openreach
Connecting you to your network

Our responsibilities

Regulatory Key Performance indicators
Homes, small businesses and larger businesses

Data applicable to the period
1 April 2022 – 31 March 2023,
unless stated otherwise

Homes and small businesses

Key Performance Indicators

Ofcom published its Wholesale Fixed Telecoms Market Review on 18 March 2021.
This introduced some changes to the Key Performance Indicators (KPIs). The number of regions was reduced down to seven and Wholesale Line Rental (WLR) was removed from the reporting requirements.

As required under the review from Q1 22/23 the Required First Available Date for KPI 1 changed from 12 to 10 working days. This will apply until the end of 2025/26 when the current controls are due to expire.

KPI 1a

First available appointments offered within 10 working days

The tables show the percentage of first available appointment dates for the Openreach engineer slot offered within the agreed target of 10 working days. Around 1 in 8 service installations need an Openreach engineer to visit your home or premises.

Percentage (%) of appointments offered within 10 working days of your service provider placing an order for you

Combined	Apr-Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	99.19	89.39	92.57	99.68
East Anglia	99.40	88.65	91.92	99.12
London & South East	99.43	93.17	92.66	99.65
Northern England	98.49	86.42	91.06	99.75
Northern Ireland	99.17	99.91	99.97	99.94
Scotland	99.16	84.59	92.38	99.79
Wales & Midlands	99.67	89.62	93.59	99.87
Wessex	99.16	91.40	93.88	99.64

Fully Unbundled Lines	Apr-Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	99.37	96.59	97.64	99.78
East Anglia	99.62	96.56	97.29	99.71
London & South East	99.11	98.96	98.72	99.78
Northern England	99.11	93.52	97.85	99.84
Northern Ireland	98.96	99.29	100.00	99.47
Scotland	99.44	95.59	97.06	99.83
Wales & Midlands	99.76	97.84	97.40	99.88
Wessex	99.60	97.07	95.98	99.48

Generic Ethernet Access	Apr-Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	99.15	88.08	91.71	99.67
East Anglia	99.37	87.43	91.11	99.03
London & South East	99.50	92.09	91.62	99.62
Northern England	98.35	85.00	89.77	99.74
Northern Ireland	99.21	100.00	99.97	100.00
Scotland	99.10	82.66	91.60	99.79
Wales & Midlands	99.65	88.13	92.93	99.87
Wessex	99.08	90.47	93.56	99.67

KPI 2a

New lines installed on time

These tables show the percentage of new services installed on the date agreed between Openreach and your phone or broadband provider.

Percentage (%) of new services installed on the date agreed between Openreach and your service provider

Combined	Apr-Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	95.20	94.07	93.08	95.35
East Anglia	94.98	94.33	94.21	96.00
London & South East	94.80	93.24	92.39	95.04
Northern England	95.33	93.92	92.74	95.26
Northern Ireland	94.42	94.26	94.39	95.22
Scotland	95.16	94.82	92.63	95.82
Wales & Midlands	95.53	94.29	93.39	95.20
Wessex	95.31	94.53	93.70	95.71

Fully Unbundled Lines	Apr-Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	95.27	91.38	92.25	93.89
East Anglia	95.04	90.92	93.15	94.80
London & South East	94.94	90.85	91.66	93.36
Northern England	95.69	91.53	92.01	93.92
Northern Ireland	95.51	93.04	95.04	93.47
Scotland	94.88	92.34	92.06	95.44
Wales & Midlands	95.49	91.23	92.52	93.63
Wessex	94.98	91.82	92.73	93.49

Generic Ethernet Access	Apr-Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	95.19	94.69	93.27	95.64
East Anglia	94.96	95.02	94.43	96.21
London & South East	94.76	93.84	92.57	95.38
Northern England	95.23	94.51	92.91	95.53
Northern Ireland	94.11	94.51	94.28	95.42
Scotland	95.24	95.38	92.76	95.89
Wales & Midlands	95.54	94.97	93.58	95.50
Wessex	95.40	95.14	93.91	96.12

KPI 3a

Faults fixed within two working days

These tables show the percentage of faults that were fixed within the agreed timescale. The service maintenance level 1 agreement is for faults to be fixed within two working days after the day the fault is reported.

