



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
Q4 2021 (1 October – 31 December) &
YTD 2021/2022 (1 July 2021 – 31 December 2021)**

Information Notice

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**An Coimisiún um Rialáil Cumarsáide
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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 30 June 2021¹, ComReg decided to maintain the existing access at a fixed location (“AFL”) USO (D05/16) designation on Eircom Limited (“Eircom”) for an interim period of a maximum of four months, up to 30 October 2021. On 29 October 2021² ComReg designated Eircom as the USP for AFL until 30 June 2023³.
2. ComReg understands from statements made by Eircom that Eircom’s Quality of Service (“QoS”) performance will be maintained at a similar level to that delivered by Eircom heretofore in the context of the QoS targets previously in place under ComReg D02/19.
3. In line with our Regulatory functions ComReg will monitor Eircom’s QoS performance using its statutory information gathering powers to obtain information as ComReg considers necessary (including reports, processes, and plans) to carry out its functions, during the AFL designation period. ComReg will continue to publish QoS performance data. ComReg may separately, from time to time, request other relevant reports from Eircom.
4. ComReg may commence a review in respect of establishing a mandated AFL USO QoS obligation, during this designation period, where ComReg is of the view that Eircom’s actual QoS performance data outputs deteriorate to an inappropriate level.

¹ Universal Service Requirements – Provision of access at a fixed location (AFL USO), Response to Consultation and Decision, ComReg D05/21, ComReg Document 21/71.

² Universal Service Requirements – Provision of access at a fixed location (AFL USO), Response to Consultation and Decision, ComReg D09/21, ComReg Document 21/112.

³ Revised Decision, ComReg D09/21, ComReg Document 21/112R, published on 5th November 2021: - <https://www.comreg.ie/publication/universal-service-requirements-provision-of-access-at-a-fixed-location-afl-uso-response-to-consultation-and-decision-2>

5. Transposition of the EEC (“Code”) into national law has not occurred to date; in the circumstances ComReg must continue to rely on the European Communities (Electronic Communications Networks and Services) (Universal Service and Users’ Rights) Regulations 2011 (“the Regulations”) and the European Communities (Electronic Communications Networks and Services) (Framework) Regulations 2011 (“the Framework Regulations”), interpreted to give effect to the relevant provisions of the Code. Regulation 10 of the Regulations requires the USP to publish information on its performance in relation to the provision of the USO; and in exercise of ComReg’s general powers to publish information under Regulation 10 of the 2011 Framework Regulations⁴, ComReg publishes Eircom’s quality of service performance data on a quarterly basis.
6. Schedule 1 of ComReg 19/21a sets out the methodology for calculating and measuring metrics for Connections, Fault Repair times, Fault Occurrence and Service Availability Performances.
7. The service availability performance measure combines fault occurrence performance achieved and fault repair performance achieved to report the maximum working days outage per line.
8. Having regard to the above, in this Information Notice, ComReg is publishing Eircom’s quarterly quality of service performance data with respect to Quarter 4 2021 (1 October 2021 to 31 December 2021), (“the reporting period”), and year to date (“YTD”) performance data (1 July 2021 to 31 December 2021) for connection times and service availability performance at national level and for each of the three sub-national areas.
9. The three sub-national areas are: Area 1⁵, Area 2⁶, and Area 3⁷.
10. Other performance data with respect to Quarter 4 2021 (relevant to connections and, repair times and fault occurrence which contribute to the calculation of service availability) are also presented.

⁴ European Communities (Electronic Communications Networks and Services) (Framework) Regulations 2011.

⁵ Areas where Eircom faces greater market-driven infrastructure-based competition, including from Vodafone/ESB/SIRO or UPC.

⁶ 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.

⁷ Areas where Eircom faces no competition from any provider of fixed infrastructure but could face competition from mobile networks providing fixed access solutions.

11. Appendices 2-5 outline the annual USO quality of service performance targets specified previously in ComReg D02/19 and the YTD performance achieved by Eircom. These appendices provide an insight / comparison of QoS performance achieved in the absence of binding QoS performance targets.

