



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

Universal Service Requirements – Provision of Access at a Fixed Location (AFL) by Eircom Limited

**Quality of Service Performance Data
Q4 2019 (1 October – 31 December) & YTD 2019/2020
(1 July 2019 – 31 December 2019)**

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 to 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 2021¹.
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 Regulations², ComReg publishes Eircom’s quality of service performance data on a quarterly basis.
3. ComReg D02/19³, published on 13 March 2019, set legally binding annual quality of service performance targets for Eircom, as the designated USP, in respect of connections and service availability targets at national and sub-national levels. Failure by Eircom to achieve any of the annual targets (effective annually from 1 July 2019) would constitute 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. The service availability target combines fault occurrence performance achieved and fault repair performance achieved to report the maximum working days outage per line.

¹ “Universal Service Requirements – Provision of access at a fixed location (AFL USO)”, Response to Consultation and Decision, ComReg D05/16, dated 29/07/2016.

² European Communities (Electronic Communications Networks and Services) (Framework) Regulations 2011.

³ “Universal Service Requirements – Provision of access at a fixed location (AFL) – Quality of Service (QoS)” Response to Consultation and Decision, ComReg D02/19, ComReg Documents 19/21 and 19/21a.

5. Having regard to the above, in this Information Notice, ComReg is publishing Eircom's quarterly quality of service performance data with respect to Quarter 4 2019 (1 October 2019 to 31 December 2019), ("the reporting period"), and Year To Date (YTD) performance data (1 July 2019 to 31 December 2019) for connection times and service availability at national level and for each of the three sub-national areas.

The three sub-national areas are: Area 1⁴, Area 2⁵, and Area 3⁶.

6. Other performance data with respect to Quarter 4 2019 (relevant to connections and, repair times and fault occurrence, which contribute to the calculation of service availability) are also presented.
7. Appendices 2-5 outline the annual USO quality of service performance targets specified in ComReg D02/19 and the YTD performance achieved by Eircom.
8. The failure by Eircom to achieve any of the targets set out in ComReg D02/19 by 30 June 2020 constitutes non-compliance and may give rise to the enforcement procedures set out under Regulation 31 of the Regulations.

⁴ Areas where Eircom faces greater market-driven infrastructure-based competition, including from Vodafone/ESB/SIRO or UPC.

⁵ 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.

⁶ Areas where Eircom faces no competition from any provider of fixed infrastructure but could face competition from mobile networks providing fixed access solutions.

2 Quality of Service Performance - National

2.1 Performance of Eircom with respect to connections

9. 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 Connections⁷

| In-Situ Connections Performance Targets (ComReg Decision D02/19) | | Q3 2019 Result % | Q4 2019 Result % | YTD Result (1 July 2019 – 31 Dec 2019) |
|---|---|---------------------------|---------------------------|--|
| Within 24 hours of request | 80% of connections to be completed within this time period | 85.8 | 79.4 | 83.0 |
| Within 2 weeks of request | 99.8% of connections to be completed within this time period | 99.8 | 99.3 | 99.6 |
| Within 2 months of request | 100% of connections to be completed within this time period | 99.9 | 100.0 | 100.0 |

Table 1: In-Situ Connections - National

⁷ 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 Connections⁸

| All Other Connections Performance Targets (ComReg Decision D02/19) | | Q3 2019 Result % | Q4 2019 Result % | YTD Result (1 July 2019 – 31 Dec 2019) |
|---|---|---------------------------|---------------------------|--|
| Within 2 weeks of request | 80% of all requests to be completed within this time period | 94.3 | 95.0 | 94.6 |
| Within 4 weeks of request | 85% of all requests to be completed within this time period | 98.7 | 99.3 | 99.0 |
| Within 8 weeks of request | 90% of all requests to be completed within this time period | 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 |
| Within 26 weeks of request | 100% of all requests to be completed within this time period | 100.0 | 100.0 | 100.0 |

Table 2: All Other Connections - National

⁸ 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.

2.2 Performance of Eircom with respect to Fault Rate Occurrence

10. This Section presents the rate of line faults reported⁹ 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 period¹⁰. 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 faults¹¹ for the year and the average number of installed lines for the year.

Fault Rate Occurrence

| | Q3 2019 Result | Q4 2019 Result | YTD Result (1 July 2019 – 31 Dec 2019) |
|---------------------------|-------------------|-------------------|--|
| Line faults per 100 lines | 2.4 | 2.6 | 5.0 |

Table 3: Fault Rate Occurrence – National

2.3 Performance of Eircom with respect to Fault Repair Times

11. This Section presents Eircom’s performance during the reporting period by providing information on fault repair times¹² 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.

