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Our responsibilities

Regulatory Key Performance indicators
Homes, small businesses and larger businesses

Data applicable to the period
1 April 2023 – 31 March 2024,
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

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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 '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	99.54	98.67	95.78	96.97
East Anglia	98.83	99.69	99.36	99.64
London & South East	99.77	99.43	97.86	96.92
Northern England	99.82	99.68	93.51	98.46
Northern Ireland	100.00	99.87	99.71	100.00
Scotland	99.65	99.08	93.34	95.87
Wales & Midlands	99.49	97.18	94.04	95.77
Wessex	99.11	96.91	96.40	95.09

Fully Unbundled Lines	Apr-Jun '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	99.55	99.58	97.24	97.94
East Anglia	99.18	99.50	98.69	99.59
London & South East	99.78	99.79	97.58	97.40
Northern England	99.76	99.80	94.13	99.17
Northern Ireland	100.00	98.50	100.00	100.00
Scotland	99.75	99.66	95.70	98.91
Wales & Midlands	99.35	99.30	97.18	97.20
Wessex	99.05	99.20	95.35	95.92

Generic Ethernet Access	Apr-Jun '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	99.54	98.50	95.53	96.75
East Anglia	98.76	99.72	99.42	99.66
London & South East	99.76	99.36	97.89	96.81
Northern England	99.83	99.66	93.43	98.29
Northern Ireland	100.00	100.00	99.68	100.00
Scotland	99.63	98.97	93.14	95.29
Wales & Midlands	99.52	96.80	93.73	95.46
Wessex	99.12	96.50	96.57	94.91

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 '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	95.70	96.05	96.72	95.31
East Anglia	95.90	96.18	96.64	95.33
London & South East	95.93	95.54	97.17	94.98
Northern England	95.85	96.42	97.12	95.36
Northern Ireland	95.87	97.72	97.70	96.42
Scotland	95.33	95.96	96.44	95.79
Wales & Midlands	95.50	95.96	96.29	95.40
Wessex	96.37	96.17	96.90	95.27

Fully Unbundled Lines	Apr-Jun '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	94.55	94.08	94.19	90.82
East Anglia	95.06	94.36	94.26	91.34
London & South East	95.10	94.01	94.05	90.36
Northern England	94.50	93.83	94.47	90.66
Northern Ireland	92.49	93.33	94.77	90.08
Scotland	94.45	95.33	95.12	92.08
Wales & Midlands	93.65	93.65	93.65	91.32
Wessex	94.95	94.37	93.75	90.05

Generic Ethernet Access	Apr-Jun '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	95.92	96.40	97.10	96.13
East Anglia	96.04	96.45	96.84	95.97
London & South East	96.09	95.87	97.46	95.91
Northern England	96.11	96.84	97.39	96.21
Northern Ireland	96.24	97.97	98.05	96.93
Scotland	95.50	96.08	96.66	96.47
Wales & Midlands	95.84	96.36	96.57	96.12
Wessex	96.62	96.50	97.20	96.21

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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 '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	89.17	89.32	86.91	88.39
East Anglia	89.76	89.93	86.48	88.96
London & South East	89.93	89.95	87.96	89.06
Northern England	88.89	88.83	86.88	88.93
Northern Ireland	93.11	92.93	92.19	88.78
Scotland	90.20	90.32	85.97	87.09
Wales & Midlands	88.87	89.41	86.58	87.40
Wessex	87.30	87.50	86.03	88.19

Fully Unbundled Lines	Apr-Jun '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	88.50	87.84	86.08	87.32
East Anglia	88.48	87.70	84.64	89.00
London & South East	89.54	88.89	86.51	88.24
Northern England	88.03	86.86	85.74	88.50
Northern Ireland	91.96	91.43	92.62	89.31
Scotland	89.93	89.65	87.38	87.53
Wales & Midlands	88.37	88.39	86.09	84.88
Wessex	86.56	85.72	85.72	86.44