2 Quality of Service Performance - National

2.1 Performance of Eircom with respect to connections

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

In-Situ Connections⁸

In-Situ Connections Performance Vs Previous Targets ⁹		Q3 2021 Result %	Q4 2021 Result %	Q1 2022 Result %	Q2 2022 Result %	YTD Result (1 July 2021 – 31 December 2021)
Within 24 hours of request	80% of connections to be completed within this time period	89.7	84.9	-	-	87.3
Within 2 weeks of request	99.8% of connections to be completed within this time period	99.8	96.6	-	-	98.2
Within 2 months of request	100% of connections to be completed within this time period	100.0	99.6	-	-	99.8

Table 1: In-Situ Connections - National

⁸ 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.

⁹ As set out in ComReg Decision D02/19 which expired on 30 June 2021.

All Other Connections¹⁰

All Other Connections Performance		Q3 2021 Result %	Q4 2021 Result %	Q1 2022 Result %	Q2 2022 Result %	YTD Result (1 July 2021 – 31 December 2021)
Within 2 weeks of request	80% of all requests to be completed within this time period	92.0	82.4	-	-	88.1
Within 4 weeks of request	85% of all requests to be completed within this time period	97.9	95.0	-	-	96.7
Within 8 weeks of request	90% of all requests to be completed within this time period	99.3	98.5	-	-	99.0
Within 13 weeks of request	95% of all requests to be completed within this time period	99.7	99.6	-	-	99.6
Within 26 weeks of request	100% of all requests to be completed within this time period	99.8	99.7	-	-	99.8

Table 2: All Other Connections - National

¹⁰ 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.

2.2 Performance of Eircom with respect to Fault Rate Occurrence

13. This Section presents the rate of line faults reported¹¹ 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 period¹². As ComReg publishes USO performance data on a quarterly basis, the sum of the four quarterly results will be an indication of the annual performance. The actual annual performance will be measured with reference to the total number of line faults¹³ for the year and the average number of installed lines for the year.

Fault Rate Occurrence

	Q3 2021 Result	Q4 2021 Result	Q1 2022 Result	Q2 2022 Result	YTD Result (1 July 2021 – 31 December 2021)
Line faults per 100 lines	2.3	2.8	-	-	5.2

Table 3: Fault Rate Occurrence – National

2.3 Performance of Eircom with respect to Fault Repair Times

14. This Section presents Eircom’s performance during the reporting period by providing information on fault repair times¹⁴ at national level. As ComReg publishes USO performance data on a quarterly basis, the four quarterly results will be an indication of the annual performance. The actual annual performance will be measured with reference to the total number of fault repairs for the year.

¹¹ Excluding line faults which have occurred due to vandalism (including theft) and / or third party damage, which have been verified and audited.

¹² For Q4 2021, the rate of total faults per 100 lines was 3.4 and the rate of line faults including line faults which have occurred due to vandalism (including theft) and/or third party damage was 3.0.

¹³ Excluding line faults which have occurred due to vandalism (including theft) and /or third party damage, which have been verified and audited.

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

Fault Repair Times

		Q3 2021 Result %	Q4 2021 Result %	Q1 2022 Result %	Q2 2022 Result %	YTD Result (1 July 2021 – 31 December 2021)
Within 2 working days	Fault repairs completed within this time period	73.4	74.9	-	-	74.2
Within 4 working days	Fault repairs completed within this time period	89.7	90.4	-	-	90.1
Within 5 working days	Fault repairs completed within this time period	93.4	93.7	-	-	93.6
Within 10 working days	Fault repairs completed within this time period	98.4	98.5	-	-	98.4

Table 4: Fault Repair Times – National

2.4 Performance of Eircom with respect to Service Availability

15. 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. 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. As ComReg publishes USO performance data on a quarterly basis, the four quarterly results will be an indication of the annual performance. The actual annual performance will be measured with reference to the average fault repair time for the year and the line fault occurrence for the year.

Service Availability Performance

National Service Availability Vs Previous Targets ¹⁵	Q3 2021 Result	Q4 2021 Result	Q1 2022 Result	Q2 2022 Result	YTD Result (1 July 2021 – 31 December 2021)
Average Fault Repair Time Performance	1.9279	1.8780	-	-	1.9015
Line Fault Occurrence Performance per 100 lines	2.3437	2.8164	-	-	5.1521
Maximum Working Days Outage per line	0.045	0.053	-	-	<u>0.098</u> ¹⁶

Table 5: Service Availability – National

¹⁵ As set out in ComReg Decision D02/19 which expired on 30 June 2021.

