

Our responsibilities

Historical information

Data applicable to the period
1 April 2020 – 31 March 2021



First available appointment date

This shows the percentage of first available appointment dates for the Openreach engineer slot offered within the agreed target of 12 working days.

	Combine				Wholesale Voice				Fully Unbundled				Fibre			
	d		Line													
	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021												
UK	92.26%	96.12%	88.81%	94.45%	80.17%	98.62%	91.68%	97.82%	89.15%	98.48%	93.93%	98.56%	95.89%	94.93%	87.03%	92.72%
North East	92.67%	97.44%	88.76%	95.46%	80.42%	99.02%	92.10%	98.09%	89.52%	98.94%	94.55%	98.72%	96.49%	96.67%	86.67%	94.12%
North Wales & North Midlands	93.07%	95.89%	84.95%	95.29%	81.28%	98.68%	87.25%	97.65%	90.13%	98.88%	90.59%	98.52%	96.71%	94.46%	83.17%	93.99%
North West	90.83%	95.60%	91.17%	95.71%	78.73%	98.56%	93.58%	99.71%	88.78%	98.59%	95.90%	99.53%	94.44%	94.14%	89.57%	93.90%
Scotland	93.87%	97.35%	97.26%	97.54%	79.53%	98.09%	98.46%	99.15%	89.63%	97.94%	98.21%	98.81%	97.70%	97.04%	96.74%	96.88%
East Anglia	89.54%	93.76%	83.76%	94.77%	77.88%	98.29%	92.18%	98.71%	87.19%	98.24%	94.18%	99.12%	92.70%	91.72%	79.57%	92.89%
London	92.39%	95.25%	87.56%	93.97%	80.30%	98.26%	86.55%	97.58%	89.48%	97.77%	90.55%	98.36%	96.38%	93.76%	87.31%	91.93%
South East	92.09%	93.61%	85.14%	94.09%	80.53%	98.23%	87.12%	98.03%	89.39%	97.85%	91.52%	98.76%	95.28%	91.57%	83.52%	92.16%
South Wales & South Midlands	91.82%	96.14%	85.12%	94.13%	81.29%	98.96%	91.83%	98.12%	89.43%	98.84%	94.32%	98.72%	94.92%	94.84%	81.58%	92.17%
Wessex	93.46%	98.86%	93.85%	88.69%	80.78%	99.04%	95.30%	94.12%	88.50%	98.76%	95.78%	96.16%	97.49%	98.82%	93.05%	85.70%
Northern Ireland	94.35%	99.86%	99.58%	99.49%	81.05%	99.63%	99.23%	98.84%	87.56%	99.62%	99.13%	99.41%	99.49%	99.99%	99.80%	99.75%

Installation on time

This shows the percentage of new services installed on the date agreed between Openreach and your phone or broadband provider

KPI 2a																
Percentage of installation completion on time																
	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021
UK	95.46%	94.64%	94.39%	94.49%	95.98%	94.27%	94.95%	94.78%	94.58%	93.77%	93.57%	93.97%	95.41%	95.06%	94.38%	94.52%
North East	96.05%	95.37%	95.19%	94.58%	96.71%	95.12%	95.86%	95.61%	95.24%	94.55%	94.29%	94.24%	95.93%	95.73%	95.17%	94.29%
North Wales & North Midlands	95.48%	94.22%	94.59%	95.04%	95.97%	93.45%	94.89%	94.81%	94.48%	93.43%	93.42%	94.31%	95.49%	94.82%	94.80%	95.37%
North West	95.12%	94.46%	94.07%	94.01%	96.41%	94.39%	95.28%	94.55%	94.55%	93.43%	93.26%	93.49%	94.64%	94.81%	93.81%	93.97%
Scotland	96.83%	96.11%	95.72%	95.49%	96.85%	95.85%	95.99%	95.72%	95.65%	95.07%	95.14%	94.83%	97.08%	96.52%	95.75%	95.59%
East Anglia	95.03%	93.99%	93.80%	93.64%	95.14%	93.34%	94.22%	93.84%	94.09%	92.64%	92.87%	92.93%	95.17%	94.63%	93.85%	93.76%
London	94.28%	94.55%	93.49%	93.96%	95.21%	94.47%	94.38%	94.33%	93.84%	94.10%	93.01%	93.54%	93.90%	94.74%	93.20%	93.95%
South East	95.28%	94.52%	94.13%	94.31%	95.91%	94.31%	94.61%	94.74%	94.23%	93.69%	93.83%	94.02%	95.22%	94.84%	94.00%	94.22%
South Wales & South Midlands	95.21%	94.33%	94.26%	94.36%	95.62%	94.25%	94.91%	94.76%	94.52%	93.64%	92.96%	93.87%	95.17%	94.56%	94.32%	94.34%
Wessex	95.63%	94.23%	94.04%	94.81%	95.84%	93.63%	94.30%	94.64%	94.57%	93.18%	93.07%	94.17%	95.75%	94.83%	94.18%	95.08%
Northern Ireland	95.89%	94.66%	94.83%	95.11%	96.05%	93.48%	95.02%	94.52%	94.48%	94.02%	94.31%	95.07%	96.14%	95.48%	94.89%	95.44%

