



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 Q1 2026
(1 January – 31 March) & YTD 2025/2026 (1
July 2025 – 31 March 2026)

Information Notice

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An Coimisiún um Rialáil Cumarsáide
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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

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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 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 tools⁴. On 8 November 2024 the Minister published his opinion that other potential public policy tools cannot ensure access at a fixed location to voice communications services in the State⁵.
- 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 “Universal Service Requirements – Provision of access at a fixed location (AFL USO)”, Response to Consultation and Decision, Document No. 21/112R, Decision No. D09/21, 5 November 2021, https://www.comreg.ie/?dml_download=universal-service-requirements-provision-of-access-at-a-fixed-location-afl-uso-response-to-consultation-and-decision-2.

² “Universal Service, Provision of voice only connections and voice communications services at a fixed location”, Response to Consultation, Further Consultation, and Draft Decision, Document No. 23/55, 20 June 2023, <https://www.comreg.ie/publication/universal-service-provision-of-voice-only-connections-and-voice-communications-services-at-a-fixed-location-response-to-consultation-further-consultation-and-draft-decision>.

³ “Universal Service, Establishing that fixed voice communications services cannot be ensured commercially in the State”, Document No. 23/115, Decision No. D10/23, 12 December 2023, <https://www.comreg.ie/publication/universal-service-establishing-that-fixed-voice-communications-services-cannot-be-ensured-commercially-in-the-state-d10-23-document-no-23-115>.

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 “Availability of voice communications services at a fixed location Existence of potential public policy tools – Minister’s Opinion 2024” www.gov.ie/pdf/?file=https://assets.gov.ie/311775/7fb17a00-b956-46dd-8c08-aa780cdc1282.pdf#page=null

- 1.3 Schedule 1 of ComReg 19/21a⁶ 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.
- 1.4 In this Information Notice, ComReg is publishing Eircom’s quarterly quality of service performance data with respect to Quarter 1 2026 (1 January 2026 to 31 March 2026) (“the reporting period”), and the year-to-date (YTD) performance data (1 July 2025 to 31 March 2026) 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 1⁷, Area 2⁸, and Area 3⁹.
- 1.5 Other performance data with respect to Quarter 1 2026 (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 D02/19¹⁰ and the YTD 2025/2026 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 “Universal Service Requirements Provision of access at a fixed location (AFL) Quality of Service (QoS) Schedules” Response to Consultation and Decision, Schedules, Document No. 19/21a, D02/19: - https://www.comreg.ie/media/dlm_uploads/2019/03/ComReg1921a.pdf.

⁷ Areas where Eircom faces greater market-driven infrastructure-based competition, including from Vodafone/ESB/SIRO or UPC.

⁸ 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.

⁹ Areas where Eircom faces no competition from any provider of fixed infrastructure but could face competition from mobile networks providing fixed access solutions.

¹⁰ Universal Service Requirements, Provision of access at a fixed location (AFL), Quality of Service (QoS) Document No. 19/21, Decision No. D02/19, 13 March 2019, <https://www.comreg.ie/publication/universal-service-requirements-provision-of-access-at-a-fixed-location-afl-quality-of-service-qos>.

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

In-Situ Connections Performance Vs Previous Targets		Q3 2025 Result	Q4 2025 Result	Q1 2026 Result	Q2 2026 Result	YTD result (1 July 2025 - 31 March 2026)
Within 24 hours of request	80% of connections to be completed within this time period	56.2%	60.3%	62.1%		59.1%
Within 2 weeks of request	99.8% of connections to be completed within this time period	85.2%	91.2%	93.2%		89.2%
Within 2 months of request	100% of connections to be completed within this time period	95.1%	100.0%	98.9%		97.5%

