



An Coimisiún um  
**Rialáil Cumarsáide**  
Commission for  
**Communications Regulation**

# **Provision of Universal Service by Eircom Limited**

**Performance Data – Q4 2018 (1 October – 31 December) & Annual 2018 (1 January – 31 December)**

## **Information Notice**

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**An Coimisiún um Rialáil Cumarsáide**  
**Commission for Communications Regulation**

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# 1 Foreword

1. The Commission for Communications Regulation (ComReg) is responsible for the regulation of the electronic communications sector in accordance with national and EU legislation. One of ComReg's functions in this regard is to determine the scope of the Universal Service Obligation ("USO") for the Irish market and decide which undertaking(s) should be designated as the Universal Service Provider(s) ("USP"). On 29 July 2016 ComReg designated Eircom Limited ("Eircom") as the USP for access at a fixed location ("AFL") until 30 June 2021, (ComReg D05/16)<sup>1</sup>.
2. Regulation 10 of the European Communities (Electronic Communications Networks and Services) (Universal Service and Users' Rights) Regulations 2011, ("the Regulations") requires the USP to publish information on its performance in relation to the provision of the USO. In exercise of ComReg's general powers to publish information under Regulation 10 of the 2011 Framework Regulations, ComReg publishes the performance data with Eircom on a quarterly basis, while Regulation 31 of the Regulations requires the Regulator to monitor compliance with the Regulations.
3. ComReg D03/17<sup>2</sup>, published on 17 February 2018, set legally binding annual performance targets for Eircom, with effect from 2 February 2017, to meet its obligations in respect of the services referred to in Regulation 3 of the Regulations. Failure by Eircom to achieve any of the annual targets constitutes non-compliance with its regulatory obligations. ComReg has powers, under Regulation 31 of the Regulations, in relation to monitoring compliance and enforcement of such obligations.
4. ComReg D03/17 set targets at National level for connection times and service availability and, for the first time, introduced targets for each of the three Sub-National areas for connection times and service availability. Connection targets values remain the same at national level as applied heretofore and these connections targets now also apply at sub-national level. The service availability target combines fault occurrence performance achieved and fault repair performance achieved to report the maximum working days outage per line. The three Sub-National areas are, namely, the Eir Only area, the Market Driven Infrastructure Based Competition area (MDIBC) and the National Broadband Plan intervention area (NBP).

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<sup>1</sup> Universal Service Requirements – Provision of access at a fixed location (AFL USO).

<sup>2</sup> Universal Service Requirements – Provision of access at a fixed location (AFL) – Quality of Service (QoS) - ComReg Documents 17/10 and 17/10a refer.

5. The Eircom performance data with respect to Quarter 4 2018 (1 October 2018 to 31 December 2018) and Annual performance data (1 January 2018 to 31 December 2018) are presented in this Information Notice having regard to the performance targets set out in ComReg D03/17. Other performance measures relevant to connections and repair times performance and fault occurrence performance data, which contribute to the calculation of the service availability targets, are also presented for information purposes only.
6. Appendices 2-5 outline the annual USO quality of service performance targets specified in ComReg D03/17 and the Annual performance achieved by Eircom.

## 2 Quality of Service Targets - Performance - National

### 2.1 Performance of Eircom with respect to connections

7. 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 USO performance data on a quarterly basis, the four quarterly results will be an indication of performance towards the annual target. The actual annual performance will be measured, for compliance purposes, with reference to the total number of in-situ connections and all other connections for the year.

#### In-Situ Connections<sup>3</sup>

| Annual Performance Targets<br>(ComReg Decision D03/17) |   | Q1<br>2018<br>Result<br>% | Q2<br>2018<br>Result<br>% | Q3<br>2018<br>Result<br>% | Q4<br>2018<br>Result<br>% | Annual Result<br>(1 Jan 2018 –<br>31 Dec 2018)<br>% |
|--|---|---------------------------|---------------------------|---------------------------|---------------------------|---|
| Within 24 hours of request                             | <b>80%</b> of connections to be completed within this time period   | 85.4                      | 86.8                      | 85.1                      | 85.1                      | 85.6  |
| Within 2 weeks of request                              | <b>99.8%</b> of connections to be completed within this time period | 98.4                      | 99.6                      | 99.0                      | 99.6                      | 99.1  |
| Within 2 months of request                             | <b>100%</b> of connections to be completed within this time period  | 99.5                      | 99.8                      | 99.9                      | 100.0                     | 99.8  |

**Table 1: In-Situ Connections - National**

<sup>3</sup> 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.



## All Other Connections<sup>4</sup>

| Annual Performance Targets<br>(ComReg Decision D03/17) |   | Q1<br>2018<br>Result<br>% | Q2<br>2018<br>Result<br>% | Q3<br>2018<br>Result<br>% | Q4<br>2018<br>Result<br>% | Annual Result<br>(1 Jan 2018 –<br>31 Dec 2018)<br>% |
|--|---|---------------------------|---------------------------|---------------------------|---------------------------|---|
| Within 2 weeks of request                              | <b>80%</b> of all requests to be completed within this time period  | 78.6                      | 89.8                      | 93.8                      | 94.4                      | 89.1  |
| Within 4 weeks of request                              | <b>85%</b> of all requests to be completed within this time period  | 93.1                      | 96.2                      | 99.3                      | 99.2                      | 97.0  |
| Within 8 weeks of request                              | <b>90%</b> of all requests to be completed within this time period  | 98.2                      | 98.0                      | 100.0                     | 100.0                     | 99.1  |
| Within 13 weeks of request                             | <b>95%</b> of all requests to be completed within this time period  | 99.1                      | 98.9                      | 100.0                     | 100.0                     | 99.5  |
| Within 26 weeks of request                             | <b>100%</b> of all requests to be completed within this time period | 99.8                      | 99.8                      | 100.0                     | 100.0                     | 99.9  |

**Table 2: All Other Connections - National**

## 2.2 Performance of Eircom with respect to Fault Rate Occurrence

8. This Section presents the rate of line faults reported to Eircom at national level. All line faults reported in the specified quarterly period are expressed in relation to the average number of installed lines for the quarter<sup>5</sup>. As ComReg publishes USO performance data on a quarterly basis, the sum of the four quarterly results will be an indication of the annual performance. The actual annual performance will be measured with reference to the total number of line faults<sup>6</sup> for the year and the average number of installed lines for the year.

<sup>4</sup> 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 shall exclude these Valid Service Orders for the purposes of the performance targets.

<sup>5</sup> For Q4 2018, the rate of total faults per 100 lines was 3.6 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.

<sup>6</sup> Excluding line faults which have occurred due to vandalism (including theft) and /or third party damage, which have been verified and audited.

## Fault Rate Occurrence

| Line Fault Performance<br>No Target Specified | Q1 2018<br>Result | Q2 2018<br>Result | Q3 2018<br>Result | Q4 2018<br>Result | Annual Result<br>(1 Jan 2018 –<br>31 Dec 2018) |
|---|-------------------|-------------------|-------------------|-------------------|--|
| Line faults per 100 lines                     | 4.0               | 2.7               | 2.6               | 3.0               | 12.2   |

**Table 3: Fault Rate Occurrence – National**

### 2.3 Performance of Eircom with respect to Fault Repair Times

9. This Section presents Eircom’s performance during the reporting period by providing information on fault repair times at national level. As ComReg publishes USO 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.