Faults fixed on time

This shows the percentage of faults that were fixed within the agreed timescale

KPI 3a Percentage of faults fixed within agreed time Service level 1																
	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021
UK	87.93%	82.46%	84.24%	84.05%	87.71%	81.53%	83.23%	83.07%	88.62%	84.44%	86.42%	86.09%	83.69%	78.43%	81.50%	81.42%
North East	87.80%	85.63%	86.26%	82.31%	87.40%	84.82%	85.27%	81.30%	88.42%	86.93%	87.65%	83.83%	86.43%	83.17%	86.29%	81.24%
North Wales & North Midlands	87.68%	81.68%	87.03%	87.25%	87.64%	80.57%	86.02%	86.24%	88.05%	84.02%	88.95%	88.85%	83.73%	76.58%	85.72%	87.22%
North West	85.44%	82.14%	86.93%	84.79%	85.02%	80.72%	86.43%	83.94%	86.24%	84.32%	88.05%	86.05%	82.02%	79.13%	83.74%	83.50%
Scotland	91.38%	83.93%	86.99%	89.40%	90.85%	83.12%	86.54%	88.85%	92.72%	85.96%	88.29%	91.07%	87.52%	80.50%	84.35%	86.08%
East Anglia	86.73%	81.66%	78.57%	78.96%	86.22%	81.06%	77.29%	77.63%	88.23%	83.67%	81.84%	82.30%	81.82%	75.01%	75.94%	75.95%
London	87.21%	83.70%	82.66%	84.66%	87.69%	83.42%	82.25%	84.72%	87.32%	84.84%	84.04%	85.53%	76.85%	75.02%	76.55%	78.27%
South East	88.14%	81.42%	84.36%	85.39%	88.04%	80.99%	83.50%	84.27%	88.65%	82.42%	86.53%	87.88%	84.33%	78.39%	79.53%	80.63%
South Wales & South Midlands	87.39%	80.85%	84.81%	77.98%	87.08%	79.60%	83.61%	76.95%	88.28%	83.70%	87.63%	80.53%	82.38%	74.90%	80.69%	73.20%
Wessex	89.58%	81.97%	81.83%	85.75%	89.14%	80.98%	80.80%	84.53%	90.66%	84.10%	84.46%	88.63%	87.08%	82.03%	79.48%	84.68%
Northern Ireland	88.65%	83.28%	86.03%	87.43%	87.83%	82.11%	84.97%	86.66%	90.76%	86.31%	89.14%	89.04%	85.00%	80.31%	84.00%	89.27%
KPI 3b Percentage of faults fixed within agreed time Service level 2																
	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021
UK	86.45%	83.23%	84.77%	84.82%	85.11%	81.45%	82.34%	81.25%	84.76%	81.90%	83.45%	83.95%	86.76%	83.66%	85.33%	85.42%
North East	87.13%	85.42%	87.07%	82.73%	84.96%	84.23%	84.25%	79.68%	84.39%	83.16%	85.26%	81.95%	87.55%	85.73%	87.62%	83.18%
North Wales & North Midlands	85.83%	81.40%	86.65%	87.60%	84.57%	80.05%	84.66%	82.93%	85.37%	81.14%	84.85%	85.82%	86.10%	81.72%	87.25%	88.51%
North West	84.07%	82.80%	87.08%	84.66%	82.57%	79.56%	84.00%	80.98%	81.40%	80.91%	84.37%	83.12%	84.41%	83.49%	87.74%	85.23%
Scotland	89.82%	85.62%	88.14%	88.88%	87.11%	81.21%	85.01%	84.89%	89.36%	82.01%	86.99%	87.36%	90.43%	86.88%	88.92%	89.60%
East Anglia	85.89%	83.51%	80.92%	79.82%	83.70%	82.27%	77.17%	77.18%	86.09%	81.28%	80.63%	82.86%	86.30%	83.85%	81.78%	80.19%
London	84.96%	85.35%	82.82%	85.41%	87.00%	84.54%	81.05%	83.13%	82.28%	81.70%	78.04%	82.56%	84.69%	85.69%	83.34%	85.83%
South East	86.89%	82.31%	83.49%	86.33%	86.02%	81.81%	82.97%	83.77%	84.29%	82.33%	85.06%	85.13%	87.10%	82.40%	83.53%	86.72%
South Wales & South Midlands	85.59%	80.30%	85.37%	80.10%	84.52%	80.02%	83.57%	75.45%	84.30%	80.23%	85.32%	81.14%	85.84%	80.36%	85.74%	80.85%
Wessex	87.94%	83.16%	82.28%	87.30%	86.07%	80.65%	79.36%	83.31%	86.31%	83.62%	81.59%	85.80%	88.41%	83.72%	83.01%	88.12%
Northern Ireland	88.92%	84.93%	88.21%	87.73%	84.23%	80.89%	84.50%	81.19%	87.91%	85.29%	85.56%	86.02%	90.53%	86.44%	89.58%	89.61%

