



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

Provision of Universal Service by Eircom Limited

Performance Data 2017

Information Notice

Reference: ComReg 18/62

Version: Final

Date: 03/07/2018

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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 is now publishing the annual performance data, while Regulation 31 of the Regulations requires the Regulator to monitor compliance with the Regulations.
3. ComReg D03/17², published on 17 February 2018, set legally binding annual performance targets for Eircom, with effect from 2 February 2017, to meet its obligations in respect of the services referred to in Regulation 3 of the Regulations. Failure by Eircom to achieve any of the annual targets constitutes non-compliance with its regulatory obligations. ComReg has powers, under Regulation 31 of the Regulations, in relation to monitoring compliance and enforcement of such obligations.
4. ComReg D03/17 set targets at National level for connection times and service availability and, for the first time, introduced targets for each of the three Sub-National areas for connection times and service availability. Connection targets remain the same at national level as applied heretofore and these targets now also apply at sub-national level for connections. The service availability target combines fault occurrence performance achieved and fault repair performance achieved to report the maximum working days outage per line. The three Sub-National areas are, namely, the Eir Only area, the Market Driven Infrastructure Based Competition area (MDIBC) and the National Broadband Plan intervention area (NBP).

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

² Universal Service Requirements – Provision of access at a fixed location (AFL) – Quality of Service (QoS) - ComReg Documents 17/10 and 17/10a refer.

5. Appendices 2-5 outline the annual USO quality of service performance targets specified in ComReg D03/17 and the annual results achieved by Eircom for 2017.
6. The Eircom quarterly and annual performance data with respect to 2017 (1 January 2017 to 31 December 2017³) are presented in this Information Notice having regard to the performance targets set out in ComReg D03/17. Other performance measures relevant to connections and repair times and fault occurrence data which contribute to the calculation of the service availability targets are also presented for information purposes only. ComReg has noted in all cases where adjustments have been made to the Eircom submitted performance data for Q1 2017 to reflect the usual 3 month Data Collection Period.
7. In previous publications regarding Eircom's provision of the Universal Service ComReg also published performance information with respect to Functional Internet Access, USO public payphone data, Bill correctness data and Affordability measures. Going forward ComReg plans to separately publish information on these measures.

³ As required by Schedule 3 of ComReg 17/10a, D03/17 ComReg adjusted Eircom performance data for Q1 2017 to reflect the usual 3 month Data Collection Period.

2 Quality of Service Targets - Performance - National

2.1 Performance of Eircom with respect to connections

8. 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 by quarter, the four quarterly results will be an indication of performance towards the annual target. The actual annual performance will be measured, for compliance purposes, with reference to the total number of in-situ connections and all other connections.

In-Situ Connections⁴

Annual Performance Targets (ComReg Decision D03/17)		Q1 2017 ⁵ Result %	Q2 2017 Result %	Q3 2017 Result %	Q4 2017 Result %	Annual Result (1Jan 2017– 31 Dec 2017) %
Within 24 hours of request	80% of connections to be completed within this time period	81.1	81.3	83.3	84.8	82.5
Within 2 weeks of request	99.8% of connections to be completed within this time period	99.8	99.7	99.5	98.9	99.5
Within 2 months of request	100% of connections to be completed within this time period	99.9	100.0	100.0	99.6	99.9

Table 1: In-Situ Connections - National

⁴ 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.

⁵ As required by Schedule 3 of ComReg 17/10a, D03/17 ComReg adjusted Eircom performance data for Q1 2017 (2/2/17 – 31/3/17) to reflect the usual 3 month Data Collection Period.

All Other Connections⁶

Annual Performance Targets (ComReg Decision D03/17)		Q1 2017 ⁷ Result %	Q2 2017 Result %	Q3 2017 Result %	Q4 2017 Result %	Annual Result (1Jan 2017– 31 Dec 2017) %
Within 2 weeks of request	80% of all requests to be completed within this time period	89.6	89.9	87.8	78.5	86.8
Within 4 weeks of request	85% of all requests to be completed within this time period	96.8	96.5	96.5	95.0	96.3
Within 8 weeks of request	90% of all requests to be completed within this time period	98.5	98.0	98.6	98.4	98.4
Within 13 weeks of request	95% of all requests to be completed within this time period	99.0	99.0	99.3	99.2	99.1
Within 26 weeks of request	100% of all requests to be completed within this time period	99.8	99.7	100.0	99.8	99.8

Table 2: All Other Connections - National

2.2 Performance of Eircom with respect to Fault Rate Occurrence

9. 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 quarter⁸. As ComReg publishes USO performance data by quarter, 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 faults⁹ for the year and the average number of installed lines for the year.

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 shall exclude these Valid Service Orders for the purposes of the performance targets.

⁷ As required by Schedule 3 of ComReg 17/10a, D03/17 ComReg adjusted Eircom performance data for Q1 2017 (2/2/17 – 31/3/17) to reflect the usual 3 month Data Collection Period.

⁸ For 2017, the rate of total faults per 100 lines was 15.5185 and the rate of line faults including line faults which have occurred due to vandalism (including theft) and/or third party damage was 13.4715.

⁹ Excluding line faults which have occurred due to vandalism (including theft) and /or third party damage, which have been verified and audited.

Fault Rate Occurrence

Line Fault Performance No Target Specified	Q1 2017 ¹⁰ Result	Q2 2017 Result	Q3 2017 Result	Q4 2017 Result	Annual Result (1Jan 2017– 31 Dec 2017)
Line faults per 100 lines	3.4434	2.4762	2.7124	4.0321	12.6372

Table 3: Fault Rate Occurrence – National

2.3 Performance of Eircom with respect to Fault Repair Times

10. 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 by quarter, 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 Times¹¹

Fault Repair Performance No Targets Specified		Q1 2017 ¹² Result %	Q2 2017 Result %	Q3 2017 Result %	Q4 2017 Result %	Annual Result (1Jan 2017– 31 Dec 2017) %
Within 2 working days	Fault repairs to be completed within this time period	78.7932	85.9709	82.1564	60.3679	75.3971
Within 4 working days	Fault repairs to be completed within this time period	91.5458	95.0881	93.7071	80.4817	89.3831
Within 5 working days	Fault repairs to be completed within this time period	94.3886	96.7602	95.8137	85.9633	92.6270
Within 10 working days	Fault repairs to be completed within this time period	98.5044	98.8305	98.4494	95.4082	97.6185

Table 4: Fault Repair Times - National

¹⁰ As required by Schedule 3 of ComReg 17/10a, D03/17 ComReg adjusted Eircom performance data for Q1 2017 (2/2/17 – 31/3/17) to reflect the usual 3 month Data Collection Period.

¹¹ Data pertaining to Fault Repairs with an Agreed Date are included in this metric from 1 July 2010.

¹² As required by Schedule 3 of ComReg 17/10a, D03/17 ComReg adjusted Eircom performance data for Q1 2017 (2/2/17 – 31/3/17) to reflect the usual 3 month Data Collection Period.