Generic Ethernet Access	Apr-Jun '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	89.84	90.73	87.65	89.08
East Anglia	90.95	91.73	88.01	88.94
London & South East	90.29	90.82	89.11	89.55
Northern England	89.81	91.02	88.00	89.24
Northern Ireland	94.80	95.18	91.61	88.29
Scotland	90.41	90.88	84.86	86.86
Wales & Midlands	89.38	90.43	87.05	89.17
Wessex	88.10	89.31	86.32	89.40

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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 '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	88.70	88.19	85.90	87.24
East Anglia	88.59	87.96	85.47	87.71
London & South East	89.28	89.29	87.50	87.56
Northern England	89.14	87.82	85.80	87.70
Northern Ireland	91.59	89.86	87.41	84.04
Scotland	89.35	89.17	84.37	85.72
Wales & Midlands	88.31	87.79	85.62	86.76
Wessex	86.88	87.04	85.04	87.67

Fully Unbundled Lines	Apr-Jun '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	84.06	84.49	81.65	85.07
East Anglia	84.65	85.58	84.39	86.46
London & South East	84.15	85.35	80.68	84.61
Northern England	84.05	83.76	82.44	86.62
Northern Ireland	88.16	84.04	84.88	82.61
Scotland	83.40	87.52	82.69	82.79
Wales & Midlands	83.62	84.36	81.40	84.34
Wessex	84.40	81.77	80.93	85.26

Generic Ethernet Access	Apr-Jun '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	88.83	88.31	86.04	87.33
East Anglia	88.68	88.01	85.49	87.76
London & South East	89.44	89.41	87.67	87.70
Northern England	89.28	87.94	85.92	87.75
Northern Ireland	91.65	89.97	87.47	84.08
Scotland	89.54	89.22	84.41	85.84
Wales & Midlands	88.44	87.90	85.71	86.87
Wessex	86.94	87.19	85.16	87.77

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 '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
Combined	6.74	6.74	7.60	7.51
Fully Unbundled Line	6.08	5.65	6.08	7.07
Generic Ethernet Access	6.87	6.94	7.86	7.61

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 '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
Combined	10.65	10.79	11.45	11.68
Fully Unbundled Line	11.01	10.98	11.61	12.20
Generic Ethernet Access	10.59	10.75	11.42	11.61

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 '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
Combined	9.12	8.47	8.31	8.78
Fully Unbundled Line	9.77	10.77	11.10	10.26
Generic Ethernet Access	8.98	8.04	7.89	8.47

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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 '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
Combined	27.29	29.43	30.87	29.70
Fully Unbundled Line	27.29	29.43	30.87	29.70

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 '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
Combined	17.56	18.49	19.99	19.13
Fully Unbundled Line	20.59	20.85	23.45	20.79
Generic Ethernet Access	17.48	18.41	19.92	19.06

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 '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
Combined	1.37	1.61	1.79	1.39
Fully Unbundled Line	1.73	1.21	1.29	1.40
Generic Ethernet Access	1.32	1.66	1.86	1.39

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 '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
Combined	1.65	1.64	1.48	1.37
Fully Unbundled Line	1.47	1.30	1.93	2.18
Generic Ethernet Access	1.70	1.73	1.39	1.21

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 '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
Combined	3.08	2.53	1.70	1.70
Generic Ethernet Access	3.08	2.53	1.70	1.70

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 '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	663.4	736.0	778.2	775.5
East Anglia	75.0	89.8	108.5	95.3
London & South East	128.3	135.5	119.9	145.1
Northern England	114.8	128.7	145.3	158.2
Northern Ireland	10.3	12.0	10.0	7.3
Scotland	63.2	73.4	88.6	79.9
Wales & Midlands	124.7	170.5	169.6	163.5
Wessex	83.2	109.6	118.6	124.9

Fully Unbundled Lines	Apr-Jun '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	116.2	144.6	154.0	162.5
East Anglia	11.4	14.6	15.6	19.5
London & South East	26.3	29.6	27.3	30.5
Northern England	22.0	28.0	30.9	38.1
Northern Ireland	0.7	0.3	0.7	0.3
Scotland	12.3	13.0	10.3	12.0
Wales & Midlands	27.4	37.6	39.1	34.4
Wessex	16.1	21.6	17.5	26.7