Percentage (%) of faults fixed within two working days of being reported

Combined	Apr-Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	88.44	81.08	81.96	89.01
East Anglia	89.58	83.25	82.11	89.25
London & South East	89.26	79.28	79.48	87.92
Northern England	87.33	81.78	83.27	90.78
Northern Ireland	91.86	88.89	88.82	90.37
Scotland	88.82	79.01	84.21	91.88
Wales & Midlands	87.67	81.45	82.49	88.84
Wessex	88.68	81.40	81.18	86.14

Fully Unbundled Lines	Apr-Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	88.16	79.93	81.68	88.52
East Anglia	88.81	81.64	80.96	88.45
London & South East	89.48	78.19	79.45	87.12
Northern England	87.20	80.67	83.12	90.77
Northern Ireland	91.38	89.06	89.95	90.03
Scotland	88.44	78.76	83.68	91.89
Wales & Midlands	87.03	79.96	82.37	88.39
Wessex	88.47	80.08	80.53	85.36

Generic Ethernet Access	Apr-Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	88.90	82.69	82.36	89.60
East Anglia	90.69	85.30	83.65	90.13
London & South East	88.96	80.70	79.52	88.81
Northern England	87.57	83.52	83.49	90.81
Northern Ireland	92.80	88.58	86.68	90.98
Scotland	89.33	79.32	84.80	91.87
Wales & Midlands	88.76	83.57	82.68	89.39
Wessex	89.02	83.41	82.31	87.18

KPI 3b

Faults fixed within one working day

These tables show the percentage of faults that were fixed within the agreed timescale. The maintenance level 2 agreement is for faults to be fixed within one working day after the day the fault is reported.

Percentage (%) of faults fixed within one working day of being reported

Combined	Apr-Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	87.74	81.09	81.69	87.87
East Anglia	89.71	83.66	82.48	87.03
London & South East	87.40	79.10	79.35	87.18
Northern England	87.42	81.84	83.91	89.43
Northern Ireland	90.48	85.57	86.65	88.98
Scotland	88.48	79.93	82.39	90.21
Wales & Midlands	87.21	81.09	81.21	87.38
Wessex	87.40	81.41	81.29	86.43

Fully Unbundled Lines	Apr-Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	84.68	77.05	79.76	85.65
East Anglia	86.17	79.22	81.12	83.33
London & South East	84.16	74.03	77.45	83.38
Northern England	84.87	78.69	80.89	87.52
Northern Ireland	85.38	84.78	87.60	88.03
Scotland	86.11	76.57	82.72	88.98
Wales & Midlands	83.10	77.79	79.15	84.71
Wessex	86.19	76.89	79.71	87.09

Generic Ethernet Access	Apr-Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	87.85	81.24	81.76	87.94
East Anglia	89.81	83.80	82.52	87.12
London & South East	87.53	79.31	79.42	87.31
Northern England	87.52	81.95	84.01	89.49
Northern Ireland	90.63	85.59	86.63	89.00
Scotland	88.58	80.08	82.38	90.26
Wales & Midlands	87.36	81.21	81.28	87.46
Wessex	87.44	81.55	81.34	86.41

KPI 4

First available installation slot

This table shows the average number of (working) days between your phone or broadband provider placing an order for you and the first available Openreach engineer slot. The agreed target is 10 working days. Around 1 in 8 service installations need an Openreach engineer to visit your home or premises.

Average number of working days to the first available installation slot after your service provider has placed your order

	Apr-Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
Combined	6.59	7.22	7.52	6.77
Fully Unbundled Line	4.85	5.25	5.51	5.24
Generic Ethernet Access	6.96	7.57	7.86	7.03

KPI 7

Average time to install a new line when we sent an engineer

This table shows the average number of (working) days between your phone or broadband provider placing an order for you and service being installed by Openreach where an engineer needs to visit your premises. Around 1 in 8 service installations need an Openreach engineer to visit your home or premises.

Average number of working days it took us to install a new line from your service provider placing an order for you when an engineer was needed

	Apr-Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
Combined	10.88	11.63	12.05	11.23
Fully Unbundled Line	11.49	12.13	12.20	11.43
Generic Ethernet Access	10.76	11.53	12.02	11.20

KPI 8

Average time to install a new line when an engineer wasn't sent

This table shows the average number of (working) days between your phone or broadband provider placing an order for you and service being installed by Openreach. Around 7 out of 8 service installations do not need an Openreach engineer to visit your home or premises.