Table 1: In-Situ connections – National

- 2.2 In-situ connections performance vs previous targets.¹¹

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

2.3 All Other Connections¹²

All Other Connections Performance Vs Previous Targets		Q3 2025 Result	Q4 2025 Result	Q1 2026 Result	Q2 2026 Result	YTD result (1 July 2025 - 31 March 2026)
Within 2 weeks of request	80% of all requests to be completed within this time period	88.2%	73.2%	82.7%		82.4%
Within 4 weeks of request	85% of all requests to be completed within this time period	95.3%	92.7%	94.3%		94.3%
Within 8 weeks of request	90% of all requests to be completed within this time period	96.1%	97.6%	98.1%		97.0%
Within 13 weeks of request	95% of all requests to be completed within this time period	96.1%	98.8%	98.1%		97.4%
Within 26 weeks of request	100% of all requests to be completed within this time period	100.0%	100.0%	98.1%		99.7%

Table 2: All Other Connections – National

2.3 All other connections performance vs previous targets.¹³

2.4 Performance of Eircom with respect to Fault Rate Occurrence

2.4 This Section presents the rate of line faults reported¹⁴ 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 period¹⁵. As set out in Decision D02/19,

¹² 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.

¹³ As set out in ComReg Decision D02/19 which expired on 30 June 2021.

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

¹⁵ For Q1 2026, the rate of total faults per 100 lines was 3.5 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.

Fault Rate Occurrence or Line Fault Index (LFI) measures the number of faults occurring per one hundred lines. It is a proxy measure for the quality of an underlying network and is an indicator as to the level of preventative maintenance being undertaken within the network¹⁶. 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 faults¹⁷ for the year and the average number of installed lines for the year.

2.5 Fault Rate Occurrence

	Q3 2025 Result	Q4 2025 Result	Q1 2026 Result	Q2 2026 Result	YTD result (1 July 2025 - 31 March 2026)
Line faults per 100 lines	1.8	3.0	3.1		7.9

Table 3: Fault Rate Occurrence – National

2.6 Performance of Eircom with respect to Fault Repair Times

- 2.5 This Section presents Eircom’s performance during the reporting period by providing information on fault repair times¹⁸ 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.

¹⁶ “Fault Occurrence” is a measurement of the rate at which Faults occur and may refer to either the “LFI” ratio and / or the “Total Faults” ratio. “LFI” means the number of Line Faults per 100 Lines. Accordingly, fault rate occurrence figures represent the line faults cleared in the data collection period.

¹⁷ Excluding line faults which have occurred due to vandalism (including theft) and /or third-party damage, which have been verified and audited.

¹⁸ Data pertaining to Fault Repairs with an Agreed Date are included in this metric from 1 July 2010.

2.7 Fault Repair Times

		Q3 2025 Result	Q4 2025 Result	Q1 2026 Result	Q2 2026 Result	YTD result (1 July 2025 - 31 March 2026)
Within 2 working days	Fault repairs completed within this time period	46.8%	27.1%	26.1%		32.8%
Within 4 working days	Fault repairs completed within this time period	72.7%	47.5%	45.0%		54.5%
Within 5 working days	Fault repairs completed within this time period	79.5%	55.3%	52.4%		61.8%
Within 10 working days	Fault repairs completed within this time period	91.9%	78.5%	74.6%		81.3%

Table 4: Fault Repair Times – National

2.8 Performance of Eircom with respect to Service Availability

- 2.6 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	Q3 2025 Result	Q4 2025 Result	Q1 2026 Result	Q2 2026 Result	YTD result (1 July 2025 - 31 March 2026)
Average Fault Repair Time Performance	3.2951	5.1287	5.3696		4.5978
Line Fault Occurrence Performance per 100 lines	1.8022	3.0225	3.0787		7.9035
Maximum Working Days Outage per line	0.059	0.155	0.165		0.380

Table 5: Service Availability – National

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

	Q1 2026 Total	Q1 2026 Residential	Q1 2026 Business
Fastest 95% - elapsed days	22.0	25.0	18.0
Fastest 99% - elapsed days	78.0	271.0	78.0

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

3.2 Performance of Eircom - Direct Access PSTN Repairs²⁰

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

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.

