



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

Provision of Universal Service by Eircom Limited

**Performance Data – Q1 2019
(1 January 2019 – 31 March 2019)**

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**An Coimisiún um Rialáil Cumarsáide
Commission for Communications Regulation**

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1 Foreword

1. The Commission for Communications Regulation (ComReg) is responsible for the regulation of the electronic communications sector in accordance with national and EU legislation. One of ComReg's functions in this regard is to determine the scope of the Universal Service Obligation ("USO") for the Irish market and decide which undertaking(s) should be designated as the Universal Service Provider(s) ("USP"). On 29 July 2016 ComReg designated Eircom Limited ("Eircom") as the USP for access at a fixed location ("AFL") until 30 June 2021, (ComReg D05/16)¹.
2. Regulation 10 of the European Communities (Electronic Communications Networks and Services) (Universal Service and Users' Rights) Regulations 2011, ("the Regulations") requires the USP to publish information on its performance in relation to the provision of the USO. In exercise of ComReg's general powers to publish information under Regulation 10 of the 2011 Framework Regulations, ComReg publishes the performance data with Eircom on a quarterly basis, while Regulation 31 of the Regulations requires the Regulator to monitor compliance with the Regulations.
3. The Eircom quarterly performance data with respect to Quarter 1 2019 (1 January 2019 to 31 March 2019) are presented in this Information Notice at National level and for each of the three Sub-National areas for connection times and service availability for information purposes. Service availability combines fault occurrence performance achieved and fault repair performance achieved to report the working days outage per line. The three Sub-National areas are, namely, Area 1², Area 2³, and Area 3⁴.
4. Other performance measures relevant to connections and repair times performance and fault occurrence performance data, which contribute to the calculation of the service availability performance, are also presented for information purposes only.

¹ Universal Service Requirements – Provision of access at a fixed location (AFL USO).

² Areas where Eir faces greater market-driven infrastructure-based competition, including from Vodafone/ESB/SIRO or UPC.

³ Reflects the original NBP intervention area-it comprises the areas where a high capacity broadband access network is intended to be made available through Irish government subsidies.

⁴ Areas where Eir faces no competition from any provider of fixed infrastructure but could face competition from mobile networks providing fixed access solutions.

2 Quality of Service Performance - National

2.1 Performance of Eircom with respect to connections

5. This Section presents Eircom's performance in completing fixed-line installations during the reporting period by providing information on performance for in-situ connections and all other connections at national level. As ComReg publishes USO performance data on a quarterly basis, the four quarterly results will be an indication of performance towards the annual performance. The actual annual performance will be measured with reference to the total number of in-situ connections and all other connections for the year.

In-Situ Connections⁵

In-Situ Connections Performance		Q1 2019 Result %
Within 24 hours of request	Connections to be completed within this time period	87.5
Within 2 weeks of request	Connections to be completed within this time period	98.9
Within 2 months of request	Connections to be completed within this time period	99.3

Table 1: In-Situ Connections - National

⁵ Data reported in this section excludes information regarding in-situ connections with an agreed date, as agreed dates for in-situ connections only arise when a customer seeks, and eircom agrees to, a deferred installation e.g. a connection for a holiday home, etc.

All Other Connections⁶

All Other Connections Performance		Q1 2019 Result %
Within 2 weeks of request	Requests to be completed within this time period	93.1
Within 4 weeks of request	Requests to be completed within this time period	98.1
Within 8 weeks of request	Requests to be completed within this time period	99.6
Within 13 weeks of request	Requests to be completed within this time period	99.8
Within 26 weeks of request	Requests to be completed within this time period	100.0

Table 2: All Other Connections - National

2.2 Performance of Eircom with respect to Fault Rate Occurrence

6. This Section presents the rate of line faults reported to Eircom at national level. All line faults reported in the specified quarterly period are expressed in relation to the average number of installed lines for the quarter⁷. As ComReg publishes USO performance data on a quarterly basis, the sum of the four quarterly results will be an indication of the annual performance. The actual annual performance will be measured with reference to the total number of line faults⁸ for the year and the average number of installed lines for the year.

Fault Rate Occurrence

Line Fault Performance	Q1 2019 Result
Line faults per 100 lines	2.9

Table 3: Fault Rate Occurrence – National

⁶ Data reported in this section excludes information regarding in-situ connections. Also, where a customer-introduced delay is recorded, and there is auditable evidence of such, eircom are required to exclude these Valid Service Orders for the purposes of the performance targets.

⁷ For Q1 2019, the rate of total faults per 100 lines was 3.5 and the rate of line faults including line faults which have occurred due to vandalism (including theft) and/or third party damage was 3.2.

⁸ Excluding line faults which have occurred due to vandalism (including theft) and /or third party damage, which have been verified and audited.