Generic Ethernet Access	Apr-Jun '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	547.2	591.3	624.1	613.0
East Anglia	63.7	75.3	92.9	75.8
London & South East	102.0	106.0	92.6	114.6
Northern England	92.8	100.7	114.4	120.1
Northern Ireland	9.7	11.6	9.3	6.9
Scotland	50.9	60.4	78.3	68.0
Wales & Midlands	97.3	132.9	130.5	129.1
Wessex	67.1	88.0	101.1	98.1

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 '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	94.4	75.1	95.3	141.1
East Anglia	11.6	12.4	12.0	18.1
London & South East	17.3	12.4	16.3	21.7
Northern England	14.4	10.3	16.0	29.0
Northern Ireland	1.0	1.0	1.3	0.7
Scotland	8.0	7.9	7.0	15.9
Wales & Midlands	22.4	15.4	21.0	25.5
Wessex	16.0	10.0	20.3	29.9

Fully Unbundled Lines	Apr-Jun '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	13.0	7.4	13.0	18.9
East Anglia	0.7	0.7	1.3	2.0
London & South East	3.6	1.0	3.0	2.4
Northern England	1.3	1.3	2.3	5.0
Northern Ireland	0.0	0.0	0.0	0.0
Scotland	1.0	1.0	0.3	1.6
Wales & Midlands	3.7	1.0	2.6	3.6
Wessex	2.7	2.3	3.3	4.3

Generic Ethernet Access	Apr-Jun '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	81.3	67.8	82.3	122.2
East Anglia	11.0	11.7	10.7	16.1
London & South East	13.7	11.4	13.3	19.3
Northern England	13.1	9.0	13.6	24.1
Northern Ireland	1.0	1.0	1.3	0.7
Scotland	7.0	6.9	6.7	14.3
Wales & Midlands	18.7	14.4	18.3	21.9
Wessex	13.3	7.7	17.0	25.6

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 '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	61.0	35.0	49.0	74.4
East Anglia	6.7	7.7	6.7	9.7
London & South East	10.7	4.7	8.3	11.1
Northern England	10.7	4.7	8.7	16.0
Northern Ireland	0.0	0.0	0.7	0.3
Scotland	5.0	4.0	2.0	7.5
Wales & Midlands	15.1	6.7	10.0	13.1
Wessex	11.7	5.3	11.7	16.7

Fully Unbundled Lines	Apr-Jun '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	8.4	4.3	5.3	9.9
East Anglia	0.0	0.3	0.7	0.7
London & South East	1.3	0.3	1.0	1.7
Northern England	1.3	0.7	0.3	3.3
Northern Ireland	0.0	0.0	0.0	0.0
Scotland	0.7	1.0	0.3	0.6
Wales & Midlands	3.0	1.0	1.0	1.0
Wessex	2.0	1.0	2.0	2.6

Generic Ethernet Access	Apr-Jun '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	52.7	30.7	43.7	64.5
East Anglia	6.7	7.4	6.0	9.0
London & South East	9.4	4.3	7.3	9.4
Northern England	9.3	4.0	8.3	12.7
Northern Ireland	0.0	0.0	0.7	0.3
Scotland	4.3	3.0	1.7	6.9
Wales & Midlands	12.0	5.7	9.0	12.2
Wessex	9.7	4.3	9.7	14.0

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 '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	131.1	179.8	281.1	224.2
East Anglia	23.6	24.2	43.4	44.7
London & South East	12.0	18.9	19.6	15.8
Northern England	23.3	37.5	74.4	36.8
Northern Ireland	4.0	5.0	4.0	7.2
Scotland	3.7	11.0	11.0	16.8
Wales & Midlands	25.6	27.7	49.5	40.4
Wessex	38.9	55.6	79.1	62.5

Fully Unbundled Lines	Apr-Jun '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	26.3	35.9	67.8	47.6
East Anglia	3.3	5.3	5.0	6.3
London & South East	4.0	5.3	7.0	2.3
Northern England	4.0	8.0	19.9	9.7
Northern Ireland	0.0	0.3	0.0	1.0
Scotland	0.7	1.0	3.7	0.7
Wales & Midlands	6.6	5.0	17.7	11.7
Wessex	7.7	11.0	14.6	15.9

