



eir KPI Report Oct - Dec 2019

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In September 2010 ComReg issued a consultation document on the Introduction of Key Performance Indicators for Regulated Markets. This consultation proposed the introduction of KPIs in four regulated markets:

- Retail Narrowband Access
- Wholesale Broadband Access
- Wholesale Physical Network Infrastructure Access, and
- Terminating Segments of Wholesale Leased Lines

Services are made available by alternative providers in all of these markets and many are based on wholesale elements supplied by eir.

In June 2011 ComReg issued Response to Consultation and Decision Notice (D05/11) directing eir to publish all of the proposed KPIs in a single place to enable explicit comparisons to be made between Wholesale outputs and the equivalent inputs provided to eir Retail.

This transparency provides an assurance to consumers that the products and related services used by both eir retail and open eir customers are of the same standard, and that no discrimination in respect of **eir's** wholesale services occurs.

Products included in the KPI metrics -

Retail Narrowband Access Market –

(i) SB-WLR (ii) WLA and (iii) eir's Retail PSTN & ISDN BRA products

Wholesale Bitstream Access Market – Current Generation

(i) Wholesale Bitstream Services and (ii) eir Retail Broadband Services

Wholesale Physical Network Infrastructure Access Market –

(i) Line Share and (ii) eir Retail Broadband Service

(iii) ULMP / GLUMP Services and (iv) eir Retail PSTN&ISDN Service and

Wholesale Terminating Segment of Wholesale Leased Lines Market –

(i) Wholesale provided traditional Leased Lines / PPC EULs, and (ii) eir Retail provided traditional Leased Lines and

(iii) Wholesale provided NGN Ethernet Leased Lines / WSEA and (iv) eir Retail provided NGN Ethernet Leased Lines

Wholesale Bitstream Access Market – Next Generation

(i) NGA FTTC POTs Based Services (ii) NGA FTTC Standalone and (iii) NGA FTTH

Summary of KPI metrics -

The KPI metrics for each Market are split between Supply and Repair of Service

Metrics associated with Supply of Services

% connections in x working days

Average connection time

Quality of supply (included for narrowband and broadband markets)

Metrics associated with Repair of Services

% repairs in x working days

Average repair time

Quality of repair (included for narrowband and broadband markets)

List of tables KPI metrics -

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Table 2: Wholesale Broadband Access KPIs

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Table 12: Next Generation Access FTTH Services

Retail Narrowband Access KPIs

Table 1



Table 1 : Narrowband Access KPIs

In-Situ /EE Connection

This refers to all Electronically Enabled lines or Electronic Transfer of lines to/from SB-WLR/WLA/Retail PSTN & ISDN BRA

Order Types Included: LNI (New Line In-Situ), MI (Move In-Situ), PW (Provide SB-WLR)

Other Connection

This refers to all new line connections in SB-WLR/WLA/Retail PSTN&ISDN BRA

Order Types Included: LNN (New Line Non In-Situ), MN (Move Non In-Situ)