2.3 Performance of Eircom with respect to Fault Repair Times

7. This Section presents Eircom's performance during the reporting period by providing information on fault repair times at national level. As ComReg publishes USO performance data on a quarterly basis, the four quarterly results will be an indication of the annual performance. The actual annual performance will be measured with reference to the total number of fault repairs for the year.

Fault Repair Times⁹

Fault Repair Performance		Q1 2019 Result %
Within 2 working days	Fault repairs to be completed within this time period	79.5
Within 4 working days	Fault repairs to be completed within this time period	92.2
Within 5 working days	Fault repairs to be completed within this time period	95.0
Within 10 working days	Fault repairs to be completed within this time period	98.6

Table 4: Fault Repair Times - National

2.4 Performance of Eircom with respect to Service Availability

8. This Section presents Eircom's performance during the reporting period by providing information on service availability at national level. Service availability combines the two parameters of fault occurrence and fault repair times as detailed above. Service availability, when measured, will report the working days outage per line. As ComReg publishes USO performance data on a quarterly basis, the four quarterly results will be an indication of the annual performance. The actual annual performance will be measured with reference to the average fault repair time for the year and the line fault occurrence for the year.

⁹ Data pertaining to Fault Repairs with an Agreed Date is included in this metric from 1 July 2010.

Service Availability Performance

National Service Availability	Q1 2019 Result
Average Fault Repair Time Performance	1.7181
Line Fault Occurrence Performance per 100 lines	2.9430
Working Days Outage per line	0.051

Table 5: Service Availability – National

2.5 Performance Measurement

- Performance by Eircom is determined by reference to the information normally set out in ComReg Information Notices published every quarter and entitled “Provision of Universal Service by Eircom – Performance Data”, or as may be published by ComReg in such other format from time to time.

3 Supplementary Quality of Service Performance Data - National

3.1 Introduction

10. This Section presents Eircom's performance during the reporting period by providing information on Supply Time Fastest at national level. Regulation 10 (1) of the Regulations requires the USP to publish adequate and up to date information on its performance in respect of the USO at national level. The information is to be based on the quality of service parameters, definitions and measurement methods which are set out in the relevant EU Directive¹⁰.

Direct Access PSTN Connections – Supply Time Fastest¹¹

Supply Time Fastest for All Connections	Q1 2019 Total	Q1 2019 Residential	Q1 2019 Business
Fastest 95% - elapsed days	17.0	17.0	17.0
Fastest 99% - elapsed days	38.2	39.0	22.8

Table 6: Direct Access PSTN Connections-Supply Time Fastest – National

3.2 Introduction

11. This Section presents Eircom's performance during the reporting period by providing information on Repair Time Fastest at national level. Regulation 10 (1) of the Regulations requires the USP to publish adequate and up to date information on its performance in respect of the USO. The information is to be based on the quality of service parameters, definitions and measurement methods which are set out in the relevant EU Directive¹².

¹⁰ DIRECTIVE 2002/22/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 7 March 2002 on universal service and users' rights relating to electronic communications networks and services (Universal Service Directive) as amended by DIRECTIVE 2009/136/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 25 November 2009.

¹¹ Data pertaining to connections with an Agreed Date is excluded from this metric as a date can only be agreed for in-situ connections where the customer requests and eircom agrees to, a deferred installation.

¹² DIRECTIVE 2002/22/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 7 March 2002 on universal service and users' rights relating to electronic communications networks and services (Universal Service Directive) as amended by DIRECTIVE 2009/136/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 25 November 2009.

Direct Access PSTN Repair – Repair Time Fastest¹³

Repair Time Fastest for All Repairs	Q1 2019 Total	Q1 2019 Residential	Q1 2019 Business
Fastest 80% completed (working hours)	16.533	17.693	15.983
Fastest 95% completed (working hours)	40.316	41.217	40.000

Table 7: Direct Access PSTN Repairs – Repair Time Fastest - National

3.3 Introduction

12. This Section presents Eircom's performance in completing fixed-line installations during the reporting period by providing information on performance regarding connections completed by the date agreed with the customer and performance regarding connections with an agreed date versus total connections at national level.

Agreed Date completion for all connections¹⁴

Agreed Date Performance	Q1 2019 Result %
Connections with an Agreed Date	76.5

Table 8: Agreed Date completion for all connections – National

Connections with an Agreed Date v. Total Connections

	Q1 2019 Result
Percentage (%) of Connections with an Agreed Date versus Total Connections	0.5

Table 9: Connections with an Agreed Date v. Total Connections – National

¹³ Data pertaining to Fault Repairs with an Agreed Date is included in this metric from 1 July 2010.

