eir USO Performance Report

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To be published by eir	
PSTN Fault Occurrence National	**Total**
Total Faults Per 100 Lines	3.546
Line Faults Per 100 Lines	2.943

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PSTN Fault Occurrence eir Only	**Total**
Total Faults Per 100 Lines	3.024
Line Faults Per 100 Lines	2.510

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PSTN Fault Occurrence MDIBC	**Total**
Total Faults Per 100 Lines	1.870
Line Faults Per 100 Lines	1.526

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PSTN Fault Occurrence NBP	**Total**
Total Faults Per 100 Lines	6.868
Line Faults Per 100 Lines	5.746

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PSTN Repair National	**Total**

Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	16.533
Fastest 95% completed - working hours	40.316

Agreed Dates (%)	
Agreed Dates met	99.451%
Fault Repairs With an Agreed Date versus All Repairs	8.574%

All Repairs (%)	
Repairs within 2 Working Days	79.407%
Repairs within 4 Working Days	92.119%
Repairs within 5 Working Days	94.948%
Repairs within 10 Working Days	98.539%

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PSTN Repair eir Only	Total

Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	15.983
Fastest 95% completed - working hours	36.970

Agreed Dates (%)	
Agreed Dates met	99.707%
Fault Repairs With an Agreed Date versus All Repairs	8.948%

All Repairs (%)	
Repairs within 2 Working Days	80.419%
Repairs within 4 Working Days	93.663%
Repairs within 5 Working Days	96.002%
Repairs within 10 Working Days	98.559%

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PSTN Repair MDIBC	**Total**

Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	14.950
Fastest 95% completed - working hours	37.600

Agreed Dates (%)	
Agreed Dates met	99.130%
Fault Repairs With an Agreed Date versus All Repairs	10.223%

All Repairs (%)	
Repairs within 2 Working Days	84.535%
Repairs within 4 Working Days	93.773%
Repairs within 5 Working Days	95.762%
Repairs within 10 Working Days	98.755%

Corporate Affairs

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PSTN Repair NBP	**Total**

Repair Time Fastest (for All Faults)	
Fastest 80% completed - working hours	18.617
Fastest 95% completed - working hours	43.792

Agreed Dates (%)	
Agreed Dates met	99.558%
Fault Repairs With an Agreed Date versus All Repairs	7.677%

All Repairs (%)	
Repairs within 2 Working Days	76.663%
Repairs within 4 Working Days	90.842%
Repairs within 5 Working Days	94.225%
Repairs within 10 Working Days	98.431%

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PSTN Provision National

Supply Time Fastest (for All Connections)	All
Supply time fastest 95% - elapsed days	17
Supply time fastest 99% - elapsed days	38

In Situ Connections completed within the following time slots (%)	All
Within 24 hours	87.429%
Within 2 weeks	98.857%
Within 2 months	99.286%

All Other Connections completed within the following time slots (%)	All
Within 2 weeks	93.069%
Within 4 weeks	98.037%
Within 8 weeks	99.546%
Within 13 weeks	99.760%
Within 26 weeks	99.933%
Greater than 26 weeks	0.067%

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PSTN Provision eir Only

Supply Time Fastest (for All Connections)	eir only
Supply time fastest 95% - elapsed days	16
Supply time fastest 99% - elapsed days	36

In Situ Connections completed within the following time slots (%)	eir only
Within 24 hours	90.845%
Within 2 weeks	98.592%
Within 2 months	100.000%

All Other Connections completed within the following time slots (%)	eir only
Within 2 weeks	94.127%
Within 4 weeks	98.573%
Within 8 weeks	99.561%
Within 13 weeks	99.726%
Within 26 weeks	99.890%
Greater than 26 weeks	0.110%

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PSTN Provision MDIBC

Supply Time Fastest (for All Connections)	MDIBC
Supply time fastest 95% - elapsed days	18
Supply time fastest 99% - elapsed days	33

In Situ Connections completed within the following time slots (%)	MDIBC
Within 24 hours	84.133%
Within 2 weeks	98.155%
Within 2 months	98.524%

All Other Connections completed within the following time slots (%)	MDIBC
Within 2 weeks	92.853%
Within 4 weeks	98.315%
Within 8 weeks	99.923%
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	17
Supply time fastest 99% - elapsed days	71

In Situ Connections completed within the following time slots (%)	NBP
Within 24 hours	88.850%
Within 2 weeks	99.652%
Within 2 months	99.652%

All Other Connections completed within the following time slots (%)	NBP
Within 2 weeks	92.449%
Within 4 weeks	96.854%
Within 8 weeks	98.684%
Within 13 weeks	99.256%
Within 26 weeks	99.828%
Greater than 26 weeks	0.172%

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USO Public Payphones	
Average Number of Payphones for the period	473
Proportion of Payphones in full working order (%)	88.769%

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	Total
Number of Bill Correctness Complaints per 100 bills	0.013