Provision of Access at a Fixed Location (AFL) by Eircom Limited

Quality of Service Performance Data Q4 2023 (1 October – 31 December) & YTD 2023/2024 (1 July 2023 – 31 December 2023)

Information Notice

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1 Executive Summary

1.1 The Commission for Communications Regulation ("ComReg") is responsible for the regulation of the electronic communications sector in accordance with national and EU legislation. Part 9 of the European Union (Electronic Communications Code) Regulations 2022 sets out ComReg's functions in relation to universal service obligations ("USO"), which include deciding which undertaking(s) (if any) should be designated as universal service provider(s) ("USP"). On 29 October 2021[1] ComReg designated Eircom as the USP for Access at a Fixed Location ("AFL") until 30 June 2023[2]. ComReg has consulted on the universal service going forward[3] and, in accordance with Regulation 72(1) of the European Union (Electronic Communications Code) Regulations 2022, has established that the availability at a fixed location of voice communications services cannot be ensured under normal commercial circumstances in the State[4]. ComReg has communicated this decision to the Minister for the Environment, Climate and Communications ("the Minister") and requested the opinion of the Minister as to whether other potential public policy tools can or cannot ensure access to voice communications services in the State.

1.2 ComReg understands from statements made by Eircom that Eircom's Quality of Service ("QoS") performance will be maintained at a similar level to that delivered by Eircom heretofore in the context of the QoS targets previously in place under ComReg D02/19. Eircom has stated that it will continue to serve its existing voice communications services end-users absent any designation.

1.3 In line with its regulatory functions, ComReg used its statutory information gathering powers to obtain information to monitor Eircom's QoS performance.

1.4 Schedule 1 of ComReg 19/21a sets out the methodology for calculating and measuring metrics for Connections, Fault Repair times, Fault Occurrence and Service Availability Performances. The service availability performance measure combines fault occurrence performance achieved and fault repair performance achieved to report the maximum working days outage per line.

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[1] Universal Service Requirements – Provision of access at a fixed location (AFL USO), Response to Consultation and Decision, ComReg D09/21, ComReg Document 21/112.

[2] Revised Decision, ComReg D09/21, ComReg Document 21/112R, published on 5th November 2021: - https://www.comreg.ie/publication/universal-service-requirements-provision-of-access-at-a-fixed-location-afl-uso-response-to-consultation-and-decision-2

[3] "Universal Service, Provision of voice only connections and voice communications services at a fixed location, Response to Consultation, Further Consultation, and Draft Decision", ComReg 23/55, published on 20th June 2023.

[4] "Universal Service, Establishing that fixed voice communications services cannot be ensured commercially in the State", ComReg 23/115, ComReg D10/23, published 12 December 2023

1.5 In this Information Notice, ComReg is publishing Eircom's quarterly quality of service performance data with respect to Quarter 4 2023 (1 October 2023 to 31 December 2023), ("the reporting period"), and the year to date ("YTD") performance data (1 July 2023 to 31 December 2023) for connection times and service availability performance at national level and for each of the three sub-national areas. The three sub-national areas are: Area 1[5], Area 2[6], and Area 3[7].

1.6 Other performance data with respect to Quarter 4 2023 (relevant to connections and, repair times and fault occurrence which contribute to the calculation of service availability) are also presented.

1.7 Appendices 1-4 outline the YTD quality of service performance targets specified previously in ComReg D02/19 and the YTD performance achieved by Eircom. These appendices provide an insight into and comparison of QoS performance achieved in the absence of binding QoS performance targets.

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[5] Areas where Eircom faces greater market-driven infrastructure-based competition, including from Vodafone/ESB/SIRO or UPC.

[6] Reflects the original NBP intervention area. It comprises the areas where a high capacity broadband access network is intended to be made available through Irish government subsidies.

[7] Areas where Eircom faces no competition from any provider of fixed infrastructure but could face competition from mobile networks providing fixed access solutions.

2 Quality of Service Performance – National

2.1 Performance of Eircom with respect to connections

2.1 This Section presents Eircom's performance in completing fixed-line installations during the reporting period by providing information on performance for in-situ connections and all other connections at national level. As ComReg publishes performance data on a quarterly basis, the four quarterly results will be an indication of performance towards the annual performance. The actual annual performance will be measured with reference to the total number of in-situ connections and all other connections for the year.

2.2 In-Situ Connections[8]

In-Situ Connections Performance Vs Previous Targets[9]		Q3 2023 Result %	Q4 2023 Result %	Q1 2024 Result %	Q2 2024 Result %	YTD Result (1 July 2023 – 31 December 2023)
Within 24 hours of request	**80%** of connections to be completed within this time period	70.3	75.0			72.7
Within 2 weeks of request	**99.8%** of connections to be completed within this time period	98.4	96.1			97.2
Within 2 months of request	**100%** of connections to be completed within this time period	100.0	100.0			100.0

Table 1: In-Situ Connections - National

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[8] Data reported in this section excludes information regarding in-situ connections with an Agreed Date, as Agreed Dates for in-situ connections only arise when a customer seeks, and Eircom agrees to, a deferred installation e.g. a connection for a holiday home, etc.

[9] As set out in ComReg Decision D02/19 which expired on 30 June 2021.