¹⁶ It is expected that the annual performance (1 July 2021 – 30 June 2022) result is ≤ 0.237.

3 Supplementary Quality of Service Performance Data - National

3.1 Performance of Eircom - Direct Access PSTN Connections¹⁷

16. 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 Directive¹⁸.

Supply Time Fastest

	Q4 2021 Total	Q4 2021 Residential	Q4 2021 Business
Fastest 95% - elapsed days	26.0	23.0	48.0
Fastest 99% - elapsed days	59.0	48.0	396.0

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

3.2 Performance of Eircom - Direct Access PSTN Repairs¹⁹

17. 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 Directive²⁰.

¹⁷ 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.

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

The Universal Service Directive shall be construed as references to the Code. Quality of Service Parameters, Definitions and Measurement Methods are now set out in Annex X of the Code.

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

²⁰ The Universal Service Directive (see footnote 18).

Repair Time Fastest

	Q4 2021 Total	Q4 2021 Residential	Q4 2021 Business
Fastest 80% completed (working hours)	19.367	22.283	18.243
Fastest 95% completed (working hours)	45.383	51.428	42.365

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

3.3 Performance of Eircom - Connections with an Agreed Date²¹

18. 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.

	Q4 2021 Result %
Connections with an Agreed Date	100.0

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

	Q4 2021 Result %
Connections with an Agreed Date versus Total Connections	0.2

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

3.4 Performance of Eircom - Fault Repairs with an Agreed Date²²

19. 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.

Q4 2021 Result %	
Fault Repairs with an Agreed Date	99.5

Table 10: Fault Repairs with an Agreed Date – National

Q4 2021 Result %	
Fault Repairs with an Agreed Date versus All Repairs	6.0

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

²² 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

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

In-Situ Connections²³

In-Situ Connections Performance Vs Previous Targets ²⁴		Q3 2021 Result %	Q4 2021 Result %	Q1 2022 Result %	Q2 2022 Result %	YTD Result (1 July 2021 – 31 December 2021)
Within 24 hours of request	80% of connections to be completed within this time period	84.9	82.5	-	-	83.7
Within 2 weeks of request	99.8% of connections to be completed within this time period	99.5	95.0	-	-	97.2
Within 2 months of request	100% of connections to be completed within this time period	100.0	100.0	-	-	100.0

Table 12: In-Situ Connections – Area 1

²³ 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.

²⁴ As set out in ComReg Decision D02/19 which expired on 30 June 2021.

All Other Connections²⁵

All Other Connections Performance Vs Previous Targets ²⁶		Q3 2021 Result %	Q4 2021 Result %	Q1 2022 Result %	Q2 2022 Result %	YTD Result (1 July 2021 – 31 December 2021)
Within 2 weeks of request	80% of all requests to be completed within this time period	92.0	81.9	-	-	88.0
Within 4 weeks of request	85% of all requests to be completed within this time period	98.1	94.6	-	-	96.7
Within 8 weeks of request	90% of all requests to be completed within this time period	99.1	97.8	-	-	98.6
Within 13 weeks of request	95% of all requests to be completed within this time period	99.4	99.4	-	-	99.4
Within 26 weeks of request	100% of all requests to be completed within this time period	99.6	99.4	-	-	99.5

Table 13: All Other Connections – Area 1

²⁵ 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.

²⁶ As set out in ComReg Decision D02/19 which expired on 30 June 2021.

4.2 Performance of Eircom with respect to Fault Rate Occurrence

21. This Section presents the rate of line faults reported²⁷ 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 period²⁸. As ComReg publishes USO performance data on a quarterly basis, the sum of the four quarterly results will be an indication of the annual performance. The actual annual performance will be measured with reference to the total number of line faults²⁹ for the year and the average number of installed lines for the year.

Fault Rate Occurrence

	Q3 2021 Result %	Q4 2021 Result %	Q1 2022 Result %	Q2 2022 Result %	YTD Result (1 July 2021 – 31 December 2021)
Line faults per 100 lines	1.5	1.5	-	-	3.0

Table 14: Fault Rate Occurrence – Area 1

4.3 Performance of Eircom with respect to Fault Repair Times

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

²⁷ Excluding line faults which have occurred due to vandalism (including theft) and /or third party damage, which have been verified and audited.

