
Within 2 weeks	100.000%
Within 2 months	100.000%

All Other Connections completed within the following time slots (%)	MDIBC
Within 2 weeks	94.334%
Within 4 weeks	96.887%
Within 8 weeks	98.817%
Within 13 weeks	99.502%
Within 26 weeks	99.875%
Greater than 26 weeks	0.125%

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PSTN Provision NBP**

<b>Supply Time Fastest (for All Connections)</b>	<b>NBP</b>
Supply time fastest 95% - elapsed days	19
Supply time fastest 99% - elapsed days	68

<b>In Situ Connections completed within the following time slots (%)</b>	<b>NBP</b>
Within 24 hours	90.385%
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	92.720%
Within 4 weeks	95.913%
Within 8 weeks	98.212%
Within 13 weeks	99.234%
Within 26 weeks	99.617%
Greater than 26 weeks	0.383%

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<b>USO Public Payphones</b>	
Average Number of Payphones for the period	456
Proportion of Payphones in full working order (%)	92.976%

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	<b>Total</b>
Number of Bill Correctness Complaints per 100 bills	0.011