2.4 Performance of Eircom with respect to Service Availability

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

Service Availability Performance

National Service Availability Target (D03/17)	Q1 2017 Result	Q2 2017 Result	Q3 2017 Result	Q4 2017 Result	Annual Result (1Jan 2017–31 Dec 2017)
Average Fault Repair Time Performance	1.7567	1.4807	1.6165	2.6213	1.9320
Line Fault Occurrence Performance per 100 lines	3.4434	2.4762	2.7124	4.0321	12.6372
0.237 ¹³ maximum Working Days Outage per line ¹⁴	0.061	0.037	0.044	0.106	0.245

Table 5: Service Availability - National

2.5 Performance Measurement

12. Performance by Eircom relating to the obligations shall be 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.

2.6 Non-Compliance with obligations

13. The failure by Eircom to achieve any of the targets set out in ComReg D03/17 by 31 December 2017 constitutes non-compliance and may give rise to the enforcement procedures set out under Regulation 31 of the Regulations.

¹³ If the annual performance result is ≤ 0.237 , the target has been achieved.

If annual performance result > 0.237 , the performance target has not been achieved.

¹⁴ See page 28 of ComReg 17/10a for Service Availability calculation methodology

3 Supplementary Quality of Service Performance Data-National

3.1 Introduction

14. 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 Directive¹⁵.

Direct Access PSTN Connections – Supply Time Fastest¹⁶

Supply Time Fastest for All Connections ¹⁷	Q1 2017 Total	Q1 2017 Residential	Q1 2017 Business
Fastest 95% - elapsed days	21	21	31
Fastest 99% - elapsed days	85	90	84

Supply Time Fastest for All Connections	Q2 2017 Total	Q2 2017 Residential	Q2 2017 Business
Fastest 95% - elapsed days	21	20	62
Fastest 99% - elapsed days	85.2	83.5	342

Supply Time Fastest for All Connections	Q3 2017 Total	Q3 2017 Residential	Q3 2017 Business
Fastest 95% - elapsed days	22	22	31.7
Fastest 99% - elapsed days	66.2	64	73.6

¹⁵ 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.

¹⁶ Data pertaining to connections with an Agreed Date are 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.

¹⁷ Eircom submitted performance data to reflect the period from 2/2/17 – 31/3/17 for Q1 2017.

Supply Time Fastest for All Connections	Q4 2017 Total	Q4 2017 Residential	Q4 2017 Business
Fastest 95% - elapsed days	28	27	56
Fastest 99% - elapsed days	78	67	93

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

3.2 Introduction

15. 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 Directive¹⁸.

Direct Access PSTN Repair – Repair Time Fastest¹⁹

Repair Time Fastest for All Repairs ²⁰	Q1 2017 Total	Q1 2017 Residential	Q1 2017 Business
Fastest 80% completed (working hours)	16.867	17.900	16
Fastest 95% completed (working hours)	43.403	44.750	41.253

Repair Time Fastest for All Repairs	Q2 2017 Total	Q2 2017 Residential	Q2 2017 Business
Fastest 80% completed (working hours)	14.550	14.717	14.367
Fastest 95% completed (working hours)	31.983	31.702	32.056

¹⁸ 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.

¹⁹ Data pertaining to Fault Repairs with an Agreed Date are included in this metric from 1 July 2010.

²⁰ Eircom submitted performance data to reflect the period from 2/2/17 – 31/3/17 for Q1 2017.

Repair Time Fastest for All Repairs	Q3 2017 Total	Q3 2017 Residential	Q3 2017 Business
Fastest 80% completed (working hours)	15.700	15.950	15.317
Fastest 95% completed (working hours)	36.850	37.789	35.948

Repair Time Fastest for All Repairs	Q4 2017 Total	Q4 2017 Residential	Q4 2017 Business
Fastest 80% completed (working hours)	32	33.577	30.533
Fastest 95% completed (working hours)	77.911	80.332	74.509

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

3.3 Introduction

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 connections with an agreed date versus total connections at national level.

Agreed Date completion for all connections²¹

Agreed Date Performance No Target Specified	Q1 2017 ²² Result %	Q2 2017 Result %	Q3 2017 Result %	Q4 2017 Result %	Annual Result (1Jan 2017– 31 Dec 2017) %
Connections with an Agreed Date	74.5	85.1	86.0	86.1	82.4

Table 8: Agreed Date completion for all connections – National

²¹ 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.

²² As required by Schedule 3 of ComReg 17/10a, D03/17 ComReg adjusted Eircom performance data for Q1 2017 (2/2/17 – 31/3/17) to reflect the usual 3 month Data Collection Period.

Connections with an Agreed Date v. Total Connections

No Target Specified	Q1 2017 ²³ Result	Q2 2017 Result	Q3 2017 Result	Q4 2017 Result
Percentage (%) of Connections with an Agreed Date versus Total Connections	0.6	0.7	0.5	0.4

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

3.4 Introduction

16. 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 fault repairs with an agreed date versus all repairs at national level.

Agreed Date completion for Repairs²⁴

Agreed Date Performance No Target Specified	Q1 2017 ²⁵ Result %	Q2 2017 Result %	Q3 2017 Result %	Q4 2017 Result %	Annual Result (1Jan 2017– 31 Dec 2017) %
Fault Repairs completed by agreed date	99.2938	98.6592	97.9968	97.9215	98.4779

Table 10: Agreed Date completion for Repairs – National

²³ As required by Schedule 3 of ComReg 17/10a, D03/17 ComReg adjusted Eircom performance data for Q1 2017 (2/2/17 – 31/3/17) to reflect the usual 3 month Data Collection Period.

²⁴ 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.

²⁵ As required by Schedule 3 of ComReg 17/10a, D03/17 ComReg adjusted Eircom performance data for Q1 2017 (2/2/17 – 31/3/17) to reflect the usual 3 month Data Collection Period.

Fault Repairs with an Agreed Date v. All Repairs

No Target Specified	Q1 2017 ²⁶ Result	Q2 2017 Result	Q3 2017 Result	Q4 2017 Result
Percentage (%) of Fault Repairs with an Agreed Date versus All Repairs	7.7749	8.5647	8.2324	6.8877

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

²⁶ As required by Schedule 3 of ComReg 17/10a, D03/17 ComReg adjusted Eircom performance data for Q1 2017 (2/2/17 – 31/3/17) to reflect the usual 3 month Data Collection Period.

4 Quality of Service Targets-Sub-National Performance-Eir Only

4.1 Performance of Eircom with respect to connections

17. 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 the Eir Only area. As ComReg publishes USO performance data by quarter, the four quarterly results will be an indication of performance towards the annual target. The actual annual performance will be measured, for compliance purposes, with reference to the total number of in-situ connections and all other connections.

In-Situ Connections²⁷

Annual Performance Targets (ComReg Decision D03/17)		Q1 2017 ²⁸ Result %	Q2 2017 Result %	Q3 2017 Result %	Q4 2017 Result %	Annual Result (1Jan 2017– 31 Dec 2017) %
Within 24 hours of request	80% of connections to be completed within this time period	79.1	81.3	83.4	85.8	82.0
Within 2 weeks of request	99.8% of connections to be completed within this time period	100.0	100.0	99.6	99.1	99.7
Within 2 months of request	100% of connections to be completed within this time period	100.0	100.0	100.0	99.6	99.9

Table 12: In-Situ Connections – Eir Only

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.