²⁸ For Q4 2021, the rate of total faults per 100 lines was 1.9 and the rate of line faults including line faults which have occurred due to vandalism (including theft) and/or third party damage was 1.6.

²⁹ Excluding line faults which have occurred due to vandalism (including theft) and /or third party damage, which have been verified and audited.

Fault Repair Times³⁰

		Q3 2021 Result %	Q4 2021 Result %	Q1 2022 Result %	Q2 2022 Result %	YTD Result (1 July 2021 – 31 December 2021)
Within 2 working days	Fault repairs completed within this time period	74.7	79.4	-	-	77.0
Within 4 working days	Fault repairs completed within this time period	91.1	92.1	-	-	91.6
Within 5 working days	Fault repairs completed within this time period	94.3	94.8	-	-	94.5
Within 10 working days	Fault repairs completed within this time period	98.4	98.7	-	-	98.5

Table 15: Fault Repair Times – Area 1

4.4 Performance of Eircom with respect to Service Availability

23. 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. 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. As ComReg publishes USO performance data on a quarterly basis, the four quarterly results will be an indication of the annual performance. The actual annual performance will be measured with reference to the average fault repair time for the year and the line fault occurrence for the year.

³⁰ Data pertaining to Fault Repairs with an Agreed Date are included in this metric from 1 July 2010.

Service Availability Performance

Sub National Service Availability Vs Previous Targets ³¹	Q3 2021 Result	Q4 2021 Result	Q1 2022 Result	Q2 2022 Result	YTD Result (1 July 2021 – 31 December 2021)
Average Fault Repair Time Performance	1.8570	1.7254	-	-	1.7908
Line Fault Occurrence Performance per 100 lines	1.4543	1.5424	-	-	2.9953
Maximum Working Days Outage per line	0.027	0.027	-	-	<u>0.054</u> ³²

Table 16: Service Availability – Area 1

³¹ As set out in ComReg Decision D02/19 which expired on 30 June 2021.

³² It is expected that the annual performance (1 July 2021 – 30 June 2022) result is ≤ 0.607.

5 Supplementary Quality of Service Performance Data – Area 1

5.1 Performance of Eircom - Direct Access PSTN Connections

24. 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 Directive³³.

Supply Time Fastest³⁴

	Q4 2021 Total	Q4 2021 Residential	Q4 2021 Business
Fastest 95% - elapsed days	28.0	23.0	57.0
Fastest 99% - elapsed days	69.0	49.0	396.0

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

5.2 Performance of Eircom - Direct Access PSTN Repairs

25. 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 Directive³⁵.

³³ The Universal Service Directive (see footnote 18).

³⁴ 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.

³⁵ The Universal Service Directive (see footnote 18).

Repair Time Fastest³⁶

	Q4 2021 Total	Q4 2021 Residential	Q4 2021 Business
Fastest 80% completed (working hours)	16.570	21.950	15.933
Fastest 95% completed (working hours)	40.893	48.863	39.188

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

5.3 Performance of Eircom - Connections with an Agreed Date³⁷

26. 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.

	Q4 2021 Result %
Connections with an Agreed Date	0.0

Table 19: Connections with an Agreed Date – Area 1

	Q4 2021 Result %
Connections with an Agreed Date versus Total Connections	0.0

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

³⁶ Data pertaining to Fault Repairs with an Agreed Date are included in this metric from 1 July 2010.

³⁷ 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 Date³⁸

27. 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.

Q4 2021 Result %	
Fault Repairs with an Agreed Date	99.7

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

Q4 2021 Result %	
Fault Repairs with an Agreed Date versus All Repairs	7.6

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

³⁸ 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

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

In-Situ Connections³⁹

In-Situ Connections Performance Vs Previous Targets ⁴⁰		Q3 2021 Result %	Q4 2021 Result %	Q1 2022 Result %	Q2 2022 Result %	YTD Result (1 July 2021 – 31 December 2021)
Within 24 hours of request	80% of connections to be completed within this time period	95.8	89.6	-	-	92.8
Within 2 weeks of request	99.8% of connections to be completed within this time period	100.0	98.7	-	-	99.4
Within 2 months of request	100% of connections to be completed within this time period	100.0	99.4	-	-	99.7

Table 23: In-Situ Connections – Area 2

³⁹ 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.