Average number of working days it took us to install a new line from your service provider placing an order for you when an engineer wasn't needed

	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
Combined	9.22	9.43	9.16	8.86
Fully Unbundled Line	10.22	9.93	10.43	9.69
Generic Ethernet Access	8.86	9.29	8.78	8.66

KPI 12a

Faults fixed within two working days

This table shows the average time in working hours between your phone or broadband provider reporting a fault to Openreach and the fault being cleared. The service maintenance level 1 agreement is for faults to be fixed within two working days (14 working hours) after the day the fault is reported.

Average number of working hours it took to fix faults within two days of being reported

	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
Combined	27.46	35.01	35.32	27.58
Fully Unbundled Line	27.46	35.01	35.32	27.58

KPI 12b

Faults fixed within one working day

This table shows the average time between your phone or broadband provider reporting a fault to Openreach and the fault being cleared. The service maintenance level 2 agreement is for faults to be fixed within one working day (14 working hours) after the day the fault is reported.

Average number of working hours it took to fix faults within one day of being reported

	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
Combined	17.99	23.25	23.84	18.90
Fully Unbundled Line	20.05	26.60	27.07	20.73
Generic Ethernet Access	17.91	23.13	23.74	18.84

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KPI 17

Home or business repair visits we missed

This table shows the percentage of visit appointments we missed. Around a third of repairs need an Openreach engineer to visit your home or premises.

Percentage (%) of home or business repair visits we missed

	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
Combined	1.63	3.73	4.66	1.70
Fully Unbundled Line	1.33	2.89	3.39	1.49
Generic Ethernet Access	1.67	3.84	4.88	1.73

KPI 18

Home or business installation visits we missed

This table shows the percentage of visit appointments we missed. Around 1 in 8 service installations need an Openreach engineer to visit your home or premises.

Percentage (%) of home or business installation visits we missed

	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
Combined	1.69	2.91	4.09	1.65
Fully Unbundled Line	1.53	2.45	3.60	1.51
Generic Ethernet Access	1.77	3.11	4.25	1.68

KPI 19
Street cabinet installation visits we missed

Superfast fibre installations need an Openreach engineer to visit your local street cabinet. This table shows the percentage of visits missed due to us when they've been booked by your phone or broadband provider.

Percentage (%) of street cabinet installation visits we missed

	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
Combined	3.60	4.21	5.21	2.58
Generic Ethernet Access	3.60	4.21	5.21	2.58

KPI 20a

New lines installed after the target date

These tables show the number of new landline or broadband services installed more than 30 calendar days after the date agreed between Openreach and your phone or broadband provider.

Number of new lines installed more than 30 calendar days after the target date

Combined	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	1089.1	796.5	1107.9	1097.4
East Anglia	107.7	76.7	122.6	124.5
London & South East	250.6	175.0	238.1	230.6
Northern England	256.8	165.3	246.6	233.6
Northern Ireland	21.7	15.3	14.6	11.6
Scotland	86.1	73.5	93.6	78.1
Wales & Midlands	228.2	197.1	237.1	234.9
Wessex	136.9	93.7	154.3	170.5

Fully Unbundled Lines	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	194.0	172.8	249.6	257.2
East Anglia	16.4	12.6	22.7	20.3
London & South East	44.6	43.6	58.9	63.1
Northern England	41.5	33.1	51.8	52.8
Northern Ireland	4.0	1.6	1.7	0.7
Scotland	15.7	16.8	23.9	15.4
Wales & Midlands	46.8	45.8	53.6	56.2
Wessex	25.1	19.3	36.9	48.7

Generic Ethernet Access	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	895.0	623.7	858.3	840.2
East Anglia	91.3	64.1	99.9	104.2
London & South East	206.0	131.4	179.2	167.5
Northern England	215.3	132.2	194.8	180.8
Northern Ireland	17.7	13.6	12.9	10.9
Scotland	70.4	56.7	69.7	62.7
Wales & Midlands	181.5	151.3	183.4	178.7
Wessex	111.8	74.4	117.4	121.8

KPI 20b

New lines installed after the target date

These tables show the number of new landline or broadband services installed more than 90 calendar days after the date agreed between Openreach and your phone or broadband provider.

