

Quality of Service Information: January 2008 to March 2008

Parameter	Measure	Residential Customer	Business Customer
Provision of Service	Time to supply 95% in elapsed days	32	45
	Time to supply 99% in elapsed days	141	140
	Percentage of requests completed by agreed date	89.8%	81.5%
	Percentage of requests completed within the following time slots		
	< 4 weeks	94.68%	93.06%
	0 - 08 weeks	96.51%	95.87%
	0 - 13 weeks	97.93%	97.82%
	0 - 26 weeks	99.40%	99.48%
0 - 52 weeks	99.89%	99.97%	
> 52 weeks	0.11%	0.03%	
Repair	Proportion of faults per 100 lines	7.8	3.1
	Time to repair 80% in working hours	33.1	28.1
	Time to repair 95% in working hours	63.9	57.0
Functional Internet Access (FIA)	Percentage of PSTN base experiencing data rate of 28.8kbit/s or better: Total Population > 28.8Kb	94.84%	
Public Payphones	Number of payphones for the period	3,445	
	Proportion of payphones in full working order i.e. the user is able to make use of the services advertised as normally available	92.03%	
Affordability of Tariffs	Gross number of bill correctness complaints per 100 bills	0.06	0.01
	Customers can apply to the Department of Social and Family affairs for free telephone rental allowance Customers can avail of the Vulnerable Users Scheme which is targeted at low users.		
Specific Measures for Disabled Users	For customers who are hearing impaired	Inductive couplers An Amplified phone Visual indicator when phone rings National relay service (Minicom) The STEP rebate scheme	
	For customers with limited dexterity or mobility	Speed dial and automatic redial buttons Hands free facility Special directory enquiries	
	For customers with restricted vision	Braille billing Standardised layout of key pads around central number (5) with raised dot Extra large high contrast buttons	