3.3 Repair time Fastest

	Q1 2026 Total	Q1 2026 Residential	Q1 2026 Business
Fastest 80% - completed (working hours)	95.443	98.017	86.017
Fastest 95% - completed (working hours)	222.787	219.463	224.558

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

3.4 Performance of Eircom - Fault Repairs with an Agreed Date²¹

- 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.

Q1 2026 Result %	
Fault Repairs with an Agreed Date	58.8%

Table 8: Fault Repairs with an Agreed Date – National

Q1 2026 Result %	
Fault Repairs with an Agreed Date versus All Repairs	6.7%

Table 9: Fault Repairs with an Agreed Date v. All Repairs - National

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 Connections²²

In-Situ Connections Performance Vs Previous Targets		Q3 2025 Result	Q4 2025 Result	Q1 2026 Result	Q2 2026 Result	YTD result (1 July 2025 - 31 March 2026)
Within 24 hours of request	80% of connections to be completed within this time period	59.1%	54.6%	61.4%		58.7%
Within 2 weeks of request	99.8% of connections to be completed within this time period	86.4%	87.9%	93.2%		89.3%
Within 2 months of request	100% of connections to be completed within this time period	97.8%	100.0%	97.8%		98.4%

Table 10: In-Situ Connections – Area 1

4.2 In-Situ Connections Performance vs Previous Targets²³

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 Connections²⁴

All Other Connections Performance Vs Previous Targets		Q3 2025 Result	Q4 2025 Result	Q1 2026 Result	Q2 2026 Result	YTD result (1 July 2025 - 31 March 2026)
Within 2 weeks of request	80% of all requests to be completed within this time period	91.5%	66.7%	87.9%		83.8%
Within 4 weeks of request	85% of all requests to be completed within this time period	95.2%	88.9%	100.0%		94.4%
Within 8 weeks of request	90% of all requests to be completed within this time period	95.2%	95.6%	100.0%		96.3%
Within 13 weeks of request	95% of all requests to be completed within this time period	95.2%	97.8%	100.0%		96.9%
Within 26 weeks of request	100% of all requests to be completed within this time period	100.0%	100.0%	100.0%		100.0%

Table 11: All Other Connections – Area 1

²⁴ Excluding line faults which have occurred due to vandalism (including theft) and / or third-party damage, which have been verified and audited.

4.4 Performance of Eircom with respect to Fault Rate Occurrence

- 4.3 This Section presents the rate of line faults reported²⁵ 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 period²⁶. As set out in Decision D02/19, Fault Rate Occurrence or Line Fault Index (LFI) measures the number of faults occurring per one hundred lines. It is a proxy measure for the quality of an underlying network and is an indicator as to the level of preventative maintenance being undertaken within the network²⁷. 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 2025 Result	Q4 2025 Result	Q1 2026 Result	Q2 2026 Result	YTD result (1 July 2025 - 31 March 2026)
Line faults per 100 lines	1.0	1.6	1.8		4.3

Table 12: Fault Rate Occurrence – Area 1

4.6 Performance of Eircom with respect to Fault Repair Times

- 4.4 This Section presents Eircom's performance during the reporting period by providing information on fault repair times²⁸ 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.

²⁶ For Q1 2026, the rate of total faults per 100 lines was 2.1 and the rate of line faults including line faults which have occurred due to vandalism (including theft) and/or third-party damage was 1.8.

²⁷ "Fault Occurrence" is a measurement of the rate at which Faults occur and may refer to either the "LFI" ratio and / or the "Total Faults" ratio. "LFI" means the number of Line Faults per 100 Lines. Accordingly, fault rate occurrence figures represent the line faults cleared in the data collection period.

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

²⁸ Data pertaining to Fault Repairs with an Agreed Date are included in this metric from 1 July 2010.