⁴⁰ As set out in ComReg Decision D02/19 which expired on 30 June 2021.

All Other Connections⁴¹

All Other Connections Performance Vs Previous Targets ⁴²		Q3 2021 Result %	Q4 2021 Result %	Q1 2022 Result %	Q2 2022 Result %	YTD Result (1 July 2021 – 31 December 2021)
Within 2 weeks of request	80% of all requests to be completed within this time period	90.8	83.2	-	-	87.5
Within 4 weeks of request	85% of all requests to be completed within this time period	96.7	96.4	-	-	96.6
Within 8 weeks of request	90% of all requests to be completed within this time period	99.6	98.8	-	-	99.2
Within 13 weeks of request	95% of all requests to be completed within this time period	100.0	99.7	-	-	99.9
Within 26 weeks of request	100% of all requests to be completed within this time period	100.0	100.0	-	-	100.0

Table 24: All Other Connections – Area 2

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 As set out in ComReg Decision D02/19 which expired on 30 June 2021.

6.2 Performance of Eircom with respect to Fault Rate Occurrence

29. This Section presents the rate of line faults reported⁴³ 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 period⁴⁴. As ComReg publishes USO performance data on a quarterly basis, the sum of the four quarterly results will be an indication of the annual performance. The actual annual performance will be measured with reference to the total number of line faults⁴⁵ for the year and the average number of installed lines for the year.

Fault Rate Occurrence

	Q3 2021 Result	Q4 2021 Result	Q1 2022 Result	Q2 2022 Result	YTD Result (1 July 2021 – 31 December 2021)
Line faults per 100 lines	4.2	5.4	-	-	9.6

Table 25: Fault Rate Occurrence – Area 2

6.3 Performance of Eircom with respect to Fault Repair Times

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

⁴³ Excluding line faults which have occurred due to vandalism (including theft) and /or third party damage, which have been verified and audited.

⁴⁴ For Q4 2021, the rate of total faults per 100 lines was 6.4 and the rate of line faults including line faults which have occurred due to vandalism (including theft) and/or third party damage was 5.8.

⁴⁵ Excluding line faults which have occurred due to vandalism (including theft) and /or third party damage, which have been verified and audited.

Fault Repair Times⁴⁶

		Q3 2021 Result %	Q4 2021 Result %	Q1 2022 Result %	Q2 2022 Result %	YTD Result (1 July 2021 – 31 December 2021)
Within 2 working days	Fault repairs completed within this time period	72.3	72.6	-	-	72.4
Within 4 working days	Fault repairs completed within this time period	88.6	89.3	-	-	89.0
Within 5 working days	Fault repairs completed within this time period	92.6	93.1	-	-	92.9
Within 10 working days	Fault repairs completed within this time period	98.3	98.5	-	-	98.4

Table 26: Fault Repair Times – Area 2

6.4 Performance of Eircom with respect to Service Availability

31. 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. 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. As ComReg publishes USO performance data on a quarterly basis, the four quarterly results will be an indication of the annual performance. The actual annual performance will be measured with reference to the average fault repair time for the year and the line fault occurrence for the year.

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

Service Availability Performance

Sub-National Service Availability Vs Previous Targets ⁴⁷	Q3 2021 Result	Q4 2021 Result	Q1 2022 Result	Q2 2022 Result	YTD Result (1 July 2021 – 31 December 2021)
Average Fault Repair Time Performance	1.9933	1.9575	-	-	1.9740
Line Fault Occurrence Performance per 100 lines	4.2156	5.3926	-	-	9.5868
Maximum Working Days Outage per line	0.084	0.106	-	-	<u>0.189</u> ⁴⁸

Table 27: Service Availability – Area 2

⁴⁷ As set out in ComReg Decision D02/19 which expired on 30 June 2021.

⁴⁸ It is expected that the annual performance (1 July 2021– 30 June 2022) result is ≤ 0.607.

7 Supplementary Quality of Service Performance Data – Area 2

7.1 Performance of Eircom - Direct Access PSTN Connections

32. 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 Directive⁴⁹.

