



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

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

Quality of Service Performance Data Q2 2024
(1 April – 30 June) & Annual 2023/2024 (1 July 2023 – 30 June 2024)

Information Notice

Reference: ComReg 24/83

Version: Final

Date: 01/10/2024

An Coimisiún um Rialáil Cumarsáide
Commission for Communications Regulation

1 Lárcheantar na nDugaí, Sráid na nGildeanna, BÁC 1, Éire, D01 E4X0.
One Dockland Central, Guild Street, Dublin 1, Ireland, D01 E4X0.
Teil | Tel +353 1 804 9600 Suíomh | Web www.comreg.ie

Contents

1	Executive Summary	5
2	Quality of Service Performance – National	7
2.1	Performance of Eircom with respect to connections.....	7
2.2	In-Situ Connections	7
2.3	All Other Connections	8
2.4	Performance of Eircom with respect to Fault Rate Occurrence.....	9
2.5	Fault rate Occurrence.....	9
2.6	Performance of Eircom with respect to Fault Repair Times.....	9
2.7	Fault Repair Times	10
2.8	Performance of Eircom with respect to Service Availability	10
2.9	Service Availability Performance	11
3	Supplementary Quality of Service Performance Data – National	12
3.1	Performance of Eircom - Direct Access PSTN Connections	12
3.2	Supply Time Fastest.....	12
3.3	Performance of Eircom - Direct Access PSTN Repairs.....	12
3.4	Repair Time Fastest	12
3.5	Performance of Eircom - Connections with an Agreed Date	13
3.6	Performance of Eircom - Fault Repairs with an Agreed Date	14
4	Quality of Service Sub-National Performance – Area 1	15
4.1	Performance of Eircom with respect to connections.....	15
4.2	In-Situ Connections	15
4.3	All Other Connections	16
4.4	Performance of Eircom with respect to Fault Rate Occurrence.....	17
4.5	Fault Rate Occurrence	17
4.6	Performance of Eircom with respect to Fault Repair Times.....	17
4.7	Fault Repair Times	18
4.8	Performance of Eircom with respect to Service Availability	18
4.9	Service Availability Performance	19
5	Supplementary Quality of Service Performance Data – Area 1	20
5.1	Performance of Eircom - Direct Access PSTN Connections	20
5.2	Supply Time Fastest.....	20
5.3	Performance of Eircom - Direct Access PSTN Repairs	20

5.4	Repair Time Fastest	20
5.5	Performance of Eircom - Connections with an Agreed Date	21
5.6	Performance of Eircom - Fault Repairs with an Agreed Date	22
6	Quality of Service Performance – Area 2.....	23
6.1	Performance of Eircom with respect to connections.....	23
6.2	In-Situ Connections	23
6.3	All Other Connections	24
6.4	Performance of Eircom with respect to Fault Rate Occurrence.....	25
6.5	Fault Rate Occurrence	25
6.6	Performance of Eircom with respect to Fault Repair Times.....	25
6.7	Fault Repair Times	26
6.8	Performance of Eircom with respect to Service Availability	26
6.9	Service Availability Performance	27
7	Supplementary Quality of Service Performance Data – Area 2.....	28
7.1	Performance of Eircom - Direct Access PSTN Connections	28
7.2	Supply Time Fastest.....	28
7.3	Performance of Eircom - Direct Access PSTN Repairs	28
7.4	Repair Time Fastest	28
7.5	Performance of Eircom - Connections with an Agreed Date	29
7.6	Performance of Eircom - Fault Repairs with an Agreed Date	30
8	Quality of Service Performance – Area 3.....	31
8.1	Performance of Eircom with respect to connections.....	31
8.2	In-Situ Connections	31
8.3	All Other Connections	32
8.4	Performance of Eircom with respect to Fault Rate Occurrence.....	33
8.5	Fault Rate Occurrence	33
8.6	Performance of Eircom with respect to Fault Repair Times.....	33
8.7	Fault Repair Times	34
8.8	Performance of Eircom with respect to Service Availability	34
8.9	Service Availability Performance	35
9	Supplementary Quality of Service Performance Data – in Area 3.....	36
9.1	Performance of Eircom - Direct Access PSTN Connections	36
9.2	Supply Time Fastest.....	36