### Fault Repair Times<sup>7</sup>

| Fault Repair Performance<br>No Targets Specified |   | Q1<br>2018<br>Result<br>% | Q2<br>2018<br>Result<br>% | Q3<br>2018<br>Result<br>% | Q4<br>2018<br>Result<br>% | Annual Result<br>(1 Jan 2018 –<br>31 Dec 2018)<br>% |
|--|---|---------------------------|---------------------------|---------------------------|---------------------------|---|
| Within 2<br>working<br>days                      | Fault repairs to be<br>completed within<br>this time period | 59.4                      | 81.9                      | 82.0                      | 80.6                      | 74.3  |
| Within 4<br>working<br>days                      | Fault repairs to be<br>completed within<br>this time period | 77.7                      | 93.0                      | 93.0                      | 92.5                      | 87.9  |
| Within 5<br>working<br>days                      | Fault repairs to be<br>completed within<br>this time period | 82.9                      | 95.1                      | 95.3                      | 95.0                      | 91.2  |
| Within 10<br>working<br>days                     | Fault repairs to be<br>completed within<br>this time period | 93.9                      | 98.3                      | 98.6                      | 98.6                      | 97.0  |

**Table 4: Fault Repair Times - National**

<sup>7</sup> Data pertaining to Fault Repairs with an Agreed Date is included in this metric from 1 July 2010.

## 2.4 Performance of Eircom with respect to Service Availability

10. This Section presents Eircom’s performance during the reporting period by providing information on service availability at national level. The service availability target combines the two parameters of fault occurrence and fault repair times as detailed above. Service availability, when measured, will report the maximum working days outage per line. As ComReg publishes USO 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, for compliance purposes, with reference to the average fault repair time for the year and the line fault occurrence for the year.

### Service Availability Performance

| National Service Availability Target (D03/17)                 | Q1 2018 Result | Q2 2018 Result | Q3 2018 Result | Q4 2018 Result | Annual Result (1 Jan 2018 – 31 Dec 2018) |
|---|----------------|----------------|----------------|----------------|--|
| Average Fault Repair Time Performance                         | 2.8136         | 1.6637         | 1.6437         | 1.6907         | 2.0380                                   |
| Line Fault Occurrence Performance per 100 lines               | 3.9610         | 2.6990         | 2.5771         | 2.9627         | 12.2204                                  |
| <b>0.237<sup>8</sup></b> maximum Working Days Outage per line | 0.112          | 0.045          | 0.043          | 0.051          | <b><u>0.250<sup>9</sup></u></b>          |

**Table 5: Service Availability – National**

## 2.5 Performance Measurement

11. Performance by Eircom relating to the obligations shall be determined by reference to the information normally set out in ComReg Information Notices published every quarter and entitled “Provision of Universal Service by Eircom – Performance Data”, or as may be published by ComReg in such other format from time to time.

## 2.6 Non-Compliance with obligations

12. The failure by Eircom to achieve any of the targets set out in ComReg D03/17 by 31 December 2018 constitutes non-compliance and may give rise to the enforcement procedures set out under Regulation 31 of the Regulations.

<sup>8</sup> If the annual performance result is  $\leq 0.237$ , the target has been achieved.  
If annual performance result  $> 0.237$ , the performance target has not been achieved.  
<sup>9</sup> See page 28 of ComReg 17/10a for Service Availability calculation methodology.

## 3 Supplementary Quality of Service Performance Data-National

### 3.1 Introduction

13. This Section presents Eircom’s performance during the reporting period by providing information on Supply Time Fastest at national level. Regulation 10 (1) of the Regulations requires the USP to publish adequate and up to date information on its performance in respect of the USO at national level. The information is to be based on the quality of service parameters, definitions and measurement methods which are set out in the relevant EU Directive<sup>10</sup>.

#### Direct Access PSTN Connections – Supply Time Fastest<sup>11</sup>

| Supply Time Fastest for All Connections | Q4 2018 Total | Q4 2018 Residential | Q4 2018 Business |
|---|---------------|---------------------|------------------|
| Fastest <b>95%</b> - elapsed days       | 15.0          | 14.0                | 16.0             |
| Fastest <b>99%</b> - elapsed days       | 27.0          | 27.0                | 23.8             |

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

### 3.2 Introduction

14. This Section presents Eircom’s performance during the reporting period by providing information on Repair Time Fastest at national level. Regulation 10 (1) of the Regulations requires the USP to publish adequate and up to date information on its performance in respect of the USO. The information is to be based on the quality of service parameters, definitions and measurement methods which are set out in the relevant EU Directive<sup>12</sup>.

<sup>10</sup> DIRECTIVE 2002/22/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 7 March 2002 on universal service and users' rights relating to electronic communications networks and services (Universal Service Directive) as amended by DIRECTIVE 2009/136/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 25 November 2009.

<sup>11</sup> Data pertaining to connections with an Agreed Date is 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.

<sup>12</sup> DIRECTIVE 2002/22/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 7 March 2002 on universal service and users' rights relating to electronic communications networks and services (Universal Service Directive) as amended by DIRECTIVE 2009/136/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 25 November 2009.

## Direct Access PSTN Repair – Repair Time Fastest<sup>13</sup>

| Repair Time Fastest for All Repairs          | Q4 2018<br>Total | Q4 2018<br>Residential | Q4 2018<br>Business |
|--|------------------|------------------------|---------------------|
| Fastest <b>80%</b> completed (working hours) | 15.967           | 17.093                 | 15.767              |
| Fastest <b>95%</b> completed (working hours) | 40.590           | 41.617                 | 39.853              |

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

### 3.3 Introduction

15. 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.

#### Agreed Date completion for all connections<sup>14</sup>

| Agreed Date<br>Performance<br>No Target Specified | Q1 2018<br>Result<br>% | Q2 2018<br>Result<br>% | Q3 2018<br>Result<br>% | Q4 2018<br>Result<br>% | Annual Result<br>(1 Jan 2018 –<br>31 Dec 2018)<br>% |
|---|------------------------|------------------------|------------------------|------------------------|---|
| Connections with an<br>Agreed Date                | 89.5                   | 80.0                   | 90.3                   | 77.5                   | 84.3  |

**Table 8: Agreed Date completion for all connections – National**

#### Connections with an Agreed Date v. Total Connections

| No Target Specified   | Q4 2018 Result |
|---|----------------|
| Percentage (%) of Connections with an Agreed Date<br>versus Total Connections | 0.4            |

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

<sup>13</sup> Data pertaining to Fault Repairs with an Agreed Date is included in this metric from 1 July 2010.

<sup>14</sup> 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.

### 3.4 Introduction

16. 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.

#### Agreed Date completion for Repairs<sup>15</sup>

| Agreed Date Performance<br>No Target Specified | Q1 2018 Result<br>% | Q2 2018 Result<br>% | Q3 2018 Result<br>% | Q4 2018 Result<br>% | Annual Result<br>(1 Jan 2018 – 31 Dec 2018)<br>% |
|--|---------------------|---------------------|---------------------|---------------------|--|
| Fault Repairs completed by agreed date         | 97.8                | 98.6                | 99.3                | 99.2                | 98.6   |

**Table 10: Agreed Date completion for Repairs – National**

#### Fault Repairs with an Agreed Date v. All Repairs

| No Target Specified  | Q4 2018 Result |
|--|----------------|
| Percentage (%) of Fault Repairs with an Agreed Date versus All Repairs | 8.1            |

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

<sup>15</sup> 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 shall be recorded and fully verifiable.

## 4 Quality of Service Targets-Sub-National Performance-Eir Only

### 4.1 Performance of Eircom with respect to connections

17. 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 the Eir Only area. As ComReg publishes USO performance data on a quarterly basis, the four quarterly results will be an indication of performance towards the annual target. The actual annual performance will be measured, for compliance purposes, with reference to the total number of in-situ connections and all other connections for the year.