Supply Time Fastest⁵⁰

	Q4 2021 Total	Q4 2021 Residential	Q4 2021 Business
Fastest 95% - elapsed days	22.0	22.0	31.0
Fastest 99% - elapsed days	59.0	59.0	33.0

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

7.2 Performance of Eircom - Direct Access PSTN Repairs

33. 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 Directive⁵¹.

⁴⁹ The Universal Service Directive (see footnote 18).

⁵⁰ 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.

⁵¹ The Universal Service Directive (see footnote 18).

Repair Time Fastest⁵²

	Q4 2021 Total	Q4 2021 Residential	Q4 2021 Business
Fastest 80% completed (working hours)	20.700	22.113	19.883
Fastest 95% completed (working hours)	47.483	49.222	46.702

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

7.3 Performance of Eircom - Connections with an Agreed Date⁵³

34. 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.

	Q4 2021 Result %
Connections with an Agreed Date	100.0

Table 30: Connections with an Agreed Date – Area 2

	Q4 2021 Result %
Connections with an Agreed Date versus Total Connections	0.3

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

⁵² Data pertaining to Fault Repairs with an Agreed Date is included in this metric from 1 July 2010.

⁵³ 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 Date⁵⁴

35. 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.

Q4 2021 Result %	
Fault Repairs with an Agreed Date	99.1

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

Q4 2021 Result %	
Fault Repairs with an Agreed Date versus All Repairs	5.2

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

⁵⁴ 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

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

In-Situ Connections⁵⁵

In-Situ Connections Performance Vs Previous Targets ⁵⁶		Q3 2021 Result %	Q4 2021 Result %	Q1 2022 Result %	Q2 2022 Result %	YTD Result (1 July 2021 – 31 December 2021)
Within 24 hours of request	80% of connections to be completed within this time period	88.0	80.6	-	-	84.4
Within 2 weeks of request	99.8% of connections to be completed within this time period	100.0	95.9	-	-	98.0
Within 2 months of request	100% of connections to be completed within this time period	100.0	98.7	-	-	99.4

Table 34: In-Situ Connections – Area 3

⁵⁵ 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.

⁵⁶ As set out in ComReg Decision D02/19 which expired on 30 June 2021.

All Other Connections⁵⁷

All Other Connections Performance Vs Previous Targets ⁵⁸		Q3 2021 Result %	Q4 2021 Result %	Q1 2022 Result %	Q2 2022 Result %	YTD Result (1 July 2021 – 31 December 2021)
Within 2 weeks of request	80% of all requests to be completed within this time period	93.2	82.6	-	-	88.8
Within 4 weeks of request	85% of all requests to be completed within this time period	98.4	94.7	-	-	96.9
Within 8 weeks of request	90% of all requests to be completed within this time period	99.4	99.8	-	-	99.6
Within 13 weeks of request	95% of all requests to be completed within this time period	100.0	99.8	-	-	99.9
Within 26 weeks of request	100% of all requests to be completed within this time period	100.0	100.0	-	-	100.0

Table 35: All Other Connections – Area 3

⁵⁷ 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.

⁵⁸ As set out in ComReg Decision D02/19 which expired on 30 June 2021.

8.2 Performance of Eircom with respect to Fault Rate Occurrence

37. This Section presents the rate of line faults reported⁵⁹ 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 quarter⁶⁰. As ComReg publishes USO performance data on a quarterly basis, the sum of the four quarterly results will be an indication of the annual performance. The actual annual performance will be measured with reference to the total number of line faults⁶¹ for the year and the average number of installed lines for the year.

Fault Rate Occurrence

	Q3 2021 Result	Q4 2021 Result	Q1 2022 Result	Q2 2022 Result	YTD Result (1 July 2021 – 31 December 2021)
Line faults per 100 lines	2.0	2.5	-	-	4.5

Table 36: Fault Rate Occurrence – Area 3

8.3 Performance of Eircom with respect to Fault Repair Times

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

⁵⁹ Excluding line faults which have occurred due to vandalism (including theft) and /or third party damage, which have been verified and audited.

⁶⁰ For Q4 2021, the rate of total faults per 100 lines was 3.0 and the rate of line faults including line faults which have occurred due to vandalism (including theft) and/or third party damage was 2.6.

⁶¹ Excluding line faults which have occurred due to vandalism (including theft) and /or third party damage, which have been verified and audited.