²⁸ As required by Schedule 3 of ComReg 17/10a, D03/17 ComReg adjusted Eircom performance data for Q1 2017 (2/2/17 – 31/3/17) to reflect the usual 3 month Data Collection Period.

All Other Connections²⁹

Annual Performance Targets (ComReg Decision D03/17)		Q1 2017 ³⁰ Result %	Q2 2017 Result %	Q3 2017 Result %	Q4 2017 Result %	Annual Result (1Jan 2017– 31 Dec 2017) %
Within 2 weeks of request	80% of all requests to be completed within this time period	89.9	90.8	89.2	80.8	88.1
Within 4 weeks of request	85% of all requests to be completed within this time period	96.8	96.8	96.3	95.4	96.4
Within 8 weeks of request	90% of all requests to be completed within this time period	98.3	97.8	98.5	98.4	98.2
Within 13 weeks of request	95% of all requests to be completed within this time period	99.0	98.9	99.1	99.4	99.1
Within 26 weeks of request	100% of all requests to be completed within this time period	99.8	99.9	99.8	99.8	99.8

Table 13: All Other Connections – Eir Only

4.2 Performance of Eircom with respect to Fault Rate Occurrence

18. This Section presents the rate of line faults reported to Eircom in the Eir Only area. All line faults reported in the specified quarterly period are expressed in relation to the average number of installed lines for the quarter³¹. As ComReg publishes USO performance data by quarter, 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 faults³² for the year and the average number of installed lines for the year.

²⁹ 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 shall exclude these Valid Service Orders for the purposes of the performance targets.

³⁰ As required by Schedule 3 of ComReg 17/10a, D03/17 ComReg adjusted Eircom performance data for Q1 2017 (2/2/17 – 31/3/17) to reflect the usual 3 month Data Collection Period.

³¹ For 2017, the rate of total faults per 100 lines was 14.8827 and the rate of line faults including line faults which have occurred due to vandalism (including theft) and/or third party damage was 13.0263.

³² Excluding line faults which have occurred due to vandalism (including theft) and /or third party damage, which have been verified and audited.

Fault Rate Occurrence

Line Fault Performance No Target Specified	Q1 2017³³ Result	Q2 2017 Result	Q3 2017 Result	Q4 2017 Result	Annual Result (1Jan 2017– 31 Dec 2017)
Line faults per 100 lines	3.5278	2.5767	2.4935	3.5495	12.1352

Table 14: Fault Rate Occurrence – Eir Only

4.3 Performance of Eircom with respect to Fault Repair Times

19. This Section presents Eircom’s performance during the reporting period by providing information on fault repair times in the Eir Only area. As ComReg publishes USO performance data by quarter, 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 Times³⁴

Fault Repair Performance No Target Specified		Q1 2017³⁵ Result %	Q2 2017 Result %	Q3 2017 Result %	Q4 2017 Result %	Annual Result (1Jan 2017– 31 Dec 2017) %
Within 2 working days	Fault repairs to be completed within this time period	79.2734	84.9921	81.2346	59.5729	75.1009
Within 4 working days	Fault repairs to be completed within this time period	92.1084	94.6569	93.2346	79.3814	89.1457
Within 5 working days	Fault repairs to be completed within this time period	94.9970	96.6998	95.2593	84.6097	92.3574
Within 10 working days	Fault repairs to be completed within this time period	98.7790	98.7952	98.1728	94.4956	97.3927

Table 15: Fault Repair Times – Eir Only

³³ As required by Schedule 3 of ComReg 17/10a, D03/17 ComReg adjusted Eircom performance data for Q1 2017 (2/2/17 – 31/3/17) to reflect the usual 3 month Data Collection Period.

³⁴ Data pertaining to Fault Repairs with an Agreed Date are included in this metric from 1 July 2010.

³⁵ As required by Schedule 3 of ComReg 17/10a, D03/17 ComReg adjusted Eircom performance data for Q1 2017 (2/2/17 – 31/3/17) to reflect the usual 3 month Data Collection Period.

4.4 Performance of Eircom with respect to Service Availability

20. This Section presents Eircom’s performance during the reporting period by providing information on service availability in the Eir Only area. The service availability target combines the two parameters of fault occurrence and fault repair detailed above. Service availability, when measured, will report the maximum of working days outage per line. As ComReg publishes USO performance by quarter, the four quarterly results will be an indication of the annual performance. The actual annual performance will be measured, for compliance purposes, with reference to the average fault repair time for the year and the line fault occurrence for the year.

Service Availability Performance

Sub-National Service Availability Target (D03/17) – Eir Only	Q1 2017 Result	Q2 2017 Result	Q3 2017 Result	Q4 2017 Result	Annual Result (1Jan 2017–31 Dec 2017)
Average Fault Repair Time Performance	1.7135	1.5094	1.6647	2.7171	1.9553
Line Fault Occurrence Performance per 100 lines	3.5278	2.5767	2.4935	3.5495	12.1352
0.607 ³⁶ maximum Working Days Outage per line ³⁷	0.061	0.039	0.042	0.097	0.238

Table 16: Service Availability - Eir Only

4.5 Performance Measurement

21. Performance by Eircom relating to the obligations shall be 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.

4.6 Non-Compliance with obligations

22. The failure by Eircom to achieve any of the targets set out in ComReg D03/17 by 31 December 2017 constitutes non-compliance and may give rise to the enforcement procedures set out under Regulation 31 of the Regulations.

³⁶ If the annual performance result is ≤ 0.607 , the target has been achieved.

If annual performance result > 0.607 , the performance target has not been achieved.

³⁷ See page 28 of ComReg 17/10a for Service Availability calculation methodology

5 Supplementary Quality of Service Performance Data-Eir Only

5.1 Introduction

23. This Section presents Eircom's performance during the reporting period by providing information on Supply Time Fastest in the Eir Only area. 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 Directive³⁸.

Direct Access PSTN Connections – Supply Time Fastest³⁹

Supply Time Fastest for All Connections ⁴⁰	Q1 2017 Total	Q1 2017 Residential	Q1 2017 Business
Fastest 95% - elapsed days	21	21	34
Fastest 99% - elapsed days	85	87	85

Supply Time Fastest for All Connections	Q2 2017 Total	Q2 2017 Residential	Q2 2017 Business
Fastest 95% - elapsed days	20	19	65
Fastest 99% - elapsed days	92	92	70

Supply Time Fastest for All Connections	Q3 2017 Total	Q3 2017 Residential	Q3 2017 Business
Fastest 95% - elapsed days	22.1	22	32
Fastest 99% - elapsed days	81	84	61.9

³⁸ 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.

³⁹ Data pertaining to connections with an Agreed Date are 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.

⁴⁰ Eircom submitted performance data to reflect the period from 2/2/17 – 31/3/17 for Q1 2017.

Supply Time Fastest for All Connections	Q4 2017 Total	Q4 2017 Residential	Q4 2017 Business
Fastest 95% - elapsed days	27	26	48
Fastest 99% - elapsed days	78	73	78

Table 17: Direct Access PSTN Connections-Supply Time Fastest – Eir Only

5.2 Introduction

24. This Section presents Eircom's performance during the reporting period by providing information on Repair Time Fastest in the Eir Only area. 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 Directive⁴¹.