9.3	Performance of Eircom - Direct Access PSTN Repairs	36
9.4	Repair Time Fastest	36
9.5	Performance of Eircom - Connections with an Agreed Date	37
9.6	Performance of Eircom - Fault Repairs with an Agreed Date	38

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 ComReg designated Eircom as the USP for Access at a Fixed Location (“AFL”) until 30 June 2023¹. ComReg has consulted on the universal service going forward² 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 State³. 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. On 25 June 2024 the Department of Environment, Climate and Communications issued a consultation in relation to the existence of potential public policy tools.⁴ The closing date for submissions to this consultation was 6 August 2024.
- 1.2 In line with its regulatory functions, ComReg used its statutory information gathering powers to obtain information to monitor Eircom’s Quality of Service (“QoS”) performance.
- 1.3 Schedule 1 of ComReg 19/21a⁵ 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

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

² “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.

³ “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

⁴ “Consultation on availability of voice communications services at a fixed location (VFL) - existence of potential public policy tools”, Department of Environment, Climate and Communications, dated 24 June 2024:-<https://www.gov.ie/en/consultation/f42a9-consultation-on-availability-of-voice-communications-services-at-a-fixed-location-vfl-existence-of-potential-public-policy-tools/>

⁵ “Universal Service Requirements Provision of access at a fixed location (AFL) Quality of Service (QoS) Schedules” Response to Consultation and Decision, Schedules, ComReg No. 19/21a, D02/19: -https://www.comreg.ie/media/dlm_uploads/2019/03/ComReg1921a.pdf

achieved to report the maximum working days outage per line.

- 1.4 In this Information Notice, ComReg is publishing Eircom’s quarterly quality of service performance data with respect to Quarter 2 2024 (1 April 2024 to 30 June 2024), (“the reporting period”), and the Annual performance data (1 July 2023 to 30 June 2024) 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 1⁶, Area 2⁷, and Area 3⁸.
- 1.5 Other performance data with respect to Quarter 2 2024 (relevant to connections and, repair times and fault occurrence which contribute to the calculation of service availability) are also presented.
- 1.6 Appendices 1-4 outline the annual quality of service performance targets specified previously in ComReg D02/19 and the Annual 2023/2024 performance achieved by Eircom. These appendices provide an insight into and a comparison of QoS performance achieved in the absence of binding QoS performance targets.

⁶ Areas where Eircom faces greater market-driven infrastructure-based competition, including from Vodafone/ESB/SIRO or UPC.

⁷ 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.

⁸ 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 Connections⁹

In-Situ Connections Performance Vs Previous Targets ¹⁰		Q3 2023 Result %	Q4 2023 Result %	Q1 2024 Result %	Q2 2024 Result %	Annual Result (1 July 2023 – 30 June 2024)
Within 24 hours of request	80% of connections to be completed within this time period	70.3	75.0	81.6	82.1	77.3
Within 2 weeks of request	99.8% of connections to be completed within this time period	98.4	96.1	100.0	100.0	98.6
Within 2 months of request	100% of connections to be completed within this time period	100.0	100.0	100.0	100.0	100.0

Table 1: In-Situ Connections – National

⁹ 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.

¹⁰ As set out in ComReg Decision D02/19 which expired on 30 June 2021.