¹⁴ Data relating to this metric relates to customer-introduced delays for in-situ connections. For information, a date can only be agreed for in-situ connections where the customer requests and eircom agrees to, a deferred installation.

3.4 Introduction

13. This Section presents Eircom's performance during the reporting period by providing information on performance regarding fault repairs completed by the date agreed with the customer and performance regarding fault repairs with an agreed date versus all repairs at national level.

Agreed Date completion for Repairs¹⁵

Agreed Date Performance	Q1 2019 Result %
Fault Repairs completed by agreed date	99.5

Table 10: Agreed Date completion for Repairs – National

Fault Repairs with an Agreed Date v. All Repairs

	Q1 2019 Result
Percentage (%) of Fault Repairs with an Agreed Date versus All Repairs	8.6

Table 11: Fault Repairs with an Agreed Date v. All Repairs - National

¹⁵ Fault Repairs with an Agreed Date arise when an appointment is required to visit the Customer's premises and repair the fault. The Agreed Date means the appointment date and (if applicable) the time that eircom and a Customer have agreed for eircom to visit a Customer's premises in respect of a Fault Repair; in the case of all such Agreed Dates, the Agreed Date shall be recorded and fully verifiable.

4 Quality of Service Sub-National Performance – Area 1

6.1 Performance of Eircom with respect to connections

14. This Section presents Eircom's performance in completing fixed-line installations during the reporting period by providing information on performance for in-situ connections and all other connections in Area 1. As ComReg publishes USO performance data on a quarterly basis, the four quarterly results will be an indication of performance towards the annual target. The actual annual performance will be measured with reference to the total number of in-situ connections and all other connections for the year.

In-Situ Connections¹⁶

In-Situ Connections Performance		Q1 2019 Result %
Within 24 hours of request	Connections to be completed within this time period	84.2
Within 2 weeks of request	Connections to be completed within this time period	98.2
Within 2 months of request	Connections to be completed within this time period	98.6

Table 23: In-Situ Connections – Area 1

¹⁶ Data reported in this section excludes information regarding in-situ connections with an agreed date, as agreed dates for in-situ connections only arise when a customer seeks, and eircom agrees to, a deferred installation e.g. a connection for a holiday home, etc.

All Other Connections¹⁷

All Other Connections Performance		Q1 2019 Result %
Within 2 weeks of request	Requests to be completed within this time period	92.9
Within 4 weeks of request	Requests to be completed within this time period	98.4
Within 8 weeks of request	Requests to be completed within this time period	100.0
Within 13 weeks of request	Requests to be completed within this time period	100.0
Within 26 weeks of request	Requests to be completed within this time period	100.0

Table 24: All Other Connections – Area 1

6.2 Performance of Eircom with respect to Fault Rate Occurrence

15. This Section presents the rate of line faults reported to Eircom in Area 1. All line faults reported in the specified quarterly period are expressed in relation to the average number of installed lines for the quarter¹⁸. As ComReg publishes USO performance data on a quarterly basis, the sum of the four quarterly results will be an indication of the annual performance. The actual annual performance will be measured with reference to the total number of line faults¹⁹ for the year and the average number of installed lines for the year.

Fault Rate Occurrence

Line Fault Performance	Q1 2019 Result
Line faults per 100 lines	1.5

Table 25: Fault Rate Occurrence – Area 1

¹⁷ Data reported in this section excludes information regarding in-situ connections. Also, where a customer-introduced delay is recorded, and there is auditable evidence of such, eircom is required to exclude these Valid Service Orders for the purposes of the performance targets.

¹⁸ For Q1 2019, the rate of total faults per 100 lines was 1.9 and the rate of line faults including line faults which have occurred due to vandalism (including theft) and/or third party damage was 1.6.

¹⁹ Excluding line faults which have occurred due to vandalism (including theft) and /or third party damage, which have been verified and audited.

6.3 Performance of Eircom with respect to Fault Repair Times

16. This Section presents Eircom's performance during the reporting period by providing information on fault repair times in Area 1. As ComReg publishes USO performance data on a quarterly basis, the four quarterly results will be an indication of the annual performance. The actual annual performance will be measured with reference to the total number of fault repairs for the year.

Fault Repair Times²⁰

Fault Repair Performance		Q1 2019 Result %
Within 2 working days	Fault repairs to be completed within this time period	84.6
Within 4 working days	Fault repairs to be completed within this time period	93.8
Within 5 working days	Fault repairs to be completed within this time period	95.8
Within 10 working days	Fault repairs to be completed within this time period	98.8

Table 26: Fault Repair Times – Area 1

6.4 Performance of Eircom with respect to Service Availability

17. This Section presents Eircom's performance during the reporting period by providing information on service availability in Area 1. Service availability combines the two parameters of fault occurrence and fault repair as detailed above. Service availability, when measured, will report the working days outage per line. As ComReg publishes USO performance data on a quarterly basis, the four quarterly results will be an indication of the annual performance. The actual annual performance will be measured with reference to the average fault repair time for the year and the line fault occurrence for the year.