Table 1 : Narrowband Access KPIs

	Oct-19			Nov-19			Dec-19		
	Retail	SB-WLR	WLA	Retail	SB-WLR	WLA	Retail	SB-WLR	WLA
Metrics associated with Supply of Service									
1.1 In-Situ/EE Connection in 2WD	99.26%	99.92%	98.67%	96.47%	98.74%	96.55%	92.11%	96.33%	87.86%
1.2 Average In-Situ/EE Connection Time (WDs)	1.012	0.594	1.017	1.115	0.657	1.108	1.383	0.848	1.536
1.3 Quality of In-Situ/EE Supply	95.96%	96.99%	97.77%	96.67%	97.28%	97.23%	96.62%	97.36%	97.00%
1.4 Average In-Situ/EE Connection W/Port Time (WDs)	0.600	0.848	0.000	1.000	0.674	0.800	1.000	1.000	0.000
1.5 Quality of In-Situ/EE W/Port Supply	100.00%	98.91%	100.00%	85.71%	96.45%	80.00%	100.00%	100.00%	100.00%
1.6 Other Connections in 10WD	93.71%	90.00%	78.95%	91.53%	100.00%	90.00%	96.59%	85.71%	95.45%
1.7 Average Other Connections Supply Time (WDs)	4.315	5.240	4.605	4.644	3.075	9.600	5.807	4.514	4.545
1.8 Quality of Other Connections Supply	97.90%	94.00%	97.37%	94.07%	100.00%	100.00%	98.86%	100.00%	90.91%
1.9 Other Connections Appointment based	99.94%	100.00%	100.00%	99.85%	99.96%	100.00%	100.00%	99.95%	100.00%
Metrics associated with Repair of Service									
1.10 Fault Repair in 2WD	82.74%	85.46%	82.77%	82.32%	84.48%	82.27%	76.36%	79.59%	76.05%
1.11 Fault Repair in 5WD	95.93%	97.12%	96.29%	95.74%	95.68%	96.60%	94.36%	96.31%	94.53%
1.12 Fault Repair in 10WD	98.99%	98.82%	99.05%	98.88%	98.45%	99.38%	98.74%	98.98%	98.98%
1.13 Average Fault Repair Time (WDs)	1.659	1.536	1.638	1.710	1.678	1.647	1.915	1.781	1.866
1.14 Fault Incidence	1.007	0.719	1.013	0.996	0.624	1.058	0.881	0.618	0.912
1.15 Quality of Repair	94.08%	94.52%	94.13%	93.10%	93.28%	92.98%	93.88%	93.79%	93.74%

Table 1 : Narrowband Access KPIs

Table 1 : Narrowband Access KPIs

Comment on Table 1

In-Situ/EE Connections

The PW transfer order has an inbuilt delay where the line configuration is done at 4am. Therefore if an order is received at 9am it will validate and do all the necessary steps, usually within minutes, but then the system waits until 4am before configuring the line. As a result PW orders will not be delivered on the same day as the order is received.

02

Wholesale Broadband Access KPIs

Table 2

Table 2 : Broadband Access KPIs

Transfer Connection

This refers to all Electronic Transfer of Broadband services to/from wholesale customers / Retail customers (excludes transfers with jumpering)

Order Types Included: XB (Transfer Bitstream)

Other Connections

This refers to all new Broadband connections

Order Types Included: PB (Provide Bitstream)

Table 2: Broadband Access KPIs

	Oct-19		Nov-19		Dec-19	
	Retail Broadband	Wholesale Bitstream	Retail Broadband	Wholesale Bitstream	Retail Broadband	Wholesale Bitstream
Metrics associated with Supply of Service						
2.1 Transfer Connection in 2WD	100.00%	100.00%	100.00%	99.83%	100.00%	100.00%
2.2 Average Transfer Connection Time (WDs)	0.043	0.000	0.047	0.020	0.056	0.008
2.3 Quality of Transfer Supply	99.22%	100.00%	99.22%	100.00%	99.14%	99.44%
2.4 Other Connections in 5WD	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
2.5 Average Other Connections Supply Time (WDs)	0.91	0.85	1.12	0.75	0.90	0.93
2.6 Quality of Other Connections Supply	94.88%	97.06%	97.67%	95.85%	97.86%	94.06%
Metrics associated with Repair of Service						
2.7 Fault Repair in 2WD	92.97%	92.52%	93.41%	85.90%	83.52%	86.15%
2.8 Fault Repair in 5WD	100.00%	97.20%	100.00%	98.72%	94.51%	100.00%
2.9 Fault Repair in 10WD	100.00%	99.07%	100.00%	100.00%	100.00%	100.00%
2.10 Average Fault Repair Time (WDs)	1.162	1.582	1.154	1.302	1.512	1.284
2.11 Quality of Repair	96.88%	100.00%	100.00%	98.72%	97.80%	98.46%

Table 2: Broadband Access KPIs

Table 2 : Broadband Access KPIs

Comment on Table 2

03

Wholesale Physical Network Infrastructure Access (Line Share) KPIs

Table 3

Table 3 : Wholesale Physical Network Infrastructure^{open} Access (Line Share) KPIs



All Connection

This refers to all new Line Share connections and Retail Broadband connections that require jumpering
Order Types Included: PLS (Provide Line Share)

