

USO Quality of Service Information: April 2009 to June 2009

Category	Measure	Residential	Business	Total
Direct Access PSTN Provision	Supply Time Fastest (for All Connections)			
	Supply time fastest 95% - Elapsed Days	20	26	21
	Supply time fastest 99% - Elapsed Days	91	96	93
	In Situ Connections completed within the following time slots (%)			
	Within 24 Hours	83.6%		
	Within 2 Weeks	98.1%		
	Within 2 Months	100.0%		
	All Other Connections completed within the following time slots (%)			
	Within 2 Weeks	82.8%		
	Within 4 Weeks	91.0%		
	Within 8 Weeks	95.4%		
	Within 13 Weeks	97.5%		
	Within 26 Weeks	99.4%		
	Connections with an Agreed Date (%)			
Connections completed by an Agreed Date	91.6%			
Connections with an Agreed Date versus Total Connections	17.2%			
Direct Access PSTN Fault Occurrence	Total Faults Per 100 Lines	4.9		
	Line Faults Per 100 Lines	3.6		
Direct Access PSTN Repair	Repair Time Fastest (for All Repairs)			
	Fastest 80% completed - Working Hours	19.7	17.2	19.3
	Fastest 95% completed - Working Hours	46.3	40.0	45.3
	Fault Repairs with an Agreed Date (%)			
	Fault Repairs completed by an Agreed Date	78.8%		
	Fault Repairs With an Agreed Date versus All Repairs	5.0%		
	All Other Fault Repairs (%)			
	Fault Repairs within 2 Working Days	74.2%		
	Fault Repairs within 4 Working Days	91.3%		
	Fault Repairs within 5 Working Days	93.9%		
Fault Repairs within 10 Working Days	98.2%			
Functional Internet Access	Percentage of the PSTN base experiencing data rate of 28.8kbits/s or better			
	Total Population > 28.8kbit/s (%)	95.4%		
USO Public Payphones	Average Number of Payphones for the period	2,536		
	Proportion of Payphones in full working order (%)	92.5%		
Affordability of Tariffs	Number of Bill Correctness Complaints per 100 bills	0.08		
	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 Extra large high contrast buttons		
	For users unable to use the phone book because of a disability	Special directory enquiries		