2.3   All Other Connections[10]

All Other Connections Performance Vs Previous Targets[11]		Q3 2023 Result %	Q4 2023 Result %	Q1 2024 Result %	Q2 2024 Result %	YTD Result (1 July 2023 – 31 December 2023)
Within 2 weeks of request	**80%** of all requests to be completed within this time period	91.1	93.8			92.2
Within 4 weeks of request	**85%** of all requests to be completed within this time period	96.9	97.2			97.0
Within 8 weeks of request	**90%** of all requests to be completed within this time period	97.9	98.6			98.2
Within 13 weeks of request	**95%** of all requests to be completed within this time period	99.2	98.9			99.1
Within 26 weeks of request	**100%** of all requests to be completed within this time period	100.0	100.0			100.0

Table 2: All Other Connections - National

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[10] Data reported in this section excludes information regarding in-situ connections. Also, where a customer-introduced delay is recorded, and there is auditable evidence of such, Eircom is required to exclude these Valid Service Orders for the purposes of the performance targets.

[11] As set out in ComReg Decision D02/19 which expired on 30 June 2021.

2.4 Performance of Eircom with respect to Fault Rate Occurrence

2.2   This Section presents the rate of line faults reported[12] to Eircom at national level. All line faults reported in the reporting period are expressed in relation to the average number of installed lines for the reporting period[13]. As ComReg publishes performance data on a quarterly basis, the sum of the four quarterly results will be an indication of the annual performance. The actual annual performance will be measured with reference to the total number of line faults[14] for the year and the average number of installed lines for the year.

2.5 Fault Rate Occurrence

	Q3 2023 Result	Q4 2023 Result	Q1 2024 Result	Q2 2024 Result	YTD Result (1 July 2023 – 31 December 2023)
Line faults per 100 lines	3.5	3.6			7.1

Table 3: Fault Rate Occurrence – National

2.6 Performance of Eircom with respect to Fault Repair Times

2.3   This Section presents Eircom's performance during the reporting period by providing information on fault repair times[15] at national level. As ComReg publishes performance data on a quarterly basis, the four quarterly results will be an indication of the annual performance. The actual annual performance will be measured with reference to the total number of fault repairs for the year.

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[12] Excluding line faults which have occurred due to vandalism (including theft) and / or third party damage, which have been verified and audited.

[13] For Q4 2023, the rate of total faults per 100 lines was 4.4 and the rate of line faults including line faults which have occurred due to vandalism (including theft) and/or third party damage was 3.9.

[14] Excluding line faults which have occurred due to vandalism (including theft) and /or third party damage, which have been verified and audited.

[15] Data pertaining to Fault Repairs with an Agreed Date are included in this metric from 1 July 2010.

2.7   Fault Repair Times

		Q3 2023 Result %	Q4 2023 Result %	Q1 2024 Result %	Q2 2024 Result %	YTD Result (1 July 2023 – 31 December 2023)
Within 2 working days	Fault repairs completed within this time period	69.8	57.4			63.5
Within 4 working days	Fault repairs completed within this time period	85.4	80.4			82.9
Within 5 working days	Fault repairs completed within this time period	89.7	85.8			87.7
Within 10 working days	Fault repairs completed within this time period	95.8	95.4			95.6

Table 4: Fault Repair Times – National

2.8   Performance of Eircom with respect to Service Availability

2.4   This Section shows Eircom's service availability performance during the reporting period by providing information at national level. Service availability combines the two parameters of fault occurrence and fault repair times as presented above. Service availability, when measured, will report the maximum working days outage per line. The following table presents the Average Fault Repair Time Performance and the Line Fault Occurrence Performance per 100 lines, both of which contribute to the calculation and measurement of the Service Availability result. As ComReg publishes performance data on a quarterly basis, the four quarterly results will be an indication of the annual performance. The actual annual performance will be measured with reference to the average fault repair time for the year and the line fault occurrence for the year.

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2.9   Service Availability Performance

National Service Availability Vs Previous Targets[16]	Q3 2023 Result	Q4 2023 Result	Q1 2024 Result	Q2 2024 Result	YTD Result (1 July 2023 – 31 December 2023)
Average Fault Repair Time Performance	2.2420	2.6919			2.4692
Line Fault Occurrence Performance per 100 lines	3.4895	3.5981			7.0877
Maximum Working Days Outage per line	0.078	0.097			0.175[17]

Table 5: Service Availability – National

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[16] As set out in ComReg Decision D02/19 which expired on 30 June 2021.

[17] It is expected that the annual performance (1 July 2023 – 30 June 2024) result is ≤ 0.237.

3   Supplementary Quality of Service Performance Data – National

3.1   Performance of Eircom - Direct Access PSTN Connections[18]

3.1   This Section presents Eircom's performance during the reporting period by providing information on Supply Time Fastest at national level.

3.2   Supply Time Fastest

	Q4 2023 Total	Q4 2023 Residential	Q4 2023 Business
Fastest 95% - elapsed days	17.00	17.00	17.00
Fastest 99% - elapsed days	74.00	115.00	34.00

Table 6: Direct Access PSTN Connections-Supply Time Fastest – National

3.3   Performance of Eircom - Direct Access PSTN Repairs[19]

3.2   This Section presents Eircom's performance during the reporting period by providing information on Repair Time Fastest at national level.

3.4   Repair Time Fastest

	Q4 2023 Total	Q4 2023 Residential	Q4 2023 Business
Fastest 80% completed (working hours)	31.810	32.033	28.573
Fastest 95% completed (working hours)	77.433	78.603	70.908

Table 7: Direct Access PSTN Repairs – Repair Time Fastest – National

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[18] Data pertaining to connections with an Agreed Date are excluded from this metric as a date can only be agreed for in-situ connections where the customer requests and Eircom agrees to, a deferred installation.
[19] Data pertaining to Fault Repairs with an Agreed Date are included in this metric from 1 July 2010.