⁹ Excluding line faults which have occurred due to vandalism (including theft) and / or third party damage, which have been verified and audited.

¹⁰ For Q4 2019, the rate of total faults per 100 lines was 3.1 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.

¹¹ Excluding line faults which have occurred due to vandalism (including theft) and /or third party damage, which have been verified and audited.

¹² Data pertaining to Fault Repairs with an Agreed Date are included in this metric from 1 July 2010.

Fault Repair Times

| | | Q3 2019 Result % | Q4 2019 Result % | YTD Result (1 July 2019 – 31 Dec 2019) |
|------------------------------|---|---------------------|---------------------|--|
| Within 2 working days | Fault repairs completed within this time period | 82.5 | 79.1 | 80.8 |
| Within 4 working days | Fault repairs completed within this time period | 93.9 | 92.3 | 93.1 |
| Within 5 working days | Fault repairs completed within this time period | 96.3 | 95.2 | 95.8 |
| Within 10 working days | Fault repairs completed within this time period | 99.0 | 98.8 | 98.9 |

Table 4: Fault Repair Times - National

2.4 Performance of Eircom with respect to Service Availability

12. 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. Schedule 1 of ComReg 19/21a sets out the methodology for calculating and measuring the Service Availability Performance result. 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 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 (ComReg Decision D02/19) 0.237 | Q3 2019 Result | Q4 2019 Result | YTD Result (1 July 2019 – 31 Dec 2019) |
|--|-----------------------|-----------------------|---|
| Average Fault Repair Time Performance | 1.5798 | 1.7108 | 1.6452 |
| Line Fault Occurrence Performance per 100 lines | 2.3777 | 2.5861 | 4.9602 |
| Maximum Working Days Outage per line | <u>0.038</u> | <u>0.044</u> | <u>0.082</u> ¹³ |

Table 5: Service Availability – National

¹³ If the annual performance (1 July 2019 – 30 June 2020) result is ≤ 0.237 , the target has been achieved. If the annual performance (1 July 2019 – 30 June 2020) result is > 0.237 , the performance target has not been achieved.

3 Supplementary Quality of Service Performance Data - National

3.1 Performance of Eircom - Direct Access PSTN Connections¹⁴

13. This Section presents Eircom’s performance during the reporting period by providing information on Supply Time Fastest at national level. The information submitted by Eircom is required to be based on the quality of service parameters, definitions and measurement methods which are set out in the relevant EU Directive¹⁵.

Supply Time Fastest

| | Q4 2019 Total | Q4 2019 Residential | Q4 2019 Business |
|-----------------------------------|------------------|------------------------|---------------------|
| Fastest 95% - elapsed days | 14.0 | 14.0 | 15.0 |
| Fastest 99% - elapsed days | 26.0 | 26.0 | 25.9 |

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

3.2 Performance of Eircom - Direct Access PSTN Repairs¹⁶

14. This Section presents Eircom’s performance during the reporting period by providing information on Repair Time Fastest at national level. The information submitted by Eircom is required to be based on the quality of service parameters, definitions and measurement methods which are set out in the relevant EU Directive¹⁷.

¹⁴ 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.

¹⁵ 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 as amended by Directive 2009/136/EC of the European Parliament and of the Council of 25 November 2009 (“the Universal Service Directive”).

¹⁶ Data pertaining to Fault Repairs with an Agreed Date are included in this metric from 1 July 2010.

¹⁷ The Universal Service Directive.

Repair Time Fastest

| | Q4 2019 Total | Q4 2019 Residential | Q4 2019 Business |
|--|------------------|------------------------|---------------------|
| Fastest 80% completed (working hours) | 16.670 | 18.550 | 15.983 |
| Fastest 95% completed (working hours) | 40.000 | 41.954 | 38.883 |

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

3.3 Performance of Eircom - Connections with an Agreed Date¹⁸

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.

| Q4 2019 Result % | |
|---------------------------------|------|
| Connections with an Agreed Date | 50.0 |

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

| Q4 2019 Result % | |
|--|-----|
| Connections with an Agreed Date versus Total Connections | 0.3 |

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

¹⁸ 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 Performance of Eircom - Fault Repairs with an Agreed Date¹⁹

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.

| Q4 2019 Result % | |
|-----------------------------------|------|
| Fault Repairs with an Agreed Date | 99.2 |