4.7 Fault Repair Times

		Q3 2025 Result	Q4 2025 Result	Q1 2026 Result	Q2 2026 Result	YTD result (1 July 2025 - 31 March 2026)
Within 2 working days	Fault repairs completed within this time period	51.0%	32.4%	28.5%		36.5%
Within 4 working days	Fault repairs completed within this time period	76.9%	52.0%	47.7%		57.9%
Within 5 working days	Fault repairs completed within this time period	82.9%	59.0%	55.1%		64.7%
Within 10 working days	Fault repairs completed within this time period	93.5%	80.6%	77.0%		83.1%

Table 13: Fault Repair Times – Area 1

4.8 Performance of Eircom with respect to Service Availability

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

Sub-National Service Availability Vs Previous Targets	Q3 2025 Result	Q4 2025 Result	Q1 2026 Result	Q2 2026 Result	YTD result (1 July 2025 - 31 December 2025)
Average Fault Repair Time Performance	3.0056	4.7897	5.1392		3.8976
Line Fault Occurrence Performance per 100 lines	0.9682	1.5615	1.7762		2.5297
Maximum Working Days Outage per line	0.029	0.075	0.091		0.104

Table 14: Service Availability – Area 1

4.5 Sub-National Service Availability vs Previous Targets²⁹

4.6 Maximum Working Days Outage per line³⁰

²⁹ As set out in ComReg Decision D02/19 which expired on 30 June 2021.

³⁰ It is expected that the annual performance (1 July 2025 – 30 June 2026) result is ≤ 0.607 .

5 Supplementary Quality of Service Performance Data – Area 1

5.1 Performance of Eircom – Direct Access PSTN Connections³¹

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

	Q1 2026 Total	Q1 2026 Residential	Q1 2026 Business
Fastest 95% - elapsed days	18.0	22.0	18.0
Fastest 99% - elapsed days	78.0	25.0	78.0

Table 15: Direct Access PSTN Connections – Supply Time Fastest – Area 1

5.3 Performance of Eircom - Direct Access PSTN Repairs³²

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

³¹ 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.

³² Data pertaining to Fault Repairs with an Agreed Date are included in this metric from 1 July 2010.

5.4 Repair Time Fastest

	Q1 2026 Total	Q1 2026 Residential	Q1 2026 Business
Fastest 80% - completed (working hours)	89.303	90.737	87.067
Fastest 95% - completed (working hours)	196.983	178.998	256.838

Table 16: Direct Access PSTN Repairs – Repair Time Fastest – Area 1

5.5 Performance of Eircom - Fault Repairs with an Agreed Date³³

5.3 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.

Q1 2026 Result %	
Fault Repairs with an Agreed Date	58.8%

Table 17: Fault Repairs with an Agreed Date – Area 1

Q1 2026 Result %	
Fault Repairs with an Agreed Date versus All Repairs	9.5%

Table 18: Fault Repairs with an Agreed Date v. All Repairs – Area 1

³³ 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 Connections³⁴

In-Situ Connections Performance Vs Previous Targets		Q3 2025 Result	Q4 2025 Result	Q1 2026 Result	Q2 2026 Result	YTD result (1 July 2025 - 31 March 2026)
Within 24 hours of request	80% of connections to be completed within this time period	54.6%	67.9%	55.6%		58.2%
Within 2 weeks of request	99.8% of connections to be completed within this time period	91.0%	92.9%	88.9%		91.0%
Within 2 months of request	100% of connections to be completed within this time period	98.2%	100.0%	100.0%		99.1%

Table 19: In-Situ Connections – Area 2

6.2 In-Situ Connections Performance vs Previous Targets³⁵

³⁴ 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.

³⁵ As set out in ComReg Decision D02/19 which expired on 30 June 2021.