Table 3: Wholesale Physical Network Infrastructure Access (Line Share) KPIs



	Oct-19		Nov-19		Dec-19	
	Retail Broadband	Wholesale Line Share	Retail Broadband	Wholesale Line Share	Retail Broadband	Wholesale Line Share
Metrics associated with Supply of Service						
3.1 Connections in 5WD	100.00%	98.66%	100.00%	100.00%	100.00%	98.81%
3.2 Average Supply Time (WDs)	1.471	1.685	1.755	1.702	1.800	1.881
3.3 Quality of Supply	92.99%	93.29%	93.64%	93.17%	94.29%	98.81%
Metrics associated with Repair of Service						
3.4 Fault Repair in 2WD	93.72%	100.00%	91.35%	85.19%	82.91%	95.24%
3.5 Fault Repair in 5WD	99.03%	100.00%	98.92%	100.00%	98.10%	100.00%
3.6 Fault Repair in 10WD	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
3.7 Average Fault Repair Time (WDs)	0.975	0.992	1.086	1.211	1.341	1.163
3.8 Quality of Repair	98.07%	92.00%	98.38%	96.30%	99.37%	100.00%

Table 3: Wholesale Physical Network Infrastructure Access (Line Share) KPIs

Table 3 : Wholesale Physical Network Infrastructure Access (Line Share) KPIs



Comment on Table 3

04

Wholesale Physical Network Infrastructure Access (ULMP) KPIs

Table 4

Table 4 : Wholesale Physical Network Infrastructure Access (ULMP) KPIs



In-Situ Transfer Connection

This refers to all new ULMP connections from other ULMP/SB-WLR/WLA/eir Retail operators and eir Retail connections from ULMP operators

Order Types Included: PUI (Provide ULMP on In-Situ Line), PU (Provide ULMP on active line), PUG (Provide ULMP with GNP on active line)

Connections

This refers to all new line connections and eircom Retail new line connections

Order Types Included: PUS (Provide ULMP on a Spare Path / new Non-Insitu Line)

Other Connection Appointment based

This refers to all new line connections

Order Types Included: PUN (Provide ULMP new)

Table 4: Wholesale Physical Network Infrastructure Access (ULMP) KPIs



	Oct-19		Nov-19		Dec-19	
	Retail	Wholesale ULMP	Retail	Wholesale ULMP	Retail	Wholesale ULMP
Metrics associated with Supply of Service						
4.1 In-Situ Transfer Connections in 5WD	N/A	100.00%	N/A	N/A	N/A	100.00%
4.2 Average In-Situ Transfer Connection Supply Time (WDs)	N/A	0.667	N/A	N/A	N/A	0.667
4.3 Quality of In-Situ Transfer Supply	N/A	100.00%	N/A	N/A	N/A	100.00%
4.4 Connections in 10WD	93.71%	100.00%	91.53%	100.00%	96.59%	100.00%
4.5 Average Supply Time (WDs)	4.315	2.333	4.644	3.923	5.807	4.167
4.6 Quality of Supply	100.00%	66.67%	96.61%	92.31%	98.86%	66.67%
4.7 Other Connections Appointment based	100.00%	N/A	98.55%	N/A	100.00%	N/A
Metrics associated with Repair of Service						
4.8 Fault Repair in 2WD	78.82%	100.00%	80.44%	66.67%	70.82%	100.00%
4.9 Fault Repair in 5WD	94.56%	100.00%	95.65%	100.00%	93.59%	100.00%
4.10 Fault Repair in 10WD	98.81%	100.00%	98.72%	100.00%	98.43%	100.00%
4.11 Average Fault Repair Time (WDs)	1.866	1.182	1.814	2.075	2.125	1.234
4.12 Quality of Repair	94.22%	75.00%	92.40%	100.00%	93.39%	100.00%
4.13 Fault Incidence	0.280	0.152	0.275	0.117	0.235	0.079

Table 4: Wholesale Physical Network Infrastructure Access (ULMP) KPIs

Table 4 : Wholesale Physical Network Infrastructure Access (ULMP) KPIs



Comment on Table 4

Other connections

As the volumes of ULMP connections are very low compared to eir Retail variations in the comparative performance between Retail and Wholesale can occur.