Direct Access PSTN Repair – Repair Time Fastest⁴²

Repair Time Fastest for All Repairs ⁴³	Q1 2017 Total	Q1 2017 Residential	Q1 2017 Business
Fastest 80% completed (working hours)	16.343	17.190	16
Fastest 95% completed (working hours)	40.008	40	40.390

Repair Time Fastest for All Repairs	Q2 2017 Total	Q2 2017 Residential	Q2 2017 Business
Fastest 80% completed (working hours)	14.860	15.110	14.687
Fastest 95% completed (working hours)	33.344	32.805	34.017

⁴¹ 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.

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

⁴³ Eircom submitted performance data to reflect the period from 2/2/17 – 31/3/17 for Q1 2017.

Repair Time Fastest for All Repairs	Q3 2017 Total	Q3 2017 Residential	Q3 2017 Business
Fastest 80% completed (working hours)	15.8	16.113	15.550
Fastest 95% completed (working hours)	38.752	40.022	38.297

Repair Time Fastest for All Repairs	Q4 2017 Total	Q4 2017 Residential	Q4 2017 Business
Fastest 80% completed (working hours)	32.980	34.533	32
Fastest 95% completed (working hours)	86.113	84.712	87.940

Table 18: Direct Access PSTN Repairs – Repair Time Fastest – Eir Only

5.3 Introduction

25. This Section presents 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 connections with an agreed date versus total connections in the Eir Only area.

Agreed Date completion for all connections⁴⁴

Agreed Date Performance No Target Specified	Q1 2017 ⁴⁵ Result %	Q2 2017 Result %	Q3 2017 Result %	Q4 2017 Result %	Annual Result (1Jan 2017– 31 Dec 2017) %
Connections with an Agreed Date	57.2	79.0	100.0	91.7	81.4

Table 19: Agreed Date completion for all connections - Eir Only

⁴⁴ 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.

⁴⁵ As required by Schedule 3 of ComReg 17/10a, D03/17 ComReg adjusted Eircom performance data for Q1 2017 (2/2/17 – 31/3/17) to reflect the usual 3 month Data Collection Period.

Connections with an Agreed Date v. Total Connections

No Target Specified	Q1 2017 ⁴⁶ Result	Q2 2017 Result	Q3 2017 Result	Q4 2017 Result
Percentage (%) of Connections with an Agreed Date versus Total Connections	0.4	0.6	0.4	0.5

Table 20: Connections with an Agreed Date v. Total Connections – Eir Only

3.4 Introduction

26. This Section presents performance during the reporting period by providing information on fault repairs completed by the date agreed with the customer and fault repairs with an agreed date versus all repairs in the Eir Only area.

Agreed Date completion for Repairs⁴⁷

Agreed Date Performance No Target Specified	Q1 2017 ⁴⁸ Result %	Q2 2017 Result %	Q3 2017 Result %	Q4 2017 Result %	Annual Result (1Jan 2017– 31 Dec 2017) %
Fault Repairs completed by agreed date	99.2883	98.5337	98.9899	97.9950	98.7212

Table 21: Agreed Date completion for Repairs – Eir Only

⁴⁶ As required by Schedule 3 of ComReg 17/10a, D03/17 ComReg adjusted Eircom performance data for Q1 2017 (2/2/17 – 31/3/17) to reflect the usual 3 month Data Collection Period.

⁴⁷ 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.

⁴⁸ As required by Schedule 3 of ComReg 17/10a, D03/17 ComReg adjusted Eircom performance data for Q1 2017 (2/2/17 – 31/3/17) to reflect the usual 3 month Data Collection Period.

Fault Repairs with an Agreed Date v. All Repairs

No Target Specified	Q1 2017 ⁴⁹ Result	Q2 2017 Result	Q3 2017 Result	Q4 2017 Result
Percentage (%) of Fault Repairs with an Agreed Date versus All Repairs	7.9809	8.5647	9.3580	7.0508

Table 22: Fault Repairs with an Agreed Date v. All Repairs – Eir Only

⁴⁹ As required by Schedule 3 of ComReg 17/10a, D03/17 ComReg adjusted Eircom performance data for Q1 2017 (2/2/17 – 31/3/17) to reflect the usual 3 month Data Collection Period.

6 Quality of Service Targets-Sub-National Performance-MDIBC

6.1 Performance of Eircom with respect to connections

27. 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 the MDIBC area. As ComReg publishes USO performance data by quarter, the four quarterly results will be an indication of performance towards the annual target. The actual annual performance will be measured, for compliance purposes, with reference to the total number of in-situ connections and all other connections.

In-Situ Connections⁵⁰

Annual Performance Targets (ComReg Decision D03/17)		Q1 2017 ⁵¹ Result %	Q2 2017 Result %	Q3 2017 Result %	Q4 2017 Result %	Annual Result (1Jan 2017– 31 Dec 2017) %
Within 24 hours of request	80% of connections to be completed within this time period	80.5	76.8	80.5	83.5	80.2
Within 2 weeks of request	99.8% of connections to be completed within this time period	99.5	99.3	99.8	98.9	99.4
Within 2 months of request	100% of connections to be completed within this time period	99.8	100.0	100.0	99.8	99.9

Table 23: In-Situ Connections - MDIBC

⁵⁰ 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.

⁵¹ As required by Schedule 3 of ComReg 17/10a, D03/17 ComReg adjusted Eircom performance data for Q1 2017 (2/2/17 – 31/3/17) to reflect the usual 3 month Data Collection Period.

All Other Connections⁵²

Annual Performance Targets (ComReg Decision D03/17)		Q1 2017 ⁵³ Result %	Q2 2017 Result %	Q3 2017 Result %	Q4 2017 Result %	Annual Result (1Jan 2017– 31 Dec 2017) %
Within 2 weeks of request	80% of all requests to be completed within this time period	91.2	91.0	89.2	79.9	88.1
Within 4 weeks of request	85% of all requests to be completed within this time period	97.8	97.0	97.5	96.1	97.1
Within 8 weeks of request	90% of all requests to be completed within this time period	99.2	98.4	99.1	98.9	98.9
Within 13 weeks of request	95% of all requests to be completed within this time period	99.5	99.3	99.7	99.4	99.5
Within 26 weeks of request	100% of all requests to be completed within this time period	100.0	99.7	100.0	99.9	99.9

Table 24: All Other Connections - MDIBC

6.2 Performance of Eircom with respect to Fault Rate Occurrence

28. This Section presents the rate of line faults reported to Eircom in the MDIBC area. All line faults reported in the specified quarterly period are expressed in relation to the average number of installed lines for the quarter⁵⁴. As ComReg publishes USO performance data by quarter, 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 faults⁵⁵ for the year and the average number of installed lines for the year.

⁵² 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 shall exclude these Valid Service Orders for the purposes of the performance targets.

⁵³ As required by Schedule 3 of ComReg 17/10a, D03/17 ComReg adjusted Eircom performance data for Q1 2017 (2/2/17 – 31/3/17) to reflect the usual 3 month Data Collection Period.

⁵⁴ For 2017, the rate of total faults per 100 lines was 8.4963 and the rate of line faults including line faults which have occurred due to vandalism (including theft) and/or third party damage was 6.9369.