6.3 All Other Connections³⁶

All Other Connections Performance Vs Previous Targets		Q3 2025 Result	Q4 2025 Result	Q1 2026 Result	Q2 2026 Result	YTD result (1 July 2025 - 31 March 2026)
Within 2 weeks of request	80% of all requests to be completed within this time period	86.3%	80.0%	28.6%		86.0%
Within 4 weeks of request	85% of all requests to be completed within this time period	93.2%	95.0%	57.2%		89.3%
Within 8 weeks of request	90% of all requests to be completed within this time period	96.6%	100.0%	85.8%		96.5%
Within 13 weeks of request	95% of all requests to be completed within this time period	96.6%	100.0%	85.8%		96.5%
Within 26 weeks of request	100% of all requests to be completed within this time period	100.0%	100.0%	85.8%		98.3%

Table 20: All Other Connections – Area 2

6.3 All Other Connections Performance Vs Previous Targets³⁷

6.4 Performance of Eircom with respect to Fault Rate Occurrence

6.4 This Section presents the rate of line faults reported³⁸ to Eircom in Area 2. All line faults reported in the reporting period are expressed in relation to the average

³⁶ 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.

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

³⁸ Excluding line faults which have occurred due to vandalism (including theft) and / or third-party damage, which have been verified and audited.

number of installed lines for the reporting period³⁹. As set out in Decision D02/19, Fault Occurrence or Line Fault Index (LFI) measures the number of faults occurring per one hundred lines. It is a proxy measure for the quality of an underlying network and is an indicator as to the level of preventative maintenance being undertaken within the network⁴⁰. 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 faults⁴¹ for the year and the average number of installed lines for the year.

6.5 Fault Rate Occurrence

	Q3 2025 Result	Q4 2025 Result	Q1 2026 Result	Q2 2026 Result	YTD result (1 July 2025 - 31 March 2026)
Line faults per 100 lines	3.7	6.3	6.2		16.2

Table 21: Fault Rate Occurrence – Area 2

6.6 Performance of Eircom with respect to Fault Repair Times

- 6.5 This Section presents Eircom’s performance during the reporting period by providing information on fault repair times⁴² 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.

³⁹ For Q1 2026, the rate of total faults per 100 lines was 6.9 and the rate of line faults including line faults which have occurred due to vandalism (including theft) and/or third-party damage was 6.6.

⁴⁰ “Fault Occurrence” is a measurement of the rate at which Faults occur and may refer to either the “LFI” ratio and / or the “Total Faults” ratio. “LFI” means the number of Line Faults per 100 Lines. Accordingly, fault rate occurrence figures represent the line faults cleared in the data collection period.

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

⁴² Data pertaining to Fault Repairs with an Agreed Date are included in this metric from 1 July 2010.

6.7 Fault Repair Times

		Q3 2025 Result	Q4 2025 Result	Q1 2026 Result	Q2 2026 Result	YTD result (1 July 2025 - 31 March 2026)
Within 2 working days	Fault repairs completed within this time period	43.8%	24.4%	25.0%		30.7%
Within 4 working days	Fault repairs completed within this time period	70.2%	44.2%	43.7%		52.2%
Within 5 working days	Fault repairs completed within this time period	77.6%	52.6%	50.8%		59.9%
Within 10 working days	Fault repairs completed within this time period	90.8%	76.6%	73.1%		80.0%

Table 22: Fault Repair Times – Area 2

6.8 Performance of Eircom with respect to Service Availability

- 6.6 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

Sub-National Service Availability Vs Previous Targets	Q3 2025 Result	Q4 2025 Result	Q1 2026 Result	Q2 2026 Result	YTD result (1 July 2025 - 31 December 2025)
Average Fault Repair Time Performance	3.4781	5.3580	5.4981		4.4181
Line Fault Occurrence Performance per 100 lines	3.7284	6.3286	6.1730		10.0570
Maximum Working Days Outage per line	0.130	0.339	0.339		0.469

Table 23: Service Availability – Area 2

6.7 Sub-National Service Availability Vs Previous Targets⁴³

6.8 Maximum Working Days Outage per line⁴⁴

⁴³ As set out in ComReg Decision D02/19 which expired on 30 June 2021.

⁴⁴ It is expected that the annual performance (1 July 2025 – 30 June 2026) result is ≤ 0.607 .