2.3 All Other Connections¹¹

All Other Connections Performance Vs Previous Targets ¹²		Q3 2023 Result %	Q4 2023 Result %	Q1 2024 Result %	Q2 2024 Result %	Annual Result (1 July 2023 – 30 June 2024)
Within 2 weeks of request	80% of all requests to be completed within this time period	91.1	93.8	93.5	91.1	92.3
Within 4 weeks of request	85% of all requests to be completed within this time period	96.9	97.2	96.4	98.3	97.1
Within 8 weeks of request	90% of all requests to be completed within this time period	97.9	98.6	96.4	98.7	97.9
Within 13 weeks of request	95% of all requests to be completed within this time period	99.2	98.9	96.8	100.0	98.8
Within 26 weeks of request	100% of all requests to be completed within this time period	100.0	100.0	99.7	100.0	100.0

Table 2: All Other Connections – National

¹¹ 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.

¹² 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 reported¹³ 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 period¹⁴. 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 faults¹⁵ 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	Annual Result (1 July 2023 – 30 June 2024)
Line faults per 100 lines	3.5	3.6	4.1	2.8	14.0

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 times¹⁶ 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.

¹³ Excluding line faults which have occurred due to vandalism (including theft) and / or third-party damage, which have been verified and audited.

¹⁴ For Q2 2024, the rate of total faults per 100 lines was 3.4 and the rate of line faults including line faults which have occurred due to vandalism (including theft) and/or third-party damage was 3.0

¹⁵ Excluding line faults which have occurred due to vandalism (including theft) and /or third-party damage, which have been verified and audited.

¹⁶ 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 %	Annual Result (1 July 2023 – 30 June 2024)
Within 2 working days	Fault repairs completed within this time period	69.8	57.4	38.3	59.9	55.6
Within 4 working days	Fault repairs completed within this time period	85.4	80.4	65.3	81.0	77.5
Within 5 working days	Fault repairs completed within this time period	89.7	85.8	72.9	86.2	83.2
Within 10 working days	Fault repairs completed within this time period	95.8	95.4	89.7	95.2	93.8

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.

2.9 Service Availability Performance

National Service Availability Vs Previous Targets ¹⁷	Q3 2023 Result	Q4 2023 Result	Q1 2024 Result	Q2 2024 Result	Annual Result (1 July 2023 – 30 June 2024)
Average Fault Repair Time Performance	2.2420	2.6919	3.8288	2.6265	2.8896
Line Fault Occurrence Performance per 100 lines	3.4895	3.5981	4.1055	2.8126	14.0266
Maximum Working Days Outage per line	0.078	0.097	0.157	0.074	0.405 ¹⁸

Table 5: Service Availability – National

¹⁷ As set out in ComReg Decision D02/19 which expired on 30 June 2021.

¹⁸ 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 Connections¹⁹

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

	Q2 2024 Total	Q2 2024 Residential	Q2 2024 Business
Fastest 95% - elapsed days	16.0	16.0	15.0
Fastest 99% - elapsed days	33.0	57.0	22.0

3.3 Performance of Eircom - Direct Access PSTN Repairs²⁰

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

	Q2 2024 Total	Q2 2024 Residential	Q2 2024 Business
Fastest 80% completed (working hours)	31.193	31.367	29.960
Fastest 95% completed (working hours)	78.903	79.617	75.492

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

¹⁹ 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.

²⁰ 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 Date²¹

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.

Q2 2024 Result %	
Connections with an Agreed Date	0.0

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

Q2 2024 Result %	
Connections with an Agreed Date versus Total Connections	0.0

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

²¹ 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 Date²²

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.

Q2 2024 Result %	
Fault Repairs with an Agreed Date	98.7

Table 10: Fault Repairs with an Agreed Date – National

Q2 2024 Result %	
Fault Repairs with an Agreed Date versus All Repairs	4.5

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

²² 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 Connections²³

In-Situ Connections Performance Vs Previous Targets ²⁴		Q3 2023 Result %	Q4 2023 Result %	Q1 2024 Result %	Q2 2024 Result %	Annual Result (1 July 2023 – 30 June 2024)
Within 24 hours of request	80% of connections to be completed within this time period	69.5	78.0	73.2	84.5	76.5
Within 2 weeks of request	99.8% of connections to be completed within this time period	98.4	98.4	100.0	100.0	99.1
Within 2 months of request	100% of connections to be completed within this time period	100.0	100.0	100.0	100.0	100.0

Table 32: In-Situ Connections – Area 1

²³ 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.