Installation

This 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 12 working days.

KPI 4

Average first available appointment date

	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021
UK	7.15	6.70	7.39	7.66	13.91	7.73	8.21	7.88	8.60	6.26	6.67	6.42	5.16	6.45	7.27	7.85

Installation

This chart shows the average number of (working) days between your phone or broadband provider placing an order for you and service being installed by Openreach with or without an engineer needing to visit your premises.

KPI 7																
Average installation time with an engineer (working days)																
	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021
UK	12.23	11.88	11.32	11.93	17.86	16.05	13.33	14.29	16.24	12.70	12.22	12.31	10.75	10.83	10.70	11.38
KPI 8																
Average installation time without an engineer (working days)																
	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021
UK	10.06	9.89	9.70	10.11	10.10	10.17	9.99	10.69	9.62	9.62	9.68	9.88	10.26	9.76	9.46	9.71

Time to fix faults

This chart shows the average time between your phone or broadband provider reporting a fault to Openreach and the fault being cleared.

KPI 12a																
Average time to fix faults (working hours)																
Service level 1																
	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021
UK	29.10	33.39	32.08	32.09	29.72	33.89	33.12	32.92	28.25	32.74	30.53	30.73	27.15	31.71	29.78	31.98
KPI 12b																
Average time to fix faults (working hours)																
Service level 2																
	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021
UK	19.90	21.52	20.44	21.43	23.22	24.52	24.23	25.74	21.73	24.53	23.88	23.59	19.22	20.77	19.50	20.66

Missed appointments

This chart shows the percentage of visit appointments we missed.

KPI 17

Percentage of missed repair appointments

	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021
UK	1.95%	2.61%	2.46%	2.53%	2.16%	2.49%	2.29%	2.25%	1.58%	2.28%	2.17%	2.07%	1.94%	2.74%	2.58%	2.70%

KPI 18

Percentage of missed installation appointments at end user premises

	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021
UK	2.38%	2.13%	2.35%	2.91%	1.96%	1.58%	1.85%	2.55%	2.37%	1.74%	2.14%	2.71%	3.41%	3.51%	3.26%	3.95%

KPI 19

Percentage of street cabinet installation visits missed

	Combined				Wholesale Voice Line			
	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021
UK	1.49%	0.97%	1.67%	1.84%	1.49%	0.97%	1.67%	1.84%

Lines delayed

This shows the number of new landline or broadband services delayed more than 30, 90 and 120 (calendar) days after the date agreed between Openreach and your phone or broadband provider.