05

Terminating Segments of Leased Lines (Leased Line Supply) KPIs

Table 5

Table 5: Terminating Segments of Leased Lines (Leased Line Supply) KPIs



- **Leased Lines**

- This refers to all new Wholesale Leased Lines / PPC EULs and eir Retail Leased Lines
- The provisioning is split between Standard (STD), Project (PRJ) and Non-Standard (NSTD) Orders.
- Data orders are validated as Standard or Non-Standard.
- Standard: A circuit which is ordered and all components are available to eir to provide the circuit in the Standard lead times are validated as Standard.
- Non Standard: A circuit which is ordered and there are impediments to eir delivering the order. Orders that are validated as Non Standard are given a forecasted delivery date.
- Some Non Standard orders are designated as Project when eir assigns a project manager to implement them. Project orders include where a customer orders a number of circuits to the same premises or wishes them to be delivered over a set period of time. These orders are assigned a project manager and deemed to be a project. A Due Delivery Date is agreed between the customer and eir for delivery of the orders.

Table 5: Terminating Segments of Leased Lines (Leased Line Supply) KPIs



	Retail				Wholesale			
	Oct-19							
100% of Orders	STD	Prj	NSTD	Total	STD	Prj	NSTD	Total
5.1: Average Supply Time < 2Mb/s (WDs)								
5.2: Average Supply Time = 2Mb/s (WDs)							32.0	32.0
5.3: Average Supply Time > 2Mb/s (WDs)								
97.5% of Orders	STD	Prj	NSTD	Total	STD	Prj	NSTD	Total
5.4: Average Supply Time < 2Mb/s (WDs)								
5.5: Average Supply Time = 2Mb/s (WDs)							32.0	32.0
5.6: Average Supply Time > 2Mb/s (WDs)								
	Nov-19							
100% of Orders	STD	Prj	NSTD	Total	STD	Prj	NSTD	Total
5.1: Average Supply Time < 2Mb/s (WDs)					10.0			10.0
5.2: Average Supply Time = 2Mb/s (WDs)			145.0	145.0				
5.3: Average Supply Time > 2Mb/s (WDs)								
97.5% of Orders	STD	Prj	NSTD	Total	STD	Prj	NSTD	Total
5.4: Average Supply Time < 2Mb/s (WDs)					10.0			10.0
5.5: Average Supply Time = 2Mb/s (WDs)			145.0	145.0				
5.6: Average Supply Time > 2Mb/s (WDs)								
	Dec-19							
100% of Orders	STD	Prj	NSTD	Total	STD	Prj	NSTD	Total
5.1: Average Supply Time < 2Mb/s (WDs)								
5.2: Average Supply Time = 2Mb/s (WDs)								
5.3: Average Supply Time > 2Mb/s (WDs)								
97.5% of Orders	STD	Prj	NSTD	Total	STD	Prj	NSTD	Total
5.4: Average Supply Time < 2Mb/s (WDs)								
5.5: Average Supply Time = 2Mb/s (WDs)								
5.6: Average Supply Time > 2Mb/s (WDs)								

Table 5: Terminating Segments of Leased Lines (Leased Line Supply) KPIs

Table 5: Terminating Segments of Leased Lines (Leased Line Supply) KPIs



- Comment on Table 5
- The volumes of Leased Lines services are below a statistical threshold and therefore too low to be reasonably used to measure comparative performance between retail and wholesale

06

Terminating Segments of Leased Lines (NGN Ethernet Supply) KPIs

Table 6

Table 6: Terminating Segments of Leased Lines (NGN Ethernet Supply) KPIs



NGN Ethernet

This refers to all new Wholesale NGN and eir Retail NGN Leased Lines

The provisioning is split between Standard (STD), Project (PRJ) and Non-Standard (NSTD) Orders.

Data orders are validated as Standard or Non-Standard.

Standard: A circuit which is ordered and all components are available to open eir to provide the circuit in the Standard lead times and are validated as Standard.