²⁴ As set out in ComReg Decision D02/19 which expired on 30 June 2021.

4.3 All Other Connections²⁵

All Other Connections Performance Vs Previous Targets ²⁶		Q3 2023 Result %	Q4 2023 Result %	Q1 2024 Result %	Q2 2024 Result %	Annual Result (1 July 2023 – 30 June 2024)
Within 2 weeks of request	80% of all requests to be completed within this time period	90.3	94.2	95.30	90.3	92.4
Within 4 weeks of request	85% of all requests to be completed within this time period	96.5	97.4	98.00	98.4	97.4
Within 8 weeks of request	90% of all requests to be completed within this time period	97.8	97.9	98.00	99.2	98.1
Within 13 weeks of request	95% of all requests to be completed within this time period	99.6	98.5	98.00	100.0	99.0
Within 26 weeks of request	100% of all requests to be completed within this time period	100.0	100.0	100.00	100.0	100.0

Table 13: All Other Connections – Area 1

²⁵ 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.

²⁶ 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 reported²⁷ 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 period²⁸. 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 faults²⁹ 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	Annual Result (1 July 2023 – 30 June 2024)
Line faults per 100 lines	2.0	2.1	2.1	1.6	7.8

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 times³⁰ 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.

²⁷ Excluding line faults which have occurred due to vandalism (including theft) and / or third-party damage, which have been verified and audited.

²⁸ For Q2 2024, the rate of total faults per 100 lines was 1.9 and the rate of line faults including line faults which have occurred due to vandalism (including theft) and/or third-party damage was 1.9

²⁹ Excluding line faults which have occurred due to vandalism (including theft) and /or third-party damage, which have been verified and audited.

³⁰ 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 %	Annual Result (1 July 2023 – 30 June 2024)
Within 2 working days	Fault repairs completed within this time period	71.7	60.7	43.5	61.0	59.0
Within 4 working days	Fault repairs completed within this time period	87.2	83.8	72.2	83.0	81.4
Within 5 working days	Fault repairs completed within this time period	90.5	88.0	78.7	88.0	86.1
Within 10 working days	Fault repairs completed within this time period	96.0	96.0	92.8	96.2	95.2

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 ³¹	Q3 2023 Result	Q4 2023 Result	Q1 2024 Result	Q2 2024 Result	Annual Result (1 July 2023 – 30 June 2024)
Average Fault Repair Time Performance	2.1459	2.4927	3.3714	2.4964	2.6392
Line Fault Occurrence Performance per 100 lines	2.0067	2.1083	2.0884	1.5662	7.7797
Maximum Working Days Outage per line	0.043	0.053	0.070	0.039	0.205 ³²

Table 16: Service Availability – Area 1

³¹ As set out in ComReg Decision D02/19 which expired on 30 June 2021.

³² 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 Connections³³

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

	Q2 2024 Total	Q2 2024 Residential	Q2 2024 Business
Fastest 95% - elapsed days	16.0	17.0	15.0
Fastest 99% - elapsed days	33.0	25.0	33.0

5.3 Performance of Eircom - Direct Access PSTN Repairs³⁴

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

	Q2 2024 Total	Q2 2024 Residential	Q2 2024 Business
Fastest 80% completed (working hours)	28.873	28.913	28.777
Fastest 95% completed (working hours)	70.862	71.533	65.313

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

³³ 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.

³⁴ 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 Date³⁵

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.

Q2 2024 Result %	
Connections with an Agreed Date	0.0

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

Q2 2024 Result %	
Connections with an Agreed Date versus Total Connections	0.0

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

³⁵ 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 Date³⁶

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.

Q2 2024 Result %	
Fault Repairs with an Agreed Date	97.7

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

Q2 2024 Result %	
Fault Repairs with an Agreed Date versus All Repairs	5.6

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

³⁶ 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.