Table 10: Fault Repairs with an Agreed Date – National

| Q4 2019 Result % | |
|--|-----|
| Fault Repairs with an Agreed Date versus All Repairs | 8.0 |

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

¹⁹ 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

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 Area 1. 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 Connections²⁰

| In-Situ Connections Performance Targets (ComReg Decision D02/19) | | Q3 2019 Result % | Q4 2019 Result % | YTD Result (1 July 2019 – 31 Dec 2019) |
|---|---|---------------------------|---------------------------|--|
| Within 24 hours of request | 80% of connections to be completed within this time period | 84.5 | 78.7 | 81.8 |
| Within 2 weeks of request | 99.8% of connections to be completed within this time period | 99.3 | 100.0 | 99.7 |
| Within 2 months of request | 100% of connections to be completed within this time period | 99.7 | 100.0 | 99.9 |

Table 12: In-Situ Connections – Area 1

²⁰ 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 Connections²¹

| All Other Connections Performance Targets (ComReg Decision D02/19) | | Q3 2019 Result % | Q4 2019 Result % | YTD Result (1 July 2019 – 31 Dec 2019) |
|---|---|---------------------------|---------------------------|--|
| Within 2 weeks of request | 80% of all requests to be completed within this time period | 92.5 | 94.1 | 93.2 |
| Within 4 weeks of request | 85% of all requests to be completed within this time period | 98.1 | 99.0 | 98.5 |
| Within 8 weeks of request | 90% of all requests to be completed within this time period | 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 |
| Within 26 weeks of request | 100% of all requests to be completed within this time period | 100.0 | 100.0 | 100.0 |

Table 13: All Other Connections – Area 1

²¹ 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.

4.2 Performance of Eircom with respect to Fault Rate Occurrence

18. This Section presents the rate of line faults reported²² to Eircom in Area 1. All line faults reported in the reporting period are expressed in relation to the average number of installed lines for the reporting period²³. 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 faults²⁴ for the year and the average number of installed lines for the year.

Fault Rate Occurrence

| | Q3 2019 Result % | Q4 2019 Result % | YTD Result (1 July 2019 – 31 Dec 2019) |
|---------------------------|------------------------|------------------------|--|
| Line faults per 100 lines | 1.3 | 1.4 | 2.7 |

Table 14: Fault Rate Occurrence – Area 1

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 Area 1. 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.

²² Excluding line faults which have occurred due to vandalism (including theft) and /or third party damage, which have been verified and audited.

²³ For Q4 2019, the rate of total faults per 100 lines was 1.7 and the rate of line faults including line faults which have occurred due to vandalism (including theft) and/or third party damage was 1.5.

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

Fault Repair Times²⁵

| | | Q3 2019 Result % | Q4 2019 Result % | YTD Result (1 July 2019 – 31 Dec 2019) |
|---------------------------|---|---------------------|---------------------|--|
| Within 2 working days | Fault repairs completed within this time period | 85.8 | 81.9 | 83.9 |
| Within 4 working days | Fault repairs completed within this time period | 94.9 | 93.4 | 94.1 |
| Within 5 working days | Fault repairs completed within this time period | 96.8 | 95.5 | 96.1 |
| Within 10 working days | Fault repairs completed within this time period | 99.0 | 98.7 | 98.9 |

Table 15: Fault Repair Times – Area 1

4.4 Performance of Eircom with respect to Service Availability

20. 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 as presented above. Schedule 1 of ComReg 19/21a sets out the methodology for calculating and measuring the Service Availability Performance result. Service availability, when measured, will report the maximum of 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 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.

²⁵ Data pertaining to Fault Repairs with an Agreed Date are included in this metric from 1 July 2010.

Service Availability Performance

| Sub National Service Availability Target (ComReg Decision D02/19) 0.607 | Q3 2019 Result | Q4 2019 Result | YTD Result (1 July 2019 – 31 Dec 2019) |
|--|-----------------------|-----------------------|---|
| Average Fault Repair Time Performance | 1.4873 | 1.6317 | 1.5606 |
| Line Fault Occurrence Performance per 100 lines | 1.2693 | 1.4328 | 2.6993 |
| Maximum Working Days Outage per line | <u>0.019</u> | <u>0.023</u> | <u>0.042</u> ²⁶ |

Table 16: Service Availability – Area 1

²⁶ If the annual performance (1 July 2019 – 30 June 2020) result is ≤ 0.607 , the target has been achieved. If the annual performance (1 July 2019 – 30 June 2020) result is > 0.607 , the performance target has not been achieved.