7 Supplementary Quality of Service Performance Data – Area 2

7.1 Performance of Eircom – Direct Access PSTN Connections⁴⁵

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

	Q1 2026 Total	Q1 2026 Residential	Q1 2026 Business
Fastest 95% - elapsed days	48.0	271.0	30.0
Fastest 99% - elapsed days	271.0	271.0	30.0

Table 24: Direct Access PSTN Connections – Supply Time Fastest – Area 2

7.3 Performance of Eircom - Direct Access PSTN Repairs⁴⁶

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

⁴⁵ 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.

⁴⁶ Data pertaining to Fault Repairs with an Agreed Date are included in this metric from 1 July 2010.

7.4 Repair Time Fastest

	Q1 2026 Total	Q1 2026 Residential	Q1 2026 Business
Fastest 80% - completed (working hours)	99.547	101.727	87.103
Fastest 95% - completed (working hours)	234.865	235.173	228.015

Table 25: Direct Access PSTN Repairs – Repair Time Fastest – in Area 2

7.5 Performance of Eircom - Fault Repairs with an Agreed Date⁴⁷

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

Q1 2026 Result %	
Fault Repairs with an Agreed Date	57.4%

Table 26: Fault Repairs with an Agreed Date – in Area 2

Q1 2026 Result %	
Fault Repairs with an Agreed Date versus All Repairs	4.9%

Table 27: Fault Repairs with an Agreed Date v. All Repairs - in Area 2

⁴⁷ 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 Connections⁴⁸

In-Situ Connections Performance Vs Previous Targets		Q3 2025 Result	Q4 2025 Result	Q1 2026 Result	Q2 2026 Result	YTD result (1 July 2025 - 31 March 2026)
Within 24 hours of request	80% of connections to be completed within this time period	54.6%	57.2%	75.0%		62.3%
Within 2 weeks of request	99.8% of connections to be completed within this time period	68.2%	100.0%	100.0%		84.5%
Within 2 months of request	100% of connections to be completed within this time period	81.9%	100.0%	100.0%		91.2%

Table 28: In-Situ Connections – Area 3

8.2 In-Situ Connections Performance vs Previous Targets⁴⁹

⁴⁸ 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.

⁴⁹ As set out in ComReg Decision D02/19 which expired on 30 June 2021.

8.3 All Other Connections⁵⁰

All Other Connections Performance Vs Previous Target		Q3 2025 Result	Q4 2025 Result	Q1 2026 Result	Q2 2026 Result	YTD result (1 July 2025 - 31 March 2026)
Within 2 weeks of request	80% of all requests to be completed within this time period	75.0%	82.4%	100.0%		84.5%
Within 4 weeks of request	85% of all requests to be completed within this time period	100.0%	100.0%	100.0%		100.0%
Within 8 weeks of request	90% of all requests to be completed within this time period	100.0%	100.0%	100.0%		100.0%
Within 13 weeks of request	95% of all requests to be completed within this time period	100.0%	100.0%	100.0%		100.0%
Within 26 weeks of request	100% of all requests to be completed within this time period	100.0%	100.0%	100.0%		100.0%

Table 29: All Other Connections – Area 3

8.3 All Other Connections Performance Vs Previous Targets⁵¹

8.4 Performance of Eircom with respect to Fault Rate Occurrence

8.4 This Section presents the rate of line faults reported⁵² to Eircom in Area 3. All line faults reported in the reporting period are expressed in relation to the average

⁵⁰ 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.

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

⁵² Excluding line faults which have occurred due to vandalism (including theft) and / or third-party damage, which have been verified and audited.

number of installed lines for the reporting period⁵³. As set out in Decision D02/19, Fault Occurrence or Line Fault Index (LFI) measures the number of faults occurring per one hundred lines. It is a proxy measure for the quality of an underlying network and is an indicator as to the level of preventative maintenance being undertaken within the network⁵⁴. 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 faults⁵⁵ for the year and the average number of installed lines for the year.