Generic Ethernet Access	Apr-Jun '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	104.8	144.0	213.2	176.6
East Anglia	20.3	18.9	38.4	38.4
London & South East	8.0	13.6	12.6	13.5
Northern England	19.4	29.5	54.5	27.1
Northern Ireland	4.0	4.6	4.0	6.2
Scotland	3.0	10.0	7.3	16.1
Wales & Midlands	19.0	22.7	31.9	28.7
Wessex	31.2	44.6	64.5	46.5

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 '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	0.7	1.3	0.7	2.6
East Anglia	0.0	0.3	0.0	0.3
London & South East	0.0	0.0	0.0	0.0
Northern England	0.0	0.0	0.0	0.3
Northern Ireland	0.0	0.7	0.0	0.0
Scotland	0.0	0.3	0.3	1.0
Wales & Midlands	0.3	0.0	0.0	0.0
Wessex	0.3	0.0	0.3	1.0

Fully Unbundled Lines	Apr-Jun '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	0.0	0.0	0.3	0.0
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	0.0	0.0	0.0
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	0.3	0.0

Generic Ethernet Access	Apr-Jun '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	0.7	1.3	0.3	2.6
East Anglia	0.0	0.3	0.0	0.3
London & South East	0.0	0.0	0.0	0.0
Northern England	0.0	0.0	0.0	0.3
Northern Ireland	0.0	0.7	0.0	0.0
Scotland	0.0	0.3	0.3	1.0
Wales & Midlands	0.3	0.0	0.0	0.0
Wessex	0.3	0.0	0.0	1.0

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 '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	0.7	0.7	0.0	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	0.0	0.0	0.3
Northern Ireland	0.0	0.3	0.0	0.0
Scotland	0.0	0.3	0.0	0.3
Wales & Midlands	0.3	0.0	0.0	0.0
Wessex	0.3	0.0	0.0	0.0

Fully Unbundled Lines	Apr-Jun '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	0.0	0.0	0.0	0.0
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	0.0	0.0	0.0
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

Generic Ethernet Access	Apr-Jun '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	0.7	0.7	0.0	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	0.0	0.0	0.3
Northern Ireland	0.0	0.3	0.0	0.0
Scotland	0.0	0.3	0.0	0.3
Wales & Midlands	0.3	0.0	0.0	0.0
Wessex	0.3	0.0	0.0	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 '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	1239.8	1266.3	1553.5	1506.4
East Anglia	155.0	155.9	185.3	160.3
London & South East	233.8	195.4	229.6	228.9
Northern England	198.6	212.3	294.0	272.2
Northern Ireland	22.7	19.7	22.1	28.3
Scotland	107.4	142.8	172.1	178.7
Wales & Midlands	249.0	272.0	319.5	338.0
Wessex	200.2	235.6	263.8	293.6

Fully Unbundled Lines	Apr-Jun '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	184.1	240.8	339.4	287.3
East Anglia	21.0	24.6	33.8	22.8
London & South East	37.4	41.7	44.8	56.2
Northern England	35.0	45.7	58.4	53.9
Northern Ireland	1.7	2.0	2.0	1.0
Scotland	17.0	21.3	31.6	31.1
Wales & Midlands	39.0	59.9	68.8	69.2
Wessex	33.0	45.5	44.5	52.1

Generic Ethernet Access	Apr-Jun '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	1055.8	1025.5	1214.1	1219.1
East Anglia	134.0	131.3	151.5	137.5
London & South East	196.4	153.8	184.8	172.7
Northern England	163.7	166.5	235.6	218.4
Northern Ireland	21.0	17.7	20.0	27.4
Scotland	90.4	121.5	140.4	147.6
Wales & Midlands	210.0	212.1	250.7	268.8
Wessex	167.2	190.1	219.4	241.5

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 '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	295.3	286.0	335.9	420.3
East Anglia	37.0	43.0	39.1	48.2
London & South East	48.3	42.3	45.0	49.7
Northern England	50.3	47.3	60.4	83.1
Northern Ireland	2.0	3.3	0.0	4.0
Scotland	24.4	20.6	31.7	55.7
Wales & Midlands	67.3	49.5	65.0	81.8
Wessex	56.7	58.9	85.3	95.1