5 Supplementary Quality of Service Performance Data – Area 1

5.1 Performance of Eircom - Direct Access PSTN Connections

21. This Section presents Eircom’s performance during the reporting period by providing information on Supply Time Fastest in Area 1. The information submitted by Eircom is required to be based on the quality of service parameters, definitions and measurement methods which are set out in the relevant EU Directive²⁷.

Supply Time Fastest²⁸

| | Q4 2019 Total | Q4 2019 Residential | Q4 2019 Business |
|-----------------------------------|------------------|------------------------|---------------------|
| Fastest 95% - elapsed days | 15.0 | 15.0 | 13.0 |
| Fastest 99% - elapsed days | 28.0 | 29.0 | 18.8 |

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

5.2 Performance of Eircom - Direct Access PSTN Repairs

22. This Section presents Eircom’s performance during the reporting period by providing information on Repair Time Fastest in Area 1. The information submitted by Eircom is required to be based on the quality of service parameters, definitions and measurement methods which are set out in the relevant EU Directive²⁹.

²⁷ The Universal Service Directive.

²⁸ 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.

²⁹ The Universal Service Directive.

Repair Time Fastest³⁰

| | Q4 2019 Total | Q4 2019 Residential | Q4 2019 Business |
|--|------------------|------------------------|---------------------|
| Fastest 80% completed (working hours) | 15.783 | 17.157 | 15.467 |
| Fastest 95% completed (working hours) | 38.533 | 44.188 | 36.240 |

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

5.3 Performance of Eircom - Connections with an Agreed Date³¹

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

| | Q4 2019 Result % |
|---------------------------------|------------------|
| Connections with an Agreed Date | 40.0 |

Table 19: Connections with an Agreed Date – Area 1

| | Q4 2019 Result % |
|--|------------------|
| Connections with an Agreed Date versus Total Connections | 0.4 |

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

³⁰ Data pertaining to Fault Repairs with an Agreed Date are included in this metric from 1 July 2010.

³¹ 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 Performance of Eircom - Fault Repairs with an Agreed Date³²

24. 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 Area 1.

| Q4 2019 Result % | |
|-----------------------------------|------|
| Fault Repairs with an Agreed Date | 99.4 |

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

| Q4 2019 Result % | |
|--|------|
| Fault Repairs with an Agreed Date versus All Repairs | 10.0 |

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

³² 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 Sub-National Performance – Area 2

6.1 Performance of Eircom with respect to connections

25. 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 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 Connections³³

| In-Situ Connections Performance Targets (ComReg Decision D02/19) | | Q3 2019 Result % | Q4 2019 Result % | YTD Result (1 July 2019 – 31 Dec 2019) |
|---|---|------------------------|------------------------|--|
| Within 24 hours of request | 80% of connections to be completed within this time period | 86.4 | 83.5 | 85.2 |
| Within 2 weeks of request | 99.8% of connections to be completed within this time period | 100.0 | 98.6 | 99.5 |
| Within 2 months of request | 100% of connections to be completed within this time period | 100.0 | 100.0 | 100.0 |

Table 23: In-Situ Connections – Area 2

³³ 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 Connections³⁴

| All Other Connections Performance Targets (ComReg Decision D02/19) | | Q3 2019 Result % | Q4 2019 Result % | YTD Result (1 July 2019 – 31 Dec 2019) |
|---|---|------------------------|------------------------|--|
| Within 2 weeks of request | 80% of all requests to be completed within this time period | 97.6 | 96.8 | 97.2 |
| Within 4 weeks of request | 85% of all requests to be completed within this time period | 99.7 | 99.8 | 99.7 |
| Within 8 weeks of request | 90% of all requests to be completed within this time period | 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 |
| Within 26 weeks of request | 100% of all requests to be completed within this time period | 100.0 | 100.0 | 100.0 |

Table 24: All Other Connections – Area 2

³⁴ 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.

6.2 Performance of Eircom with respect to Fault Rate Occurrence

26. This Section presents the rate of line faults reported³⁵ to Eircom in Area 2. All line faults reported in the reporting period are expressed in relation to the average number of installed lines for the reporting period³⁶. 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 faults³⁷ for the year and the average number of installed lines for the year.

