



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

Universal Service Requirements – Provision of Access at a Fixed Location (AFL) by Eircom Limited

**Quality of Service Performance Data
Q2 2019 (1 April 2019 – 30 June 2019)**

Information Notice

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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 to 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 2021¹.
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 Regulations², ComReg publishes Eircom’s quality of service performance data on a quarterly basis.
3. ComReg D02/19³, published on 13 March 2019, set legally binding annual quality of service performance targets for Eircom, as the designated USP, in respect of connections and service availability targets at national and sub-national levels. Failure by Eircom to achieve any of the annual targets (effective annually from 1 July 2019) would constitute 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. The service availability target combines fault occurrence performance achieved and fault repair performance achieved to report the maximum working days outage per line.

¹ “*Universal Service Requirements – Provision of access at a fixed location (AFL USO)*”, Response to Consultation and Decision, ComReg D05/16, dated 29/07/2016.

² European Communities (Electronic Communications Networks and Services) (Framework) Regulations 2011.

³ “*Universal Service Requirements – Provision of access at a fixed location (AFL) – Quality of Service (QoS)*” Response to Consultation and Decision, ComReg D02/19, ComReg Documents 19/21 and 19/21a.

5. Having regard to the above, in this Information Notice, ComReg is publishing Eircom's quarterly quality of service performance data with respect to Quarter 2 2019 (1 April 2019 to 30 June 2019), ("the reporting period"), for connection times and service availability at national level and for each of the three sub-national areas. ComReg D02/19 refers to Q2 2019 as the "Initial Data Collection Period" and states that Eircom is required to report Data in respect of this quarter in accordance with the requirements of the Schedules to the Decision. As such quality of service performance data reported for Q2 2019 will not contribute to the annual performance result (1 July 2019 – 30 June 2020).

The three sub-national areas are: Area 1⁴, Area 2⁵, and Area 3⁶.

6. Other performance data with respect to Quarter 2 2019 (relevant to connections and, repair times and fault occurrence which contribute to the calculation of service availability) are also presented.

⁴ Areas where Eircom faces greater market-driven infrastructure-based competition, including from Vodafone/ESB/SIRO or UPC.

⁵ 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.

⁶ Areas where Eircom 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

7. 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.

In-Situ Connections⁷

In-Situ Connections Performance Targets (ComReg Decision D02/19)		Q2 2019 Result %
Within 24 hours of request	80% of connections to be completed within this time period	85.4
Within 2 weeks of request	99.8% of connections to be completed within this time period	99.7
Within 2 months of request	100% of connections to be completed within this time period	100.0

Table 1: In-Situ Connections - National

⁷ 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 Connections⁸

All Other Connections Performance Targets (ComReg Decision D02/19)		Q2 2019 Result %
Within 2 weeks of request	80% of all requests to be completed within this time period	95.8
Within 4 weeks of request	85% of all requests to be completed within this time period	99.2
Within 8 weeks of request	90% of all requests to be completed within this time period	100.0
Within 13 weeks of request	95% of all requests to be completed within this time period	100.0
Within 26 weeks of request	100% of all 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

8. This Section presents the rate of line faults reported⁹ to Eircom at national level. All line faults reported in the reporting period are expressed in relation to the average number of installed lines for the reporting period¹⁰.

Fault Rate Occurrence

Q2 2019 Result	
Line faults per 100 lines	2.3

Table 3: Fault Rate Occurrence – National

⁸ 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.

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

¹⁰ For Q2 2019, the rate of total faults per 100 lines was 2.8 and the rate of line faults including line faults which have occurred due to vandalism (including theft) and/or third party damage was 2.4.

2.3 Performance of Eircom with respect to Fault Repair Times

9. This Section presents Eircom’s performance during the reporting period by providing information on fault repair times¹¹ at national level.