3.5 Performance of Eircom - Connections with an Agreed Date[20]

3.3 This Section presents Eircom's performance in completing fixed-line installations during the reporting period by providing information on performance regarding connections completed by the date agreed with the customer and performance regarding connections with an Agreed Date versus total connections at national level.

Q4 2023 Result %	
Connections with an Agreed Date	0.0

Table 8: Connections with an Agreed Date for all connections – National

Q4 2023 Result %	
Connections with an Agreed Date versus Total Connections	0.0

Table 9: Connections with an Agreed Date v. Total Connections – National

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[20] Data relating to this metric relates to customer-introduced delays for in-situ connections. For information, a date can only be agreed for in-situ connections where the customer requests and Eircom agrees to, a deferred installation.

3.6   Performance of Eircom - Fault Repairs with an Agreed Date[21]

3.4   This Section presents Eircom's performance during the reporting period by providing information on performance regarding fault repairs completed by the date agreed with the customer and performance regarding fault repairs with an Agreed Date versus all repairs at national level.

Q4 2023 Result %	
Fault Repairs with an Agreed Date	99.2

Table 10: Fault Repairs with an Agreed Date – National

Q4 2023 Result %	
Fault Repairs with an Agreed Date versus All Repairs	3.7

Table 11: Fault Repairs with an Agreed Date v. All Repairs - National

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[21] Fault Repairs with an Agreed Date arise when an appointment is required to visit the Customer's premises and repair the fault. The "Agreed Date" means the appointment date and (if applicable) the time that Eircom and a Customer have agreed for Eircom to visit a customer's premises in respect of a Fault Repair; in the case of all such Agreed Dates, the Agreed Date is required to be recorded and fully verifiable.

4 Quality of Service Sub-National Performance – Area 1

4.1 Performance of Eircom with respect to connections

4.1   This Section presents Eircom's performance in completing fixed-line installations during the reporting period by providing information on performance for in-situ connections and all other connections in Area 1. As ComReg publishes performance data on a quarterly basis, the four quarterly results will be an indication of performance towards the annual performance. The actual annual performance will be measured with reference to the total number of in-situ connections and all other connections for the year.

4.2 In-Situ Connections[22]

In-Situ Connections Performance Vs Previous Targets[23]		Q3 2023 Result %	Q4 2023 Result %	Q1 2024 Result %	Q2 2024 Result %	YTD Result (1 July 2023 – 31 December 2023)
Within 24 hours of request	**80%** of connections to be completed within this time period	69.5	78.0			73.8
Within 2 weeks of request	**99.8%** of connections to be completed within this time period	98.4	98.4			98.4
Within 2 months of request	**100%** of connections to be completed within this time period	100.0	100.0			100.0

Table 32: In-Situ Connections – Area 1

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[22] Data reported in this section excludes information regarding in-situ connections with an Agreed Date, as Agreed Dates for in-situ connections only arise when a customer seeks, and Eircom agrees to, a deferred installation e.g. a connection for a holiday home, etc.

[23] As set out in ComReg Decision D02/19 which expired on 30 June 2021.

4.3   All Other Connections[24]

All Other Connections Performance Vs Previous Targets[25]		Q3 2023 Result %	Q4 2023 Result %	Q1 2024 Result %	Q2 2024 Result %	YTD Result (1 July 2023 – 31 December 2023)
Within 2 weeks of request	**80%** of all requests to be completed within this time period	90.3	94.2			92.1
Within 4 weeks of request	**85%** of all requests to be completed within this time period	96.5	97.4			96.9
Within 8 weeks of request	**90%** of all requests to be completed within this time period	97.8	97.9			97.9
Within 13 weeks of request	**95%** of all requests to be completed within this time period	99.6	98.5			99.1
Within 26 weeks of request	**100%** of all requests to be completed within this time period	100.0	100.0			100.0

Table 13: All Other Connections – Area 1

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[24] Data reported in this section excludes information regarding in-situ connections. Also, where a customer-introduced delay is recorded, and there is auditable evidence of such, Eircom is required to exclude these Valid Service Orders for the purposes of the performance targets.

[25] As set out in ComReg Decision D02/19 which expired on 30 June 2021.

4.4 Performance of Eircom with respect to Fault Rate Occurrence

4.2   This Section presents the rate of line faults reported[26] to Eircom at Area 1. All line faults reported in the reporting period are expressed in relation to the average number of installed lines for the reporting period[27]. As ComReg publishes performance data on a quarterly basis, the sum of the four quarterly results will be an indication of the annual performance. The actual annual performance will be measured with reference to the total number of line faults[28] for the year and the average number of installed lines for the year.

4.5 Fault Rate Occurrence

	Q3 2023 Result	Q4 2023 Result	Q1 2024 Result	Q2 2024 Result	YTD Result (1 July 2023 – 31 December 2023)
Line faults per 100 lines	2.0	2.1			4.1

Table 14: Fault Rate Occurrence – Area 1

4.6 Performance of Eircom with respect to Fault Repair Times

4.3   This Section presents Eircom's performance during the reporting period by providing information on fault repair times[29] in Area 1. As ComReg publishes performance data on a quarterly basis, the four quarterly results will be an indication of the annual performance. The actual annual performance will be measured with reference to the total number of fault repairs for the year.