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 Connections³⁷

In-Situ Connections Performance Vs Previous Targets ³⁸		Q3 2023 Result %	Q4 2023 Result %	Q1 2024 Result %	Q2 2024 Result %	Annual Result (1 July 2023 – 30 June 2024)
Within 24 hours of request	80% of connections to be completed within this time period	67.6	76.6	91.5	77.8	79.0
Within 2 weeks of request	99.8% of connections to be completed within this time period	97.3	95.8	100.0	100.0	98.3
Within 2 months of request	100% of connections to be completed within this time period	100.0	100.0	100.0	100.0	100.0

Table 23: In-Situ Connections – Area 2

³⁷ 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.

³⁸ As set out in ComReg Decision D02/19 which expired on 30 June 2021.

6.3 All Other Connections³⁹

All Other Connections Performance Vs Previous Targets ⁴⁰		Q3 2023 Result %	Q4 2023 Result %	Q1 2024 Result %	Q2 2024 Result %	Annual Result (1 July 2023 – 30 June 2024)
Within 2 weeks of request	80% of all requests to be completed within this time period	92.7	97.6	91.3	91.5	93.5
Within 4 weeks of request	85% of all requests to be completed within this time period	96.4	98.8	98.3	97.9	97.6
Within 8 weeks of request	90% of all requests to be completed within this time period	97.8	100.0	98.3	97.9	98.5
Within 13 weeks of request	95% of all requests to be completed within this time period	99.3	100.0	98.3	100.0	99.4
Within 26 weeks of request	100% of all requests to be completed within this time period	100.0	100.0	98.3	100.0	99.7

³⁹ 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.

⁴⁰ 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 reported⁴¹ 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 period⁴². 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 faults⁴³ 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	Annual Result (1 July 2023 – 30 June 2024)
Line faults per 100 lines	6.3	6.5	7.9	5.0	25.8

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 times⁴⁴ 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.

⁴¹ Excluding line faults which have occurred due to vandalism (including theft) and / or third-party damage, which have been verified and audited.

⁴² For Q2 2024, the rate of total faults per 100 lines was 6.0 and the rate of line faults including line faults which have occurred due to vandalism (including theft) and/or third-party damage was 6.0.

⁴³ Excluding line faults which have occurred due to vandalism (including theft) and /or third-party damage, which have been verified and audited.

⁴⁴ 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 %	Annual Result (1 July 2023 – 30 June 2024)
Within 2 working days	Fault repairs completed within this time period	68.7	55.5	34.8	59.0	53.3
Within 4 working days	Fault repairs completed within this time period	84.4	78.4	60.9	79.2	74.8
Within 5 working days	Fault repairs completed within this time period	89.2	84.2	69.0	84.5	80.9
Within 10 working days	Fault repairs completed within this time period	95.6	94.9	87.6	94.5	92.8

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 ⁴⁵	Q3 2023 Result	Q4 2023 Result	Q1 2024 Result	Q2 2024 Result	Annual Result (1 July 2023 – 30 June 2024)
Average Fault Repair Time Performance	2.3011	2.8195	4.1342	2.7387	3.0685
Line Fault Occurrence Performance per 100 lines	6.3344	6.4803	7.9018	5.0323	25.7861
Maximum Working Days Outage per line	0.146	0.183	0.327	0.138	0.791 ⁴⁶

Table 27: Service Availability – Area 2

⁴⁵ As set out in ComReg Decision D02/19 which expired on 30 June 2021.

⁴⁶ 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 Connections⁴⁷

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

	Q2 2024 Total	Q2 2024 Residential	Q2 2024 Business
Fastest 95% - elapsed days	14.0	14.0	10.0
Fastest 99% - elapsed days	81.0	81.0	21.0

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

7.3 Performance of Eircom - Direct Access PSTN Repairs⁴⁸

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

	Q2 2024 Total	Q2 2024 Residential	Q2 2024 Business
Fastest 80% completed (working hours)	33.400	33.397	33.307
Fastest 95% completed (working hours)	85.345	84.551	87.717

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

⁴⁷ 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.