Fault Repair Times

		Q2 2019 Result %
Within 2 working days	Fault repairs completed within this time period	83.7
Within 4 working days	Fault repairs completed within this time period	94.0
Within 5 working days	Fault repairs completed within this time period	96.2
Within 10 working days	Fault repairs completed within this time period	98.7

Table 4: Fault Repair Times - National

2.4 Performance of Eircom with respect to Service Availability

10. This Section shows Eircom’s service availability performance during the reporting period by providing information at national level. Service availability combines the two parameters of fault occurrence and fault repair times as presented above. Schedule 1 of ComReg 19/21a sets out the methodology for calculating and measuring the Service Availability Performance result. Service availability, when measured, will report the maximum working days outage per line. The following table presents the Average Fault Repair Time Performance and the Line Fault Occurrence Performance per 100 lines, both of which contribute to the calculation and measurement of the Service Availability result.

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

Service Availability Performance

Service Availability Performance	
National Service Availability Target (ComReg Decision D02/19)	0.237
Average Fault Repair Time Performance	1.5656
Line Fault Occurrence Performance per 100 lines	2.2542
Maximum Working Days Outage per line	<u>0.036</u>

Table 5: Service Availability – National

3 Supplementary Quality of Service Performance Data - National

3.1 Performance of Eircom - Direct Access PSTN Connections¹²

11. This Section presents Eircom’s performance during the reporting period by providing information on Supply Time Fastest at national level. The information submitted by Eircom is required to be based on the quality of service parameters, definitions and measurement methods which are set out in the relevant EU Directive¹³.

Supply Time Fastest

	Q2 2019 Total	Q2 2019 Residential	Q2 2019 Business
Fastest 95% - elapsed days	14.0	14.0	13.0
Fastest 99% - elapsed days	27.0	27.0	28.4

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

3.2 Performance of Eircom - Direct Access PSTN Repairs¹⁴

12. This Section presents Eircom’s performance during the reporting period by providing information on Repair Time Fastest at national level. The information submitted by Eircom is required to be based on the quality of service parameters, definitions and measurement methods which are set out in the relevant EU Directive¹⁵.

Repair Time Fastest

	Q2 2019 Total	Q2 2019 Residential	Q2 2019 Business
Fastest 80% completed (working hours)	15.483	15.767	15.183
Fastest 95% completed (working hours)	35.837	36.422	35.174

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

¹² 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.

¹³ 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 as amended by Directive 2009/136/EC of the European Parliament and of the Council of 25 November 2009 (“the Universal Service Directive”).

¹⁴ Data pertaining to Fault Repairs with an Agreed Date are included in this metric from 1 July 2010.

¹⁵ The Universal Service Directive.

3.3 Performance of Eircom - Connections with an Agreed Date¹⁶

13. 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.

Q2 2019 Result %	
Connections with an Agreed Date	81.9

Table 8: Connections with an Agreed Date for all connections – National

Q2 2019 Result %	
Connections with an Agreed Date versus Total Connections	0.5

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

¹⁶ 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 Performance of Eircom - Fault Repairs with an Agreed Date¹⁷

14. 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.

Q2 2019 Result %	
Fault Repairs with an Agreed Date	99.1

Table 10: Fault Repairs with an Agreed Date – National

Q2 2019 Result %	
Fault Repairs with an Agreed Date versus All Repairs	7.7

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

¹⁷ 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 is required to be recorded and fully verifiable.

4 Quality of Service Sub-National Performance – Area 1

4.1 Performance of Eircom with respect to connections

15. 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.

In-Situ Connections¹⁸

In-Situ Connections Performance Targets (ComReg Decision D02/19)		Q2 2019 Result %
Within 24 hours of request	80% of connections to be completed within this time period	86.6
Within 2 weeks of request	99.8% of connections to be completed within this time period	99.6
Within 2 months of request	100% of connections to be completed within this time period	100.0

Table 12: In-Situ Connections – Area 1

¹⁸ 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 Connections¹⁹

All Other Connections Performance Targets (ComReg Decision D02/19)		Q2 2019 Result %
Within 2 weeks of request	80% of all requests to be completed within this time period	95.1
Within 4 weeks of request	85% of all requests to be completed within this time period	99.0
Within 8 weeks of request	90% of all requests to be completed within this time period	100.0
Within 13 weeks of request	95% of all requests to be completed within this time period	100.0
Within 26 weeks of request	100% of all requests to be completed within this time period	100.0

Table 13: All Other Connections – Area 1

4.2 Performance of Eircom with respect to Fault Rate Occurrence

16. This Section presents the rate of line faults reported²⁰ to Eircom in Area 1. All line faults reported in the reporting period are expressed in relation to the average number of installed lines for the reporting period²¹.