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[26] Excluding line faults which have occurred due to vandalism (including theft) and / or third party damage, which have been verified and audited.
[27] For Q4 2023, the rate of total faults per 100 lines was 2.6 and the rate of line faults including line faults which have occurred due to vandalism (including theft) and/or third party damage was 2.2.
[28] Excluding line faults which have occurred due to vandalism (including theft) and /or third party damage, which have been verified and audited.
[29] Data pertaining to Fault Repairs with an Agreed Date are included in this metric from 1 July 2010.

4.7 Fault Repair Times

		Q3 2023 Result %	Q4 2023 Result %	Q1 2024 Result %	Q2 2024 Result %	YTD Result (1 July 2023 – 31 December 2023)
Within 2 working days	Fault repairs completed within this time period	71.7	60.7			66.1
Within 4 working days	Fault repairs completed within this time period	87.2	83.8			85.5
Within 5 working days	Fault repairs completed within this time period	90.5	88.0			89.2
Within 10 working days	Fault repairs completed within this time period	96.0	96.0			96.0

Table 15: Fault Repair Times – Area 1

4.8 Performance of Eircom with respect to Service Availability

4.4 This Section shows Eircom's service availability performance during the reporting period by providing information in Area 1. Service availability combines the two parameters of fault occurrence and fault repair times as presented above. Service availability, when measured, will report the maximum working days outage per line. The following table presents the Average Fault Repair Time Performance and the Line Fault Occurrence Performance per 100 lines, both of which contribute to the calculation and measurement of the Service Availability result. As ComReg publishes performance data on a quarterly basis, the four quarterly results will be an indication of the annual performance. The actual annual performance will be measured with reference to the average fault repair time for the year and the line fault occurrence for the year.

4.9   Service Availability Performance

National Service Availability Vs Previous Targets[30]	Q3 2023 Result	Q4 2023 Result	Q1 2024 Result	Q2 2024 Result	YTD Result (1 July 2023 – 31 December 2023)
Average Fault Repair Time Performance	2.1459	2.4927			2.3229
Line Fault Occurrence Performance per 100 lines	2.0067	2.1083			4.1152
Maximum Working Days Outage per line	0.043	0.053			0.096[31]

Table 16: Service Availability – Area 1

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[30] As set out in ComReg Decision D02/19 which expired on 30 June 2021.

[31] It is expected that the annual performance (1 July 2023 – 30 June 2024) result is ≤ 0.607.

5 Supplementary Quality of Service Performance Data – Area 1

5.1 Performance of Eircom - Direct Access PSTN Connections[32]

5.1 This Section presents Eircom's performance during the reporting period by providing information on Supply Time Fastest in Area 1.

5.2 Supply Time Fastest

	Q4 2023 Total	Q4 2023 Residential	Q4 2023 Business
Fastest 95% - elapsed days	12.00	19.00	9.00
Fastest 99% - elapsed days	115.00	117.00	15.00

Table 17: Direct Access PSTN Connections-Supply Time Fastest – Area 1

5.3 Performance of Eircom - Direct Access PSTN Repairs[33]

5.2 This Section presents Eircom's performance during the reporting period by providing information on Repair Time Fastest at Area 1.

5.4 Repair Time Fastest

	Q4 2023 Total	Q4 2023 Residential	Q4 2023 Business
Fastest 80% completed (working hours)	27.050	27.160	26.623
Fastest 95% completed (working hours)	67.653	66.320	72.832

Table 18: Direct Access PSTN Repairs – Repair Time Fastest – Area 1

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[32] Data pertaining to connections with an Agreed Date are excluded from this metric as a date can only be agreed for in-situ connections where the customer requests and Eircom agrees to, a deferred installation.
[33] Data pertaining to Fault Repairs with an Agreed Date are included in this metric from 1 July 2010.

5.5 Performance of Eircom - Connections with an Agreed Date[34]

5.3 This Section presents Eircom's performance in completing fixed-line installations during the reporting period by providing information on performance regarding connections completed by the date agreed with the customer and performance regarding connections with an Agreed Date versus total connections in Area 1.

Q4 2023 Result %	
Connections with an Agreed Date	0.0

Table 19: Connections with an Agreed Date for all connections – Area 1

Q4 2023 Result %	
Connections with an Agreed Date versus Total Connections	0.0

Table 20: Connections with an Agreed Date v. Total Connections – Area 1

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[34] Data relating to this metric relates to customer-introduced delays for in-situ connections. For information, a date can only be agreed for in-situ connections where the customer requests and Eircom agrees to, a deferred installation.

5.6   Performance of Eircom - Fault Repairs with an Agreed Date[35]

5.4   This Section presents Eircom's performance during the reporting period by providing information on performance regarding fault repairs completed by the date agreed with the customer and performance regarding fault repairs with an Agreed Date versus all repairs in Area 1.

Q4 2023 Result %	
Fault Repairs with an Agreed Date	99.6

Table 21: Fault Repairs with an Agreed Date – Area 1

Q4 2023 Result %	
Fault Repairs with an Agreed Date versus All Repairs	5.1

Table 22: Fault Repairs with an Agreed Date v. All Repairs – Area 1

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[35] Fault Repairs with an Agreed Date arise when an appointment is required to visit the Customer's premises and repair the fault. The "Agreed Date" means the appointment date and (if applicable) the time that Eircom and a Customer have agreed for Eircom to visit a customer's premises in respect of a Fault Repair; in the case of all such Agreed Dates, the Agreed Date is required to be recorded and fully verifiable.

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6 Quality of Service Performance –Area 2

6.1 Performance of Eircom with respect to connections

6.1 This Section presents Eircom's performance in completing fixed-line installations during the reporting period by providing information on performance for in-situ connections and all other connections in Area 2. As ComReg publishes performance data on a quarterly basis, the four quarterly results will be an indication of performance towards the annual performance. The actual annual performance will be measured with reference to the total number of in-situ connections and all other connections for the year.

