

USO Quality of Service Information: July 2008 to September 2008

Category	Measure	Result
Direct Access PSTN Provision	Supply Time Fastest (for All Connections)	
	Supply time fastest 95% - Elapsed Days	37
	Supply time fastest 99% - Elapsed Days	135
	In Situ Connections completed within the following time slots (%)	
	Within 24 Hours	86.1%
	Within 2 Weeks	96.5%
	Within 2 Months	99.9%
	All Other Connections completed within the following time slots (%)	
	Within 2 Weeks	64.1%
	Within 4 Weeks	82.9%
	Within 8 Weeks	93.0%
	Within 13 Weeks	95.9%
	Within 26 Weeks	98.3%
	Connections with an Agreed Date (%)	
	Connections completed by an Agreed Date	92.2%
Connections with an Agreed Date versus Total Connections	10.8%	
Direct Access PSTN Fault Occurrence	Total Faults Per 100 Lines	5.9
	Line Faults Per 100 Lines	4.7
Direct Access PSTN Repair	Repair Time Fastest (for All Repairs)	
	Fastest 80% completed - Working Hours	30.5
	Fastest 95% completed - Working Hours	61.6
	Fault Repairs with an Agreed Date (%)	
	Fault Repairs completed by an Agreed Date	71.3%
	Fault Repairs With an Agreed Date versus All Repairs	5.8%
	All Other Fault Repairs (%)	
	Fault Repairs within 2 Working Days	56.1%
	Fault Repairs within 4 Working Days	82.0%
	Fault Repairs within 5 Working Days	88.3%
Fault Repairs within 10 Working Days	97.4%	
Functional Internet Access	Percentage of the PSTN base experiencing data rate of 28.8kbits/s or better	
	Total Population > 28.8kbit/s (%)	94.8%
USO Public Payphones	Average Number of Payphones for the period	3,405
	Proportion of Payphones in full working order (%)	94.5%
Affordability of Tariffs	Number of Bill Correctness Complaints per 100 bills	0.05
	Information on Special Schemes & Bill Complaints	
	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 users that are hearing impaired	Inductive couplers An Amplified phone Visual Indicator when the phone rings
	For users that are hearing and / or speech impaired	National relay service (Minicom) The STEP rebate scheme
	For customers with limited dexterity or mobility	Speed dial and automatic redial buttons Hands free facility
	For customers with restricted vision	Braille billing Standardised layout of key pads around central number (5) with raised dot Extra large high contrast buttons
	For users unable to use the phone book because of a disability	Special directory enquiries