Fault Rate Occurrence

Q2 2019 Result	
Line faults per 100 lines	1.2

Table 14: Fault Rate Occurrence – Area 1

¹⁹ 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.

²⁰ Excluding line faults which have occurred due to vandalism (including theft) and /or third party damage, which have been verified and audited.

²¹ For Q2 2019, the rate of total faults per 100 lines was 1.6 and the rate of line faults including line faults which have occurred due to vandalism (including theft) and/or third party damage was 1.3.

4.3 Performance of Eircom with respect to Fault Repair Times

17. This Section presents Eircom’s performance during the reporting period by providing information on fault repair times in Area 1.

Fault Repair Times²²

		Q2 2019 Result %
Within 2 working days	Fault repairs completed within this time period	86.4
Within 4 working days	Fault repairs completed within this time period	94.5
Within 5 working days	Fault repairs completed within this time period	96.3
Within 10 working days	Fault repairs completed within this time period	98.5

Table 15: Fault Repair Times – Area 1

4.4 Performance of Eircom with respect to Service Availability

18. This Section shows Eircom’s service availability performance during the reporting period by providing information in Area 1. Service availability combines the two parameters of fault occurrence and fault repair as presented above. Schedule 1 of ComReg 19/21a sets out the methodology for calculating and measuring the Service Availability Performance result. Service availability, when measured, will report the maximum of working days outage per line. The following table presents the Average Fault Repair Time Performance and the Line Fault Occurrence Performance per 100 lines, both of which contribute to the calculation and measurement of the Service Availability result.

²² Data pertaining to Fault Repairs with an Agreed Date are included in this metric from 1 July 2010.

Service Availability Performance

Service Availability Performance	
Sub-National Area 1 Service Availability Target (ComReg Decision D02/19)	0.607
Average Fault Repair Time Performance	1.5050
Line Fault Occurrence Performance per 100 lines	1.2262
Maximum Working Days Outage per line	<u>0.019</u>

Table 16: Service Availability – Area 1

5 Supplementary Quality of Service Performance Data – Area 1

5.1 Performance of Eircom - Direct Access PSTN Connections

19. This Section presents Eircom's performance during the reporting period by providing information on Supply Time Fastest in Area 1. The information submitted by Eircom is required to be based on the quality of service parameters, definitions and measurement methods which are set out in the relevant EU Directive²³.

Supply Time Fastest²⁴

	Q2 2019 Total	Q2 2019 Residential	Q2 2019 Business
Fastest 95% - elapsed days	14.0	14.0	14.0
Fastest 99% - elapsed days	28.3	29.0	23.2

Table 17: Direct Access PSTN Connections-Supply Time Fastest – Area 1

5.2 Performance of Eircom - Direct Access PSTN Repairs

20. This Section presents Eircom's performance during the reporting period by providing information on Repair Time Fastest in Area 1. The information submitted by Eircom is required to be based on the quality of service parameters, definitions and measurement methods which are set out in the relevant EU Directive²⁵.

Repair Time Fastest²⁶

	Q2 2019 Total	Q2 2019 Residential	Q2 2019 Business
Fastest 80% completed (working hours)	14.333	14.767	14.117
Fastest 95% completed (working hours)	33.462	32.150	34.149

Table 18: Direct Access PSTN Repairs – Repair Time Fastest – Area 1

²³ The Universal Service Directive.

²⁴ 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.

²⁵ The Universal Service Directive.

²⁶ Data pertaining to Fault Repairs with an Agreed Date are included in this metric from 1 July 2010.

5.3 Performance of Eircom - Connections with an Agreed Date²⁷

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.

Q2 2019 Result %	
Connections with an Agreed Date	80.8

Table 19: Connections with an Agreed Date – Area 1

Q2 2019 Result %	
Connections with an Agreed Date versus Total Connections	0.7

Table 20: Connections with an Agreed Date v. Total Connections – Area 1

²⁷ 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 Performance of Eircom - Fault Repairs with an Agreed Date²⁸

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.