Fault Rate Occurrence

| | Q3 2019 Result | Q4 2019 Result | YTD Result (1 July 2019 – 31 Dec 2019) |
|---------------------------|-------------------|-------------------|--|
| Line faults per 100 lines | 4.6 | 4.8 | 9.3 |

Table 25: Fault Rate Occurrence – Area 2

6.3 Performance of Eircom with respect to Fault Repair Times

27. This Section presents Eircom’s performance during the reporting period by providing information on fault repair times in Area 2. 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.

³⁵ Excluding line faults which have occurred due to vandalism (including theft) and /or third party damage, which have been verified and audited.

³⁶ For Q4 2019, the rate of total faults per 100 lines was 5.6 and the rate of line faults including line faults which have occurred due to vandalism (including theft) and/or third party damage was 5.2.

³⁷ Excluding line faults which have occurred due to vandalism (including theft) and /or third party damage, which have been verified and audited.

Fault Repair Times³⁸

| | | Q3 2019 Result % | Q4 2019 Result % | YTD Result (1 July 2019 – 31 Dec 2019) |
|------------------------------|---|------------------------|------------------------|--|
| Within 2 working days | Fault repairs completed within this time period | 81.0 | 77.0 | 79.4 |
| Within 4 working days | Fault repairs completed within this time period | 93.4 | 91.6 | 92.5 |
| Within 5 working days | Fault repairs completed within this time period | 96.1 | 94.9 | 95.5 |
| Within 10 working days | Fault repairs completed within this time period | 99.0 | 98.8 | 98.9 |

Table 26: Fault Repair Times – Area 2

6.4 Performance of Eircom with respect to Service Availability

28. 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 as presented above. Schedule 1 of ComReg 19/21a sets out the methodology for calculating and measuring the Service Availability Performance result. 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 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.

³⁸ Data pertaining to Fault Repairs with an Agreed Date is included in this metric from 1 July 2010.

Service Availability Performance

| Sub-National Service Availability Target (ComReg Decision D02/19) 0.607 | Q3 2019 Result | Q4 2019 Result | YTD Result (1 July 2019 – 31 Dec 2019) |
|--|-----------------------|-----------------------|---|
| Average Fault Repair Time Performance | 1.6280 | 1.7581 | 1.6918 |
| Line Fault Occurrence Performance per 100 lines | 4.5564 | 4.7812 | 9.3338 |
| Maximum Working Days Outage per line | <u>0.074</u> | <u>0.084</u> | <u>0.158³⁹</u> |

Table 27: Service Availability – Area 2

³⁹ If the annual performance (1 July 2019 – 30 June 2020) result is ≤ 0.607 , the target has been achieved. If the annual performance (1 July 2019 – 30 June 2020) result is > 0.607 , the performance target has not been achieved.

7 Supplementary Quality of Service Performance Data – Area 2

7.1 Performance of Eircom - Direct Access PSTN Connections

29. This Section presents Eircom’s performance during the reporting period by providing information on Supply Time Fastest in Area 2. The information submitted by Eircom is required to be based on the quality of service parameters, definitions and measurement methods which are set out in the relevant EU Directive⁴⁰.

Supply Time Fastest⁴¹

| | Q4 2019 Total | Q4 2019 Residential | Q4 2019 Business |
|-----------------------------------|------------------|------------------------|---------------------|
| Fastest 95% - elapsed days | 12.0 | 12.0 | 26.0 |
| Fastest 99% - elapsed days | 22.3 | 19.0 | 26.0 |

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

7.2 Performance of Eircom - Direct Access PSTN Repairs

30. This Section presents Eircom’s performance during the reporting period by providing information on Repair Time Fastest in Area 2. The information submitted by Eircom is required to be based on the quality of service parameters, definitions and measurement methods which are set out in the relevant EU Directive⁴².

⁴⁰ The Universal Service Directive.

⁴¹ 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.

⁴² The Universal Service Directive.

Repair Time Fastest⁴³

| | Q4 2019 Total | Q4 2019 Residential | Q4 2019 Business |
|--|------------------|------------------------|---------------------|
| Fastest 80% completed (working hours) | 17.700 | 18.933 | 16.983 |
| Fastest 95% completed (working hours) | 40.367 | 41.187 | 40.000 |

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

7.3 Performance of Eircom - Connections with an Agreed Date⁴⁴

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

| | Q4 2019 Result % |
|---------------------------------|------------------|
| Connections with an Agreed Date | 66.7 |

Table 30: Connections with an Agreed Date – Area 2

| | Q4 2019 Result % |
|--|------------------|
| Connections with an Agreed Date versus Total Connections | 0.3 |