8.5 Fault Rate Occurrence

	Q3 2025 Result	Q4 2025 Result	Q1 2026 Result	Q2 2026 Result	YTD result (1 July 2025 - 31 March 2026)
Line faults per 100 lines	1.0	1.6	1.8		4.3

Table 30: Fault Rate Occurrence – Area 3

8.6 Performance of Eircom with respect to Fault Repair Times

- 8.5 This Section presents Eircom’s performance during the reporting period by providing information on fault repair times⁵⁶ 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.

⁵³ For Q1 2026, 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 2.8.

⁵⁴ “Fault Occurrence” is a measurement of the rate at which Faults occur and may refer to either the “LFI” ratio and / or the “Total Faults” ratio. “LFI” means the number of Line Faults per 100 Lines. Accordingly, fault rate occurrence figures represent the line faults cleared in the data collection period.

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

⁵⁶ Data pertaining to Fault Repairs with an Agreed Date are included in this metric from 1 July 2010.

8.7 Fault Repair Times

		Q3 2025 Result	Q4 2025 Result	Q1 2026 Result	Q2 2026 Result	YTD result (1 July 2025 - 31 March 2026)
Within 2 working days	Fault repairs completed within this time period	49.0%	26.4%	24.9%		32.9%
Within 4 working days	Fault repairs completed within this time period	73.7%	49.8%	43.8%		55.3%
Within 5 working days	Fault repairs completed within this time period	79.7%	57.4%	52.1%		62.6%
Within 10 working days	Fault repairs completed within this time period	92.4%	80.5%	74.4%		82.2%

Table 31: Fault Repair Times – Area 3

8.8 Performance of Eircom with respect to Service Availability

- 8.6 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

Sub-National Service Availability Vs Previous Targets	Q3 2025 Result	Q4 2025 Result	Q1 2026 Result	Q2 2026 Result	YTD result (1 July 2025 - 31 December 2025)
Average Fault Repair Time Performance	3.2177	4.9964	5.4274		4.1070
Line Fault Occurrence Performance per 100 lines	1.5563	2.7925	2.7276		4.3489
Maximum Working Days Outage per line	0.050	0.140	0.148		0.190

Table 32: Service Availability – Area 3

8.7 Sub-National Service Availability Vs Previous Targets⁵⁷

8.8 Maximum Working Days Outage per line⁵⁸

⁵⁷ As set out in ComReg Decision D02/19 which expired on 30 June 2021.

⁵⁸ It is expected that the annual performance (1 July 2025 – 30 June 2026) result is ≤ 0.607 .

9 Supplementary Quality of Service Performance Data – Area 3

9.1 Performance of Eircom – Direct Access PSTN Connections⁵⁹

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

	Q1 2026 Total	Q1 2026 Residential	Q1 2026 Business
Fastest 95% - elapsed days	12.0	5.0	12.0
Fastest 99% - elapsed days	12.0	5.0	12.0

Table 33: Direct Access PSTN Connections – Supply Time Fastest – Area 3

9.3 Performance of Eircom - Direct Access PSTN Repairs⁶⁰

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

⁵⁹ 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.

⁶⁰ Data pertaining to Fault Repairs with an Agreed Date are included in this metric from 1 July 2010.

9.4 Repair Time Fastest

	Q1 2026 Total	Q1 2026 Residential	Q1 2026 Business
Fastest 80% - completed (working hours)	93.740	98.417	83.553
Fastest 95% - completed (working hours)	185.624	194.797	153.183

Table 34: Direct Access PSTN Repairs – Repair Time Fastest – Area 3

9.5 Performance of Eircom - Fault Repairs with an Agreed Date⁶¹

9.3 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.