Number of new lines installed more than 90 calendar days after the target date

Combined	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	138.8	99.4	114.2	184.0
East Anglia	15.3	9.4	19.9	28.0
London & South East	34.0	21.7	20.6	35.7
Northern England	24.7	17.7	17.6	37.6
Northern Ireland	2.0	1.0	1.7	2.0
Scotland	9.3	6.7	11.6	10.8
Wales & Midlands	34.7	30.6	27.3	40.3
Wessex	18.1	12.3	15.6	28.3

Fully Unbundled Lines	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	24.7	17.7	19.0	30.9
East Anglia	2.0	1.0	3.3	3.7
London & South East	6.6	6.7	2.7	5.9
Northern England	3.7	2.0	2.0	6.0
Northern Ireland	0.3	0.0	0.3	0.0
Scotland	2.3	0.0	2.7	3.1
Wales & Midlands	6.0	5.7	3.7	6.0
Wessex	3.7	2.3	4.3	6.3

Generic Ethernet Access	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	114.1	81.7	95.2	153.1
East Anglia	13.3	8.3	16.6	24.3
London & South East	27.4	15.0	17.9	29.8
Northern England	21.0	15.7	15.6	31.5
Northern Ireland	1.7	1.0	1.3	2.0
Scotland	7.0	6.7	9.0	7.7
Wales & Midlands	28.7	25.0	23.6	34.3
Wessex	14.3	10.0	11.3	22.0

KPI 20c

New lines installed after the target date

These tables show the number of new landline or broadband services installed more than 120 calendar days after the date agreed between Openreach and your phone or broadband provider.

Number of new lines installed more than 120 calendar days after the target date

Combined	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	78.0	50.4	55.9	94.4
East Anglia	8.0	4.7	9.0	14.0
London & South East	17.0	12.1	10.3	16.3
Northern England	13.3	7.0	7.6	22.5
Northern Ireland	1.0	0.3	0.3	1.0
Scotland	5.0	3.3	6.0	4.3
Wales & Midlands	23.7	16.0	14.9	23.2
Wessex	9.3	7.0	7.7	12.4

Fully Unbundled Lines	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	15.6	8.7	10.1	15.0
East Anglia	1.3	0.3	2.0	2.0
London & South East	4.6	4.0	1.0	3.0
Northern England	1.3	0.3	1.3	2.0
Northern Ireland	0.3	0.0	0.0	0.0
Scotland	2.0	0.0	1.7	1.0
Wales & Midlands	4.3	2.3	2.0	4.6
Wessex	1.7	1.7	2.0	2.3

Generic Ethernet Access	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	62.4	41.7	45.8	79.5
East Anglia	6.6	4.3	7.0	12.0
London & South East	12.4	8.0	9.3	13.3
Northern England	12.0	6.7	6.3	20.5
Northern Ireland	0.7	0.3	0.3	1.0
Scotland	3.0	3.3	4.3	3.3
Wales & Midlands	19.4	13.7	12.9	18.6
Wessex	7.6	5.3	5.7	10.0

KPI 21a
Faults fixed after the target date

These tables show the number of faults fixed more than 30 calendar days beyond the target date across all service maintenance levels

Number of faults fixed more than 30 calendar days after the target date

Combined	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	211.6	432.3	547.4	310.8
East Anglia	32.3	66.7	116.9	76.8
London & South East	28.8	72.2	88.4	50.1
Northern England	56.4	111.9	115.6	58.7
Northern Ireland	5.3	7.3	2.0	2.7
Scotland	3.0	11.2	18.0	9.6
Wales & Midlands	51.5	79.5	101.8	40.5
Wessex	34.2	82.1	104.1	72.4

Fully Unbundled Lines	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	47.1	108.1	138.0	77.1
East Anglia	4.0	15.8	24.4	13.9
London & South East	5.6	18.2	14.3	10.4
Northern England	12.0	35.1	33.3	21.5
Northern Ireland	0.7	2.6	0.0	1.0
Scotland	0.7	1.0	2.7	2.7
Wales & Midlands	15.2	22.5	24.0	9.0
Wessex	8.9	12.9	39.3	18.6

Generic Ethernet Access	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	164.5	324.1	409.4	233.7
East Anglia	28.3	50.9	92.5	62.9
London & South East	23.2	54.0	74.1	39.7
Northern England	44.4	76.8	82.2	37.2
Northern Ireland	4.6	4.7	2.0	1.7
Scotland	2.3	10.2	15.3	6.9
Wales & Midlands	36.3	57.0	77.7	31.5
Wessex	25.3	69.2	64.8	53.8

KPI 21b

Faults fixed after the target date

These tables show the number of faults fixed more than 90 calendar days beyond the target date across all service maintenance levels.