Fully Unbundled Lines	Apr-Jun '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	39.3	37.6	60.1	58.4
East Anglia	3.3	5.0	5.7	5.3
London & South East	6.0	6.3	7.0	4.7
Northern England	9.0	8.7	11.4	15.0
Northern Ireland	0.0	0.7	0.0	0.0
Scotland	4.0	2.0	5.6	7.3
Wales & Midlands	9.3	6.0	10.0	10.0
Wessex	7.7	9.0	19.0	16.1

Generic Ethernet Access	Apr-Jun '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	255.9	248.4	275.8	361.8
East Anglia	33.7	38.0	33.4	42.9
London & South East	42.3	35.9	38.0	45.0
Northern England	41.3	38.6	49.0	68.1
Northern Ireland	2.0	2.7	0.0	4.0
Scotland	20.4	18.6	26.0	48.4
Wales & Midlands	58.0	43.5	55.0	71.7
Wessex	49.0	49.9	66.3	79.0

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 '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	181.1	181.2	203.4	241.0
East Anglia	23.7	27.6	22.7	30.4
London & South East	28.0	30.7	26.7	26.0
Northern England	33.0	31.6	36.0	49.4
Northern Ireland	1.0	2.0	0.0	1.0
Scotland	15.4	10.0	15.0	33.0
Wales & Midlands	40.3	29.0	39.3	41.7
Wessex	36.7	35.3	56.0	57.7

Fully Unbundled Lines	Apr-Jun '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	23.0	22.0	31.7	32.4
East Anglia	1.0	3.0	3.7	3.7
London & South East	3.3	3.7	2.7	2.3
Northern England	6.3	5.3	6.7	8.3
Northern Ireland	0.0	0.3	0.0	0.0
Scotland	3.3	0.7	2.7	4.0
Wales & Midlands	5.0	4.3	4.0	3.3
Wessex	4.0	4.7	11.3	10.7

Generic Ethernet Access	Apr-Jun '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	158.0	159.2	171.7	208.5
East Anglia	22.7	24.6	19.0	26.7
London & South East	24.6	27.0	24.0	23.6
Northern England	26.7	26.3	29.4	41.1
Northern Ireland	1.0	1.7	0.0	1.0
Scotland	12.0	9.3	12.3	29.0
Wales & Midlands	35.3	24.6	35.4	38.4
Wessex	32.7	30.6	44.7	47.0

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 '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	25.0	58.3	122.8	49.1
East Anglia	6.0	18.6	20.0	11.1
London & South East	0.0	2.4	1.7	1.0
Northern England	2.3	12.2	22.9	2.4
Northern Ireland	2.7	2.0	5.6	3.0
Scotland	0.3	3.7	5.3	6.3
Wales & Midlands	3.7	5.0	16.9	3.3
Wessex	10.0	14.4	40.6	21.3

Fully Unbundled Lines	Apr-Jun '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	4.6	9.7	32.6	8.3
East Anglia	1.0	3.3	1.7	1.4
London & South East	0.0	0.3	0.7	0.0
Northern England	0.3	1.3	6.0	0.0
Northern Ireland	0.0	0.0	0.3	0.3
Scotland	0.3	0.3	0.0	0.0
Wales & Midlands	0.7	0.7	6.9	1.0
Wessex	2.3	3.7	7.3	5.6

Generic Ethernet Access	Apr-Jun '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	20.4	48.6	90.2	40.8
East Anglia	5.0	15.3	18.3	9.7
London & South East	0.0	2.0	1.0	1.0
Northern England	2.0	10.9	17.0	2.4
Northern Ireland	2.7	2.0	5.3	2.7
Scotland	0.0	3.4	5.3	6.3
Wales & Midlands	3.0	4.3	10.0	2.3
Wessex	7.7	10.7	33.3	15.7

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 '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	0.3	0.0	0.3	0.3
East Anglia	0.0	0.0	0.3	0.0
London & South East	0.0	0.0	0.0	0.0
Northern England	0.0	0.0	0.0	0.0
Northern Ireland	0.0	0.0	0.0	0.0
Scotland	0.0	0.0	0.0	0.3
Wales & Midlands	0.0	0.0	0.0	0.0
Wessex	0.3	0.0	0.0	0.0