⁴⁸ 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 Date⁴⁹

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.

Q2 2024 Result %	
Connections with an Agreed Date	0.0

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

Q2 2024 Result %	
Connections with an Agreed Date versus Total Connections	0.0

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

⁴⁹ 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 Date⁵⁰

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.

Q2 2024 Result %	
Fault Repairs with an Agreed Date	98.9

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

Q2 2024 Result %	
Fault Repairs with an Agreed Date versus All Repairs	3.7

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

⁵⁰ 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 Connections⁵¹

In-Situ Connections Performance Vs Previous Targets ⁵²		Q3 2023 Result %	Q4 2023 Result %	Q1 2024 Result %	Q2 2024 Result %	Annual Result (1 July 2023 – 30 June 2024)
Within 24 hours of request	80% of connections to be completed within this time period	76.0	63.7	77.5	84.0	75.8
Within 2 weeks of request	99.8% of connections to be completed within this time period	100.0	91.0	100.0	100.0	98.1
Within 2 months of request	100% of connections to be completed within this time period	100.0	100.0	100.0	100.0	100.0

Table 34: In-Situ Connections - in Area 3

⁵¹ 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.

⁵² As set out in ComReg Decision D02/19 which expired on 30 June 2021.

8.3 All Other Connections⁵³

All Other Connections Performance Vs Previous Targets ⁵⁴		Q3 2023 Result %	Q4 2023 Result %	Q1 2024 Result %	Q2 2024 Result %	Annual Result (1 July 2023 – 30 June 2024)
Within 2 weeks of request	80% of all requests to be completed within this time period	90.8	88.9	91.7	92.6	90.8
Within 4 weeks of request	85% of all requests to be completed within this time period	98.2	95.1	91.7	98.2	95.9
Within 8 weeks of request	90% of all requests to be completed within this time period	98.2	98.8	91.7	98.2	96.9
Within 13 weeks of request	95% of all requests to be completed within this time period	98.2	98.8	93.1	100.0	97.5
Within 26 weeks of request	100% of all requests to be completed within this time period	100.0	100.0	100.0	100.0	100.0

Table 35: All Other Connections - in Area 3

⁵³ 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.

⁵⁴ 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 reported⁵⁵ 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 period⁵⁶. 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 faults⁵⁷ 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	Annual Result (1 July 2023 – 30 June 2024)
Line faults per 100 lines	3.4	3.5	3.7	2.7	13.2

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 times⁵⁸ 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.

⁵⁵ Excluding line faults which have occurred due to vandalism (including theft) and / or third-party damage, which have been verified and audited.

⁵⁶ For Q2 2024, the rate of total faults per 100 lines was 3.2 and the rate of line faults including line faults which have occurred due to vandalism (including theft) and/or third-party damage was 3.2.

⁵⁷ Excluding line faults which have occurred due to vandalism (including theft) and /or third-party damage, which have been verified and audited.

⁵⁸ 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 %	Annual Result (1 July 2023 – 30 June 2024)
Within 2 working days	Fault repairs completed within this time period	69.6	57.3	40.5	60.4	56.5
Within 4 working days	Fault repairs completed within this time period	85.6	80.5	67.9	82.9	78.8
Within 5 working days	Fault repairs completed within this time period	89.7	86.3	75.9	87.9	84.6
Within 10 working days	Fault repairs completed within this time period	96.1	95.5	91.4	95.4	94.5

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 ⁵⁹	Q3 2023 Result	Q4 2023 Result	Q1 2024 Result	Q2 2024 Result	Annual Result (1 July 2023 – 30 June 2024)
Average Fault Repair Time Performance	2.2349	2.6736	3.6147	2.5314	2.7903
Line Fault Occurrence Performance per 100 lines	3.4066	3.4679	3.6583	2.6814	13.2331
Maximum Working Days Outage per line	0.076	0.093	0.132	0.068	0.369

⁵⁹ As set out in ComReg Decision D02/19 which expired on 30 June 2021.

