

**USO Quality of Service Information: January 2009 to March 2009**

Category	Measure	Residential	Business	Total
<b>Direct Access PSTN Provision</b>	Supply Time Fastest (for All Connections)			
	Supply time fastest 95% - Elapsed Days	40	43	41
	Supply time fastest 99% - Elapsed Days	107	106	107
	In Situ Connections completed within the following time slots (%)			
	Within 24 Hours	82.1%		
	Within 2 Weeks	96.8%		
	Within 2 Months	99.7%		
	All Other Connections completed within the following time slots (%)			
	Within 2 Weeks	76.4%		
	Within 4 Weeks	86.1%		
	Within 8 Weeks	93.3%		
	Within 13 Weeks	97.0%		
	Within 26 Weeks	99.3%		
	Connections with an Agreed Date (%)			
Connections completed by an Agreed Date	83.4%			
Connections with an Agreed Date versus Total Connections	15.2%			
<b>Direct Access PSTN Fault Occurrence</b>	Total Faults Per 100 Lines	5.7		
	Line Faults Per 100 Lines	4.4		
<b>Direct Access PSTN Repair</b>	Repair Time Fastest (for All Repairs)			
	Fastest 80% completed - Working Hours	32.5	27.0	31.9
	Fastest 95% completed - Working Hours	72.5	63.3	71.5
	Fault Repairs with an Agreed Date (%)			
	Fault Repairs completed by an Agreed Date	72.6%		
	Fault Repairs With an Agreed Date versus All Repairs	5.2%		
	All Other Fault Repairs (%)			
	Fault Repairs within 2 Working Days	58.5%		
	Fault Repairs within 4 Working Days	80.5%		
	Fault Repairs within 5 Working Days	86.6%		
Fault Repairs within 10 Working Days	96.2%			
<b>Functional Internet Access</b>	Percentage of the PSTN base experiencing data rate of 28.8kbits/s or better			
	Total Population > 28.8kbit/s (%)	95.4%		
<b>USO Public Payphones</b>	Average Number of Payphones for the period	3,364		
	Proportion of Payphones in full working order (%)	92.4%		
<b>Affordability of Tariffs</b>	Number of Bill Correctness Complaints per 100 bills	0.06		
	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			
<b>Specific Measures for Disabled Users</b>	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		