#### In-Situ Connections<sup>16</sup>

| Annual Performance Targets<br>(ComReg Decision D03/17) |   | Q1<br>2018<br>Result<br>% | Q2<br>2018<br>Result<br>% | Q3<br>2018<br>Result<br>% | Q4<br>2018<br>Result<br>% | Annual Result<br>(1 Jan 2018 –<br>31 Dec 2018)<br>% |
|--|---|---------------------------|---------------------------|---------------------------|---------------------------|---|
| Within 24 hours of request                             | <b>80%</b> of connections to be completed within this time period   | 84.1                      | 86.3                      | 85.0                      | 84.7                      | 85.1  |
| Within 2 weeks of request                              | <b>99.8%</b> of connections to be completed within this time period | 97.9                      | 99.6                      | 98.2                      | 98.6                      | 98.6  |
| Within 2 months of request                             | <b>100%</b> of connections to be completed within this time period  | 99.5                      | 100.0                     | 100.0                     | 100.0                     | 99.9  |

**Table 12: In-Situ Connections – Eir Only**

<sup>16</sup> 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.

## All Other Connections<sup>17</sup>

| Annual Performance Targets<br>(ComReg Decision D03/17) |   | Q1<br>2018<br>Result<br>% | Q2<br>2018<br>Result<br>% | Q3<br>2018<br>Result<br>% | Q4<br>2018<br>Result<br>% | Annual Result<br>(1 Jan 2018 –<br>31Dec 2018)<br>% |
|--|---|---------------------------|---------------------------|---------------------------|---------------------------|--|
| Within 2 weeks of request                              | <b>80%</b> of all requests to be completed within this time period  | 82.0                      | 92.0                      | 94.4                      | 95.9                      | 90.9   |
| Within 4 weeks of request                              | <b>85%</b> of all requests to be completed within this time period  | 94.5                      | 96.9                      | 99.6                      | 99.7                      | 97.6   |
| Within 8 weeks of request                              | <b>90%</b> of all requests to be completed within this time period  | 98.1                      | 98.4                      | 100.0                     | 100.0                     | 99.1   |
| Within 13 weeks of request                             | <b>95%</b> of all requests to be completed within this time period  | 98.9                      | 99.0                      | 100.0                     | 100.0                     | 99.5   |
| Within 26 weeks of request                             | <b>100%</b> of all requests to be completed within this time period | 99.9                      | 99.7                      | 100.0                     | 100.0                     | 99.9   |

**Table 13: All Other Connections – Eir Only**

### 4.2 Performance of Eircom with respect to Fault Rate Occurrence

18. This Section presents the rate of line faults reported to Eircom in the Eir Only area. All line faults reported in the specified quarterly period are expressed in relation to the average number of installed lines for the quarter<sup>18</sup>. As ComReg publishes USO performance data on a quarterly basis, the sum of the four quarterly results will be an indication of the annual performance. The actual annual performance will be measured with reference to the total number of line faults<sup>19</sup> for the year and the average number of installed lines for the year.

<sup>17</sup> 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 shall exclude these Valid Service Orders for the purposes of the performance targets.

<sup>18</sup> For Q4 2018, 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 2.9.

<sup>19</sup> Excluding line faults which have occurred due to vandalism (including theft) and /or third party damage, which have been verified and audited.



## Fault Rate Occurrence

| Line Fault Performance<br>No Target Specified | Q1 2018<br>Result | Q2 2018<br>Result | Q3 2018<br>Result | Q4 2018<br>Result | Annual Result<br>(1 Jan 2018 –<br>31 Dec 2018) |
|---|-------------------|-------------------|-------------------|-------------------|--|
| Line faults per 100 lines                     | 3.3               | 2.3               | 2.2               | 2.7               | 10.5   |

**Table 14: Fault Rate Occurrence – Eir Only**

### 4.3 Performance of Eircom with respect to Fault Repair Times

19. This Section presents Eircom's performance during the reporting period by providing information on fault repair times in the Eir Only area. As ComReg publishes USO 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.

#### Fault Repair Times<sup>20</sup>

| Fault Repair Performance<br>No Targets Specified |   | Q1<br>2018<br>Result<br>% | Q2<br>2018<br>Result<br>% | Q3<br>2018<br>Result<br>% | Q4<br>2018<br>Result<br>% | Annual Result<br>(1 Jan 2018 –<br>31 Dec 2018)<br>% |
|--|---|---------------------------|---------------------------|---------------------------|---------------------------|---|
| Within 2<br>working<br>days                      | Fault repairs to be<br>completed within this<br>time period | 59.5                      | 79.8                      | 80.9                      | 79.8                      | 73.8  |
| Within 4<br>working<br>days                      | Fault repairs to be<br>completed within this<br>time period | 77.4                      | 92.6                      | 92.7                      | 92.5                      | 87.9  |
| Within 5<br>working<br>days                      | Fault repairs to be<br>completed within this<br>time period | 82.5                      | 94.8                      | 95.2                      | 95.0                      | 91.1  |
| Within 10<br>working<br>days                     | Fault repairs to be<br>completed within this<br>time period | 93.5                      | 98.1                      | 98.6                      | 98.7                      | 96.9  |

**Table 15: Fault Repair Times – Eir Only**

<sup>20</sup> Data pertaining to Fault Repairs with an Agreed Date is included in this metric from 1 July 2010.

## 4.4 Performance of Eircom with respect to Service Availability

20. This Section presents Eircom’s performance during the reporting period by providing information on service availability in the Eir Only area. The service availability target combines the two parameters of fault occurrence and fault repair as detailed above. Service availability, when measured, will report the maximum of working days outage per line. As ComReg publishes USO 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, for compliance purposes, with reference to the average fault repair time for the year and the line fault occurrence for the year.

### Service Availability Performance

| Sub-National Service<br>Availability Target (D03/17)<br>– Eir Only | Q1<br>2018<br>Result | Q2<br>2018<br>Result | Q3<br>2018<br>Result | Q4<br>2018<br>Result | Annual Result<br>(1 Jan 2018 –<br>31 Dec 2018) |
|--|----------------------|----------------------|----------------------|----------------------|--|
| Average Fault Repair Time<br>Performance                           | 2.8405               | 1.7249               | 1.6751               | 1.7048               | 2.0541   |
| Line Fault Occurrence<br>Performance per 100 lines                 | 3.2552               | 2.3102               | 2.2331               | 2.6529               | 10.4641  |
| <b>0.607<sup>21</sup></b> maximum Working Days<br>Outage per line  | 0.093                | 0.040                | 0.038                | 0.046                | <b><u>0.215<sup>22</sup></u></b>               |

**Table 16: Service Availability - Eir Only**

## 4.5 Performance Measurement

21. Performance by Eircom relating to the obligations shall be determined by reference to the information normally set out in ComReg Information Notices published every quarter and entitled “Provision of Universal Service by Eircom – Performance Data”, or as may be published by ComReg in such other format from time to time.

## 4.6 Non-Compliance with obligations

22. The failure by Eircom to achieve any of the targets set out in ComReg D03/17 by 31 December 2018 constitutes non-compliance and may give rise to the enforcement procedures set out under Regulation 31 of the Regulations.

<sup>21</sup> If the annual performance result is  $\leq 0.607$ , the target has been achieved.  
If annual performance result  $> 0.607$ , the performance target has not been achieved.

<sup>22</sup> See page 28 of ComReg 17/10a for Service Availability calculation methodology.