Q2 2019 Result %	
Fault Repairs with an Agreed Date	98.5

Table 21: Fault Repairs with an Agreed Date – Area 1

Q2 2019 Result %	
Fault Repairs with an Agreed Date versus All Repairs	9.8

Table 22: Fault Repairs with an Agreed Date v. All Repairs – Area 1

²⁸ 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 is required to be recorded and fully verifiable.

6 Quality of Service Sub-National Performance – Area 2

6.1 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.

In-Situ Connections²⁹

In-Situ Connections Performance Targets (ComReg Decision D02/19)		Q2 2019 Result %
Within 24 hours of request	80% of connections to be completed within this time period	85.1
Within 2 weeks of request	99.8% of connections to be completed within this time period	100.0
Within 2 months of request	100% of connections to be completed within this time period	100.0

Table 23: In-Situ Connections – Area 2

²⁹ 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 Connections³⁰

All Other Connections Performance Targets (ComReg Decision D02/19)		Q2 2019 Result %
Within 2 weeks of request	80% of all requests to be completed within this time period	96.6
Within 4 weeks of request	85% of all requests to be completed within this time period	99.6
Within 8 weeks of request	90% of all requests to be completed within this time period	100.0
Within 13 weeks of request	95% of all requests to be completed within this time period	100.0
Within 26 weeks of request	100% of all requests to be completed within this time period	100.0

Table 24: All Other Connections – Area 2

6.2 Performance of Eircom with respect to Fault Rate Occurrence

24. This Section presents the rate of line faults reported³¹ to Eircom in Area 2. All line faults reported in the reporting period are expressed in relation to the average number of installed lines for the reporting period³².

Fault Rate Occurrence

	Q2 2019 Result
Line faults per 100 lines	4.4

Table 25: Fault Rate Occurrence – Area 2

³⁰ 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.

³¹ Excluding line faults which have occurred due to vandalism (including theft) and /or third party damage, which have been verified and audited.

³² For Q2 2019, the rate of total faults per 100 lines was 5.3 and the rate of line faults including line faults which have occurred due to vandalism (including theft) and/or third party damage was 4.8.

6.3 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.

Fault Repair Times³³

		Q2 2019 Result %
Within 2 working days	Fault repairs completed within this time period	82.0
Within 4 working days	Fault repairs completed within this time period	93.7
Within 5 working days	Fault repairs completed within this time period	96.2
Within 10 working days	Fault repairs completed within this time period	98.9

Table 26: Fault Repair Times – Area 2

6.4 Performance of Eircom with respect to Service Availability

26. This Section shows Eircom’s service availability performance during the reporting period by providing information in Area 2. Service availability combines the two parameters of fault occurrence and fault repair as presented above. Schedule 1 of ComReg 19/21a sets out the methodology for calculating and measuring the Service Availability Performance result. Service availability, when measured, will report the maximum working days outage per line. The following table presents the Average Fault Repair Time Performance and the Line Fault Occurrence Performance per 100 lines, both of which contribute to the calculation and measurement of the Service Availability result.

³³ Data pertaining to Fault Repairs with an Agreed Date is included in this metric from 1 July 2010.

Service Availability Performance

Service Availability Performance	
Sub-National Area 2 Service Availability Target (ComReg Decision D02/19)	0.607
Average Fault Repair Time Performance	1.5992
Line Fault Occurrence Performance per 100 lines	4.3821
Maximum Working Days Outage per line	<u>0.071</u>

Table 27: Service Availability – Area 2

7 Supplementary Quality of Service Performance Data – Area 2

7.1 Performance of Eircom - Direct Access PSTN Connections

27. This Section presents Eircom’s performance during the reporting period by providing information on Supply Time Fastest in Area 2. The information submitted by Eircom is required to be based on the quality of service parameters, definitions and measurement methods which are set out in the relevant EU Directive³⁴.

Supply Time Fastest³⁵

	Q2 2019 Total	Q2 2019 Residential	Q2 2019 Business
Fastest 95% - elapsed days	13.0	13.0	11.3
Fastest 99% - elapsed days	19.7	20.0	13.0

Table 28: Direct Access PSTN Connections-Supply Time Fastest – Area 2

7.2 Performance of Eircom - Direct Access PSTN Repairs

28. This Section presents Eircom’s performance during the reporting period by providing information on Repair Time Fastest in Area 2. The information submitted by Eircom is required to be based on the quality of service parameters, definitions and measurement methods which are set out in the relevant EU Directive³⁶.