Non Standard: A circuit which is ordered and there are impediments to eir delivering the order. Orders that are validated as Non Standard are given a forecasted delivery date.

Some Non Standard orders are designated as Project when open eir assigns a project manager to implement them.

Table 6: Terminating Segments of Leased Lines (NGN Ethernet Supply) KPIs



	Retail				Wholesale			
Oct-19								
100% of Orders	STD	Prj	NSTD	Total	STD	Prj	NSTD	Total
6.1: Average Supply Time < 10Mb/s (WDs)								
6.2: Average Supply Time ≥ 10Mb/s (WDs)	30.5	14.0	64.1	38.9	33.2	53.5	79.5	46.1
97.5% of Orders	STD	Prj	NSTD	Total	STD	Prj	NSTD	Total
6.3: Average Supply Time < 10Mb/s (WDs)								
6.4: Average Supply Time ≥ 10Mb/s (WDs)	30.5	14.0	64.1	38.9	31.4	53.5	79.5	44.7
Nov-19								
100% of Orders	STD	Prj	NSTD	Total	STD	Prj	NSTD	Total
6.1: Average Supply Time < 10Mb/s (WDs)								
6.2: Average Supply Time ≥ 10Mb/s (WDs)	39.3		81.0	52.2	25.9	29.5	86.5	38.5
97.5% of Orders	STD	Prj	NSTD	Total	STD	Prj	NSTD	Total
6.3: Average Supply Time < 10Mb/s (WDs)								
6.4: Average Supply Time ≥ 10Mb/s (WDs)	39.3		81.0	52.2	25.9	29.5	86.5	36.2
Dec-19								
100% of Orders	STD	Prj	NSTD	Total	STD	Prj	NSTD	Total
6.1: Average Supply Time < 10Mb/s (WDs)								
6.2: Average Supply Time ≥ 10Mb/s (WDs)	25.8	31.5	49.1	35.4	24.0	25.5	88.9	40.3
97.5% of Orders	STD	Prj	NSTD	Total	STD	Prj	NSTD	Total
6.3: Average Supply Time < 10Mb/s (WDs)								
6.4: Average Supply Time ≥ 10Mb/s (WDs)	25.8	31.5	49.1	35.4	24.0	25.5	88.9	37.2

Table 6: Terminating Segments of Leased Lines (NGN Ethernet Supply) KPIs

Table 6: Terminating Segments of Leased Lines (NGN Ethernet Supply) KPIs



- Comment on Table 6
 - The Supply of Service comparative performance between Retail and Wholesale were aligned in the three month period.

07

Terminating Segments of Leased Lines (Leased Line Order Designation) KPIs

Table 7



Table 7: Terminating Segments of Leased Lines (Leased Line Order Designation) KPIs



Leased Lines

This refers to all new Wholesale Leased Lines / PPC EULs and eir Retail Leased Lines

The provisioning is split between Standard (STD), Project (PRJ) and Non-Standard (NSTD) Orders.

Table 7: Terminating Segments of Leased Lines (Leased Line Order Designation) KPIs



	Retail			Wholesale			
Oct-19							
	STD	Prj	NSTD	STD	Prj	NSTD	
7.1: 100% Orders < 2Mb/s							
7.2: 100% Orders = 2Mb/s							
7.3: 100% Orders > 2Mb/s							100%
Nov-19							
	STD	Prj	NSTD	STD	Prj	NSTD	
7.1: 100% Orders < 2Mb/s							
7.2: 100% Orders = 2Mb/s							100%
7.3: 100% Orders > 2Mb/s							100%
Dec-19							
	STD	Prj	NSTD	STD	Prj	NSTD	
7.1: 100% Orders < 2Mb/s							
7.2: 100% Orders = 2Mb/s							
7.3: 100% Orders > 2Mb/s							

Table 7: Terminating Segments of Leased Lines (Leased Line Order Designation) KPIs

Table 7: Terminating Segments of Leased Lines (Leased Line Order Designation) KPIs



Comment on Table 7

The volumes of Leased Lines services are below a statistical threshold and therefore too low to be reasonably used to measure comparative performance between retail and wholesale



Terminating Segments of Leased Lines (NGN Ethernet Order Designation) KPIs

Table 8



Table 8: Terminating Segments of Leased Lines (NGN Ethernet Order Designation) KPIs



NGN Ethernet

This refers to all new Wholesale WSEAs and eir Retail NGN Leased Lines

The provisioning is split between Standard (STD), Project (PRJ) and Non-Standard (NSTD) Orders.