## 5 Supplementary Quality of Service Performance Data-Eir Only

### 5.1 Introduction

23. This Section presents Eircom’s performance during the reporting period by providing information on Supply Time Fastest in the Eir Only area. Regulation 10 (1) of the Regulations requires the USP to publish adequate and up to date information on its performance in respect of the USO. The information is to be based on the quality of service parameters, definitions and measurement methods which are set out in the relevant EU Directive<sup>23</sup>.

#### Direct Access PSTN Connections – Supply Time Fastest<sup>24</sup>

| Supply Time Fastest for All Connections | Q4 2018 Total | Q4 2018 Residential | Q4 2018 Business |
|---|---------------|---------------------|------------------|
| Fastest <b>95%</b> - elapsed days       | 14.0          | 14.0                | 14.0             |
| Fastest <b>99%</b> - elapsed days       | 22.4          | 23.8                | 16.8             |

**Table 17: Direct Access PSTN Connections-Supply Time Fastest – Eir Only**

### 5.2 Introduction

24. This Section presents Eircom’s performance during the reporting period by providing information on Repair Time Fastest in the Eir Only area. Regulation 10 (1) of the Regulations requires the USP to publish adequate and up to date information on its performance in respect of the USO. The information is to be based on the quality of service parameters, definitions and measurement methods which are set out in the relevant EU Directive<sup>25</sup>.

<sup>23</sup> DIRECTIVE 2002/22/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 7 March 2002 on universal service and users' rights relating to electronic communications networks and services (Universal Service Directive) as amended by DIRECTIVE 2009/136/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 25 November 2009.

<sup>24</sup> Data pertaining to connections with an Agreed Date is 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.

<sup>25</sup> DIRECTIVE 2002/22/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 7 March 2002 on universal service and users' rights relating to electronic communications networks and services (Universal Service Directive) as amended by DIRECTIVE 2009/136/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 25 November 2009.

## Direct Access PSTN Repair – Repair Time Fastest<sup>26</sup>

| Repair Time Fastest for All Repairs          | Q4 2018<br>Total | Q4 2018<br>Residential | Q4 2018<br>Business |
|--|------------------|------------------------|---------------------|
| Fastest <b>80%</b> completed (working hours) | 16.283           | 18.747                 | 15.833              |
| Fastest <b>95%</b> completed (working hours) | 40.486           | 41.475                 | 39.782              |

**Table 18: Direct Access PSTN Repairs – Repair Time Fastest – Eir Only**

### 5.3 Introduction

25. 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 the Eir Only area.

#### Agreed Date completion for all connections<sup>27</sup>

| Agreed Date Performance<br>No Target Specified | Q1<br>2018<br>Result<br>% | Q2<br>2018<br>Result<br>% | Q3<br>2018<br>Result<br>% | Q4<br>2018<br>Result<br>% | Annual Result<br>(1 Jan 2018 –<br>31 Dec 2018)<br>% |
|--|---------------------------|---------------------------|---------------------------|---------------------------|---|
| Connections with an Agreed Date                | 83.4                      | 66.7                      | 71.5                      | 81.9                      | 75.6  |

**Table 19: Agreed Date completion for all connections – Eir Only**

#### Connections with an Agreed Date v. Total Connections

| No Target Specified  | Q4 2018 Result |
|--|----------------|
| Percentage (%) of Connections with an Agreed Date versus Total Connections | 0.6            |

**Table 20: Connections with an Agreed Date v. Total Connections – Eir Only**

<sup>26</sup> Data pertaining to Fault Repairs with an Agreed Date is included in this metric from 1 July 2010.

<sup>27</sup> 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.

## 5.4 Introduction

26. This Section presents Eircom’s performance during the reporting period by providing information on fault repairs completed by the date agreed with the customer and performance regarding fault repairs with an agreed date versus all repairs in the Eir Only area.

### Agreed Date completion for Repairs<sup>28</sup>

| Agreed Date Performance<br>No Target Specified | Q1<br>2018<br>Result<br>% | Q2<br>2018<br>Result<br>% | Q3<br>2018<br>Result<br>% | Q4<br>2018<br>Result<br>% | Annual Result<br>(1 Jan 2018 –<br>31 Dec 2018)<br>% |
|--|---------------------------|---------------------------|---------------------------|---------------------------|---|
| Fault Repairs completed by agreed date         | 97.5                      | 98.5                      | 99.2                      | 99.2                      | 98.5  |

**Table 21: Agreed Date completion for Repairs – Eir Only**

### Fault Repairs with an Agreed Date v. All Repairs

| No Target Specified  | Q4 2018 Result |
|--|----------------|
| Percentage (%) of Fault Repairs with an Agreed Date versus All Repairs | 7.9            |

**Table 22: Fault Repairs with an Agreed Date v. All Repairs – Eir Only**

<sup>28</sup> 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 shall be recorded and fully verifiable.

## 6 Quality of Service Targets-Sub-National Performance-MDIBC

### 6.1 Performance of Eircom with respect to connections

27. 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 the MDIBC area. As ComReg publishes USO performance data on a quarterly basis, the four quarterly results will be an indication of performance towards the annual target. The actual annual performance will be measured, for compliance purposes, with reference to the total number of in-situ connections and all other connections for the year.

#### In-Situ Connections<sup>29</sup>

| Annual Performance Targets<br>(ComReg Decision D03/17) |   | Q1<br>2018<br>Result<br>% | Q2<br>2018<br>Result<br>% | Q3<br>2018<br>Result<br>% | Q4<br>2018<br>Result<br>% | Annual Result<br>(1 Jan 2018 –<br>31 Dec 2018)<br>% |
|--|---|---------------------------|---------------------------|---------------------------|---------------------------|---|
| Within 24 hours of request                             | <b>80%</b> of connections to be completed within this time period   | 83.9                      | 85.0                      | 81.9                      | 83.6                      | 83.6  |
| Within 2 weeks of request                              | <b>99.8%</b> of connections to be completed within this time period | 98.5                      | 99.2                      | 98.8                      | 100.0                     | 99.0  |
| Within 2 months of request                             | <b>100%</b> of connections to be completed within this time period  | 99.6                      | 99.5                      | 99.8                      | 100.0                     | 99.7  |

**Table 23: In-Situ Connections - MDIBC**

<sup>29</sup> 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.

## All Other Connections<sup>30</sup>

| Annual Performance Targets<br>(ComReg Decision D03/17) |   | Q1<br>2018<br>Result<br>% | Q2<br>2018<br>Result<br>% | Q3<br>2018<br>Result<br>% | Q4<br>2018<br>Result<br>% | Annual Result<br>(1 Jan 2018 –<br>31 Dec 2018)<br>% |
|--|---|---------------------------|---------------------------|---------------------------|---------------------------|---|
| Within 2 weeks of request                              | <b>80%</b> of all requests to be completed within this time period  | 79.1                      | 89.8                      | 93.3                      | 93.4                      | 89.0  |
| Within 4 weeks of request                              | <b>85%</b> of all requests to be completed within this time period  | 93.7                      | 96.7                      | 99.2                      | 98.9                      | 97.2  |
| Within 8 weeks of request                              | <b>90%</b> of all requests to be completed within this time period  | 98.7                      | 98.3                      | 100.0                     | 100.0                     | 99.3  |
| Within 13 weeks of request                             | <b>95%</b> of all requests to be completed within this time period  | 99.5                      | 99.2                      | 100.0                     | 100.0                     | 99.7  |
| Within 26 weeks of request                             | <b>100%</b> of all requests to be completed within this time period | 99.8                      | 99.9                      | 100.0                     | 100.0                     | 100.0   |

**Table 24: All Other Connections - MDIBC**

## 6.2 Performance of Eircom with respect to Fault Rate Occurrence

28. This Section presents the rate of line faults reported to Eircom in the MDIBC area. All line faults reported in the specified quarterly period are expressed in relation to the average number of installed lines for the quarter<sup>31</sup>. As ComReg publishes USO performance data on a quarterly basis, the sum of the four quarterly results will be an indication of the annual performance. The actual annual performance will be measured with reference to the total number of line faults<sup>32</sup> for the year and the average number of installed lines for the year.