9 Supplementary Quality of Service Performance Data – in Area 3

9.1 Performance of Eircom - Direct Access PSTN Connections⁶⁰

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

	Q2 2024 Total	Q2 2024 Residential	Q2 2024 Business
Fastest 95% - elapsed days	16.0	16.0	13.0
Fastest 99% - elapsed days	82.0	82.0	22.0

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

9.3 Performance of Eircom - Direct Access PSTN Repairs⁶¹

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

	Q2 2024 Total	Q2 2024 Residential	Q2 2024 Business
Fastest 80% completed (working hours)	29.777	30.040	28.717
Fastest 95% completed (working hours)	74.890	77.553	65.567

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

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 Date⁶²

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.

Q2 2024 Result %	
Connections with an Agreed Date	0.0

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

Q2 2024 Result %	
Connections with an Agreed Date versus Total Connections	0.0

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

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 Date⁶³

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.

Q2 2024 Result %	
Fault Repairs with an Agreed Date	100.0

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

Q2 2024 Result %	
Fault Repairs with an Agreed Date versus All Repairs	4.7

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

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 Annual 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)	Annual National Result (1 July 2023 – 30 June 2024)
In-situ connections within 24 hours of request	80%	77.3
In-situ connections within 2 weeks of request	99.8%	98.6
In-situ connections within 2 months of request	100%	100.0
All other connections within 2 weeks of request	80%	92.3
All other connections within 4 weeks of request	85%	97.1
All other connections within 8 weeks of request	90%	97.9
All other connections within 13 weeks of request	95%	98.8
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)	Annual National Result (1 July 2023 – 30 June 2024)
National Service Availability Target	0.237 maximum Working Days Outage per line	0.405

Appendix 2: Eircom Annual 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)	Annual Area 1 Result (1 July 2023 – 30 June 2024)
In-situ connections within 24 hours of request	80%	76.5
In-situ connections within 2 weeks of request	99.8%	99.1
In-situ connections within 2 months of request	100%	100.0
All other connections within 2 weeks of request	80%	92.4
All other connections within 4 weeks of request	85%	97.4
All other connections within 8 weeks of request	90%	98.1
All other connections within 13 weeks of request	95%	99.0
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)	Annual Area 1 Result (1 July 2023 – 30 June 2024)
Sub-National Service Availability Target	0.607 maximum Working Days Outage per line	0.205

Appendix 3: Eircom Annual 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)	Annual Area 2 Result (1 July 2023 – 30 June 2024)
In-situ connections within 24 hours of request	80%	79.0
In-situ connections within 2 weeks of request	99.8%	98.3
In-situ connections within 2 months of request	100%	100.0
All other connections within 2 weeks of request	80%	93.5
All other connections within 4 weeks of request	85%	97.6
All other connections within 8 weeks of request	90%	98.5
All other connections within 13 weeks of request	95%	99.4
All other connections within 26 weeks of request	100%	99.7

A 3.2 Service Availability

Quality of Service Performance Metric	Previous Annual Area 2 Performance Target (D02/19)	Annual Area 2 Result (1 July 2023 – 30- June 2024)
Sub-National Service Availability Target	0.607 maximum Working Days Outage per line	0.791

Appendix 4: Eircom Annual 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)	Annual Area 3 Result (1 July 2023 – 30 June 2024)
In-situ connections within 24 hours of request	80%	75.8
In-situ connections within 2 weeks of request	99.8%	98.1
In-situ connections within 2 months of request	100%	100.0
All other connections within 2 weeks of request	80%	90.8
All other connections within 4 weeks of request	85%	95.9
All other connections within 8 weeks of request	90%	96.9
All other connections within 13 weeks of request	95%	97.5
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)	Annual Area 3 Result (1 July 2023 – 30 June 2024)
Sub-National Service Availability Target	0.607 maximum Working Days Outage per line	0.369