6.2 In-Situ Connections[36]

In-Situ Connections Performance Vs Previous Targets[37]		Q3 2023 Result %	Q4 2023 Result %	Q1 2024 Result %	Q2 2024 Result %	YTD Result (1 July 2023 – 31 December 2023)
Within 24 hours of request	**80%** of connections to be completed within this time period	67.6	76.6			72.7
Within 2 weeks of request	**99.8%** of connections to be completed within this time period	97.3	95.8			96.5
Within 2 months of request	**100%** of connections to be completed within this time period	100.0	100.0			100.0

Table 23: In-Situ Connections – Area 2

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[36] Data reported in this section excludes information regarding in-situ connections with an Agreed Date, as Agreed Dates for in-situ connections only arise when a customer seeks, and Eircom agrees to, a deferred installation e.g. a connection for a holiday home, etc.

[37] As set out in ComReg Decision D02/19 which expired on 30 June 2021.

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6.3   All Other Connections[38]

All Other Connections Performance Vs Previous Targets[39]		Q3 2023 Result %	Q4 2023 Result %	Q1 2024 Result %	Q2 2024 Result %	YTD Result (1 July 2023 – 31 December 2023)
Within 2 weeks of request	**80%** of all requests to be completed within this time period	92.7	97.6			94.5
Within 4 weeks of request	**85%** of all requests to be completed within this time period	96.4	98.8			97.3
Within 8 weeks of request	**90%** of all requests to be completed within this time period	97.8	100.0			98.7
Within 13 weeks of request	**95%** of all requests to be completed within this time period	99.3	100.0			99.6
Within 26 weeks of request	**100%** of all requests to be completed within this time period	100.0	100.0			100.0

Table 24: All Other Connections – Area 2

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[38] Data reported in this section excludes information regarding in-situ connections. Also, where a customer-introduced delay is recorded, and there is auditable evidence of such, Eircom is required to exclude these Valid Service Orders for the purposes of the performance targets.

[39] As set out in ComReg Decision D02/19 which expired on 30 June 2021.

6.4   Performance of Eircom with respect to Fault Rate Occurrence

6.2   This Section presents the rate of line faults reported[40] to Eircom in Area 2. All line faults reported in the reporting period are expressed in relation to the average number of installed lines for the reporting period[41]. As ComReg publishes performance data on a quarterly basis, the sum of the four quarterly results will be an indication of the annual performance. The actual annual performance will be measured with reference to the total number of line faults[42] for the year and the average number of installed lines for the year.

6.5   Fault Rate Occurrence

	Q3 2023 Result	Q4 2023 Result	Q1 2024 Result	Q2 2024 Result	YTD Result (1 July 2023 – 31 December 2023)
Line faults per 100 lines	6.3	6.5			12.8

Table 25: Fault Rate Occurrence – Area 2

6.6   Performance of Eircom with respect to Fault Repair Times

6.3   This Section presents Eircom's performance during the reporting period by providing information on fault repair times[43] in Area 2. As ComReg publishes performance data on a quarterly basis, the four quarterly results will be an indication of the annual performance. The actual annual performance will be measured with reference to the total number of fault repairs for the year.

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[40] Excluding line faults which have occurred due to vandalism (including theft) and / or third party damage, which have been verified and audited.

[41] For Q4 2023, the rate of total faults per 100 lines was 7.9 and the rate of line faults including line faults which have occurred due to vandalism (including theft) and/or third party damage was 7.1.

[42] Excluding line faults which have occurred due to vandalism (including theft) and /or third party damage, which have been verified and audited.

[43] Data pertaining to Fault Repairs with an Agreed Date are included in this metric from 1 July 2010.

6.7   Fault Repair Times

		Q3 2023 Result %	Q4 2023 Result %	Q1 2024 Result %	Q2 2024 Result %	YTD Result (1 July 2023 – 31 December 2023)
Within 2 working days	Fault repairs completed within this time period	68.7	55.5			62.0
Within 4 working days	Fault repairs completed within this time period	84.4	78.4			81.4
Within 5 working days	Fault repairs completed within this time period	89.2	84.2			86.7
Within 10 working days	Fault repairs completed within this time period	95.6	94.9			95.2

Table 26: Fault Repair Times – Area 2

6.8   Performance of Eircom with respect to Service Availability

6.4   This Section shows Eircom's service availability performance during the reporting period by providing information in Area 2. Service availability combines the two parameters of fault occurrence and fault repair times as presented above. Service availability, when measured, will report the maximum working days outage per line. The following table presents the Average Fault Repair Time Performance and the Line Fault Occurrence Performance per 100 lines, both of which contribute to the calculation and measurement of the Service Availability result. As ComReg publishes performance data on a quarterly basis, the four quarterly results will be an indication of the annual performance. The actual annual performance will be measured with reference to the average fault repair time for the year and the line fault occurrence for the year.

6.9 Service Availability Performance

National Service Availability Performance Vs Previous Targets[44]	Q3 2023 Result	Q4 2023 Result	Q1 2024 Result	Q2 2024 Result	YTD Result (1 July 2023 – 31 December 2023)
Average Fault Repair Time Performance	2.3011	2.8195			2.5614
Line Fault Occurrence Performance per 100 lines	6.3344	6.4803			12.8148
Maximum Working Days Outage per line	0.146	0.183			0.328[45]

Table 27: Service Availability – Area 2

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[44] As set out in ComReg Decision D02/19 which expired on 30 June 2021.