Repair Time Fastest³⁷

	Q2 2019 Total	Q2 2019 Residential	Q2 2019 Business
Fastest 80% completed (working hours)	15.817	15.900	15.700
Fastest 95% completed (working hours)	36.050	35.969	36.118

Table 29: Direct Access PSTN Repairs – Repair Time Fastest – Area 2

³⁴ The Universal Service Directive.

³⁵ 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.

³⁶ The Universal Service Directive.

³⁷ Data pertaining to Fault Repairs with an Agreed Date is included in this metric from 1 July 2010.

7.3 Performance of Eircom - Connections with an Agreed Date³⁸

29. 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.

Q2 2019 Result %	
Connections with an Agreed Date	100.0

Table 30: Connections with an Agreed Date – Area 2

Q2 2019 Result %	
Connections with an Agreed Date versus Total Connections	0.2

Table 31: Connections with an Agreed Date v. Total Connections – Area 2

³⁸ 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 Performance of Eircom - Fault Repairs with an Agreed Date³⁹

30. 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.

Q2 2019 Result %	
Fault Repairs with an Agreed Date	99.7

Table 32: Fault Repairs with an Agreed Date – Area 2

Q2 2019 Result %	
Fault Repairs with an Agreed Date versus All Repairs	6.8

Table 33: Fault Repairs with an Agreed Date v. All Repairs – Area 2

³⁹ 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 is required to be recorded and fully verifiable.

8 Quality of Service Sub-National Performance – Area 3

8.1 Performance of Eircom with respect to connections

31. 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.

In-Situ Connections⁴⁰

In-Situ Connections Performance Targets (ComReg Decision D02/19)		Q2 2019 Result %
Within 24 hours of request	80% of connections to be completed within this time period	83.9
Within 2 weeks of request	99.8% of connections to be completed within this time period	99.0
Within 2 months of request	100% of connections to be completed within this time period	100.0

Table 34: In-Situ Connections – Area 3

⁴⁰ 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 Connections⁴¹

All Other Connections Performance Targets (ComReg Decision D02/19)		Q2 2019 Result %
Within 2 weeks of request	80% of all requests to be completed within this time period	96.8
Within 4 weeks of request	85% of all requests to be completed within this time period	99.2
Within 8 weeks of request	90% of all requests to be completed within this time period	99.9
Within 13 weeks of request	95% of all requests to be completed within this time period	99.9
Within 26 weeks of request	100% of all requests to be completed within this time period	100.0

Table 35: All Other Connections – Area 3

8.2 Performance of Eircom with respect to Fault Rate Occurrence

32. This Section presents the rate of line faults reported⁴² 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 quarter⁴³.

Fault Rate Occurrence

Q2 2019 Result	
Line faults per 100 lines	1.8

Table 36: Fault Rate Occurrence – Area 3

⁴¹ 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.

⁴² Excluding line faults which have occurred due to vandalism (including theft) and /or third party damage, which have been verified and audited.

⁴³ For Q2 2019, the rate of total faults per 100 lines was 2.3 and the rate of line faults including line faults which have occurred due to vandalism (including theft) and/or third party damage was 2.0.

8.3 Performance of Eircom with respect to Fault Repair Times

33. This Section presents Eircom’s performance during the reporting period by providing information on fault repair times in Area 3.

Fault Repair Times⁴⁴

		Q2 2019 Result %
Within 2 working days	Fault repairs completed within this time period	84.5
Within 4 working days	Fault repairs completed within this time period	94.3
Within 5 working days	Fault repairs completed within this time period	96.1
Within 10 working days	Fault repairs completed within this time period	98.4

Table 37: Fault Repair Times – Area 3

8.4 Performance of Eircom with respect to Service Availability

34. This Section shows Eircom’s service availability performance during the reporting period by providing information in Area 3. Service availability combines the two parameters of fault occurrence and fault repair as presented above. Schedule 1 of ComReg 19/21a sets out the methodology for calculating and measuring the Service Availability Performance result. Service availability, when measured, will report the maximum working days outage per line. The following table presents the Average Fault Repair Time Performance and the Line Fault Occurrence Performance per 100 lines, both of which contribute to the calculation and measurement of the Service Availability result.