⁵⁵ Excluding line faults which have occurred due to vandalism (including theft) and /or third party damage, which have been verified and audited.

Fault Rate Occurrence

Line Fault Performance No Target Specified	Q1 2017 ⁵⁶ Result	Q2 2017 Result	Q3 2017 Result	Q4 2017 Result	Annual Result (1 Jan 2017 – 31 Dec 2017)
Line faults per 100 lines	1.9208	1.4091	1.4233	1.9247	6.6715

Table 25: Fault Rate Occurrence - MDIBC

6.3 Performance of Eircom with respect to Fault Repair Times

29. This Section presents Eircom's performance during the reporting period by providing information on fault repair times in the MDIBC area. As ComReg publishes USO performance data by quarter, 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 and the fault repairs completed by the date agreed with the customer for the year.

Fault Repair Times⁵⁷

Fault Repair Performance No Target Specified		Q1 2017 ⁵⁸ Result %	Q2 2017 Result %	Q3 2017 Result %	Q4 2017 Result %	Annual Result (1 Jan 2017 – 31 Dec 2017) %
Within 2 working days	Fault repairs to be completed within this time period	81.7523	88.4933	85.9530	68.8940	80.6671
Within 4 working days	Fault repairs to be completed within this time period	92.2256	95.5108	94.4190	85.9356	91.7243
Within 5 working days	Fault repairs to be completed within this time period	94.6425	96.5944	95.7433	90.4486	94.1734
Within 10 working days	Fault repairs to be completed within this time period	98.2276	98.4692	97.8401	97.1171	97.8869

Table 26: Fault Repair Times - MDIBC

⁵⁶ As required by Schedule 3 of ComReg 17/10a, D03/17 ComReg adjusted Eircom performance data for Q1 2017 (2/2/17 – 31/3/17) to reflect the usual 3 month Data Collection Period.

⁵⁷ Data pertaining to Fault Repairs with an Agreed Date are included in this metric from 1 July 2010.

⁵⁸ As required by Schedule 3 of ComReg 17/10a, D03/17 ComReg adjusted Eircom performance data for Q1 2017 (2/2/17 – 31/3/17) to reflect the usual 3 month Data Collection Period.

6.4 Performance of Eircom with respect to Service Availability

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

Service Availability Performance

Sub-National Service Availability Target (D03/17) – MDIBC	Q1 2017 Result	Q2 2017 Result	Q3 2017 Result	Q4 2017 Result	Annual Result (1Jan 2017 – 31 Dec 2017)
Average Fault Repair Time Performance	1.6866	1.4379	1.5464	2.1917	1.7384
Line Fault Occurrence Performance per 100 lines	1.9208	1.4091	1.4233	1.9247	6.6715
0.607 ⁵⁹ maximum Working Days Outage per line ⁶⁰	0.033	0.021	0.023	0.043	0.116

Table 27: Service Availability - MDIBC

6.5 Performance Measurement

31. Performance by Eircom relating to the obligations shall be 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.

6.6 Non-Compliance with obligations

32. The failure by Eircom to achieve any of the targets set out in ComReg D03/17 by 31 December 2017 constitutes non-compliance and may give rise to the enforcement procedures set out under Regulation 31 of the Regulations.

⁵⁹ If the annual performance result is ≤ 0.607 , the target has been achieved.

If annual performance result > 0.607 , the performance target has not been achieved.

⁶⁰ See page 28 of ComReg 17/10a for Service Availability calculation methodology

7 Supplementary Quality of Service Performance Data-MDIBC

7.1 Introduction

33. This Section presents Eircom's performance during the reporting period by providing information on Supply Time Fastest in the MDIBC area. 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 Directive⁶¹.

Direct Access PSTN Connections – Supply Time Fastest⁶²

Supply Time Fastest for All Connections ⁶³	Q1 2017 Total	Q1 2017 Residential	Q1 2017 Business
Fastest 95% - elapsed days	19	19	29
Fastest 99% - elapsed days	53	40	55

Supply Time Fastest for All Connections	Q2 2017 Total	Q2 2017 Residential	Q2 2017 Business
Fastest 95% - elapsed days	20	19	64.5
Fastest 99% - elapsed days	79	57.8	344

Supply Time Fastest for All Connections	Q3 2017 Total	Q3 2017 Residential	Q3 2017 Business
Fastest 95% - elapsed days	20	20	28
Fastest 99% - elapsed days	47	41	67

⁶¹ 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.

⁶² Data pertaining to connections with an Agreed Date are 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.

⁶³ Eircom submitted performance data to reflect the period from 2/2/17 – 31/3/17 for Q1 2017.

Supply Time Fastest for All Connections	Q4 2017 Total	Q4 2017 Residential	Q4 2017 Business
Fastest 95% - elapsed days	26	25	77
Fastest 99% - elapsed days	59	43	93

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

7.2 Introduction

34. This Section presents Eircom's performance during the reporting period by providing information on Repair Time Fastest in the MDIBC area. 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 Directive⁶⁴.

Direct Access PSTN Repair – Repair Time Fastest⁶⁵

Repair Time Fastest for All Repairs ⁶⁶	Q1 2017 Total	Q1 2017 Residential	Q1 2017 Business
Fastest 80% completed (working hours)	15.750	16.450	15.367
Fastest 95% completed (working hours)	41.670	44.533	40

Repair Time Fastest for All Repairs	Q2 2017 Total	Q2 2017 Residential	Q2 2017 Business
Fastest 80% completed (working hours)	12.983	12.9	13.047
Fastest 95% completed (working hours)	29.3	29.222	29.3

⁶⁴ 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.

⁶⁵ Data pertaining to Fault Repairs with an Agreed Date are included in this metric from 1 July 2010.

⁶⁶ Eircom submitted performance data to reflect the period from 2/2/17 – 31/3/17 for Q1 2017.

Repair Time Fastest for All Repairs	Q3 2017 Total	Q3 2017 Residential	Q3 2017 Business
Fastest 80% completed (working hours)	14.117	14.903	13.753
Fastest 95% completed (working hours)	35.298	39.034	32.830

Repair Time Fastest for All Repairs	Q4 2017 Total	Q4 2017 Residential	Q4 2017 Business
Fastest 80% completed (working hours)	24	26.077	23.583
Fastest 95% completed (working hours)	59.378	61.660	58.650

Table 29: Direct Access PSTN Repairs – Repair Time Fastest - MDIBC

7.3 Introduction

35. This Section presents 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 connections with an agreed date versus total connections in the MDIBC area.

Agreed Date completion for all connections⁶⁷

Agreed Date Performance No Target Specified	Q1 2017 ⁶⁸ Result %	Q2 2017 Result %	Q3 2017 Result %	Q4 2017 Result %	Annual Result (1Jan 2017– 31 Dec 2017) %
Connections with an Agreed Date	71.5	83.8	86.2	82.7	80.5

Table 30: Agreed Date completion for all connections – MDIBC

⁶⁷ 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.

⁶⁸ As required by Schedule 3 of ComReg 17/10a, D03/17 ComReg adjusted Eircom performance data for Q1 2017 (2/2/17 – 31/3/17) to reflect the usual 3 month Data Collection Period.