KPI 20																
Tail measure of new lines installed																
KPI 20a																
30 calendar days																
	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021
UK	3765.4	2443.5	2322.3	2776.4	863.1	988.5	867.8	983.1	1088.7	503.8	489.4	575.9	1813.7	951.3	965.1	1217.4
North East	426.8	246.5	270.0	300.0	87.6	106.0	93.6	97.8	139.9	50.6	61.7	72.8	199.3	89.9	114.6	129.4
North Wales & North Midlands	466.2	286.8	249.9	280.3	96.3	111.0	89.0	99.7	144.9	65.5	61.8	62.6	225.0	110.3	99.2	117.9
North West	451.1	284.3	251.7	327.1	85.4	101.2	84.0	103.8	142.7	74.9	59.2	79.2	223.0	108.2	108.4	144.1
Scotland	279.0	142.9	161.2	174.6	77.7	66.4	64.3	72.7	87.0	28.8	36.4	32.6	114.3	47.6	60.4	69.4
East Anglia	373.5	308.7	303.9	432.2	98.9	125.8	119.1	154.4	89.9	51.0	47.7	83.1	184.6	131.9	137.1	194.6
London	393.1	229.0	208.6	251.8	100.2	95.3	78.7	89.6	116.4	49.7	48.3	57.7	176.5	84.0	81.6	104.5
South East	436.6	280.6	258.6	325.7	91.1	103.5	96.3	106.8	139.1	64.7	51.7	70.9	206.5	112.4	110.6	148.1
South Wales & South Midlands	388.3	273.9	261.5	309.7	95.3	105.0	94.6	106.3	98.1	50.4	56.3	61.7	194.9	118.5	110.6	141.8
Wessex	466.2	334.1	308.9	299.4	115.7	146.9	129.4	123.9	112.2	58.3	60.0	47.3	238.3	128.9	119.5	128.2
Northern Ireland	78.4	54.6	42.1	62.7	10.9	25.3	14.7	21.6	18.5	10.0	6.3	8.0	48.9	19.3	21.0	33.0
KPI 20b																
90 calendar days																
	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021
UK	605.3	545.7	326.4	359.1	291.0	295.4	174.6	190.9	104.0	100.3	45.5	46.9	210.4	150.1	106.3	121.3
North East	51.7	63.5	41.9	30.7	29.2	35.9	20.3	15.7	6.9	9.8	8.3	3.7	15.6	17.8	13.3	11.3
North Wales & North Midlands	78.3	54.5	41.0	42.0	38.2	29.8	19.6	24.8	12.5	11.3	7.0	4.0	27.5	13.4	14.3	13.2
North West	58.3	62.8	31.6	42.8	26.5	28.9	16.0	20.2	10.9	12.4	4.0	7.9	20.9	21.5	11.6	14.7
Scotland	48.2	37.2	21.3	34.2	24.6	24.1	11.3	19.5	9.6	5.0	4.0	3.0	13.9	8.0	6.0	11.7
East Anglia	64.4	60.3	49.4	48.3	29.2	32.8	26.0	24.2	9.3	7.4	5.0	7.7	25.9	20.1	18.4	16.4
London	58.2	61.1	29.4	25.9	31.1	34.9	20.0	14.9	8.9	14.1	2.7	3.3	18.2	12.1	6.7	7.8
South East	71.9	62.3	36.0	44.3	32.8	27.8	19.7	21.6	13.2	15.7	3.3	7.7	25.8	18.8	13.0	15.0
South Wales & South Midlands	67.1	49.9	31.6	36.3	28.5	24.8	15.3	17.6	13.2	9.0	5.7	5.3	25.3	16.1	10.7	13.4
Wessex	89.3	81.2	41.3	49.2	43.8	46.7	24.7	29.6	15.9	13.5	5.0	4.3	29.5	21.0	11.6	15.2
Northern Ireland	12.3	12.4	1.7	3.7	3.0	9.0	0.7	1.0	3.3	2.0	0.7	0.0	6.0	1.3	0.3	2.7

Lines delayed

This chart shows the number of new landline or broadband services delayed more than 30, 90 and 120 (calendar) days after the date agreed between Openreach and your phone or broadband provider.