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

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

⁴⁴ 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 Performance of Eircom - Fault Repairs with an Agreed Date⁴⁵

32. 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 Area 2.

| Q4 2019 Result % | |
|-----------------------------------|------|
| Fault Repairs with an Agreed Date | 98.9 |

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

| Q4 2019 Result % | |
|--|-----|
| Fault Repairs with an Agreed Date versus All Repairs | 7.0 |

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

⁴⁵ 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 Sub-National Performance – Area 3

8.1 Performance of Eircom with respect to connections

33. 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 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 Connections⁴⁶

| In-Situ Connections Performance Targets (ComReg Decision D02/19) | | Q3 2019 Result % | Q4 2019 Result % | YTD Result (1 July 2019 – 31 Dec 2019) |
|---|---|---------------------|---------------------|---|
| Within 24 hours of request | 80% of connections to be completed within this time period | 86.9 | 72.5 | 81.0 |
| Within 2 weeks of request | 99.8% of connections to be completed within this time period | 100.0 | 99.0 | 99.6 |
| Within 2 months of request | 100% of connections to be completed within this time period | 100.0 | 100.0 | 100.0 |

Table 34: In-Situ Connections – Area 3

⁴⁶ 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 Connections⁴⁷

| All Other Connections Performance Targets (ComReg Decision D02/19) | | Q3 2019 Result % | Q4 2019 Result % | YTD Result (1 July 2019 – 31 Dec 2019) |
|--|---|------------------|------------------|--|
| Within 2 weeks of request | 80% of all requests to be completed within this time period | 95.1 | 95.5 | 95.3 |
| Within 4 weeks of request | 85% of all requests to be completed within this time period | 99.3 | 99.6 | 99.4 |
| Within 8 weeks of request | 90% of all requests to be completed within this time period | 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 |
| Within 26 weeks of request | 100% of all requests to be completed within this time period | 100.0 | 100.0 | 100.0 |

Table 35: All Other Connections – Area 3

⁴⁷ 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.

8.2 Performance of Eircom with respect to Fault Rate Occurrence

34. This Section presents the rate of line faults reported⁴⁸ to Eircom in Area 3. All line faults reported in the specified quarterly period are expressed in relation to the average number of installed lines for the quarter⁴⁹. 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 faults⁵⁰ for the year and the average number of installed lines for the year.

Fault Rate Occurrence

| | Q3 2019 Result | Q4 2019 Result | YTD Result (1 July 2019 – 31 Dec 2019) |
|---------------------------|-------------------|-------------------|--|
| Line faults per 100 lines | 2.1 | 2.4 | 4.4 |

Table 36: Fault Rate Occurrence – Area 3

8.3 Performance of Eircom with respect to Fault Repair Times

35. This Section presents Eircom’s performance during the reporting period by providing information on fault repair times in Area 3. 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.

⁴⁸ Excluding line faults which have occurred due to vandalism (including theft) and /or third party damage, which have been verified and audited.

⁴⁹ For Q4 2019, the rate of total faults per 100 lines was 2.8 and the rate of line faults including line faults which have occurred due to vandalism (including theft) and/or third party damage was 2.5.

⁵⁰ Excluding line faults which have occurred due to vandalism (including theft) and /or third party damage, which have been verified and audited.

Fault Repair Times⁵¹

| | | Q3 2019 Result % | Q4 2019 Result % | YTD Result (1 July 2019 – 31 Dec 2019) |
|------------------------------|---|---------------------|---------------------|--|
| Within 2 working days | Fault repairs completed within this time period | 82.5 | 79.0 | 80.7 |
| Within 4 working days | Fault repairs completed within this time period | 94.3 | 92.7 | 93.5 |
| Within 5 working days | Fault repairs completed within this time period | 96.5 | 95.6 | 96.0 |
| Within 10 working days | Fault repairs completed within this time period | 99.0 | 98.9 | 99.0 |

Table 37: Fault Repair Times – Area 3

8.4 Performance of Eircom with respect to Service Availability

36. 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 as presented above. Schedule 1 of ComReg 19/21a sets out the methodology for calculating and measuring the Service Availability Performance result. 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 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.

⁵¹ Data pertaining to Fault Repairs with an Agreed Date are included in this metric from 1 July 2010.