<sup>30</sup> 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 shall exclude these Valid Service Orders for the purposes of the performance targets.

<sup>31</sup> For Q4 2018, the rate of total faults per 100 lines was 2.0 and the rate of line faults including line faults which have occurred due to vandalism (including theft) and/or third party damage was 1.7.

<sup>32</sup> Excluding line faults which have occurred due to vandalism (including theft) and /or third party damage, which have been verified and audited.

## Fault Rate Occurrence

| Line Fault Performance<br>No Target Specified | Q1 2018<br>Result | Q2 2018<br>Result | Q3 2018<br>Result | Q4 2018<br>Result | Annual Result<br>(1 Jan 2018 –<br>31 Dec 2018) |
|---|-------------------|-------------------|-------------------|-------------------|--|
| Line faults per 100 lines                     | 2.0               | 1.5               | 1.5               | 1.6               | 6.6  |

**Table 25: Fault Rate Occurrence - MDIBC**

### 6.3 Performance of Eircom with respect to Fault Repair Times

29. This Section presents Eircom's performance during the reporting period by providing information on fault repair times in the MDIBC area. As ComReg publishes USO 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.

#### Fault Repair Times<sup>33</sup>

| Fault Repair Performance<br>No Targets Specified |   | Q1<br>2018<br>Result<br>% | Q2<br>2018<br>Result<br>% | Q3<br>2018<br>Result<br>% | Q4<br>2018<br>Result<br>% | Annual Result<br>(1 Jan 2018 –<br>31 Dec 2018)<br>% |
|--|---|---------------------------|---------------------------|---------------------------|---------------------------|---|
| Within 2<br>working<br>days                      | Fault repairs to be<br>completed within<br>this time period | 68.0                      | 86.3                      | 86.8                      | 85.0                      | 80.4  |
| Within 4<br>working<br>days                      | Fault repairs to be<br>completed within<br>this time period | 84.2                      | 94.5                      | 94.6                      | 94.1                      | 91.2  |
| Within 5<br>working<br>days                      | Fault repairs to be<br>completed within<br>this time period | 88.3                      | 95.7                      | 96.2                      | 95.6                      | 93.5  |
| Within 10<br>working<br>days                     | Fault repairs to be<br>completed within<br>this time period | 95.8                      | 98.2                      | 98.4                      | 98.4                      | 97.5  |

**Table 26: Fault Repair Times - MDIBC**

<sup>33</sup> Data pertaining to Fault Repairs with an Agreed Date is included in this metric from 1 July 2010.



## 6.4 Performance of Eircom with respect to Service Availability

30. This Section presents Eircom’s performance during the reporting period by providing information on service availability in the MDIBC area. The service availability target combines the two parameters of fault occurrence and fault repair as detailed above. Service availability, when measured, will report the maximum of working days outage per line. As ComReg publishes USO 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, for compliance purposes, with reference to the average fault repair time for the year and the line fault occurrence for the year.

### Service Availability Performance

| Sub-National Service Availability Target (D03/17) - MDIBC      | Q1 2018 Result | Q2 2018 Result | Q3 2018 Result | Q4 2018 Result | Annual Result (1 Jan 2018 – 31 Dec 2018) |
|--|----------------|----------------|----------------|----------------|--|
| Average Fault Repair Time Performance                          | 2.3384         | 1.5351         | 1.5043         | 1.5642         | 1.7857                                   |
| Line Fault Occurrence Performance per 100 lines                | 2.0231         | 1.5223         | 1.4506         | 1.6175         | 6.6238                                   |
| <b>0.607<sup>34</sup></b> maximum Working Days Outage per line | 0.048          | 0.024          | 0.022          | 0.026          | <b><u>0.119<sup>35</sup></u></b>         |

**Table 27: Service Availability - MDIBC**

## 6.5 Performance Measurement

31. Performance by Eircom relating to the obligations shall be determined by reference to the information normally set out in ComReg Information Notices published every quarter and entitled “Provision of Universal Service by Eircom – Performance Data”, or as may be published by ComReg in such other format from time to time.

## 6.6 Non-Compliance with obligations

32. The failure by Eircom to achieve any of the targets set out in ComReg D03/17 by 31 December 2018 constitutes non-compliance and may give rise to the enforcement procedures set out under Regulation 31 of the Regulations.

<sup>34</sup> If the annual performance result is  $\leq 0.607$ , the target has been achieved.  
If annual performance result  $> 0.607$ , the performance target has not been achieved.  
<sup>35</sup> See page 28 of ComReg 17/10a for Service Availability calculation methodology.

## 7 Supplementary Quality of Service Performance Data-MDIBC

### 7.1 Introduction

33. This Section presents Eircom’s performance during the reporting period by providing information on Supply Time Fastest in the MDIBC area. Regulation 10 (1) of the Regulations requires the USP to publish adequate and up to date information on its performance in respect of the USO. The information is to be based on the quality of service parameters, definitions and measurement methods which are set out in the relevant EU Directive<sup>36</sup>.

#### Direct Access PSTN Connections – Supply Time Fastest<sup>37</sup>

| Supply Time Fastest for<br>All Connections | Q4 2018<br>Total | Q4 2018<br>Residential | Q4 2018<br>Business |
|--|------------------|------------------------|---------------------|
| Fastest <b>95%</b> - elapsed days          | 16.0             | 15.0                   | 16.8                |
| Fastest <b>99%</b> - elapsed days          | 29.0             | 29.0                   | 26.0                |

**Table 28: Direct Access PSTN Connections-Supply Time Fastest – MDIBC**

### 7.2 Introduction

34. This Section presents Eircom’s performance during the reporting period by providing information on Repair Time Fastest in the MDIBC area. Regulation 10 (1) of the Regulations requires the USP to publish adequate and up to date information on its performance in respect of the USO. The information is to be based on the quality of service parameters, definitions and measurement methods which are set out in the relevant EU Directive<sup>38</sup>.

<sup>36</sup> DIRECTIVE 2002/22/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 7 March 2002 on universal service and users' rights relating to electronic communications networks and services (Universal Service Directive) as amended by DIRECTIVE 2009/136/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 25 November 2009.

<sup>37</sup> Data pertaining to connections with an Agreed Date is 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.

<sup>38</sup> DIRECTIVE 2002/22/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 7 March 2002 on universal service and users' rights relating to electronic communications networks and services (Universal Service Directive) as amended by DIRECTIVE 2009/136/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 25 November 2009.

## Direct Access PSTN Repair – Repair Time Fastest<sup>39</sup>

| Repair Time Fastest for All Repairs          | Q4 2018<br>Total | Q4 2018<br>Residential | Q4 2018<br>Business |
|--|------------------|------------------------|---------------------|
| Fastest <b>80%</b> completed (working hours) | 15.050           | 15.700                 | 14.683              |
| Fastest <b>95%</b> completed (working hours) | 35.740           | 41.713                 | 33.479              |

**Table 29: Direct Access PSTN Repairs – Repair Time Fastest – MDIBC**

### 7.3 Introduction

35. 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 the MDIBC area.