Fault Repair Times⁶²

		Q3 2021 Result %	Q4 2021 Result %	Q1 2022 Result %	Q2 2022 Result %	YTD Result (1 July 2021 – 31 December 2021)
Within 2 working days	Fault repairs completed within this time period	74.1	74.7	-	-	74.4
Within 4 working days	Fault repairs completed within this time period	90.5	90.8	-	-	90.7
Within 5 working days	Fault repairs completed within this time period	94.2	93.8	-	-	94.0
Within 10 working days	Fault repairs completed within this time period	99.0	98.2	-	-	98.5

Table 37: Fault Repair Times – Area 3

8.4 Performance of Eircom with respect to Service Availability

39. 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. 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. As ComReg publishes USO performance data on a quarterly basis, the four quarterly results will be an indication of the annual performance. The actual annual performance will be measured with reference to the average fault repair time for the year and the line fault occurrence for the year.

⁶² Data pertaining to Fault Repairs with an Agreed Date are included in this metric from 1 July 2010.

Service Availability Performance

Sub-National Service Availability Vs Previous Targets ⁶³	Q3 2021 Result	Q4 2021 Result	Q1 2022 Result	Q2 2022 Result	YTD Result (1 July 2021 – 31 December 2021)
Average Fault Repair Time Performance	1.8648	1.8784	-	-	1.8721
Line Fault Occurrence Performance per 100 lines	1.9976	2.4665	-	-	4.4560
Maximum Working Days Outage per line	0.037	0.046	-	-	<u>0.083</u> ⁶⁴

Table 38: Service Availability – Area 3

⁶³ As set out in ComReg Decision D02/19 which expired on 30 June 2021.

⁶⁴ It is expected that the annual performance (1 July 2021 – 30 June 2022) result is ≤ 0.607.

9 Supplementary Quality of Service Performance Data – Area 3

9.1 Performance of Eircom - Direct Access PSTN Connections

40. 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 Directive⁶⁵.

Supply Time Fastest⁶⁶

	Q4 2021 Total	Q4 2021 Residential	Q4 2021 Business
Fastest 95% - elapsed days	27.0	25.0	44.0
Fastest 99% - elapsed days	46.0	42.0	427.0

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

9.2 Performance of Eircom - Direct Access PSTN Repair

41. 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 Directive⁶⁷.

⁶⁵ The Universal Service Directive (see footnote 18).

⁶⁶ 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.

⁶⁷ The Universal Service Directive (see footnote 18).

Repair Time Fastest⁶⁸

	Q4 2021 Total	Q4 2021 Residential	Q4 2021 Business
Fastest 80% completed (working hours)	19.167	23.937	17.837
Fastest 95% completed (working hours)	44.163	63.373	40.428

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

9.3 Performance of Eircom - Connections with an Agreed Date⁶⁹

42. 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.

Q4 2021 Result %	
Connections with an Agreed Date	100.0

Table 41: Connections with an Agreed Date– Area 3

Q4 2021 Result %	
Connections with an Agreed Date versus Total Connections	0.3

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

⁶⁸ Data pertaining to Fault Repairs with an Agreed Date are included in this metric from 1 July 2010.

⁶⁹ 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 Date⁷⁰

43. 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.

Q4 2021 Result %	
Fault Repairs with an Agreed Date	100.0

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

Q4 2021 Result %	
Fault Repairs with an Agreed Date versus All Repairs	5.9

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

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 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:

- On 30 June 2021, ComReg decided to maintain the existing access at a fixed location (“AFL”) USO (D05/16) designation on Eircom Limited (“Eircom”) for an interim period of a maximum of four months, up to 30 October 2021⁷¹.
- On 29 October 2021⁷² ComReg designated Eircom as the USP for AFL until 30 June 2023⁷³.

⁷¹ Universal Service Requirements – Provision of access at a fixed location (AFL USO), Response to Consultation and Decision, ComReg D05/21.

⁷² Universal Service Requirements – Provision of access at a fixed location (AFL USO), Response to Consultation and Decision, ComReg D09/21, ComReg Document 21/112.