Connections with an Agreed Date v. Total Connections

No Target Specified	Q1 2017 ⁶⁹ Result	Q2 2017 Result	Q3 2017 Result	Q4 2017 Result
Percentage (%) of Connections with an Agreed Date versus Total Connections	0.6	0.7	0.6	0.4

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

3.4 Introduction

36. This Section presents performance during the reporting period by providing information on fault repairs completed by the date agreed with the customer and fault repairs with an agreed date versus all repairs in the MDIBC area.

Agreed Date completion for Repairs⁷⁰

Agreed Date Performance No Target Specified	Q1 2017 ⁷¹ Result %	Q2 2017 Result %	Q3 2017 Result %	Q4 2017 Result %	Annual Result (1Jan 2017– 31 Dec 2017) %
Fault Repairs completed by agreed date	99.6575	98.8456	98.0451	98.5411	98.8369

Table 32: Agreed Date completion for Repairs – MDIBC

⁶⁹ As required by Schedule 3 of ComReg 17/10a, D03/17 ComReg adjusted Eircom performance data for Q1 2017 (2/2/17 – 31/3/17) to reflect the usual 3 month Data Collection Period.

⁷⁰ 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.

⁷¹ As required by Schedule 3 of ComReg 17/10a, D03/17 ComReg adjusted Eircom performance data for Q1 2017 (2/2/17 – 31/3/17) to reflect the usual 3 month Data Collection Period.

Fault Repairs with an Agreed Date v. All Repairs

No Target Specified	Q1 2017 ⁷² Result	Q2 2017 Result	Q3 2017 Result	Q4 2017 Result
Percentage (%) of Fault Repairs with an Agreed Date versus All Repairs	11.2185	11.3863	10.0426	9.7400

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

⁷² As required by Schedule 3 of ComReg 17/10a, D03/17 ComReg adjusted Eircom performance data for Q1 2017 (2/2/17 – 31/3/17) to reflect the usual 3 month Data Collection Period.

8 Quality of Service Targets-Sub-National Performance-NBP

8.1 Performance of Eircom with respect to connections

37. 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 the NBP area. As ComReg publishes USO performance data by quarter, the four quarterly results will be an indication of performance towards the annual target. The actual annual performance will be measured, for compliance purposes, with reference to the total number of in-situ connections and all other connections.

In-Situ Connections⁷³

Annual Performance Targets (ComReg Decision D03/17)		Q1 2017 ⁷⁴ Result %	Q2 2017 Result %	Q3 2017 Result %	Q4 2017 Result %	Annual Result (1Jan 2017– 31 Dec 2017) %
Within 24 hours of request	80% of connections to be completed within this time period	83.0	86.3	85.9	85.8	85.2
Within 2 weeks of request	99.8% of connections to be completed within this time period	100.0	100.0	99.2	98.7	99.5
Within 2 months of request	100% of connections to be completed within this time period	100.0	100.0	100.0	99.4	99.9

Table 34: In-Situ Connections - NBP

⁷³ 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.

⁷⁴ As required by Schedule 3 of ComReg 17/10a, D03/17 ComReg adjusted Eircom performance data for Q1 2017 (2/2/17 – 31/3/17) to reflect the usual 3 month Data Collection Period.

All Other Connections⁷⁵

Annual Performance Targets (ComReg Decision D03/17)		Q1 2017 ⁷⁶ Result %	Q2 2017 Result %	Q3 2017 Result %	Q4 2017 Result %	Annual Result (1Jan 2017– 31 Dec 2017) %
Within 2 weeks of request	80% of all requests to be completed within this time period	85.4	86.3	82.9	72.2	82.3
Within 4 weeks of request	85% of all requests to be completed within this time period	94.5	95.0	94.2	91.6	93.9
Within 8 weeks of request	90% of all requests to be completed within this time period	96.9	97.3	97.4	96.8	97.1
Within 13 weeks of request	95% of all requests to be completed within this time period	97.8	98.6	98.6	98.4	98.3
Within 26 weeks of request	100% of all requests to be completed within this time period	99.3	99.7	100.0	99.4	99.6

Table 35: All Other Connections - NBP

8.2 Performance of Eircom with respect to Fault Rate Occurrence

38. This Section presents the rate of line faults reported to Eircom in the NBP area. All line faults reported in the specified quarterly period are expressed in relation to the average number of installed lines for the quarter⁷⁷. As ComReg publishes USO performance data by quarter, 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 faults⁷⁸ for the year and the average number of installed lines for the year.

⁷⁵ 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 shall exclude these Valid Service Orders for the purposes of the performance targets.

⁷⁶ As required by Schedule 3 of ComReg 17/10a, D03/17 ComReg adjusted Eircom performance data for Q1 2017 (2/2/17 – 31/3/17) to reflect the usual 3 month Data Collection Period.

⁷⁷ For 2017, the rate of total faults per 100 lines was 27.4386 and the rate of line faults including line faults which have occurred due to vandalism (including theft) and/or third party damage was 24.4699.

⁷⁸ Excluding line faults which have occurred due to vandalism (including theft) and /or third party damage, which have been verified and audited.

Fault Rate Occurrence

Line Fault Performance No Target Specified	Q1 2017 ⁷⁹ Result	Q2 2017 Result	Q3 2017 Result	Q4 2017 Result	Annual Result (1Jan 2017–31 Dec 2017)
Line faults per 100 lines	5.6850	4.0558	5.1763	8.1203	22.7390

Table 36: Fault Rate Occurrence - NBP

8.3 Performance of Eircom with respect to Fault Repair Times

39. This Section presents Eircom's performance during the reporting period by providing information on fault repair times in the NBP area. As ComReg publishes USO performance data by quarter, 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 and the fault repairs completed by the date agreed with the customer for the year.

Fault Repair Times⁸⁰

Fault Repair Performance No Targets Specified		Q1 2017 ⁸¹ Result %	Q2 2017 Result %	Q3 2017 Result %	Q4 2017 Result %	Annual Result (1Jan 2017– 31 Dec 2017) %
Within 2 working days	Fault repairs to be completed within this time period	77.0201	84.9264	80.4213	56.9735	72.8279
Within 4 working days	Fault repairs to be completed within this time period	90.9734	95.0105	93.4851	78.4954	88.2781
Within 5 working days	Fault repairs to be completed within this time period	94.0294	96.8744	96.0433	84.4702	91.9359
Within 10 working days	Fault repairs to be completed within this time period	98.5536	99.0442	98.8744	94.9634	97.5601

Table 37: Fault Repair Times - NBP

⁷⁹ As required by Schedule 3 of ComReg 17/10a, D03/17 ComReg adjusted Eircom performance data for Q1 2017 (2/2/17 – 31/3/17) to reflect the usual 3 month Data Collection Period.

⁸⁰ Data pertaining to Fault Repairs with an Agreed Date are included in this metric from 1 July 2010.

⁸¹ As required by Schedule 3 of ComReg 17/10a, D03/17 ComReg adjusted Eircom performance data for Q1 2017 (2/2/17 – 31/3/17) to reflect the usual 3 month Data Collection Period.