Number of faults fixed more than 90 calendar days after the target date

Combined	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	5.3	2.7	4.0	4.7
East Anglia	1.0	0.3	1.0	1.7
London & South East	1.7	0.7	0.0	0.0
Northern England	1.3	1.3	1.0	0.7
Northern Ireland	0.0	0.0	0.0	0.7
Scotland	0.0	0.3	0.3	0.0
Wales & Midlands	0.3	0.0	0.3	0.7
Wessex	1.0	0.0	1.0	1.0

Fully Unbundled Lines	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	1.0	0.3	1.7	1.3
East Anglia	0.0	0.0	0.7	0.0
London & South East	0.7	0.0	0.0	0.0
Northern England	0.3	0.3	0.7	0.3
Northern Ireland	0.0	0.0	0.0	0.3
Scotland	0.0	0.0	0.0	0.0
Wales & Midlands	0.0	0.0	0.0	0.0
Wessex	0.0	0.0	0.3	0.7

Generic Ethernet Access	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	4.3	2.3	2.3	3.4
East Anglia	1.0	0.3	0.3	1.7
London & South East	1.0	0.7	0.0	0.0
Northern England	1.0	1.0	0.3	0.3
Northern Ireland	0.0	0.0	0.0	0.3
Scotland	0.0	0.3	0.3	0.0
Wales & Midlands	0.3	0.0	0.3	0.7
Wessex	1.0	0.0	0.7	0.3

KPI 21c

Faults fixed after the target date

These tables show the number of faults fixed more than 120 calendar days beyond the target date across all service maintenance levels.

Number of faults fixed more than 120 calendar days after the target date

Combined	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	2.3	2.0	1.7	2.4
East Anglia	0.0	0.3	0.0	0.7
London & South East	1.3	0.7	0.0	0.0
Northern England	0.3	1.0	0.7	0.3
Northern Ireland	0.0	0.0	0.0	0.7
Scotland	0.0	0.0	0.0	0.0
Wales & Midlands	0.0	0.0	0.3	0.7
Wessex	0.7	0.0	0.3	0.0

Fully Unbundled Lines	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	0.3	0.0	0.7	0.3
East Anglia	0.0	0.0	0.0	0.0
London & South East	0.3	0.0	0.0	0.0
Northern England	0.0	0.0	0.7	0.0
Northern Ireland	0.0	0.0	0.0	0.3
Scotland	0.0	0.0	0.0	0.0
Wales & Midlands	0.0	0.0	0.0	0.0
Wessex	0.0	0.0	0.0	0.0

Generic Ethernet Access	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	2.0	2.0	1.0	2.0
East Anglia	0.0	0.3	0.0	0.7
London & South East	1.0	0.7	0.0	0.0
Northern England	0.3	1.0	0.0	0.3
Northern Ireland	0.0	0.0	0.0	0.3
Scotland	0.0	0.0	0.0	0.0
Wales & Midlands	0.0	0.0	0.3	0.7
Wessex	0.7	0.0	0.3	0.0

KPI 22a

New lines not installed after the target date

These tables show the number of new landline or broadband services not installed more than 30 calendar days beyond the date agreed between Openreach and your phone or broadband provider.

Number of new lines not installed more than 30 calendar days after the target date

Combined	Apr–Jun '22	Jul–Sep '22	Oct-Dec '22	Jan-Mar '23
UK	1515.5	1493.1	2127.8	1469.2
East Anglia	144.1	175.5	260.0	178.7
London & South East	343.6	297.4	464.3	307.6
Northern England	303.7	287.5	422.9	263.5
Northern Ireland	36.7	35.4	30.7	23.9
Scotland	125.5	135.0	174.5	115.1
Wales & Midlands	385.1	363.1	463.9	322.2
Wessex	176.1	198.7	311.4	249.2