⁷³ Revised Decision, ComReg D09/21, ComReg Document 21/112R, published on 5th November 2021: - <https://www.comreg.ie/publication/universal-service-requirements-provision-of-access-at-a-fixed-location-afl-uso-response-to-consultation-and-decision-2>

Appendix: 2 Eircom YTD National Quality of Service Performance Results 2021/2022 V previous Annual Quality of Service Targets (D02/19)

A 2.1 Connections

Quality of Service Performance Metric	Previous Annual National Performance Target (D02/19)	YTD National Result (1 July 2021 – 31 December 2021)
In-situ connections within 24 hours of request	80%	87.3
In-situ connections within 2 weeks of request	99.8%	98.2
In-situ connections within 2 months of request	100%	99.8
All other connections within 2 weeks of request	80%	88.1
All other connections within 4 weeks of request	85%	96.7
All other connections within 8 weeks of request	90%	99.0
All other connections within 13 weeks of request	95%	99.6
All other connections within 26 weeks of request	100%	99.8

A 2.2 Service Availability

Quality of Service Performance Metric	Previous Annual National Performance Target (D02/19)	YTD National Result (1 July 2021 – 31 December 2021)
National Service Availability Target	0.237 maximum Working Days Outage per line	0.098

Appendix: 3 Eircom YTD Area 1 Quality of Service Performance Results 2021/2022 V previous Annual Quality of Service Targets (D02/19)

A 3.1 Connections

Quality of Service Performance Metric	Previous Annual Area 1 Performance Target (D02/19)	YTD Area 1 Result (1 July 2021 – 31 December 2021)
In-situ connections within 24 hours of request	80%	83.7
In-situ connections within 2 weeks of request	99.8%	97.2
In-situ connections within 2 months of request	100%	100.0
All other connections within 2 weeks of request	80%	88.0
All other connections within 4 weeks of request	85%	96.7
All other connections within 8 weeks of request	90%	98.6
All other connections within 13 weeks of request	95%	99.4
All other connections within 26 weeks of request	100%	99.5

A 3.2 Service Availability

Quality of Service Performance Metric	Previous Annual Area 1 Performance Target (D02/19)	YTD Area 1 Result (1 July 2021 – 31 December 2021)
Sub-National Service Availability Target	0.607 maximum Working Days Outage per line	0.054

Appendix: 4 Eircom YTD Area 2 Quality of Service Performance Results 2021/2022 V previous Annual Quality of Service Targets (D02/19)

A 4.1 Connections

Quality of Service Performance Metric	Previous Annual Area 2 Performance Target (D02/19)	YTD Area 2 Result (1 July 2021 – 31 December 2021)
In-situ connections within 24 hours of request	80%	92.8
In-situ connections within 2 weeks of request	99.8%	99.4
In-situ connections within 2 months of request	100%	99.7
All other connections within 2 weeks of request	80%	87.5
All other connections within 4 weeks of request	85%	96.6
All other connections within 8 weeks of request	90%	99.2
All other connections within 13 weeks of request	95%	99.9
All other connections within 26 weeks of request	100%	100.0

A 4.2 Service Availability

Quality of Service Performance Metric	Previous Annual Area 2 Performance Target (D02/19)	YTD Area 2 Result (1 July 2021 – 31 December 2021)
Sub-National Service Availability Target	0.607 maximum Working Days Outage per line	0.189

Appendix: 5 Eircom YTD Area 3 Quality of Service Performance Results 2021/2022 V previous Annual Quality of Service Targets (D02/19)

A 5.1 Connections

Quality of Service Performance Metric	Previous Annual Area 3 Performance Target (D02/19)	YTD Area 3 Result (1 July 2021 – 31 December 2021)
In-situ connections within 24 hours of request	80%	84.4
In-situ connections within 2 weeks of request	99.8%	98.0
In-situ connections within 2 months of request	100%	99.4
All other connections within 2 weeks of request	80%	88.8
All other connections within 4 weeks of request	85%	96.9
All other connections within 8 weeks of request	90%	99.6
All other connections within 13 weeks of request	95%	99.9
All other connections within 26 weeks of request	100%	100.0

A 5.2 Service Availability

Quality of Service Performance Metric	Previous Annual Area 3 Performance Target (D02/19)	YTD Area 3 Result (1 July 2021 – 31 December 2021)
Sub-National Service Availability Target	0.607 maximum Working Days Outage per line	0.083