²⁰ Data pertaining to Fault Repairs with an Agreed Date is included in this metric from 1 July 2010.

Service Availability Performance

Sub-National Service Availability – Area 1	Q1 2019 Result
Average Fault Repair Time Performance	1.5610
Line Fault Occurrence Performance per 100 lines	1.5258
Working Days Outage per line	0.024

Table 27: Service Availability – Area 1

6.5 Performance Measurement

18. Performance by Eircom is determined by reference to the information normally set out in ComReg Information Notices published every quarter and entitled “Provision of Universal Service by Eircom – Performance Data”, or as may be published by ComReg in such other format from time to time.

5 Supplementary Quality of Service Performance Data – Area 1

7.1 Introduction

19. This Section presents Eircom's performance during the reporting period by providing information on Supply Time Fastest in Area 1. Regulation 10 (1) of the Regulations requires the USP to publish adequate and up to date information on its performance in respect of the USO. The information is to be based on the quality of service parameters, definitions and measurement methods which are set out in the relevant EU Directive²¹.

Direct Access PSTN Connections – Supply Time Fastest²²

Supply Time Fastest for All Connections	Q1 2019 Total	Q1 2019 Residential	Q1 2019 Business
Fastest 95% - elapsed days	17.6	17.0	18.0
Fastest 99% - elapsed days	33.0	33.0	21.0

Table 28: Direct Access PSTN Connections-Supply Time Fastest – Area 1

7.2 Introduction

20. This Section presents Eircom's performance during the reporting period by providing information on Repair Time Fastest in Area 1. Regulation 10 (1) of the Regulations requires the USP to publish adequate and up to date information on its performance in respect of the USO. The information is to be based on the quality of service parameters, definitions and measurement methods which are set out in the relevant EU Directive²³.

²¹ DIRECTIVE 2002/22/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 7 March 2002 on universal service and users' rights relating to electronic communications networks and services (Universal Service Directive) as amended by DIRECTIVE 2009/136/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 25 November 2009.

²² Data pertaining to connections with an Agreed Date is excluded from this metric as a date can only be agreed for in-situ connections where the customer requests and eircom agrees to, a deferred installation.

²³ DIRECTIVE 2002/22/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 7 March 2002 on universal service and users' rights relating to electronic communications networks and services (Universal Service Directive) as amended by DIRECTIVE 2009/136/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 25 November 2009.

Direct Access PSTN Repair – Repair Time Fastest²⁴

Repair Time Fastest for All Repairs	Q1 2019 Total	Q1 2019 Residential	Q1 2019 Business
Fastest 80% completed (working hours)	14.950	15.667	14.507
Fastest 95% completed (working hours)	37.600	41.317	35.238

Table 29: Direct Access PSTN Repairs – Repair Time Fastest – Area 1

7.3 Introduction

21. This Section presents Eircom's performance in completing fixed-line installations during the reporting period by providing information on performance regarding connections completed by the date agreed with the customer and performance regarding connections with an agreed date versus total connections in Area 1.

Agreed Date completion for all connections²⁵

Agreed Date Performance	Q1 2019 Result %
Connections with an Agreed Date	79.0

Table 30: Agreed Date completion for all connections – Area 1

Connections with an Agreed Date v. Total Connections

	Q1 2019 Result
Percentage (%) of Connections with an Agreed Date versus Total Connections	0.5

Table 31: Connections with an Agreed Date v. Total Connections – Area 1

²⁴ Data pertaining to Fault Repairs with an Agreed Date is included in this metric from 1 July 2010.

²⁵ Data relating to this metric relates to customer-introduced delays for in-situ connections. For information, a date can only be agreed for in-situ connections where the customer requests and eircom agrees to, a deferred installation.

7.4 Introduction

22. This Section presents Eircom's performance during the reporting period by providing information on fault repairs completed by the date agreed with the customer and performance regarding fault repairs with an agreed date versus all repairs in Area 1.

Agreed Date completion for Repairs²⁶

Agreed Date Performance	Q1 2019 Result %
Fault Repairs completed by agreed date	99.2

Table 32: Agreed Date completion for Repairs – Area 1

Fault Repairs with an Agreed Date v. All Repairs

	Q1 2019 Result
Percentage (%) of Fault Repairs with an Agreed Date versus All Repairs	10.3

Table 33: Fault Repairs with an Agreed Date v. All Repairs – Area 1

²⁶ Fault Repairs with an Agreed Date arise when an appointment is required to visit the Customer's premises and repair the fault. The Agreed Date means the appointment date and (if applicable) the time that eircom and a Customer have agreed for eircom to visit a Customer's premises in respect of a Fault Repair; in the case of all such Agreed Dates, the Agreed Date shall be recorded and fully verifiable.