Fully Unbundled Lines	Apr–Jun '22	Jul–Sep '22	Oct-Dec '22	Jan-Mar '23
UK	253.9	291.8	390.0	257.9
East Anglia	19.0	28.9	39.9	23.6
London & South East	68.0	61.8	88.2	58.4
Northern England	43.7	54.6	74.8	51.9
Northern Ireland	6.0	4.7	1.3	0.7
Scotland	17.7	21.7	31.3	20.8
Wales & Midlands	69.2	74.7	84.0	54.0
Wessex	30.3	45.4	70.4	48.5

Generic Ethernet Access	Apr–Jun '22	Jul–Sep '22	Oct-Dec '22	Jan-Mar '23
UK	1261.6	1201.3	1737.8	1211.3
East Anglia	125.1	146.6	220.1	155.2
London & South East	275.6	235.6	376.0	249.2
Northern England	260.0	232.9	348.2	211.6
Northern Ireland	30.7	30.8	29.4	23.2
Scotland	107.9	113.4	143.2	94.3
Wales & Midlands	315.9	288.4	379.9	268.2
Wessex	145.8	153.3	241.0	200.7

KPI 22b

New lines not installed after the target date

These tables show the number of new landline or broadband services not installed more than 90 calendar days beyond the date agreed between Openreach and your phone or broadband provider.

Number of new lines not installed more than 90 calendar days after the target date

Combined	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	402.4	309.5	450.3	426.6
East Anglia	41.1	36.6	59.7	53.5
London & South East	79.7	53.5	72.4	83.5
Northern England	72.2	59.3	93.8	79.3
Northern Ireland	7.4	4.0	2.7	3.0
Scotland	30.1	22.6	34.7	29.1
Wales & Midlands	124.4	93.3	108.8	101.6
Wessex	47.3	40.2	78.4	75.9

Fully Unbundled Lines	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	67.4	48.6	70.4	62.7
East Anglia	3.0	4.0	8.7	6.0
London & South East	19.7	6.7	5.7	13.0
Northern England	7.4	8.7	10.7	12.6
Northern Ireland	1.3	1.0	0.3	0.0
Scotland	8.0	2.6	6.3	5.0
Wales & Midlands	18.0	16.0	20.3	14.7
Wessex	10.0	9.6	18.3	11.4

Generic Ethernet Access	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	335.0	260.9	380.0	363.9
East Anglia	38.1	32.6	51.0	47.5
London & South East	60.0	46.9	66.7	70.5
Northern England	64.8	50.6	83.1	66.7
Northern Ireland	6.0	3.0	2.3	3.0
Scotland	22.0	20.0	28.4	24.1
Wales & Midlands	106.3	77.3	88.4	86.9
Wessex	37.4	30.6	60.0	64.5

KPI 22c
New lines not installed after the target date

These tables show the number of new landline or broadband services not installed more than 120 calendar days beyond the date agreed between Openreach and your phone or broadband provider.

Number of new lines not installed more than 120 calendar days after the target date

Combined	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	255.7	189.0	262.2	263.2
East Anglia	23.0	23.6	35.0	31.1
London & South East	50.3	28.6	39.1	48.4
Northern England	43.1	37.2	57.1	49.7
Northern Ireland	5.3	2.3	1.0	1.7
Scotland	19.0	10.7	15.7	17.8
Wales & Midlands	86.6	60.7	68.7	62.9
Wessex	28.3	25.9	45.7	51.8

Fully Unbundled Lines	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	47.4	26.6	39.3	37.6
East Anglia	2.0	2.0	5.0	4.3
London & South East	14.3	3.0	2.0	6.7
Northern England	3.7	4.3	5.0	6.0
Northern Ireland	1.3	1.0	0.0	0.0
Scotland	7.0	1.0	2.0	3.3
Wales & Midlands	13.3	10.0	13.3	8.7
Wessex	5.6	5.3	12.0	8.7

Generic Ethernet Access	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	208.4	162.4	222.9	225.6
East Anglia	21.0	21.6	30.0	26.8
London & South East	36.0	25.6	37.1	41.7
Northern England	39.4	32.9	52.1	43.7
Northern Ireland	4.0	1.3	1.0	1.7
Scotland	12.0	9.7	13.7	14.4
Wales & Midlands	73.3	50.7	55.4	54.3
Wessex	22.7	20.6	33.7	43.1

KPI 23a

Faults not fixed after the target date

These tables show the number of faults not fixed more than 30 calendar days beyond the target date across all service maintenance levels.