[45] It is expected that the annual performance (1 July 2023 – 30 June 2024) result is ≤ 0.607.

7 Supplementary Quality of Service Performance Data – Area 2

7.1 Performance of Eircom - Direct Access PSTN Connections[46]

7.1   This Section presents Eircom's performance during the reporting period by providing information on Supply Time Fastest in Area 2.

7.2 Supply Time Fastest

	Q4 2023 Total	Q4 2023 Residential	Q4 2023 Business
Fastest 95% - elapsed days	11.00	11.00	9.00
Fastest 99% - elapsed days	31.00	31.00	13.00

Table 28: Direct Access PSTN Connections-Supply Time Fastest – Area 2

7.3 Performance of Eircom - Direct Access PSTN Repairs[47]

7.2   This Section presents Eircom's performance during the reporting period by providing information on Repair Time Fastest in Area 2.

7.4 Repair Time Fastest

	Q4 2023 Total	Q4 2023 Residential	Q4 2023 Business
Fastest 80% completed (working hours)	34.200	34.447	32.967
Fastest 95% completed (working hours)	81.373	82.859	74.467

Table 29: Direct Access PSTN Repairs – Repair Time Fastest – in Area 2

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[46] Data pertaining to connections with an Agreed Date are excluded from this metric as a date can only be agreed for in-situ connections where the customer requests and Eircom agrees to, a deferred installation.
[47] Data pertaining to Fault Repairs with an Agreed Date are included in this metric from 1 July 2010.

7.5 Performance of Eircom - Connections with an Agreed Date[48]

7.3 This Section presents Eircom's performance in completing fixed-line installations during the reporting period by providing information on performance regarding connections completed by the date agreed with the customer and performance regarding connections with an Agreed Date versus total connections in Area 2.

Q4 2023 Result %	
Connections with an Agreed Date	0.0

Table 30: Connections with an Agreed Date for all connections – in Area 2

Q4 2023 Result %	
Connections with an Agreed Date versus Total Connections	0.0

Table 31: Connections with an Agreed Date v. Total Connections – in Area 2

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[48] Data relating to this metric relates to customer-introduced delays for in-situ connections. For information, a date can only be agreed for in-situ connections where the customer requests and Eircom agrees to, a deferred installation.

7.6   Performance of Eircom - Fault Repairs with an Agreed Date[49]

7.4   This Section presents Eircom's performance during the reporting period by providing information on performance regarding fault repairs completed by the date agreed with the customer and performance regarding fault repairs with an Agreed Date versus all repairs in Area 2.

Q4 2023 Result %	
Fault Repairs with an Agreed Date	98.4

Table 32: Fault Repairs with an Agreed Date – in Area 2

Q4 2023 Result %	
Fault Repairs with an Agreed Date versus All Repairs	2.9

Table 33: Fault Repairs with an Agreed Date v. All Repairs - in Area 2

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[49] Fault Repairs with an Agreed Date arise when an appointment is required to visit the Customer's premises and repair the fault. The "Agreed Date" means the appointment date and (if applicable) the time that Eircom and a Customer have agreed for Eircom to visit a customer's premises in respect of a Fault Repair; in the case of all such Agreed Dates, the Agreed Date is required to be recorded and fully verifiable.

8 Quality of Service Performance –Area 3

8.1 Performance of Eircom with respect to connections

8.1 This Section presents Eircom's performance in completing fixed-line installations during the reporting period by providing information on performance for in-situ connections and all other connections in Area 3. As ComReg publishes performance data on a quarterly basis, the four quarterly results will be an indication of performance towards the annual performance. The actual annual performance will be measured with reference to the total number of in-situ connections and all other connections for the year.

8.2 In-Situ Connections[50]

In-Situ Connections Performance Vs Previous Targets[51]		Q3 2023 Result %	Q4 2023 Result %	Q1 2024 Result %	Q2 2024 Result %	YTD Result (1 July 2023 – 31 December 2023)
Within 24 hours of request	**80%** of connections to be completed within this time period	76.0	63.7			70.3
Within 2 weeks of request	**99.8%** of connections to be completed within this time period	100.0	91.0			95.8
Within 2 months of request	**100%** of connections to be completed within this time period	100.0	100.0			100.0

Table 34: In-Situ Connections - in Area 3

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[50] Data reported in this section excludes information regarding in-situ connections with an Agreed Date, as Agreed Dates for in-situ connections only arise when a customer seeks, and Eircom agrees to, a deferred installation e.g. a connection for a holiday home, etc.

[51] As set out in ComReg Decision D02/19 which expired on 30 June 2021.

8.3   All Other Connections[52]

All Other Connections Performance Vs Previous Targets[53]		Q3 2023 Result %	Q4 2023 Result %	Q1 2024 Result %	Q2 2024 Result %	YTD Result (1 July 2023 – 31 December 2023)
Within 2 weeks of request	**80%** of all requests to be completed within this time period	90.8	88.9			90.0
Within 4 weeks of request	**85%** of all requests to be completed within this time period	98.2	95.1			96.9
Within 8 weeks of request	**90%** of all requests to be completed within this time period	98.2	98.8			98.5
Within 13 weeks of request	**95%** of all requests to be completed within this time period	98.2	98.8			98.5
Within 26 weeks of request	**100%** of all requests to be completed within this time period	100.0	100.0			100.0

Table 35: All Other Connections - in Area 3

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[52] Data reported in this section excludes information regarding in-situ connections. Also, where a customer-introduced delay is recorded, and there is auditable evidence of such, Eircom is required to exclude these Valid Service Orders for the purposes of the performance targets.