#### Agreed Date completion for all connections<sup>40</sup>

| Agreed Date Performance<br>No Target Specified | Q1<br>2018<br>Result<br>% | Q2<br>2018<br>Result<br>% | Q3<br>2018<br>Result<br>% | Q4<br>2018<br>Result<br>% | Annual Result<br>(1 Jan 2018 –<br>31 Dec 2018)<br>% |
|--|---------------------------|---------------------------|---------------------------|---------------------------|---|
| Connections with an Agreed Date                | 89.5                      | 84.4                      | 100.0                     | 77.0                      | 88.3  |

**Table 30: Agreed Date completion for all connections – MDIBC**

#### Connections with an Agreed Date v. Total Connections

| No Target Specified  | Q4 2018 Result |
|--|----------------|
| Percentage (%) of Connections with an Agreed Date versus Total Connections | 0.3            |

**Table 31: Connections with an Agreed Date v. Total Connections - MDIBC**

<sup>39</sup> Data pertaining to Fault Repairs with an Agreed Date is included in this metric from 1 July 2010.

<sup>40</sup> 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.

## 7.4 Introduction

36. This Section presents Eircom's performance during the reporting period by providing information on fault repairs completed by the date agreed with the customer and performance regarding fault repairs with an agreed date versus all repairs in the MDIBC area.

### Agreed Date completion for Repairs<sup>41</sup>

| <b>Agreed Date Performance<br/>No Target Specified</b> | <b>Q1<br/>2018<br/>Result<br/>%</b> | <b>Q2<br/>2018<br/>Result<br/>%</b> | <b>Q3<br/>2018<br/>Result<br/>%</b> | <b>Q4<br/>2018<br/>Result<br/>%</b> | <b>Annual Result<br/>(1 Jan 2018 –<br/>31 Dec 2018)<br/>%</b> |
|--|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|---|
| Fault Repairs completed by agreed date                 | 97.5                                | 98.9                                | 99.5                                | 99.4                                | 98.7  |

**Table 32: Agreed Date completion for Repairs – MDIBC**

### Fault Repairs with an Agreed Date v. All Repairs

| <b>No Target Specified</b>   | <b>Q4 2018 Result</b> |
|--|-----------------------|
| Percentage (%) of Fault Repairs with an Agreed Date versus All Repairs | 9.8                   |

**Table 33: Fault Repairs with an Agreed Date v. All Repairs – MDIBC**

<sup>41</sup> 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 shall be recorded and fully verifiable.

## 8 Quality of Service Targets-Sub-National Performance-NBP

### 8.1 Performance of Eircom with respect to connections

37. 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 the NBP area. As ComReg publishes USO performance data on a quarterly basis, the four quarterly results will be an indication of performance towards the annual target. The actual annual performance will be measured, for compliance purposes, with reference to the total number of in-situ connections and all other connections for the year.

#### In-Situ Connections<sup>42</sup>

| Annual Performance Targets<br>(ComReg Decision D03/17) |   | Q1<br>2018<br>Result<br>% | Q2<br>2018<br>Result<br>% | Q3<br>2018<br>Result<br>% | Q4<br>2018<br>Result<br>% | Annual Result<br>(1 Jan 2018 –<br>31 Dec 2018)<br>% |
|--|---|---------------------------|---------------------------|---------------------------|---------------------------|---|
| Within 24 hours of request                             | <b>80%</b> of connections to be completed within this time period   | 87.5                      | 88.8                      | 88.3                      | 86.7                      | 87.9  |
| Within 2 weeks of request                              | <b>99.8%</b> of connections to be completed within this time period | 98.6                      | 100.0                     | 99.5                      | 99.7                      | 99.4  |
| Within 2 months of request                             | <b>100%</b> of connections to be completed within this time period  | 99.3                      | 100.0                     | 100.0                     | 100.0                     | 99.8  |

**Table 34: In-Situ Connections - NBP**

<sup>42</sup> 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.

## All Other Connections<sup>43</sup>

| Annual Performance Targets<br>(ComReg Decision D03/17) |   | Q1<br>2018<br>Result<br>% | Q2<br>2018<br>Result<br>% | Q3<br>2018<br>Result<br>% | Q4<br>2018<br>Result<br>% | Annual Result<br>(1 Jan 2018 –<br>30 Sept 2018)<br>% |
|--|---|---------------------------|---------------------------|---------------------------|---------------------------|--|
| Within 2 weeks of request                              | <b>80%</b> of all requests to be completed within this time period  | 73.5                      | 87.5                      | 94.5                      | 95.8                      | 87.5   |
| Within 4 weeks of request                              | <b>85%</b> of all requests to be completed within this time period  | 90.0                      | 94.2                      | 99.4                      | 99.5                      | 95.6   |
| Within 8 weeks of request                              | <b>90%</b> of all requests to be completed within this time period  | 97.0                      | 96.6                      | 100.0                     | 100.0                     | 98.3   |
| Within 13 weeks of request                             | <b>95%</b> of all requests to be completed within this time period  | 98.2                      | 98.0                      | 100.0                     | 100.0                     | 99.0   |
| Within 26 weeks of request                             | <b>100%</b> of all requests to be completed within this time period | 99.6                      | 99.7                      | 100.0                     | 100.0                     | 99.8   |

**Table 35: All Other Connections - NBP**

## 8.2 Performance of Eircom with respect to Fault Rate Occurrence

38. This Section presents the rate of line faults reported to Eircom in the NBP area. All line faults reported in the specified quarterly period are expressed in relation to the average number of installed lines for the quarter<sup>44</sup>. As ComReg publishes USO performance data on a quarterly basis, the sum of the four quarterly results will be an indication of the annual performance. The actual annual performance will be measured with reference to the total number of line faults<sup>45</sup> for the year and the average number of installed lines for the year.

<sup>43</sup> 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 shall exclude these Valid Service Orders for the purposes of the performance targets.

<sup>44</sup> For Q4 2018, the rate of total faults per 100 lines was 6.7 and the rate of line faults including line faults which have occurred due to vandalism (including theft) and/or third party damage was 6.1.

<sup>45</sup> Excluding line faults which have occurred due to vandalism (including theft) and /or third party damage, which have been verified and audited.

## Fault Rate Occurrence

| Line Fault Performance<br>No Target Specified | Q1 2018<br>Result | Q2 2018<br>Result | Q3 2018<br>Result | Q4 2018<br>Result | Annual Result<br>(1 Jan 2018 –<br>31 Dec 2018) |
|---|-------------------|-------------------|-------------------|-------------------|--|
| Line faults per 100 lines                     | 7.9               | 5.0               | 4.8               | 5.6               | 23.3   |

**Table 36: Fault Rate Occurrence – NBP**

### 8.3 Performance of Eircom with respect to Fault Repair Times

39. This Section presents Eircom’s performance during the reporting period by providing information on fault repair times in the NBP area. As ComReg publishes USO 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.

#### Fault Repair Times<sup>46</sup>

| Fault Repair Performance<br>No Targets Specified |   | Q1<br>2018<br>Result<br>% | Q2<br>2018<br>Result<br>% | Q3<br>2018<br>Result<br>% | Q4<br>2018<br>Result<br>% | Annual Result<br>(1 Jan 2018 –<br>31 Dec 2018)<br>% |
|--|---|---------------------------|---------------------------|---------------------------|---------------------------|---|
| Within 2<br>working<br>days                      | Fault repairs to be<br>completed within<br>this time period | 55.4                      | 80.3                      | 79.8                      | 78.7                      | 71.5  |
| Within 4<br>working<br>days                      | Fault repairs to be<br>completed within<br>this time period | 74.7                      | 92.3                      | 92.4                      | 91.6                      | 86.3  |
| Within 5<br>working<br>days                      | Fault repairs to be<br>completed within<br>this time period | 80.5                      | 94.8                      | 94.9                      | 94.6                      | 90.0  |
| Within 10<br>working<br>days                     | Fault repairs to be<br>completed within<br>this time period | 93.2                      | 98.3                      | 98.7                      | 98.7                      | 96.8  |

**Table 37: Fault Repair Times - NBP**

<sup>46</sup> Data pertaining to Fault Repairs with an Agreed Date is included in this metric from 1 July 2010.

