Our responsibilities

Larger Businesses
Historical information

Data applicable to the period
1 April 2018 – 31 March 2021

openreach
Connecting you to your network

Circuits that took the shortest time to install

Percentage of circuits that took the shortest time to install. 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.

KPI 4
Provision
Percentage of circuits that took the shortest time to install

	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Mar 2020	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Mar 2021
UK	62.96%	63.21%	57.25%	51.34%	51.34%	47.42%	52.50%	58.77%	55.31%	59.24%	60.78%	62.90%
Northern Ireland	30.28%	39.55%	29.35%	31.70%	31.70%	33.14%	35.91%	49.12%	63.55%	65.26%	56.40%	42.08%
Scotland	60.83%	56.67%	46.31%	41.80%	41.80%	45.31%	44.33%	53.95%	58.59%	66.42%	64.42%	72.15%
Wales	61.32%	58.93%	50.38%	53.58%	53.58%	57.75%	66.81%	68.13%	63.13%	64.08%	59.89%	66.67%
England North	68.29%	65.76%	55.33%	44.62%	44.62%	44.65%	49.65%	54.08%	51.87%	57.25%	57.17%	60.23%
England West	58.15%	59.96%	57.69%	54.99%	54.99%	49.21%	53.70%	57.24%	54.28%	56.78%	63.94%	62.89%
England East	65.66%	67.20%	63.56%	56.55%	56.55%	47.29%	54.44%	63.74%	55.83%	59.36%	60.86%	64.35%

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

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.

KPI 1
Provision
Average number of working days it took us to install a circuit

	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Mar 2020	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Mar 2021
UK	33.74	34.04	36.21	40.29	40.29	43.66	40.35	36.13	39.56	35.91	34.84	34.58
Northern Ireland	38.70	34.06	40.71	43.17	43.17	43.46	39.74	31.56	27.73	28.51	28.02	36.84
Scotland	35.93	39.22	48.97	47.39	47.39	46.64	44.66	40.32	39.43	34.37	31.65	26.43
Wales	31.99	34.57	37.63	39.97	39.97	39.02	32.17	28.06	31.35	32.66	31.69	31.71
England North	29.87	31.21	36.83	43.88	43.88	45.25	41.85	39.02	41.9	39	38.78	37.44
England West	37.43	36.79	35.95	38.88	38.88	44.73	40.91	36.74	40.21	37.24	33.72	34.95
England East	33.31	32.80	36.64	37.12	37.12	42.72	39.79	34.56	39.99	33.94	34.03	34.05

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.

KPI 2
Repairs
Percentage of faults we fixed within the agreed time

	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019		Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Mar 2020		Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Mar 2021
UK	94.76%	93.98%	95.14%	94.66%		94.66%	93.78%	94.55%	94.42%		95.11%	95.71%	95.93%	96.07%
Northern Ireland	96.83%	90.91%	88.31%	92.68%		92.68%	92.45%	87.76%	87.72%		90.54%	91.74%	97.00%	89.57%
Scotland	90.62%	92.92%	89.05%	91.72%		91.72%	88.50%	94.61%	95.40%		96.15%	95.61%	31.65%	95.09%
Wales	96.95%	98.75%	96.54%	93.65%		93.65%	96.50%	97.78%	97.87%		95.98%	96.51%	97.29%	98.76%
England North	95.98%	91.77%	94.98%	95.95%		95.95%	94.04%	93.53%	94.13%		93.98%	95.92%	96.10%	96.72%
England West	96.46%	95.42%	96.49%	97.12%		97.12%	94.48%	95.31%	94.46%		95.87%	95.96%	95.31%	96.24%
England East	93.54%	94.78%	95.88%	93.21%		93.21%	94.10%	94.76%	94.27%		95.42%	95.52%	96.61%	95.58%

Circuits installed by the original 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.

KPI 3
Provision
Percentage of circuits installed by the original agreed date

	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019		Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Mar 2020		Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Mar 2021
UK	84.55%	87.10%	86.63%	84.60%		84.60%	81.70%	81.96%	86.37%		81.58%	83.85%	86.82%	86.71%
Northern Ireland	92.25%	95.48%	96.02%	92.41%		92.41%	93.31%	89.02%	90.06%		95.95%	91.84%	95.43%	89.60%
Scotland	81.99%	83.79%	80.94%	85.64%		85.64%	83.57%	81.12%	84.29%		96.15%	86.59%	90.32%	91.30%
Wales	87.17%	86.04%	85.85%	87.20%		87.20%	85.56%	91.33%	93.52%		95.85%	89.08%	88.70%	92.97%
England North	87.60%	87.96%	86.36%	83.51%		83.51%	79.59%	82.12%	85.70%		93.98%	83.23%	85.09%	84.40%
England West	82.07%	84.56%	85.57%	84.68%		84.68%	81.79%	82.41%	86.92%		95.87%	82.17%	87.25%	87.37%
England East	83.83%	89.11%	88.66%	84.33%		84.33%	81.94%	80.65%	85.65%		95.42%	83.43%	86.31%	86.26%

Percentage of circuits that were the most complex to deliver

Percentage of circuits that were the most complex to deliver. 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.

KPI 7
Provision
Percentage of circuits that were the most complex to deliver

	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Mar 2020	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Mar 2021
UK	4.05%	4.02%	4.25%	3.76%	3.76%	4.04%	3.88%	2.95%	4.67%	3.51%	3.20%	3.22%
Northern Ireland	0.00%	0.00%	1.99%	1.34%	1.34%	1.16%	0.89%	0.00%	1.25%	1.21%	0.00%	0.50%
Scotland	4.37%	6.17%	8.99%	5.46%	5.46%	5.31%	4.00%	3.55%	5.49%	3.98%	2.82%	0.93%
Wales	3.03%	3.29%	4.34%	4.27%	4.27%	4.10%	2.96%	1.05%	1.93%	2.64%	1.51%	2.41%
England North	3.27%	2.81%	4.04%	4.08%	4.08%	4.15%	4.06%	3.36%	4.98%	4.39%	4.52%	4.06%
England West	4.71%	4.79%	3.76%	3.70%	3.70%	4.23%	4.08%	2.62%	4.32%	3.18%	2.85%	3.13%
England East	4.53%	4.19%	3.91%	3.30%	3.30%	3.95%	4.11%	3.23%	5.24%	3.08%	2.71%	3.39%

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