6 Quality of Service Sub-National Performance – Area 2

8.1 Performance of Eircom with respect to connections

23. This Section presents Eircom's performance in completing fixed-line installations during the reporting period by providing information on performance for in-situ connections and all other connections in Area 2. As ComReg publishes USO performance data on a quarterly basis, the four quarterly results will be an indication of performance towards the annual target. The actual annual performance will be measured with reference to the total number of in-situ connections and all other connections for the year.

In-Situ Connections²⁷

In-Situ Connections Performance		Q1 2019 Result %
Within 24 hours of request	Connections to be completed within this time period	88.9
Within 2 weeks of request	Connections to be completed within this time period	99.7
Within 2 months of request	Connections to be completed within this time period	99.7

Table 34: In-Situ Connections – Area 2

²⁷ Data reported in this section excludes information regarding in-situ connections with an agreed date, as agreed dates for in-situ connections only arise when a customer seeks, and eircom agrees to, a deferred installation e.g. a connection for a holiday home, etc.

All Other Connections²⁸

All Other Connections Performance		Q1 2019 Result %
Within 2 weeks of request	Requests to be completed within this time period	92.5
Within 4 weeks of request	Requests to be completed within this time period	96.9
Within 8 weeks of request	Requests to be completed within this time period	98.7
Within 13 weeks of request	Requests to be completed within this time period	99.3
Within 26 weeks of request	Requests to be completed within this time period	99.9

Table 35: All Other Connections – Area 2

8.2 Performance of Eircom with respect to Fault Rate Occurrence

24. This Section presents the rate of line faults reported to Eircom in Area 2. All line faults reported in the specified quarterly period are expressed in relation to the average number of installed lines for the quarter²⁹. As ComReg publishes USO performance data on a quarterly basis, the sum of the four quarterly results will be an indication of the annual performance. The actual annual performance will be measured with reference to the total number of line faults³⁰ for the year and the average number of installed lines for the year.

Fault Rate Occurrence

Line Fault Performance	Q1 2019 Result
Line faults per 100 lines	5.7

Table 36: Fault Rate Occurrence – Area 2

²⁸ Data reported in this section excludes information regarding in-situ connections. Also, where a customer-introduced delay is recorded, and there is auditable evidence of such, eircom is required to exclude these Valid Service Orders for the purposes of the performance targets.

²⁹ For Q1 2019, the rate of total faults per 100 lines was 6.9 and the rate of line faults including line faults which have occurred due to vandalism (including theft) and/or third party damage was 6.3.

³⁰ Excluding line faults which have occurred due to vandalism (including theft) and /or third party damage, which have been verified and audited.

8.3 Performance of Eircom with respect to Fault Repair Times

25. This Section presents Eircom's performance during the reporting period by providing information on fault repair times in Area 2. As ComReg publishes USO performance data on a quarterly basis, the four quarterly results will be an indication of the annual performance. The actual annual performance will be measured with reference to the total number of fault repairs for the year.

Fault Repair Times³¹

Fault Repair Performance		Q1 2019 Result %
Within 2 working days	Fault repairs to be completed within this time period	76.7
Within 4 working days	Fault repairs to be completed within this time period	90.9
Within 5 working days	Fault repairs to be completed within this time period	94.3
Within 10 working days	Fault repairs to be completed within this time period	98.5

Table 37: Fault Repair Times – Area 2

8.4 Performance of Eircom with respect to Service Availability

26. This Section presents Eircom's performance during the reporting period by providing information on service availability in Area 2. Service availability target combines the two parameters of fault occurrence and fault repair as detailed above. Service availability is referred to as the working days outage per line. As ComReg publishes USO performance data on a quarterly basis, the four quarterly results will be an indication of the annual performance. The actual annual performance will be measured with reference to the average fault repair time for the year and the line fault occurrence for the year.

³¹ Data pertaining to Fault Repairs with an Agreed Date is included in this metric from 1 July 2010.

Service Availability Performance

Sub-National Service Availability – Area 2	Q1 2019 Result
Average Fault Repair Time Performance	1.8166
Line Fault Occurrence Performance per 100 lines	5.7461
Working Days Outage per line	0.105

Table 38: Service Availability – Area 2

8.5 Performance Measurement

27. Performance by Eircom is determined by reference to the information normally set out in ComReg Information Notices published every quarter and entitled “Provision of Universal Service by Eircom – Performance Data”, or as may be published by ComReg in such other format from time to time.