## 8.4 Performance of Eircom with respect to Service Availability

40. This Section presents Eircom’s performance during the reporting period by providing information on service availability in the NBP area. The service availability target combines the two parameters of fault occurrence and fault repair as detailed above. Service availability is referred to as the maximum of working days outage per line. As ComReg publishes USO 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, for compliance purposes, with reference to the average fault repair time for the year and the line fault occurrence for the year.

### Service Availability Performance

| Sub-National Service Availability Target (D03/17) - NBP        | Q1 2018 Result | Q2 2018 Result | Q3 2018 Result | Q4 2018 Result | Annual Result (1 Jan 2018 – 31 Dec 2018) |
|--|----------------|----------------|----------------|----------------|--|
| Average Fault Repair Time Performance                          | 3.0304         | 1.7115         | 1.7069         | 1.7508         | 2.1609                                   |
| Line Fault Occurrence Performance per 100 lines                | 7.8580         | 5.0303         | 4.8069         | 5.5525         | 23.2926                                  |
| <b>0.607<sup>47</sup></b> maximum Working Days Outage per line | 0.239          | 0.087          | 0.083          | 0.100          | <b><u>0.504<sup>48</sup></u></b>         |

**Table 38: Service Availability – NBP**

## 8.5 Performance Measurement

41. Performance by Eircom relating to the obligations shall be determined by reference to the information normally set out in ComReg Information Notices published every quarter and entitled “Provision of Universal Service by Eircom – Performance Data”, or as may be published by ComReg in such other format from time to time.

## 8.6 Non-Compliance with obligations

42. The failure by Eircom to achieve any of the targets set out in ComReg D03/17 by 31 December 2018 constitutes non-compliance and may give rise to the enforcement procedures set out under Regulation 31 of the Regulations.

<sup>47</sup> If the annual performance result is  $\leq 0.607$ , the target has been achieved. If annual performance result  $> 0.607$ , the performance target has not been achieved.  
<sup>48</sup> See page 28 of ComReg 17/10a for Service Availability calculation methodology.



## 9 Supplementary Quality of Service Performance Data-NBP

### 9.1 Introduction

43. This Section presents Eircom’s performance during the reporting period by providing information on Supply Time Fastest in the NBP area. Regulation 10 (1) of the Regulations requires the USP to publish adequate and up to date information on its performance in respect of the USO. The information is to be based on the quality of service parameters, definitions and measurement methods which are set out in the relevant EU Directive<sup>49</sup>.

#### Direct Access PSTN Connections – Supply Time Fastest<sup>50</sup>

| Supply Time Fastest for All Connections | Q4 2018 Total | Q4 2018 Residential | Q4 2018 Business |
|---|---------------|---------------------|------------------|
| Fastest <b>95%</b> - elapsed days       | 14.0          | 14.0                | 15.0             |
| Fastest <b>99%</b> - elapsed days       | 24.0          | 24.0                | 16.2             |

**Table 39: Direct Access PSTN Connections-Supply Time Fastest – NBP**

### 9.2 Introduction

44. This Section presents Eircom’s performance during the reporting period by providing information on Repair Time Fastest in the NBP area. Regulation 10 (1) of the Regulations requires the USP to publish adequate and up to date information on its performance in respect of the USO. The information is to be based on the quality of service parameters, definitions and measurement methods which are set out in the relevant EU Directive<sup>51</sup>.

<sup>49</sup> DIRECTIVE 2002/22/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 7 March 2002 on universal service and users' rights relating to electronic communications networks and services (Universal Service Directive) as amended by DIRECTIVE 2009/136/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 25 November 2009.

<sup>50</sup> Data pertaining to connections with an Agreed Date is 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.

<sup>51</sup> DIRECTIVE 2002/22/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 7 March 2002 on universal service and users' rights relating to electronic communications networks and services (Universal Service Directive) as amended by DIRECTIVE 2009/136/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 25 November 2009.

## Direct Access PSTN Repair – Repair Time Fastest<sup>52</sup>

| Repair Time Fastest for All Repairs          | Q4 2018<br>Total | Q4 2018<br>Residential | Q4 2018<br>Business |
|--|------------------|------------------------|---------------------|
| Fastest <b>80%</b> completed (working hours) | 17.217           | 17.433                 | 17.017              |
| Fastest <b>95%</b> completed (working hours) | 41.969           | 41.508                 | 42.637              |

**Table 40: Direct Access PSTN Repairs – Repair Time Fastest – NBP**

### 9.3 Introduction

45. 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 the NBP area.

## Agreed Date completion for all connections<sup>53</sup>

| Agreed Date Performance<br>No Target Specified | Q1<br>2018<br>Result<br>% | Q2<br>2018<br>Result<br>% | Q3<br>2018<br>Result<br>% | Q4<br>2018<br>Result<br>% | Annual Result<br>(1 Jan 2018 –<br>31 Dec 2018)<br>% |
|--|---------------------------|---------------------------|---------------------------|---------------------------|---|
| Connections with an Agreed Date                | 100.0                     | 81.9                      | 100.0                     | 71.5                      | 87.1  |

**Table 41: Agreed Date completion for all connections – NBP**

## Connections with an Agreed Date v. Total Connections

| No Target Specified  | Q4 2018 Result |
|--|----------------|
| Percentage (%) of Connections with an Agreed Date versus Total Connections | 0.4            |

**Table 42: Connections with an Agreed Date v. Total Connections – NBP**

<sup>52</sup> Data pertaining to Fault Repairs with an Agreed Date is included in this metric from 1 July 2010.

<sup>53</sup> 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.

## 9.4 Introduction

46. This Section presents Eircom’s performance during the reporting period by providing information on fault repairs completed by the date agreed with the customer and performance regarding fault repairs with an agreed date versus all repairs in the NBP area.

### Agreed Date completion for Repairs<sup>54</sup>

| <b>Agreed Date Performance<br/>No Target Specified</b> | <b>Q1<br/>2018<br/>Result<br/>%</b> | <b>Q2<br/>2018<br/>Result<br/>%</b> | <b>Q3<br/>2018<br/>Result<br/>%</b> | <b>Q4<br/>2018<br/>Result<br/>%</b> | <b>Annual Result<br/>(1 Jan 2018 –<br/>31 Dec 2018)<br/>%</b> |
|--|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|---|
| Fault Repairs completed by agreed date                 | 98.2                                | 98.5                                | 99.3                                | 99.0                                | 98.7  |

**Table 43: Agreed Date completion for Repairs – NBP**

### Fault Repairs with an Agreed Date v. All Repairs

| <b>No Target Specified</b>   | <b>Q4 2018 Result</b> |
|--|-----------------------|
| Percentage (%) of Fault Repairs with an Agreed Date versus All Repairs | 7.3                   |

**Table 44: Fault Repairs with an Agreed Date v. All Repairs - NBP**

<sup>54</sup> 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 shall be recorded and fully verifiable.