Q1 2026 Result %	
Fault Repairs with an Agreed Date	62.0%

Table 35: Fault Repairs with an Agreed Date – in Area 3

Q1 2026 Result %	
Fault Repairs with an Agreed Date versus All Repairs	6.9%

Table 36: Fault Repairs with an Agreed Date v. All Repairs - in Area 3

⁶¹ 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 2025/2026 V previous Annual Quality of Service Targets (D02/19)

Connections

Quality of Service Performance Metric	Previous Annual National Performance Target (D02/19)	YTD National Result (1 July 2025 – 31 March 2026)
In-situ connections within 24 hours of request	80.0%	59.1%
In-situ connections within 2 weeks of request	99.8%	89.2%
In-situ connections within 2 months of request	100.0%	97.5%
All other connections within 2 weeks of request	80.0%	82.4%
All other connections within 4 weeks of request	85.0%	94.3%
All other connections within 8 weeks of request	90.0%	97.0%
All other connections within 13 weeks of request	95.0%	97.4%
All other connections within 26 weeks of request	100.0%	99.7%

Service Availability

Quality of Service Performance Metric	Previous Annual National Performance Target (D02/19)	YTD National Result (1 July 2025–31 March 2026)
National Service Availability Target	0.237 maximum Working Days Outage per line	0.484

Appendix 2: Eircom YTD Area 1 Quality of Service Performance Results 2025/2026 V previous Annual Quality of Service Targets (D02/19)

Connections

Quality of Service Performance Metric	Previous Annual Area 1 Performance Target (D02/19)	YTD Area 1 Result (1 July 2025 – 31 March 2026)
In-situ connections within 24 hours of request	80.0%	58.7%
In-situ connections within 2 weeks of request	99.8%	89.3%
In-situ connections within 2 months of request	100.0%	98.4%
All other connections within 2 weeks of request	80.0%	83.8%
All other connections within 4 weeks of request	85.0%	94.4%
All other connections within 8 weeks of request	90.0%	96.3%
All other connections within 13 weeks of request	95.0%	96.9%
All other connections within 26 weeks of request	100.0%	100.0%

Service Availability

Quality of Service Performance Metric	Previous Annual Area 1 Performance Target (D02/19)	YTD Area 1 Result (1 July 2025–31 March 2026)
Sub-National Service Availability Target	0.607 maximum Working Days Outage per line	0.249

Appendix 3: Eircom YTD Area 2 Quality of Service Performance Results 2025/2026 V previous Annual Quality of Service Targets (D02/19)

Connections

Quality of Service Performance Metric	Previous Annual Area 2 Performance Target (D02/19)	YTD Area 2 Result (1 July 2025 – 31 March 2026)
In-situ connections within 24 hours of request	80.0%	58.2%
In-situ connections within 2 weeks of request	99.8%	91.0%
In-situ connections within 2 months of request	100.0%	99.1%
All other connections within 2 weeks of request	80.0%	86.0%
All other connections within 4 weeks of request	85.0%	89.3%
All other connections within 8 weeks of request	90.0%	96.5%
All other connections within 13 weeks of request	95.0%	96.5%
All other connections within 26 weeks of request	100.0%	98.3%

Service Availability

Quality of Service Performance Metric	Previous Annual Area 2 Performance Target (D02/19)	YTD Area 2 Result (1 July 2025–31 March 2026)
Sub-National Service Availability Target	0.607 maximum Working Days Outage per line	1.027

Appendix 4: Eircom YTD Area 3 Quality of Service Performance Results 2025/2026 V previous Annual Quality of Service Targets (D02/19)

Connections

Quality of Service Performance Metric	Previous Annual Area 3 Performance Target (D02/19)	YTD Area 3 Result (1 July 2025 – 31 March 2026)
In-situ connections within 24 hours of request	80.0%	62.3%
In-situ connections within 2 weeks of request	99.8%	84.5%
In-situ connections within 2 months of request	100.0%	91.2%
All other connections within 2 weeks of request	80.0%	84.5%
All other connections within 4 weeks of request	85.0%	100.0%
All other connections within 8 weeks of request	90.0%	100.0%
All other connections within 13 weeks of request	95.0%	100.0%
All other connections within 26 weeks of request	100.0%	100.0%

Service Availability

Quality of Service Performance Metric	Previous Annual Area 3 Performance Target (D02/19)	YTD Area 3 Result (1 July 2025–31 March 2026)
Sub-National Service Availability Target	0.607 maximum Working Days Outage per line	0.427