8.4 Performance of Eircom with respect to Service Availability

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

Service Availability Performance

Sub-National Service Availability Target (D03/17) – NBP	Q1 2017 Result	Q2 2017 Result	Q3 2017 Result	Q4 2017 Result	Annual Result (1Jan 2017– 31 Dec 2017)
Average Fault Repair Time Performance	1.8103	1.4940	1.6361	2.7749	2.0222
Line Fault Occurrence Performance per 100 lines	5.6850	4.0558	5.1763	8.1203	22.7390
0.607⁸² maximum Working Days Outage per line ⁸³	0.103	0.061	0.085	0.226	0.460

Table 38: Service Availability - NBP

8.5 Performance Measurement

41. Performance by Eircom relating to the obligations shall be 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.

8.6 Non-Compliance with obligations

42. The failure by Eircom to achieve any of the targets set out in ComReg D03/17 by 31 December 2017 constitutes non-compliance and may give rise to the enforcement procedures set out under Regulation 31 of the Regulations.

⁸² If the annual performance result is ≤ 0.607 , the target has been achieved.

If annual performance result > 0.607 , the performance target has not been achieved.

⁸³ See page 28 of ComReg 17/10a for Service Availability calculation methodology

9 Supplementary Quality of Service Performance Data-NBP

9.1 Introduction

43. This Section presents Eircom's performance during the reporting period by providing information on Supply Time Fastest in the NBP area. 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 Directive⁸⁴.

Direct Access PSTN Connections – Supply Time Fastest⁸⁵

Supply Time Fastest for All Connections ⁸⁶	Q1 2017 Total	Q1 2017 Residential	Q1 2017 Business
Fastest 95% - elapsed days	28	28	24
Fastest 99% - elapsed days	152	152	42

Supply Time Fastest for All Connections	Q2 2017 Total	Q2 2017 Residential	Q2 2017 Business
Fastest 95% - elapsed days	25.3	26	20.3
Fastest 99% - elapsed days	105.2	109.6	43.1

Supply Time Fastest for All Connections	Q3 2017 Total	Q3 2017 Residential	Q3 2017 Business
Fastest 95% - elapsed days	28	28	33.4
Fastest 99% - elapsed days	104.1	108.6	80

⁸⁴ 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.

⁸⁵ Data pertaining to connections with an Agreed Date are 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.

⁸⁶ Eircom submitted performance data to reflect the period from 2/2/17 – 31/3/17 for Q1 2017.

Supply Time Fastest for All Connections	Q4 2017 Total	Q4 2017 Residential	Q4 2017 Business
Fastest 95% - elapsed days	38	38	21
Fastest 99% - elapsed days	117	120	52

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

9.2 Introduction

44. This Section presents Eircom's performance during the reporting period by providing information on Repair Time Fastest in the NBP area. 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 Directive⁸⁷.

Direct Access PSTN Repair – Repair Time Fastest⁸⁸

Repair Time Fastest for All Repairs ⁸⁹	Q1 2017 Total	Q1 2017 Residential	Q1 2017 Business
Fastest 80% completed (working hours)	17.970	18.520	17.250
Fastest 95% completed (working hours)	45.290	46.467	43.225

Repair Time Fastest for All Repairs	Q2 2017 Total	Q2 2017 Residential	Q2 2017 Business
Fastest 80% completed (working hours)	15.100	15.080	15.150
Fastest 95% completed (working hours)	32	31.360	33.820

⁸⁷ 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.

⁸⁸ Data pertaining to Fault Repairs with an Agreed Date are included in this metric from 1 July 2010.

⁸⁹ Eircom submitted performance data to reflect the period from 2/2/17 – 31/3/17 for Q1 2017.

Repair Time Fastest for All Repairs	Q3 2017 Total	Q3 2017 Residential	Q3 2017 Business
Fastest 80% completed (working hours)	16	16	15.933
Fastest 95% completed (working hours)	36.600	36.925	36.300

Repair Time Fastest for All Repairs	Q4 2017 Total	Q4 2017 Residential	Q4 2017 Business
Fastest 80% completed (working hours)	34.510	35.350	33.383
Fastest 95% completed (working hours)	80.360	82.698	78.133

Table 40: Direct Access PSTN Repairs – Repair Time Fastest – NBP

7.3 Introduction

45. This Section presents 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 connections with an agreed date versus total connections in the NBP area.

Agreed Date completion for all connections⁹⁰

Agreed Date Performance No Target Specified	Q1 2017 ⁹¹ Result %	Q2 2017 Result %	Q3 2017 Result %	Q4 2017 Result %	Annual Result (1Jan 2017–31 Dec 2017) %
Connections with an Agreed Date	59.1	92.0	50.0	87.5	77.4

Table 41: Agreed Date completion for all connections – NBP

⁹⁰ 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.

⁹¹ As required by Schedule 3 of ComReg 17/10a, D03/17 ComReg adjusted Eircom performance data for Q1 2017 (2/2/17 – 31/3/17) to reflect the usual 3 month Data Collection Period.

Connections with an Agreed Date v. Total Connections

No Target Specified	Q1 2017 ⁹² Result	Q2 2017 Result	Q3 2017 Result	Q4 2017 Result
Percentage (%) of Connections with an Agreed Date versus Total Connections	0.6	0.9	0.2	0.4

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

3.4 Introduction

46. This Section presents performance during the reporting period by providing information on fault repairs completed by the date agreed with the customer and fault repairs with an agreed date versus all repairs in the NBP area.

Agreed Date completion for Repairs⁹³

Agreed Date Performance No Target Specified	Q1 2017 ⁹⁴ Result %	Q2 2017 Result %	Q3 2017 Result %	Q4 2017 Result %	Annual Result (1Jan 2017– 31 Dec 2017) %
Fault Repairs completed by agreed date	98.9111	98.5450	97.4880	97.4308	98.0541

Table 43: Agreed Date completion for Repairs – NBP

⁹² As required by Schedule 3 of ComReg 17/10a, D03/17 ComReg adjusted Eircom performance data for Q1 2017 (2/2/17 – 31/3/17) to reflect the usual 3 month Data Collection Period.

⁹³ 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.

⁹⁴ As required by Schedule 3 of ComReg 17/10a, D03/17 ComReg adjusted Eircom performance data for Q1 2017 (2/2/17 – 31/3/17) to reflect the usual 3 month Data Collection Period.

Fault Repairs with an Agreed Date v. All Repairs

No Target Specified	Q1 2017 ⁹⁵ Result	Q2 2017 Result	Q3 2017 Result	Q4 2017 Result
Percentage (%) of Fault Repairs with an Agreed Date versus All Repairs	5.8401	6.9968	6.8645	5.6179

Table 44: Fault Repairs with an Agreed Date v. All Repairs - NBP

⁹⁵ As required by Schedule 3 of ComReg 17/10a, D03/17 ComReg adjusted Eircom performance data for Q1 2017 (2/2/17 – 31/3/17) to reflect the usual 3 month Data Collection Period.

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 February 2017, following a public consultation, ComReg set annual legally binding quality of service performance targets with effect from 2 February 2017 for connections and service availability targets at National and Sub-National level for Eircom, as the designated USP, (ComReg 17/10 and 17/10a, D03/17⁹⁶), until 31 December 2018.
- 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 16/65⁹⁷.) This decision sets out requirements regarding the reasonableness of requests for connections and also sets a target data rate for Functional Internet Access.
- In July 2014, following a series of public consultations, ComReg designated Eircom as the USP for the provision of Directory of Subscribers⁹⁸ (ComReg 14/68, D07/14) and for the provision of Public Payphones⁹⁹ (ComReg 14/69, D08/14), for a period of four years until 30 June 2018.