KPI 20c 120 calendar days	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021
	UK	317.1	326.5	160.5	203.5	203.1	219.7	89.6	112.6	38.5	38.2	23.2	23.2	75.5	68.7	47.7
North East	27.6	36.7	21.0	17.9	19.9	26.6	12.0	10.0	2.3	3.4	3.0	2.6	5.3	6.7	6.0	5.3
North Wales & North Midlands	40.9	29.1	21.7	23.2	26.6	20.1	12.0	14.1	3.3	4.3	3.0	2.0	11.0	4.7	6.7	7.1
North West	28.5	37.7	14.7	27.1	16.9	21.9	7.0	12.7	5.0	4.4	2.3	3.7	6.6	11.4	5.3	10.8
Scotland	27.0	24.4	11.0	20.5	16.3	18.4	4.7	12.1	4.7	1.7	3.6	1.3	6.0	4.3	2.7	7.0
East Anglia	36.2	35.9	28.0	27.2	21.5	22.8	16.3	14.9	4.6	4.7	2.0	4.0	10.0	8.4	9.7	8.4
London	31.5	40.3	13.3	13.8	24.2	28.9	8.7	7.8	1.6	7.1	1.3	1.6	5.6	4.4	3.3	4.4
South East	34.5	37.6	14.0	25.8	22.2	19.8	7.0	13.2	4.0	8.4	2.0	3.1	8.3	9.4	5.0	9.6
South Wales & South Midlands	35.3	28.2	16.3	17.2	19.6	19.5	7.0	9.8	4.7	2.0	3.6	1.7	11.0	6.7	5.6	5.7
Wessex	47.5	50.0	18.7	27.8	30.9	35.0	13.7	16.1	7.7	2.4	2.3	3.3	9.0	12.7	2.7	8.4
Northern Ireland	3.0	6.0	1.0	1.7	1.0	6.0	0.7	0.7	0.7	0.0	0.0	0.0	1.3	0.0	0.3	1.0

Orders delayed

This shows the number of new landline or broadband services delayed more than 30, 90 and 120 (calendar) days