# Appendix: 1 The Universal Service Obligation (USO)

A 1.1 The following ComReg decisions set out the universal service requirements to be provided by the designated Universal Service Provider:

- In February 2017, following a public consultation, ComReg set legally binding quality of service performance targets with effect from 2 February 2017 for connections and service availability targets at National and Sub-National level for Eircom, as the designated USP, (ComReg 17/10 and 17/10a, D03/17<sup>55</sup>).
- In July 2016, following a public consultation, ComReg designated Eircom as the USP for access at a fixed location (“AFL”) until 30 June 2021, (ComReg D05/16, Document 16/65<sup>56</sup>.) This decision sets out requirements regarding the reasonableness of requests for connections and also sets a target data rate for Functional Internet Access.
- In December 2018, following a public consultation, ComReg designated Eircom as the USP for the provision of Directory of Subscribers<sup>57</sup> (ComReg 18/115, D17/18) for a period of 1 year to 31 December 2019 unless or until reviewed by ComReg.
- In February 2019, following a public consultation, ComReg designated Eircom as the USP for the Provision of Public Pay Telephones (ComReg 19/06, D01/19)<sup>58</sup> to 31 December 2020 or until such earlier date as decided by ComReg.

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<sup>55</sup> Universal Service Requirements – Provision of access at a fixed location (AFL) – Quality of Service (QoS) - ComReg Documents 17/10 and 17/10a refer.

<sup>56</sup> Universal Service Requirements – Provision of access at a fixed location (AFL USO)

<sup>57</sup> Provision of Directory of Subscribers – Universal Service: Scope and Designation, (ComReg D17/18, ComReg Document No: 18/115)

<sup>58</sup> Provision of Public Pay Telephones – Universal Service: Scope and designation, (ComReg 19/06, D01/19)

## Appendix: 2 Annual National Quality of Service Targets (D03/17) & Eircom National Performance Results 2018

### A 2.1 Connections

| <b>Performance Target</b>                        | <b>Annual National Performance Target (D03/17)</b> | <b>Annual National Result (1 January 2018 – 31 December 2018)</b> |
|--|--|---|
| In-situ connections within 24 hours of request   | <b>80%</b>   | <b>85.6</b>   |
| In-situ connections within 2 weeks of request    | <b>99.8%</b>                                       | <b>99.1</b>   |
| In-situ connections within 2 months of request   | <b>100%</b>  | <b>99.8</b>   |
| All other connections within 2 weeks of request  | <b>80%</b>   | <b>89.1</b>   |
| All other connections within 4 weeks of request  | <b>85%</b>   | <b>97.0</b>   |
| All other connections within 8 weeks of request  | <b>90%</b>   | <b>99.1</b>   |
| All other connections within 13 weeks of request | <b>95%</b>   | <b>99.5</b>   |
| All other connections within 26 weeks of request | <b>100%</b>  | <b>99.9</b>   |

## A 2.2 Service Availability

| <b>Performance Target</b>            | <b>Annual National Performance Target (D03/17)</b> | <b>Annual National Result (1 January 2018 – 31 December 2018)</b> |
|--------------------------------------|--|---|
| National Service Availability Target | 0.237 maximum Working Days Outage per line         | <b>0.250</b>  |

## Appendix: 3 Annual Eir Only Quality of Service Targets (D03/17) & Eir Only Performance Results 2018

### A 3.1 Connections

| <b>Performance Target</b>                        | <b>Annual Eir Only Performance Target (D03/17)</b> | <b>Annual Eir Only Result (1 January 2018 – 31 December 2018)</b> |
|--|--|---|
| In-situ connections within 24 hours of request   | <b>80%</b>   | <b>85.1</b>   |
| In-situ connections within 2 weeks of request    | <b>99.8%</b>                                       | <b>98.6</b>   |
| In-situ connections within 2 months of request   | <b>100%</b>  | <b>99.9</b>   |
| All other connections within 2 weeks of request  | <b>80%</b>   | <b>90.9</b>   |
| All other connections within 4 weeks of request  | <b>85%</b>   | <b>97.6</b>   |
| All other connections within 8 weeks of request  | <b>90%</b>   | <b>99.1</b>   |
| All other connections within 13 weeks of request | <b>95%</b>   | <b>99.5</b>   |
| All other connections within 26 weeks of request | <b>100%</b>  | <b>99.9</b>   |

### A 3.2 Service Availability

| <b>Performance Target</b>                   | <b>Annual Eir Only<br/>Performance Target<br/>(D03/17)</b> | <b>Annual Eir Only Result<br/>(1 January 2018 –<br/>31 December 2018)</b> |
|---|--|---|
| Sub-National Service<br>Availability Target | 0.607 maximum Working<br>Days Outage per line              | <b>0.215</b>  |



## Appendix: 4 Annual MDIBC Quality of Service Targets (D03/17) & MDIBC Performance Results 2018

### A 4.1 Connections

| <b>Performance Target</b>                        | <b>Annual MDIBC Performance Target (D03/17)</b> | <b>Annual MDIBC Result (1 January 2018 – 31 December 2018)</b> |
|--|---|--|
| In-situ connections within 24 hours of request   | <b>80%</b>                                      | <b>83.6</b>  |
| In-situ connections within 2 weeks of request    | <b>99.8%</b>                                    | <b>99.0</b>  |
| In-situ connections within 2 months of request   | <b>100%</b>                                     | <b>99.7</b>  |
| All other connections within 2 weeks of request  | <b>80%</b>                                      | <b>89.0</b>  |
| All other connections within 4 weeks of request  | <b>85%</b>                                      | <b>97.2</b>  |
| All other connections within 8 weeks of request  | <b>90%</b>                                      | <b>99.3</b>  |
| All other connections within 13 weeks of request | <b>95%</b>                                      | <b>99.7</b>  |
| All other connections within 26 weeks of request | <b>100%</b>                                     | <b>100.0</b>   |

#### A 4.2 Service Availability

| <b>Performance Target</b>                   | <b>Annual MDIBC<br/>Performance Target<br/>(D03/17)</b> | <b>Annual MDIBC Result<br/>(1 January 2018 –<br/>31 December 2018)</b> |
|---|---|--|
| Sub-National Service<br>Availability Target | 0.607 maximum Working<br>Days Outage per line           | <b>0.119</b>   |

## Appendix: 5 Annual NBP Quality of Service Targets (D03/17) & NBP Performance Results 2018

### A 5.1 Connections

| <b>Performance Target</b>                        | <b>Annual NBP Performance Target (D03/17)</b> | <b>Annual NBP Result (1 January 2018 – 31 December 2018)</b> |
|--|---|--|
| In-situ connections within 24 hours of request   | <b>80%</b>                                    | <b>87.9</b>  |
| In-situ connections within 2 weeks of request    | <b>99.8%</b>                                  | <b>99.4</b>  |
| In-situ connections within 2 months of request   | <b>100%</b>                                   | <b>99.8</b>  |
| All other connections within 2 weeks of request  | <b>80%</b>                                    | <b>87.5</b>  |
| All other connections within 4 weeks of request  | <b>85%</b>                                    | <b>95.6</b>  |
| All other connections within 8 weeks of request  | <b>90%</b>                                    | <b>98.3</b>  |
| All other connections within 13 weeks of request | <b>95%</b>                                    | <b>99.0</b>  |
| All other connections within 26 weeks of request | <b>100%</b>                                   | <b>99.8</b>  |

## A 5.2 Service Availability

| <b>Performance Target</b>                | <b>Annual NBP Performance Target (D03/17)</b> | <b>Annual NBP Result (1 January 2018 – 31 December 2018)</b> |
|--|---|--|
| Sub-National Service Availability Target | 0.607 maximum Working Days Outage per line    | <b>0.504</b>   |