Table 8: Terminating Segments of Leased Lines (NGN Ethernet Order Designation) KPIs



	Retail			Wholesale		
Oct-19						
	STD	Prj	NSTD	STD	Prj	NSTD
8.1: 100% Orders < 10Mb/s						
8.2: 100% Orders ≥ 10Mb/s	70%	3%	27%	68%	7%	25%
Nov-19						
	STD	Prj	NSTD	STD	Prj	NSTD
8.1: 100% Orders < 10Mb/s						
8.2: 100% Orders ≥ 10Mb/s	69%		31%	65%	15%	20%
Dec-19						
	STD	Prj	NSTD	STD	Prj	NSTD
8.1: 100% Orders < 10Mb/s						
8.2: 100% Orders ≥ 10Mb/s	52%	9%	39%	66%	9%	25%

Table 8: Terminating Segments of Leased Lines (NGN Ethernet Order Designation) KPIs

Table 8: Terminating Segments of Leased Lines (NGN Ethernet Order Designation) KPIs



Comment on Table 8

The Supply of Service comparative performance between Retail and Wholesale were aligned in the three month period.

09

Terminating Segments of Leased Lines (fault repair) KPIs

Table 9



Table 9: Terminating Segments of Leased Lines (Fault Repair) KPIs



	Retail			Wholesale		
Oct-19						
	<8 WHs	<24 WHs	>24 WHs	<8 WHs	<24 WHs	>24 WHs
9.1: Leased Lines	94%	6%		100%		
9.2: NGN Ethernet	100%			100%		
Nov-19						
	<8 WHs	<24 WHs	>24 WHs	<8 WHs	<24 WHs	>24 WHs
9.1: Leased Lines	100%			100%		
9.2: NGN Ethernet	100%			100%		
Dec-19						
	<8 WHs	<24 WHs	>24 WHs	<8 WHs	<24 WHs	>24 WHs
9.1: Leased Lines	100%			100%		
9.2: NGN Ethernet	100%			92%	8%	

Table 9: Terminating Segments of Leased Lines (Fault Repair) KPIs

Table 9: Terminating Segments of Leased Lines (Fault Repair) KPIs

Comment on Table 9

The variations in the volumes of faults between Retail and Wholesale can result in differences in the comparative performance

10

Wholesale Broadband Access KPIs

Table 10



Table 10 : NGA FTTC POTs Based Broadband Access KPIs



- Connections

This refers to all new provides of NGA FTTC POTs Based Broadband services to/from wholesale customers / Retail customers

Order Types Included: PPN, PPW

Table 10: NGA FTTC POTs Based Broadband Access KPIs



FTTC - PB	Oct-19			Nov-19			Dec-19		
Metrics associated with Supply of Service	Retail	Operators	WLA	Retail	Operators	WLA	Retail	Operators	WLA
10.1 Appointments met by open eir	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
10.2 Quality of Supply	99.46%	99.38%	99.24%	99.43%	99.32%	98.91%	99.39%	99.45%	99.31%
Metrics associated with Repair of Service									
10.3 Fault Repair in 2WD	86.71%	84.31%	N/A	80.94%	78.76%	N/A	86.27%	84.15%	N/A
10.4 Fault Repair in 5WD	98.79%	98.69%	N/A	97.79%	98.45%	N/A	97.54%	95.73%	N/A
10.5 Fault Repair in 10WD	100.00%	100.00%	N/A	99.72%	100.00%	N/A	100.00%	100.00%	N/A
10.6 Average Fault Repair Time (WDs)	1.39	1.5	N/A	1.55	1.5	N/A	1.44	1.6	N/A
10.7 Fault Incidence (%)	0.16	0.08	N/A	0.18	0.09	N/A	0.14	0.08	N/A
10.8 Quality of Repair	91.84%	93.46%	N/A	92.27%	94.30%	N/A	89.79%	91.46%	N/A

Table 10 : NGA FTTC POTs Based Broadband Access KPIs

Table 10: NGA FTTC POTs Based Broadband Access KPIs



Comment on Table 10

Provisioning and Repair Of Service

The Supply of Service comparative performance between Retail and Wholesale were aligned in the three month period.