[53] As set out in ComReg Decision D02/19 which expired on 30 June 2021.

8.4 Performance of Eircom with respect to Fault Rate Occurrence

8.2 This Section presents the rate of line faults reported[54] to Eircom in Area 3. All line faults reported in the reporting period are expressed in relation to the average number of installed lines for the reporting period[55]. As ComReg publishes performance data on a quarterly basis, the sum of the four quarterly results will be an indication of the annual performance. The actual annual performance will be measured with reference to the total number of line faults[56] for the year and the average number of installed lines for the year.

8.5 Fault Rate Occurrence

	Q3 2023 Result	Q4 2023 Result	Q1 2024 Result	Q2 2024 Result	YTD Result (1 July 2023 – 31 December 2023)
Line faults per 100 lines	3.4	3.5			6.9

Table 36: Fault Rate Occurrence – in Area 3

8.6 Performance of Eircom with respect to Fault Repair Times

8.3 This Section presents Eircom's performance during the reporting period by providing information on fault repair times[57] in Area 3. As ComReg publishes performance data on a quarterly basis, the four quarterly results will be an indication of the annual performance. The actual annual performance will be measured with reference to the total number of fault repairs for the year.

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[54] Excluding line faults which have occurred due to vandalism (including theft) and / or third party damage, which have been verified and audited.
[55] For Q4 2023, the rate of total faults per 100 lines was 4.3 and the rate of line faults including line faults which have occurred due to vandalism (including theft) and/or third party damage was 3.7.
[56] Excluding line faults which have occurred due to vandalism (including theft) and /or third party damage, which have been verified and audited.
[57] Data pertaining to Fault Repairs with an Agreed Date are included in this metric from 1 July 2010.

8.7   Fault Repair Times

		Q3 2023 Result %	Q4 2023 Result %	Q1 2024 Result %	Q2 2024 Result %	YTD Result (1 July 2023 – 31 December 2023)
Within 2 working days	Fault repairs completed within this time period	69.6	57.3			63.4
Within 4 working days	Fault repairs completed within this time period	85.6	80.5			83.0
Within 5 working days	Fault repairs completed within this time period	89.7	86.3			88.0
Within 10 working days	Fault repairs completed within this time period	96.1	95.5			95.8

Table 37: Fault Repair Times – in Area 3

8.8   Performance of Eircom with respect to Service Availability

8.4   This Section shows Eircom's service availability performance during the reporting period by providing information in Area 3. Service availability combines the two parameters of fault occurrence and fault repair times as presented above. Service availability, when measured, will report the maximum working days outage per line. The following table presents the Average Fault Repair Time Performance and the Line Fault Occurrence Performance per 100 lines, both of which contribute to the calculation and measurement of the Service Availability result. As ComReg publishes performance data on a quarterly basis, the four quarterly results will be an indication of the annual performance. The actual annual performance will be measured with reference to the average fault repair time for the year and the line fault occurrence for the year.

8.9 Service Availability Performance

National Service Availability Vs Previous Targets[58]	Q3 2023 Result	Q4 2023 Result	Q1 2024 Result	Q2 2024 Result	YTD Result (1 July 2023 – 31 December 2023)
Average Fault Repair Time Performance	2.2349	2.6736			2.4561
Line Fault Occurrence Performance per 100 lines	3.4066	3.4679			6.8747
Maximum Working Days Outage per line	0.076	0.093			0.169[59]

Table 38: Service Availability – Area 3

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[58] As set out in ComReg Decision D02/19 which expired on 30 June 2021.

[59] It is expected that the annual performance (1 July 2023 – 30 June 2024) result is ≤ 0.607.

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9 Supplementary Quality of Service Performance Data – in Area 3

9.1 Performance of Eircom - Direct Access PSTN Connections[60]

9.1 This Section presents Eircom's performance during the reporting period by providing information on Supply Time Fastest in Area 3.

9.2 Supply Time Fastest

	Q4 2023 Total	Q4 2023 Residential	Q4 2023 Business
Fastest 95% - elapsed days	28.00	10.00	34.00
Fastest 99% - elapsed days	46.00	156.00	46.00

Table 39: Direct Access PSTN Connections-Supply Time Fastest – Area 3

9.3 Performance of Eircom - Direct Access PSTN Repairs[61]

9.2 This Section presents Eircom's performance during the reporting period by providing information on Repair Time Fastest in Area 3.

9.4 Repair Time Fastest

	Q4 2023 Total	Q4 2023 Residential	Q4 2023 Business
Fastest 80% completed (working hours)	31.733	32.637	26.030
Fastest 95% completed (working hours)	77.288	79.137	57.628

Table 40: Direct Access PSTN Repairs – Repair Time Fastest – Area 3

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[60] Data pertaining to connections with an Agreed Date are excluded from this metric as a date can only be agreed for in-situ connections where the customer requests and Eircom agrees to, a deferred installation.
[61] Data pertaining to Fault Repairs with an Agreed Date are included in this metric from 1 July 2010.

9.5 Performance of Eircom - Connections with an Agreed Date[62]

9.3   This Section presents Eircom's performance in completing fixed-line installations during the reporting period by providing information on performance regarding connections completed by the date agreed with the customer and performance regarding connections with an Agreed Date versus total connections in Area 3.