7 Supplementary Quality of Service Performance Data – Area 2

9.1 Introduction

28. This Section presents Eircom's performance during the reporting period by providing information on Supply Time Fastest in Area 2. Regulation 10 (1) of the Regulations requires the USP to publish adequate and up to date information on its performance in respect of the USO. The information is to be based on the quality of service parameters, definitions and measurement methods which are set out in the relevant EU Directive³².

Direct Access PSTN Connections – Supply Time Fastest³³

Supply Time Fastest for All Connections	Q1 2019 Total	Q1 2019 Residential	Q1 2019 Business
Fastest 95% - elapsed days	17.0	17.7	12.3
Fastest 99% - elapsed days	71.3	73.0	19.7

Table 39: Direct Access PSTN Connections-Supply Time Fastest – Area 2

9.2 Introduction

29. This Section presents Eircom's performance during the reporting period by providing information on Repair Time Fastest in Area 2. Regulation 10 (1) of the Regulations requires the USP to publish adequate and up to date information on its performance in respect of the USO. The information is to be based on the quality of service parameters, definitions and measurement methods which are set out in the relevant EU Directive³⁴.

³² DIRECTIVE 2002/22/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 7 March 2002 on universal service and users' rights relating to electronic communications networks and services (Universal Service Directive) as amended by DIRECTIVE 2009/136/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 25 November 2009.

³³ Data pertaining to connections with an Agreed Date is excluded from this metric as a date can only be agreed for in-situ connections where the customer requests and eircom agrees to, a deferred installation.

³⁴ DIRECTIVE 2002/22/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 7 March 2002 on universal service and users' rights relating to electronic communications networks and services (Universal Service Directive) as amended by DIRECTIVE 2009/136/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 25 November 2009.

Direct Access PSTN Repair – Repair Time Fastest³⁵

Repair Time Fastest for All Repairs	Q1 2019 Total	Q1 2019 Residential	Q1 2019 Business
Fastest 80% completed (working hours)	18.617	18.767	18.500
Fastest 95% completed (working hours)	43.792	43.027	45.167

Table 40: Direct Access PSTN Repairs – Repair Time Fastest – Area 2

9.3 Introduction

30. This Section presents Eircom's performance in completing fixed-line installations during the reporting period by providing information on performance regarding connections completed by the date agreed with the customer and performance regarding connections with an agreed date versus total connections in Area 2.

Agreed Date completion for all connections³⁶

Agreed Date Performance	Q1 2019 Result %
Connections with an Agreed Date	80.0

Table 41: Agreed Date completion for all connections – Area 2

Connections with an Agreed Date v. Total Connections

	Q1 2019 Result
Percentage (%) of Connections with an Agreed Date versus Total Connections	0.3

Table 42: Connections with an Agreed Date v. Total Connections – Area 2

³⁵ Data pertaining to Fault Repairs with an Agreed Date is included in this metric from 1 July 2010.

³⁶ Data relating to this metric relates to customer-introduced delays for in-situ connections. For information, a date can only be agreed for in-situ connections where the customer requests and eircom agrees to, a deferred installation.

9.4 Introduction

31. This Section presents Eircom's performance during the reporting period by providing information on fault repairs completed by the date agreed with the customer and performance regarding fault repairs with an agreed date versus all repairs in Area 2.

Agreed Date completion for Repairs³⁷

Agreed Date Performance	Q1 2019 Result %
Fault Repairs completed by agreed date	99.6

Table 43: Agreed Date completion for Repairs – Area 2

Fault Repairs with an Agreed Date v. All Repairs

	Q1 2019 Result
Percentage (%) of Fault Repairs with an Agreed Date versus All Repairs	7.7

Table 44: Fault Repairs with an Agreed Date v. All Repairs – Area 2

³⁷ Fault Repairs with an Agreed Date arise when an appointment is required to visit the Customer's premises and repair the fault. The Agreed Date means the appointment date and (if applicable) the time that eircom and a Customer have agreed for eircom to visit a Customer's premises in respect of a Fault Repair; in the case of all such Agreed Dates, the Agreed Date shall be recorded and fully verifiable.

8 Quality of Service Sub-National Performance – Area 3

4.1 Performance of Eircom with respect to connections

32. This Section presents Eircom's performance in completing fixed-line installations during the reporting period by providing information on performance for in-situ connections and all other connections in Area 3. As ComReg publishes USO performance data on a quarterly basis, the four quarterly results will be an indication of performance towards the annual target. The actual annual performance will be measured with reference to the total number of in-situ connections and all other connections for the year.