⁴⁴ Data pertaining to Fault Repairs with an Agreed Date are included in this metric from 1 July 2010.

Service Availability Performance

Service Availability Performance	
Sub-National Area 3 Service Availability Target (ComReg Decision D02/19)	0.607
Average Fault Repair Time Performance	1.5584
Line Fault Occurrence Performance per 100 lines	1.8184
Maximum Working Days Outage per line	<u>0.029</u>

Table 38: Service Availability – Area 3

9 Supplementary Quality of Service Performance Data – Area 3

9.1 Performance of Eircom - Direct Access PSTN Connections

35. This Section presents Eircom’s performance during the reporting period by providing information on Supply Time Fastest in Area 3. The information submitted by Eircom are required to be based on the quality of service parameters, definitions and measurement methods which are set out in the relevant EU Directive⁴⁵.

Supply Time Fastest⁴⁶

	Q2 2019 Total	Q2 2019 Residential	Q2 2019 Business
Fastest 95% - elapsed days	13.0	13.0	13.6
Fastest 99% - elapsed days	26.0	24.7	112.1

Table 39: Direct Access PSTN Connections-Supply Time Fastest – Area 3

9.2 Performance of Eircom - Direct Access PSTN Repair

36. This Section presents Eircom’s performance during the reporting period by providing information on Repair Time Fastest in Area 3. The information submitted by Eircom are required to be based on the quality of service parameters, definitions and measurement methods which are set out in the relevant EU Directive⁴⁷.

Repair Time Fastest⁴⁸

	Q2 2019 Total	Q2 2019 Residential	Q2 2019 Business
Fastest 80% completed (working hours)	15.380	15.833	14.767
Fastest 95% completed (working hours)	36.038	40.000	31.008

Table 40: Direct Access PSTN Repairs – Repair Time Fastest – Area 3

⁴⁵ The Universal Service Directive.

⁴⁶ 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.

⁴⁷ The Universal Service Directive.

⁴⁸ Data pertaining to Fault Repairs with an Agreed Date are included in this metric from 1 July 2010.

9.3 Performance of Eircom - Connections with an Agreed Date⁴⁹

37. 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.

Q2 2019 Result %	
Connections with an Agreed Date	75.0

Table 41: Connections with an Agreed Date– Area 3

Q2 2019 Result %	
Connections with an Agreed Date versus Total Connections	0.3

Table 42: Connections with an Agreed Date v. Total Connections – Area 3

⁴⁹ 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 Performance of Eircom - Fault repairs with an Agreed Date⁵⁰

38. 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.

Q2 2019 Result %	
Fault Repairs with an Agreed Date	98.5

Table 43: Fault Repairs with an Agreed Date – Area 3

Q2 2019 Result %	
Fault Repairs with an Agreed Date versus All Repairs	7.0

Table 44: Fault Repairs with an Agreed Date v. All Repairs – Area 3

⁵⁰ 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 is required to be recorded and fully verifiable.

Appendix: 1 The Universal Service Obligation (“USO”)

A 1.1 The following ComReg decisions relate to the USO:

- In July 2016, following a public consultation, ComReg designated Eircom as the USP for access at a fixed location (“AFL”) until 30 June 2021⁵¹. 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 Subscribers⁵² 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 Telephones⁵³ to 31 December 2020 or until such earlier date as decided by ComReg.
- In March 2019, following a public consultation, ComReg set legally binding quality of service performance targets for connections and service availability targets at national and sub-national level for Eircom, as the designated USP with effect from 13 March 2019⁵⁴.

⁵¹ “Universal Service Requirements – Provision of access at a fixed location (AFL USO)”, Response to Consultation and Decision, ComReg D05/16.

⁵² “Provision of Directory of Subscribers – Universal Service: Scope and Designation” Response to Consultation and Decision, ComReg D17/18, ComReg Document No: 18/115.

⁵³ “Provision of Public Pay Telephones – Universal Service: Scope and designation”, ComReg 19/06, D01/19.

⁵⁴ “Universal Service Requirements – Provision of access at a fixed location (AFL) – Quality of Service (QoS)” - ComReg Documents 19/21 and 19/21a, D02/19.