Service Availability Performance

| Sub-National Service Availability Target (ComReg Decision D02/19) 0.607 | Q3 2019 Result | Q4 2019 Result | YTD Result (1 July 2019 – 31 Dec 2019) |
|--|-----------------------|-----------------------|---|
| Average Fault Repair Time Performance | 1.5710 | 1.6943 | 1.6340 |
| Line Fault Occurrence Performance per 100 lines | 2.0657 | 2.3572 | 4.4181 |
| Maximum Working Days Outage per line | <u>0.033</u> | <u>0.040</u> | <u>0.072</u> ⁵² |

Table 38: Service Availability – Area 3

⁵² If the annual performance (1 July 2019 – 30 June 2020) result is ≤ 0.607 , the target has been achieved. If the annual performance (1 July 2019 – 30 June 2020) result is > 0.607 , the performance target has not been achieved.

9 Supplementary Quality of Service Performance Data – Area 3

9.1 Performance of Eircom - Direct Access PSTN Connections

37. This Section presents Eircom’s performance during the reporting period by providing information on Supply Time Fastest in Area 3. The information submitted by Eircom are required to be based on the quality of service parameters, definitions and measurement methods which are set out in the relevant EU Directive⁵³.

Supply Time Fastest⁵⁴

| | Q4 2019 Total | Q4 2019 Residential | Q4 2019 Business |
|-----------------------------------|------------------|------------------------|---------------------|
| Fastest 95% - elapsed days | 14.0 | 14.0 | 15.0 |
| Fastest 99% - elapsed days | 21.0 | 22.1 | 15.0 |

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

9.2 Performance of Eircom - Direct Access PSTN Repair

38. This Section presents Eircom’s performance during the reporting period by providing information on Repair Time Fastest in Area 3. The information submitted by Eircom are required to be based on the quality of service parameters, definitions and measurement methods which are set out in the relevant EU Directive⁵⁵.

⁵³ The Universal Service Directive.

⁵⁴ 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.

⁵⁵ The Universal Service Directive.

Repair Time Fastest⁵⁶

| | Q4 2019 Total | Q4 2019 Residential | Q4 2019 Business |
|--|------------------|------------------------|---------------------|
| Fastest 80% completed (working hours) | 16.6 | 18.7 | 16.0 |
| Fastest 95% completed (working hours) | 39.0 | 44.5 | 38.0 |

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

9.3 Performance of Eircom - Connections with an Agreed Date⁵⁷

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

| | Q4 2019 Result % |
|---------------------------------|------------------|
| Connections with an Agreed Date | 100.0 |

Table 41: Connections with an Agreed Date– Area 3

| | Q4 2019 Result % |
|--|------------------|
| Connections with an Agreed Date versus Total Connections | 0.1 |

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

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

⁵⁷ 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 Performance of Eircom - Fault repairs with an Agreed Date⁵⁸

40. 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 Area 3.

| Q4 2019 Result % | |
|-----------------------------------|------|
| Fault Repairs with an Agreed Date | 99.7 |

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

| Q4 2019 Result % | |
|--|-----|
| Fault Repairs with an Agreed Date versus All Repairs | 7.9 |

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

⁵⁸ 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 The Universal Service Obligation (“USO”)

A 1.1 The following ComReg decisions relate to the USO:

- In July 2016, following a public consultation, ComReg designated Eircom as the USP for access at a fixed location (“AFL”) until 30 June 2021⁵⁹. This decision sets out requirements regarding the reasonableness of requests for connections and it 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 Subscribers⁶⁰ 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 Telephones⁶¹ to 31 December 2020 or until such earlier date as decided by ComReg.
- In March 2019, following a public consultation, ComReg set legally binding quality of service performance targets for connections and service availability targets at national and sub-national level for Eircom, as the designated USP with effect from 13 March 2019⁶².

⁵⁹ “Universal Service Requirements – Provision of access at a fixed location (AFL USO)”, Response to Consultation and Decision, ComReg D05/16.

⁶⁰ “Provision of Directory of Subscribers – Universal Service: Scope and Designation” Response to Consultation and Decision, ComReg D17/18, ComReg Document No: 18/115.

⁶¹ “Provision of Public Pay Telephones – Universal Service: Scope and designation”, ComReg 19/06, D01/19.

⁶² “Universal Service Requirements – Provision of access at a fixed location (AFL) – Quality of Service (QoS)” - ComReg Documents 19/21 and 19/21a, D02/19.