KPI 22a																
30 calendar days																
	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021
UK	9189.2	4378.3	5062.5	4655.7	2440.7	2014.5	2265.1	1947.3	2918.2	731.2	733.7	760.0	3830.3	1632.6	2063.7	1948.4
North East	1006.6	458.0	553.7	513.7	260.9	201.3	235.8	198.5	346.3	79.2	88.0	88.9	399.4	177.5	230.0	226.3
North Wales & North Midlands	1057.8	473.1	611.8	603.4	249.5	212.3	266.3	272.7	358.8	90.8	106.9	103.7	449.4	170.0	238.6	227.0
North West	1099.9	440.2	499.5	477.5	218.5	192.6	202.3	195.6	399.6	81.3	86.7	96.4	481.8	166.4	210.5	185.5
Scotland	765.0	324.7	390.2	375.3	218.5	150.3	195.7	170.7	261.4	67.3	51.0	62.4	285.1	107.1	143.6	142.2
East Anglia	878.2	546.1	629.4	607.7	278.6	245.3	279.9	238.9	211.2	75.6	72.3	97.0	388.4	225.2	277.1	271.8
London	1083.7	430.0	455.2	388.3	285.0	221.3	195.1	142.3	407.8	78.6	76.3	69.4	390.9	130.1	183.8	176.5
South East	1056.4	561.2	630.3	570.6	246.1	234.0	262.7	208.6	370.4	92.0	89.0	96.2	440.0	235.2	278.5	265.8
South Wales & South Midlands	868.9	455.3	526.8	516.1	236.7	215.4	240.9	227.2	228.3	71.0	78.4	79.6	403.9	168.9	207.5	209.3
Wessex	1152.2	612.5	649.2	511.7	362.2	300.5	324.1	250.7	287.2	81.8	76.7	58.9	502.8	230.2	248.4	202.1
Northern Ireland	200.4	62.0	93.7	79.7	64.6	26.4	40.0	30.9	47.2	13.6	8.4	7.4	88.6	21.9	45.4	41.4
KPI 22b																
90 calendar days																
	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021
UK	1615.9	998.0	1303.1	1333.9	662.5	524.0	725.6	714.8	438.5	173.0	152.0	139.3	514.9	301.0	425.5	479.8
North East	173.0	119.1	147.3	158.5	79.3	63.5	79.3	79.6	40.5	19.0	17.4	18.7	53.3	36.6	50.7	60.2
North Wales & North Midlands	148.3	95.9	163.7	197.5	61.6	53.9	89.1	106.9	36.0	15.7	23.6	25.8	50.6	26.3	51.0	64.8
North West	167.4	98.4	129.4	121.4	44.0	48.5	69.0	69.1	56.4	16.3	20.3	11.7	67.0	33.6	40.0	40.7
Scotland	151.0	90.6	114.3	129.4	60.6	42.3	66.0	72.2	52.8	21.7	12.7	15.7	37.6	26.7	35.6	41.5
East Anglia	185.9	119.8	159.0	161.0	88.0	64.9	90.3	83.9	32.7	16.0	13.3	12.3	65.3	38.9	55.3	64.9
London	198.3	104.2	102.7	95.9	70.3	61.5	64.7	47.7	81.3	22.3	11.0	9.3	46.6	20.4	27.0	38.9
South East	179.3	120.5	165.9	171.8	65.3	53.2	79.0	83.1	50.3	23.3	19.3	19.6	63.7	44.0	67.6	69.1
South Wales & South Midlands	130.9	87.8	114.4	121.1	52.0	45.9	65.1	69.6	29.9	14.7	15.4	11.6	48.9	27.3	34.0	39.9
Wessex	263.8	152.7	193.0	167.9	132.0	85.5	113.4	97.7	54.5	21.9	19.0	14.0	77.3	45.3	60.7	56.3
Northern Ireland	15.3	6.7	7.0	6.5	6.6	2.7	3.3	2.3	4.0	2.0	0.0	0.6	4.7	2.0	3.7	3.6

Orders delayed

This shows the number of new landline or broadband services delayed more than 30, 90 and 120 (calendar) days

KPI 22c 120 calendar days																
	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021
UK	836.3	688.2	812.7	872.0	400.9	360.3	474.5	489.2	215.9	127.8	99.1	86.2	219.5	200.1	239.1	296.6
North East	91.2	84.5	99.2	106.6	49.9	45.4	58.3	58.3	16.9	14.1	10.3	11.0	24.3	25.1	30.6	37.2
North Wales & North Midlands	76.4	67.5	94.2	130.6	38.0	36.1	55.6	71.4	17.0	12.1	12.0	17.4	21.4	19.4	26.6	41.8
North West	74.6	62.7	87.7	75.8	21.7	31.0	47.7	46.4	26.0	9.3	16.7	5.3	27.0	22.4	23.3	24.0
Scotland	88.8	65.9	73.7	83.7	37.4	30.7	42.3	50.4	33.1	16.8	10.0	9.6	18.3	18.4	21.3	23.7
East Anglia	97.4	83.5	91.6	101.0	55.3	46.1	55.6	54.8	16.4	12.0	7.7	5.9	25.7	25.4	28.3	40.3
London	109.8	73.5	66.3	62.0	44.3	40.1	47.7	32.7	46.2	19.0	6.3	7.4	19.4	14.4	12.3	21.9
South East	79.6	78.9	103.9	112.8	33.3	33.8	50.3	57.5	20.0	17.4	13.7	11.3	26.4	27.7	40.0	44.0
South Wales & South Midlands	56.7	55.4	64.0	78.0	25.7	30.7	37.3	46.6	11.6	9.0	9.0	7.3	19.3	15.7	17.7	24.2
Wessex	159.1	110.8	124.7	117.6	93.4	63.8	73.7	68.8	28.6	16.7	13.4	11.0	37.1	30.4	37.7	37.8
Northern Ireland	2.3	3.7	3.3	2.7	1.7	1.0	2.0	1.0	0.0	1.3	0.0	0.0	0.7	1.3	1.3	1.7

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