In-Situ Connections³⁸

In-Situ Connections Performance		Q1 2019 Result %
Within 24 hours of request	Connections to be completed within this time period	90.9
Within 2 weeks of request	Connections to be completed within this time period	98.6
Within 2 months of request	Connections to be completed within this time period	100.0

Table 12: In-Situ Connections – Area 3

³⁸ Data reported in this section excludes information regarding in-situ connections with an agreed date, as agreed dates for in-situ connections only arise when a customer seeks, and eircom agrees to, a deferred installation e.g. a connection for a holiday home, etc.

All Other Connections³⁹

All Other Connections Performance		Q1 2019 Result %
Within 2 weeks of request	Requests to be completed within this time period	94.2
Within 4 weeks of request	Requests to be completed within this time period	98.6
Within 8 weeks of request	Requests to be completed within this time period	99.6
Within 13 weeks of request	Requests to be completed within this time period	99.8
Within 26 weeks of request	Requests to be completed within this time period	99.9

Table 13: All Other Connections – Area 3

4.2 Performance of Eircom with respect to Fault Rate Occurrence

33. This Section presents the rate of line faults reported to Eircom in Area 3. All line faults reported in the specified quarterly period are expressed in relation to the average number of installed lines for the quarter⁴⁰. As ComReg publishes USO performance data on a quarterly basis, the sum of the four quarterly results will be an indication of the annual performance. The actual annual performance will be measured with reference to the total number of line faults⁴¹ for the year and the average number of installed lines for the year.

Fault Rate Occurrence

Line Fault Performance	Q1 2019 Result
Line faults per 100 lines	2.5

Table 14: Fault Rate Occurrence – Area 3

³⁹ Data reported in this section excludes information regarding in-situ connections. Also, where a customer-introduced delay is recorded, and there is auditable evidence of such, eircom is required to exclude these Valid Service Orders for the purposes of the performance targets.

⁴⁰ For Q1 2019, the rate of total faults per 100 lines was 3.0 and the rate of line faults including line faults which have occurred due to vandalism (including theft) and/or third party damage was 2.7.

⁴¹ Excluding line faults which have occurred due to vandalism (including theft) and /or third party damage, which have been verified and audited.

4.3 Performance of Eircom with respect to Fault Repair Times

34. This Section presents Eircom's performance during the reporting period by providing information on fault repair times in Area 3. As ComReg publishes USO performance data on a quarterly basis, the four quarterly results will be an indication of the annual performance. The actual annual performance will be measured with reference to the total number of fault repairs for the year.

Fault Repair Times⁴²

Fault Repair Performance		Q1 2019 Result %
Within 2 working days	Fault repairs to be completed within this time period	80.5
Within 4 working days	Fault repairs to be completed within this time period	93.7
Within 5 working days	Fault repairs to be completed within this time period	96.1
Within 10 working days	Fault repairs to be completed within this time period	98.6

Table 15: Fault Repair Times – Area 3

4.4 Performance of Eircom with respect to Service Availability

35. This Section presents Eircom's performance during the reporting period by providing information on service availability in Area 3. Service availability combines the two parameters of fault occurrence and fault repair as detailed above. Service availability, when measured, will report the working days outage per line. As ComReg publishes USO performance data on a quarterly basis, the four quarterly results will be an indication of the annual performance. The actual annual performance will be measured with reference to the average fault repair time for the year and the line fault occurrence for the year.

⁴² Data pertaining to Fault Repairs with an Agreed Date is included in this metric from 1 July 2010.

Service Availability Performance

Sub-National Service Availability – Area 3	Q1 2019 Result
Average Fault Repair Time Performance	1.6426
Line Fault Occurrence Performance per 100 lines	2.5102
Working Days Outage per line	0.042

Table 16: Service Availability – Area 3

4.5 Performance Measurement

36. Performance by Eircom is determined by reference to the information normally set out in ComReg Information Notices published every quarter and entitled “Provision of Universal Service by Eircom – Performance Data”, or as may be published by ComReg in such other format from time to time.

9 Supplementary Quality of Service Performance Data – Area 3

5.1 Introduction

37. This Section presents Eircom's performance during the reporting period by providing information on Supply Time Fastest in Area 3. Regulation 10 (1) of the Regulations requires the USP to publish adequate and up to date information on its performance in respect of the USO. The information is to be based on the quality of service parameters, definitions and measurement methods which are set out in the relevant EU Directive⁴³.