⁹⁶ Universal Service Requirements – Provision of access at a fixed location (AFL) – Quality of Service (QoS) - ComReg Documents 17/10 and 17/10a refer.

⁹⁷ Universal Service Requirements – Provision of access at a fixed location (AFL USO)

⁹⁸ Provision of Directory of Subscribers – Universal Service: Scope and Designation, (ComReg D07/14, ComReg Document No: 14/68)

⁹⁹ Provision of Public Payphones – Universal Service: Scope and Designation, (ComReg D08/14, ComReg Document No: 14/69)

Appendix: 2 Annual Quality of Service Targets (D03/17) and Eircom National Performance Results 2017

A 2.1 Connections¹⁰⁰

Performance Target	Annual National Performance Target (D03/17)	Annual National Result (1 January 2017 – 31 December 2017)
In-situ connections within 24 hours of request	80%	82.5
In-situ connections within 2 weeks of request	99.8%	99.5
In-situ connections within 2 months of request	100%	99.9
All other connections within 2 weeks of request	80%	86.8
All other connections within 4 weeks of request	85%	96.3
All other connections within 8 weeks of request	90%	98.4
All other connections within 13 weeks of request	95%	99.1
All other connections within 26 weeks of request	100%	99.8

¹⁰⁰ As required by Schedule 3 of ComReg 17/10a, D03/17 ComReg adjusted Eircom performance data for Q1 2017 (2/2/17 – 31/3/17) to reflect the usual 3 month Data Collection Period.

A 2.2 Service Availability¹⁰¹

Performance Target	Annual National Performance Target (D03/17)	Annual National Result (1 January 2017 – 31 December 2017)
National Service Availability Target	0.237 ¹⁰² maximum Working Days Outage per line	0.245

¹⁰¹ As required by Schedule 3 of ComReg 17/10a, D03/17 ComReg adjusted Eircom performance data for Q1 2017 (2/2/17 – 31/3/17) to reflect the usual 3 month Data Collection Period.

¹⁰² If the annual performance result is ≤ 0.237 , the target has been achieved.

If annual performance result > 0.237 , the performance target has not been achieved.

Appendix: 3 Annual Quality of Service Targets (D03/17) and Sub-National – Eir Only Performance Results 2017

A 3.1 Connections¹⁰³

Performance Target	Annual Eir Only Performance Target (D03/17)	Annual Eir Only National Result (1 January 2017 – 31 December 2017)
In-situ connections within 24 hours of request	80%	82.0
In-situ connections within 2 weeks of request	99.8%	99.7
In-situ connections within 2 months of request	100%	99.9
All other connections within 2 weeks of request	80%	88.1
All other connections within 4 weeks of request	85%	96.4
All other connections within 8 weeks of request	90%	98.2
All other connections within 13 weeks of request	95%	99.1
All other connections within 26 weeks of request	100%	99.8

¹⁰³ As required by Schedule 3 of ComReg 17/10a, D03/17 ComReg adjusted Eircom performance data for Q1 2017 (2/2/17 – 31/3/17) to reflect the usual 3 month Data Collection Period.

A 3.2 Service Availability¹⁰⁴

Performance Target	Annual Eir Only Performance Target (D03/17)	Annual Eir Only Result (1 January 2017 – 31 December 2017)
Sub-National Service Availability Target	0.607 ¹⁰⁵ maximum Working Days Outage per line	0.238

¹⁰⁴ As required by Schedule 3 of ComReg 17/10a, D03/17 ComReg adjusted Eircom performance data for Q1 2017 (2/2/17 – 31/3/17) to reflect the usual 3 month Data Collection Period.

¹⁰⁵ If the annual performance result is ≤ 0.607 , the target has been achieved.

If annual performance result > 0.607 , the performance target has not been achieved.

Appendix: 4 Annual Quality of Service Targets (D03/17) and Sub-National – MDIBC Performance Results 2017

A 4.1 Connections¹⁰⁶

Performance Target	Annual MDIBC Performance Target (D03/17)	Annual MDIBC National Result (1 January 2017 – 31 December 2017)
In-situ connections within 24 hours of request	80%	80.2
In-situ connections within 2 weeks of request	99.8%	99.4
In-situ connections within 2 months of request	100%	99.9
All other connections within 2 weeks of request	80%	88.1
All other connections within 4 weeks of request	85%	97.1
All other connections within 8 weeks of request	90%	98.9
All other connections within 13 weeks of request	95%	99.5
All other connections within 26 weeks of request	100%	99.9

¹⁰⁶ As required by Schedule 3 of ComReg 17/10a, D03/17 ComReg adjusted Eircom performance data for Q1 2017 (2/2/17 – 31/3/17) to reflect the usual 3 month Data Collection Period.

A 4.2 Service Availability¹⁰⁷

Performance Target	Annual MDIBC Performance Target (D03/17)	Annual MDIBC Result (1 January 2017 – 31 December 2017)
Sub-National Service Availability Target	0.607¹⁰⁸ maximum Working Days Outage per line	0.116

¹⁰⁷ As required by Schedule 3 of ComReg 17/10a, D03/17 ComReg adjusted Eircom performance data for Q1 2017 (2/2/17 – 31/3/17) to reflect the usual 3 month Data Collection Period.

¹⁰⁸ If the annual performance result is ≤ 0.607 , the target has been achieved.

If annual performance result > 0.607 , the performance target has not been achieved.

Appendix: 5 Annual Quality of Service Targets (D03/17) and Sub-National – NBP Performance Results 2017

A 5.1 Connections¹⁰⁹

Performance Target	Annual NBP Performance Target (D03/17)	Annual NBP National Result (1 January 2017 – 31 December 2017)
In-situ connections within 24 hours of request	80%	85.2
In-situ connections within 2 weeks of request	99.8%	99.5
In-situ connections within 2 months of request	100%	99.9
All other connections within 2 weeks of request	80%	82.3
All other connections within 4 weeks of request	85%	93.9
All other connections within 8 weeks of request	90%	97.1
All other connections within 13 weeks of request	95%	98.3
All other connections within 26 weeks of request	100%	99.6

¹⁰⁹ As required by Schedule 3 of ComReg 17/10a, D03/17 ComReg adjusted Eircom performance data for Q1 2017 (2/2/17 – 31/3/17) to reflect the usual 3 month Data Collection Period.

A 5.2 Service Availability¹¹⁰

Performance Target	Annual NBP Performance Target (D03/17)	Annual NBP Result (1 January 2017 – 31 December 2017)
Sub-National Service Availability Target	0.607 ¹¹¹ maximum Working Days Outage per line	0.460

¹¹⁰ As required by Schedule 3 of ComReg 17/10a, D03/17 ComReg adjusted Eircom performance data for Q1 2017 (2/2/17 – 31/3/17) to reflect the usual 3 month Data Collection Period.

¹¹¹ If the annual performance result is ≤ 0.607 , the target has been achieved.

If annual performance result > 0.607 , the performance target has not been achieved.