Q4 2023 Result %	
Connections with an Agreed Date	0.0

Table 41: Connections with an Agreed Date for all connections – Area 3

Q4 2023 Result %	
Connections with an Agreed Date versus Total Connections	0.0

Table 42: Connections with an Agreed Date v. Total Connections – Area 3

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[62] Data relating to this metric relates to customer-introduced delays for in-situ connections. For information, a date can only be agreed for in-situ connections where the customer requests and Eircom agrees to, a deferred installation.

9.6 Performance of Eircom - Fault Repairs with an Agreed Date[63]

9.4 This Section presents Eircom's performance during the reporting period by providing information on performance regarding fault repairs completed by the date agreed with the customer and performance regarding fault repairs with an Agreed Date versus all repairs in Area 3.

Q4 2023 Result %	
Fault Repairs with an Agreed Date	100.0

Table 43: Fault Repairs with an Agreed Date – in Area 3

Q4 2023 Result %	
Fault Repairs with an Agreed Date versus All Repairs	3.7

Table 44: Fault Repairs with an Agreed Date v. All Repairs - in Area 3

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[63] Fault Repairs with an Agreed Date arise when an appointment is required to visit the Customer's premises and repair the fault. The "Agreed Date" means the appointment date and (if applicable) the time that Eircom and a Customer have agreed for Eircom to visit a customer's premises in respect of a Fault Repair; in the case of all such Agreed Dates, the Agreed Date is required to be recorded and fully verifiable.

Appendix 1: Eircom YTD National Quality of Service Performance Results 2023/2024 V previous Annual Quality of Service Targets (D02/19)

A 1.1   Connections

Quality of Service Performance Metric	Previous Annual National Performance Target (D02/19)	YTD National Result (1 July 2023 – 31 December 2023)
In-situ connections within 24 hours of request	80%	72.7%
In-situ connections within 2 weeks of request	99.8%	97.2%
In-situ connections within 2 months of request	100%	100.0%
All other connections within 2 weeks of request	80%	92.2%
All other connections within 4 weeks of request	85%	97.0%
All other connections within 8 weeks of request	90%	98.2%
All other connections within 13 weeks of request	95%	99.1%
All other connections within 26 weeks of request	100%	100.0%

A 1.2   Service Availability

Quality of Service Performance Metric	Previous Annual National Performance Target (D02/19)	YTD National Result (1 July 2023 – 31 December 2023)
National Service Availability Target	0.237 maximum Working Days Outage per line	0.175

Appendix 2: Eircom YTD Area 1 Quality of Service Performance Results 2023/2024 V previous Annual Quality of Service Targets (D02/19)

A 2.1   Connections

Quality of Service Performance Metric	Previous Annual Area 1 Performance Target (D02/19)	YTD Area 1 Result (1 July 2023 – 31 December 2023)
In-situ connections within 24 hours of request	80%	73.8%
In-situ connections within 2 weeks of request	99.8%	98.4%
In-situ connections within 2 months of request	100%	100.0%
All other connections within 2 weeks of request	80%	92.1%
All other connections within 4 weeks of request	85%	96.9%
All other connections within 8 weeks of request	90%	97.9%
All other connections within 13 weeks of request	95%	99.1%
All other connections within 26 weeks of request	100%	100.0%

A 2.2   Service Availability

Quality of Service Performance Metric	Previous Annual Area 1 Performance Target (D02/19)	YTD Area 1 Result (1 July 2023 – 31 December 2023)
Sub-National Service Availability Target	0.607 maximum Working Days Outage per line	0.096

Appendix 3: Eircom YTD Area 2 Quality of Service Performance Results 2023/2024 V previous Annual Quality of Service Targets (D02/19)

A 3.1   Connections

Quality of Service Performance Metric	Previous Annual Area 2 Performance Target (D02/19)	YTD Area 2 Result (1 July 2023 – 31 December 2023)
In-situ connections within 24 hours of request	80%	72.7%
In-situ connections within 2 weeks of request	99.8%	96.5%
In-situ connections within 2 months of request	100%	100.0%
All other connections within 2 weeks of request	80%	94.5%
All other connections within 4 weeks of request	85%	97.3%
All other connections within 8 weeks of request	90%	98.7%
All other connections within 13 weeks of request	95%	99.6%
All other connections within 26 weeks of request	100%	100.0%

A 3.2   Service Availability

Quality of Service Performance Metric	Previous Annual Area 2 Performance Target (D02/19)	YTD Area 2 Result (1 July 2023 – 31 December 2023)
Sub-National Service Availability Target	0.607 maximum Working Days Outage per line	0.328

Appendix 4: Eircom YTD Area 3 Quality of Service Performance Results 2023/2024 V previous Annual Quality of Service Targets (D02/19)

A 4.1   Connections

Quality of Service Performance Metric	Previous Annual Area 3 Performance Target (D02/19)	YTD Area 3 Result (1 July 2023 – 31 December 2023)
In-situ connections within 24 hours of request	80%	70.3%
In-situ connections within 2 weeks of request	99.8%	95.8%
In-situ connections within 2 months of request	100%	100.0%
All other connections within 2 weeks of request	80%	90.0%
All other connections within 4 weeks of request	85%	96.9%
All other connections within 8 weeks of request	90%	98.5%
All other connections within 13 weeks of request	95%	98.5%
All other connections within 26 weeks of request	100%	100.0%

A 4.2   Service Availability

Quality of Service Performance Metric	Previous Annual Area 3 Performance Target (D02/19)	YTD Area 3 Result (1 July 2023 – 31 December 2023)
Sub-National Service Availability Target	0.607 maximum Working Days Outage per line	0.169