Appendix: 2 Annual National Quality of Service Targets (D02/19) & Eircom YTD National Performance Results 2019/2020

A 2.1 Connections

| Quality of Service Performance Metric | Annual National Performance Target (D02/19) | YTD National Result (1 July 2019 – 31 December 2019) |
|--|--|---|
| In-situ connections within 24 hours of request | 80% | 83.0 |
| In-situ connections within 2 weeks of request | 99.8% | 99.6 |
| In-situ connections within 2 months of request | 100% | 100.0 |
| All other connections within 2 weeks of request | 80% | 94.6 |
| All other connections within 4 weeks of request | 85% | 99.0 |
| All other connections within 8 weeks of request | 90% | 100.0 |
| All other connections within 13 weeks of request | 95% | 100.0 |
| All other connections within 26 weeks of request | 100% | 100.0 |

A 2.2 Service Availability

| Quality of Service Performance Metric | Annual National Performance Target (D02/19) | YTD National Result (1 July 2019 – 31 December 2019) |
|---------------------------------------|---|--|
| National Service Availability Target | 0.237 maximum Working Days Outage per line | 0.082 |

Appendix: 3 Annual Area 1 Quality of Service Targets (D02/19) & YTD Area 1 Performance Results 2019/2020

A 3.1 Connections

| Quality of Service Performance Metric | Annual Area 1 Performance Target (D02/19) | YTD Area 1 Result (1 July 2019 – 31 December 2019) |
|--|--|---|
| In-situ connections within 24 hours of request | 80% | 81.8 |
| In-situ connections within 2 weeks of request | 99.8% | 99.7 |
| In-situ connections within 2 months of request | 100% | 99.9 |
| All other connections within 2 weeks of request | 80% | 93.2 |
| All other connections within 4 weeks of request | 85% | 98.5 |
| All other connections within 8 weeks of request | 90% | 100.0 |
| All other connections within 13 weeks of request | 95% | 100.0 |
| All other connections within 26 weeks of request | 100% | 100.0 |

A 3.2 Service Availability

| Quality of Service Performance Metric | Annual Area 1 Performance Target (D02/19) | YTD Area 1 Result (1 July 2019 – 31 December 2019) |
|--|--|---|
| Sub-National Service Availability Target | 0.607 maximum Working Days Outage per line | 0.042 |

Appendix: 4 Annual Area 2 Quality of Service Targets (D02/19) & YTD Area 2 Performance Results 2019/2020

A 4.1 Connections

| Quality of Service Performance Metric | Annual Area 2 Performance Target (D02/19) | YTD Area 2 Result (1 July 2019 – 31 December 2019) |
|--|---|--|
| In-situ connections within 24 hours of request | 80% | 85.2 |
| In-situ connections within 2 weeks of request | 99.8% | 99.5 |
| In-situ connections within 2 months of request | 100% | 100.0 |
| All other connections within 2 weeks of request | 80% | 97.2 |
| All other connections within 4 weeks of request | 85% | 99.7 |
| All other connections within 8 weeks of request | 90% | 100.0 |
| All other connections within 13 weeks of request | 95% | 100.0 |
| All other connections within 26 weeks of request | 100% | 100.0 |

A 4.2 Service Availability

| Quality of Service Performance Metric | Annual Area 2 Performance Target (D02/19) | YTD Area 2 Result (1 July 2019 – 31 December 2019) |
|--|--|---|
| Sub-National Service Availability Target | 0.607 maximum Working Days Outage per line | 0.158 |

Appendix: 5 Annual Area 3 Quality of Service Targets (D02/19) & YTD Area 3 Performance Results 2019/2020

A 5.1 Connections

| Quality of Service Performance Metric | Annual Area 3 Performance Target (D02/19) | YTD Area 3 Result (1 July 2019 – 31 December 2019) |
|--|---|--|
| In-situ connections within 24 hours of request | 80% | 81.0 |
| In-situ connections within 2 weeks of request | 99.8% | 99.6 |
| In-situ connections within 2 months of request | 100% | 100.0 |
| All other connections within 2 weeks of request | 80% | 95.3 |
| All other connections within 4 weeks of request | 85% | 99.4 |
| All other connections within 8 weeks of request | 90% | 100.0 |
| All other connections within 13 weeks of request | 95% | 100.0 |
| All other connections within 26 weeks of request | 100% | 100.0 |

A 5.2 Service Availability

| Quality of Service Performance Metric | Annual Area 3 Performance Target (D02/19) | YTD Area 3 Result (1 July 2019 – 31 December 2019) |
|--|--|---|
| Sub-National Service Availability Target | 0.607 maximum Working Days Outage per line | 0.072 |