Number of faults not fixed more than 30 calendar days after the target date

Combined	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	54.3	124.0	204.2	62.9
East Anglia	11.7	34.8	60.2	18.5
London & South East	2.3	7.4	23.8	7.2
Northern England	17.0	38.1	41.0	8.7
Northern Ireland	5.0	2.0	4.3	1.0
Scotland	1.0	3.3	5.6	1.9
Wales & Midlands	6.3	14.5	25.7	3.8
Wessex	10.3	24.0	43.6	21.8

Fully Unbundled Lines	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	8.0	28.6	46.6	16.7
East Anglia	2.0	7.9	6.4	2.0
London & South East	0.0	0.7	4.4	3.8
Northern England	4.0	12.0	12.0	1.7
Northern Ireland	0.0	0.0	2.0	1.0
Scotland	0.3	0.0	0.3	0.6
Wales & Midlands	0.0	3.4	5.6	0.7
Wessex	1.7	4.6	15.9	6.9

Generic Ethernet Access	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	46.2	95.3	157.6	46.2
East Anglia	9.7	26.8	53.8	16.5
London & South East	2.3	6.7	19.4	3.4
Northern England	13.0	26.1	29.0	7.0
Northern Ireland	5.0	2.0	2.3	0.0
Scotland	0.7	3.3	5.3	1.3
Wales & Midlands	6.3	11.1	20.0	3.1
Wessex	8.6	19.3	27.7	14.9

KPI 23b

Faults not fixed after the target date

These tables show the number of faults not fixed more than 90 calendar days beyond the target date across all service maintenance levels.

Number of faults not fixed more than 90 calendar days after the target date

Combined	Apr–Jun '22	Jul–Sep '22	Oct–Dec '22	Jan–Mar '23
UK	0.7	1.0	1.7	1.7
East Anglia	0.0	0.0	0.0	0.3
London & South East	0.0	0.0	0.0	0.0
Northern England	0.7	1.0	1.0	0.3
Northern Ireland	0.0	0.0	0.7	0.3
Scotland	0.0	0.0	0.0	0.0
Wales & Midlands	0.0	0.0	0.0	0.0
Wessex	0.0	0.0	0.0	0.7

Fully Unbundled Lines	Apr–Jun '22	Jul–Sep '22	Oct–Dec '22	Jan–Mar '23
UK	0.0	1.0	1.3	0.7
East Anglia	0.0	0.0	0.0	0.0
London & South East	0.0	0.0	0.0	0.0
Northern England	0.0	1.0	0.7	0.0
Northern Ireland	0.0	0.0	0.7	0.3
Scotland	0.0	0.0	0.0	0.0
Wales & Midlands	0.0	0.0	0.0	0.0
Wessex	0.0	0.0	0.0	0.3

Generic Ethernet Access	Apr–Jun '22	Jul–Sep '22	Oct–Dec '22	Jan–Mar '23
UK	0.7	0.0	0.3	1.0
East Anglia	0.0	0.0	0.0	0.3
London & South East	0.0	0.0	0.0	0.0
Northern England	0.7	0.0	0.3	0.3
Northern Ireland	0.0	0.0	0.0	0.0
Scotland	0.0	0.0	0.0	0.0
Wales & Midlands	0.0	0.0	0.0	0.0
Wessex	0.0	0.0	0.0	0.3

KPI 23c
Faults not fixed after the target date

These tables show the number of faults not fixed more than 120 calendar days beyond the target date across all service maintenance levels.

Number of faults not fixed more than 120 calendar days after the target date

Combined	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	0.3	0.3	0.7	0.7
East Anglia	0.0	0.0	0.0	0.0
London & South East	0.0	0.0	0.0	0.0
Northern England	0.3	0.3	0.7	0.3
Northern Ireland	0.0	0.0	0.0	0.3
Scotland	0.0	0.0	0.0	0.0
Wales & Midlands	0.0	0.0	0.0	0.0
Wessex	0.0	0.0	0.0	0.0

Fully Unbundled Lines	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	0.0	0.3	0.7	0.3
East Anglia	0.0	0.0	0.0	0.0
London & South East	0.0	0.0	0.0	0.0
Northern England	0.0	0.3	0.7	0.0
Northern Ireland	0.0	0.0	0.0	0.3
Scotland	0.0	0.0	0.0	0.0
Wales & Midlands	0.0	0.0	0.0	0.0
Wessex	0.0	0.0	0.0	0.0