11

Wholesale Broadband Access KPIs

Table 11



Table 11 : NGA FTTC Standalone Broadband Access KPIs



- Connections

This refers to all new provides of NGA FTTC Standalone Broadband services to/from wholesale customers / Retail customers

Order Types Included: PNN, PNO, PNW

Table 11: NGA FTTC Standalone Broadband Access KPIs



FTTC - SA	Oct-19			Nov-19			Dec-19		
Metrics associated with Supply of Service	Retail	Operators	WLA	Retail	Operators	WLA	Retail	Operators	WLA
11.1 Appointments met by open eir	99.97%	100.00%	100.00%	99.97%	100.00%	100.00%	100.00%	99.98%	100.00%
11.2 Quality of Supply	98.02%	96.38%	95.83%	98.17%	96.89%	97.37%	97.81%	97.40%	96.72%
Metrics associated with Repair of Service									
11.3 Fault Repair in 2WD	77.95%	82.64%	N/A	75.07%	81.11%	N/A	81.77%	80.93%	N/A
11.4 Fault Repair in 5WD	96.06%	97.63%	N/A	96.16%	96.83%	N/A	97.72%	97.44%	N/A
11.5 Fault Repair in 10WD	99.21%	99.89%	N/A	98.90%	99.13%	N/A	99.43%	99.30%	N/A
11.6 Average Fault Repair Time (WDs)	1.83	1.53	N/A	1.85	1.67	N/A	1.53	1.55	N/A
11.7 Fault Incidence (%)	0.73	0.66	N/A	0.69	0.68	N/A	0.65	0.63	N/A
11.8 Quality of Repair	92.39%	95.38%	N/A	92.60%	93.89%	N/A	96.87%	94.19%	N/A

Table 11 : NGA FTTC Standalone Broadband Access KPIs

Table 11: NGA FTTC Standalone Broadband Access KPIs



Comment on Table 11

Metric 11.1

The Supply of Service comparative performance between Retail and Wholesale were aligned in the three month period.

12

Wholesale Broadband Access KPIs

Table 12



Table 12 : NGA FTTH Broadband Access KPIs

- Connections

This refers to all new provides of NGA FTTH Broadband services to/from wholesale customers / Retail customers

Order Types Included: PPN, PPW, PNN, PNO, PNW

Table 12: NGA FTTH Broadband Access KPIs



FTTH	Oct-19			Nov-19			Dec-19		
Metrics associated with Supply of Service	Retail	Operators	WLA	Retail	Operators	WLA	Retail	Operators	WLA
12.1 Appointments met by open eir	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
12.2 Quality of Supply	97.94%	97.73%	97.66%	98.55%	98.58%	97.83%	97.65%	98.37%	100.00%
Metrics associated with Repair of Service									
12.3 Fault Repair in 2WD	79.22%	82.95%	N/A	73.07%	75.16%	N/A	66.27%	81.16%	N/A
12.4 Fault Repair in 5WD	96.08%	97.16%	N/A	93.50%	98.09%	N/A	93.07%	96.38%	N/A
12.5 Fault Repair in 10WD	99.70%	100.00%	N/A	99.69%	100.00%	N/A	98.80%	99.28%	N/A
12.6 Average Fault Repair Time (WDs)	1.70	1.54	N/A	1.95	1.68	N/A	2.18	1.69	N/A
12.7 Fault Incidence (%)	0.53	0.75	N/A	0.51	0.61	N/A	0.51	0.50	N/A
12.8 Quality of Repair	96.08%	98.86%	N/A	98.14%	100.00%	N/A	95.78%	100.00%	N/A

Table 12 : NGA FTTH Broadband Access KPIs

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Comment on Table 12