Direct Access PSTN Connections – Supply Time Fastest⁴⁴

Supply Time Fastest for All Connections	Q1 2019 Total	Q1 2019 Residential	Q1 2019 Business
Fastest 95% - elapsed days	15.9	15.0	17.0
Fastest 99% - elapsed days	36.4	38.9	22.9

Table 17: Direct Access PSTN Connections-Supply Time Fastest – Area 3

5.2 Introduction

38. This Section presents Eircom's performance during the reporting period by providing information on Repair Time Fastest in Area 3. Regulation 10 (1) of the Regulations requires the USP to publish adequate and up to date information on its performance in respect of the USO. The information is to be based on the quality of service parameters, definitions and measurement methods which are set out in the relevant EU Directive⁴⁵.

⁴³ DIRECTIVE 2002/22/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 7 March 2002 on universal service and users' rights relating to electronic communications networks and services (Universal Service Directive) as amended by DIRECTIVE 2009/136/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 25 November 2009.

⁴⁴ Data pertaining to connections with an Agreed Date is excluded from this metric as a date can only be agreed for in-situ connections where the customer requests and eircom agrees to, a deferred installation.

⁴⁵ DIRECTIVE 2002/22/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 7 March 2002 on universal service and users' rights relating to electronic communications networks and services (Universal Service Directive) as amended by DIRECTIVE 2009/136/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 25 November 2009.

Direct Access PSTN Repair – Repair Time Fastest⁴⁶

Repair Time Fastest for All Repairs	Q1 2019 Total	Q1 2019 Residential	Q1 2019 Business
Fastest 80% completed (working hours)	15.983	16.920	15.867
Fastest 95% completed (working hours)	36.970	36.048	37.727

Table 18: Direct Access PSTN Repairs – Repair Time Fastest – Area 3

5.3 Introduction

39. This Section presents Eircom's performance in completing fixed-line installations during the reporting period by providing information on performance regarding connections completed by the date agreed with the customer and performance regarding connections with an agreed date versus total connections in Area 3.

Agreed Date completion for all connections⁴⁷

Agreed Date Performance	Q1 2019 Result %
Connections with an Agreed Date	70.0

Table 19: Agreed Date completion for all connections – Area 3

Connections with an Agreed Date v. Total Connections

	Q1 2019 Result
Percentage (%) of Connections with an Agreed Date versus Total Connections	0.6

Table 20: Connections with an Agreed Date v. Total Connections – Area 3

⁴⁶ Data pertaining to Fault Repairs with an Agreed Date is included in this metric from 1 July 2010.

⁴⁷ Data relating to this metric relates to customer-introduced delays for in-situ connections. For information, a date can only be agreed for in-situ connections where the customer requests and eircom agrees to, a deferred installation.

5.4 Introduction

40. This Section presents Eircom's performance during the reporting period by providing information on fault repairs completed by the date agreed with the customer and performance regarding fault repairs with an agreed date versus all repairs in Area 3.

Agreed Date completion for Repairs⁴⁸

Agreed Date Performance	Q1 2019 Result %
Fault Repairs completed by agreed date	99.8

Table 21: Agreed Date completion for Repairs – Area 3

Fault Repairs with an Agreed Date v. All Repairs

	Q1 2019 Result
Percentage (%) of Fault Repairs with an Agreed Date versus All Repairs	9.0

Table 22: Fault Repairs with an Agreed Date v. All Repairs – Area 3

⁴⁸ Fault Repairs with an Agreed Date arise when an appointment is required to visit the Customer's premises and repair the fault. The Agreed Date means the appointment date and (if applicable) the time that eircom and a Customer have agreed for eircom to visit a Customer's premises in respect of a Fault Repair; in the case of all such Agreed Dates, the Agreed Date shall be recorded and fully verifiable.

Appendix: 1 The Universal Service Obligation (USO)

A 1.1 The following ComReg decisions set out the universal service requirements to be provided by the designated Universal Service Provider:

- In July 2016, following a public consultation, ComReg designated Eircom as the USP for access at a fixed location (“AFL”) until 30 June 2021, (ComReg D05/16, Document 16/65⁴⁹.) This decision sets out requirements regarding the reasonableness of requests for connections and also sets a target data rate for Functional Internet Access.
- In December 2018, following a public consultation, ComReg designated Eircom as the USP for the provision of Directory of Subscribers⁵⁰ (ComReg 18/115, D17/18) for a period of 1 year to 31 December 2019 unless or until reviewed by ComReg.
- In February 2019, following a public consultation, ComReg designated Eircom as the USP for the Provision of Public Pay Telephones (ComReg 19/06, D01/19)⁵¹ to 31 December 2020 or until such earlier date as decided by ComReg.

⁴⁹ Universal Service Requirements – Provision of access at a fixed location (AFL USO)

⁵⁰ Provision of Directory of Subscribers – Universal Service: Scope and Designation, (ComReg D17/18, ComReg Document No: 18/115)

⁵¹ Provision of Public Pay Telephones – Universal Service: Scope and designation, (ComReg 19/06, D01/19)