Generic Ethernet Access	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	0.3	0.0	0.0	0.3
East Anglia	0.0	0.0	0.0	0.0
London & South East	0.0	0.0	0.0	0.0
Northern England	0.3	0.0	0.0	0.3
Northern Ireland	0.0	0.0	0.0	0.0
Scotland	0.0	0.0	0.0	0.0
Wales & Midlands	0.0	0.0	0.0	0.0
Wessex	0.0	0.0	0.0	0.0

Larger businesses

Key Performance Indicators

Ofcom published its Wholesale Fixed Telecoms Market Review on 18 March 2021. This introduced some changes to the Key Performance Indicators (KPIs). For larger businesses this has reduced the number of KPIs and changed the oldest orders measure. As a result, it is not possible to compare the numbers for the oldest orders measure from Q1 21/22 onwards with previous years.

KPI A

Circuit installation

This table shows the average number of working days between your ethernet provider placing an order for you and the circuit being installed by Openreach, excluding customer delays. This covers our Ethernet portfolio of products that offer high quality, high bandwidth and permanently connected point to point services. This includes Ethernet Access Direct (EAD - all bandwidths), Ethernet Backhaul Direct (EBD) and Cablelink.

Average number of working days it took us to install a circuit

	Apr-Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	41.86	42.59	45.01	44.35
Northern Ireland	36.43	35.39	43.24	37.96
Scotland	41.48	38.48	43.54	46.12
Wales	41.58	40.41	33.90	43.23
England North	41.15	42.09	47.45	44.06
England West	42.98	42.28	44.78	43.32
England East	42.16	45.40	44.90	45.56

KPI B

Faults fixed within the agreed time

The percentage of faults that were fixed within the target timescale of 5 hours. This covers our Ethernet portfolio of products that offer high quality, high bandwidth and permanently connected point to point services. This includes Ethernet Access Direct (EAD - all bandwidths), Ethernet Backhaul Direct (EBD) and Cablelink.

Percentage (%) of faults fixed within the time period agreed with your service provider

	Apr-Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	94.95	93.24	93.84	95.66
Northern Ireland	90.83	92.00	89.51	92.41
Scotland	95.28	96.44	90.83	93.85
Wales	95.64	94.42	95.51	97.75
England North	96.42	93.26	94.76	96.30
England West	93.96	92.72	94.51	95.31
England East	94.25	92.76	93.40	95.61

KPI C

Circuits installed by the agreed date

This table shows the percentage of times that Ethernet circuits are delivered by the originally agreed date, excluding customer delays. This covers our Ethernet portfolio of products that offer high quality, high bandwidth and permanently connected point to point services. This includes Ethernet Access Direct (EAD - all bandwidths), Ethernet Backhaul Direct (EBD) and Cablelink.

Percentage (%) of circuits installed by the date agreed with your service provider.

	Apr-Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	82.67	78.35	81.28	83.82
Northern Ireland	85.77	89.29	84.09	85.89
Scotland	83.89	85.42	83.20	84.35
Wales	83.33	84.62	89.74	88.00
England North	84.33	77.34	79.32	83.68
England West	82.07	79.19	81.10	85.38
England East	80.75	75.00	81.42	81.80

KPI H1

Oldest orders open on the last day of the month

This table shows the average percentage of orders older than 133 working days that were still open on the last day of the three months in each quarter. This covers our Ethernet portfolio of products that offer high quality, high bandwidth and permanently connected point to point services. This includes Ethernet Access Direct (EAD - all bandwidths), Ethernet Backhaul Direct (EBD) and Cablelink.

Average percentage (%) of orders open on the last day of the three months in each quarter

	Apr-Jun '22	Jul-Sep '22	Oct-Dec '22	Jan-Mar '23
UK	7.20	7.35	8.30	8.26
Northern Ireland	3.83	4.25	5.12	6.70
Scotland	7.37	6.73	6.66	6.33
Wales	10.16	10.74	10.47	9.97
England North	7.26	7.24	8.50	7.90
England West	7.82	7.44	8.89	9.86
England East	6.37	7.24	7.94	7.82

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