

USO Quality of Service Information: July 2009 to September 2009

Category	Measure	Residential	Business	Total
Direct Access PSTN Provision	Supply Time Fastest (for All Connections)			
	Supply time fastest 95% - Elapsed Days	25	22	24
	Supply time fastest 99% - Elapsed Days	84	61	80
	In Situ Connections completed within the following time slots (%)			
	Within 24 Hours			83.8%
	Within 2 Weeks			96.9%
	Within 2 Months			100.0%
	All Other Connections completed within the following time slots (%)			
	Within 2 Weeks			81.7%
	Within 4 Weeks			89.9%
	Within 8 Weeks			95.8%
	Within 13 Weeks			98.2%
	Within 26 Weeks			99.5%
	Connections with an Agreed Date (%)			
Connections completed by an Agreed Date			90.4%	
Connections with an Agreed Date versus Total Connections			16.3%	
Direct Access PSTN Fault Occurrence	Total Faults Per 100 Lines			5.3
	Line Faults Per 100 Lines			4.0
Direct Access PSTN Repair	Repair Time Fastest (for All Repairs)			
	Fastest 80% completed - Working Hours	19.5	16.4	19.0
	Fastest 95% completed - Working Hours	48.0	41.2	47.3
	Fault Repairs with an Agreed Date (%)			
	Fault Repairs completed by an Agreed Date			79.3%
	Fault Repairs With an Agreed Date versus All Repairs			5.8%
	All Other Fault Repairs (%)			
	Fault Repairs within 2 Working Days			75.2%
	Fault Repairs within 4 Working Days			90.6%
	Fault Repairs within 5 Working Days			93.5%
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			1,632
	Proportion of Payphones in full working order (%)			93.0%
Affordability of Tariffs	Number of Bill Correctness Complaints per 100 bills			0.07
	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	