Fully Unbundled Lines	Apr-Jun '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	0.0	0.0	0.0	0.0
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	0.0	0.0	0.0
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

Generic Ethernet Access	Apr-Jun '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	0.3	0.0	0.3	0.3
East Anglia	0.0	0.0	0.3	0.0
London & South East	0.0	0.0	0.0	0.0
Northern England	0.0	0.0	0.0	0.0
Northern Ireland	0.0	0.0	0.0	0.0
Scotland	0.0	0.0	0.0	0.3
Wales & Midlands	0.0	0.0	0.0	0.0
Wessex	0.3	0.0	0.0	0.0

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 '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	0.3	0.0	0.0	0.0
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	0.0	0.0	0.0
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	0.3	0.0	0.0	0.0

Fully Unbundled Lines	Apr-Jun '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	0.0	0.0	0.0	0.0
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	0.0	0.0	0.0
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

Generic Ethernet Access	Apr-Jun '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	0.3	0.0	0.0	0.0
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	0.0	0.0	0.0
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	0.3	0.0	0.0	0.0

Larger businesses

Key Performance Indicators

Ofcom published its Wholesale Fixed Telecoms Market Review on 18 March 2021. This sets regulatory obligations on Openreach including a transparency obligation in relation to the publication of Key Performance Indicators (KPIs). For clarity, these KPIs are calculated on a different basis from Openreach's regulatory Quality of Service Standards. In particular, while both include Ethernet and Dark Fibre services, the KPIs also include WDM services and covers a broader geographic area. The tables below report our performance against these KPIs.

KPI A
Circuit installation

This table shows the average number of working days between your provider placing an order for you and the circuit being installed by Openreach, excluding any customer delays.

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

	Apr-Jun '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	40.90	38.44	38.68	39.49
Northern Ireland	32.48	31.10	35.62	38.76
Scotland	39.02	35.25	34.75	34.93
Wales	33.44	35.76	34.06	40.87
England North	39.78	37.56	38.13	39.33
England West	41.15	37.94	38.30	40.89
England East	44.13	41.44	41.84	39.77

KPI B
Faults fixed within the agreed time

The percentage of faults that were fixed within the relevant Service Level Agreement (SLA).

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

	Apr-Jun '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	95.77%	95.44%	96.15%	96.03%
Northern Ireland	95.65%	97.94%	92.37%	88.44%
Scotland	95.04%	96.20%	96.80%	96.45%
Wales	97.13%	95.71%	97.68%	97.14%
England North	96.97%	95.83%	95.72%	96.45%
England West	95.31%	94.26%	96.63%	96.07%
England East	95.01%	95.51%	96.10%	95.74%

KPI C
Circuits installed by the agreed date

This table shows the percentage of times that circuits are delivered by the originally agreed date, excluding any customer delays.

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

	Apr-Jun '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	84.59%	85.45%	85.51%	84.40%
Northern Ireland	97.01%	88.58%	91.21%	86.40%
Scotland	85.84%	88.82%	89.59%	86.55%
Wales	92.70%	89.74%	90.79%	84.47%
England North	85.39%	85.21%	85.17%	84.07%
England West	84.92%	87.28%	85.72%	84.15%
England East	81.13%	82.73%	83.18%	84.18%

KPI H1

Oldest orders open on the last day of the month

This table shows the average percentage of orders, that were older than 133 working days and were still open on the last day of the three months in each quarter.

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

	Apr-Jun '23	Jul-Sep '23	Oct-Dec '23	Jan-Mar '24
UK	7.77%	7.72%	7.57%	7.55%
Northern Ireland	6.21%	4.80%	3.35%	3.89%
Scotland	6.72%	6.94%	6.91%	6.32%
Wales	9.94%	9.40%	8.59%	8.36%
England North	7.15%	7.13%	7.42%	7.86%
England West	9.23%	8.68%	8.20%	7.73%
England East	7.46%	7.73%	7.52%	7.56%

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