Our responsibilities

Regulatory Key Performance indicators
Homes, small business and larger businesses

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

Homes and small business

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. Please note that as a result of these changes it is not possible to compare the numbers from Q1 21/22 onwards with previous years.

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. Please note that as a result of this change it is not possible to compare the numbers for KPI1 from Q1 22/23 onwards with previous years.

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
UK	99.19	89.39	92.57
East Anglia	99.40	88.65	91.92
London & South East	99.43	93.17	92.66
Northern England	98.49	86.42	91.06
Northern Ireland	99.17	99.91	99.97
Scotland	99.16	84.59	92.38
Wales & Midlands	99.67	89.62	93.59
Wessex	99.16	91.40	93.88

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

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

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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	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22	Oct-Dec '22
UK	95.63	95.20	94.07	93.08
East Anglia	95.20	94.98	94.33	94.21
London & South East	95.60	94.80	93.24	92.39
Northern England	95.47	95.33	93.92	92.74
Northern Ireland	95.97	94.42	94.26	94.39
Scotland	96.37	95.16	94.82	92.63
Wales & Midlands	95.84	95.53	94.29	93.39
Wessex	95.36	95.31	94.53	93.70

Fully Unbundled Lines	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22	Oct-Dec '22
UK	94.34	95.27	91.38	92.25
East Anglia	93.20	95.04	90.92	93.15
London & South East	94.30	94.94	90.85	91.66
Northern England	94.94	95.69	91.53	92.01
Northern Ireland	95.73	95.51	93.04	95.04
Scotland	94.19	94.88	92.34	92.06
Wales & Midlands	94.71	95.49	91.23	92.52
Wessex	93.18	94.98	91.82	92.73

Generic Ethernet Access	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22	Oct-Dec '22
UK	95.85	95.19	94.69	93.27
East Anglia	95.50	94.96	95.02	94.43
London & South East	95.82	94.76	93.84	92.57
Northern England	95.57	95.23	94.51	92.91
Northern Ireland	96.01	94.11	94.51	94.28
Scotland	96.70	95.24	95.38	92.76
Wales & Midlands	96.05	95.54	94.97	93.58
Wessex	95.70	95.40	95.14	93.91

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	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22	Oct-Dec '22
UK	85.22	88.44	81.08	81.96
East Anglia	84.47	89.58	83.25	82.11
London & South East	85.77	89.26	79.28	79.48
Northern England	84.36	87.33	81.78	83.27
Northern Ireland	88.58	91.86	88.89	88.82
Scotland	86.98	88.82	79.01	84.21
Wales & Midlands	85.20	87.67	81.45	82.49
Wessex	84.98	88.68	81.40	81.18

Fully Unbundled Lines	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22	Oct-Dec '22
UK	85.19	88.16	79.93	81.68
East Anglia	84.12	88.81	81.64	80.96
London & South East	86.10	89.48	78.19	79.45
Northern England	84.54	87.20	80.67	83.12
Northern Ireland	88.26	91.38	89.06	89.95
Scotland	86.50	88.44	78.76	83.68
Wales & Midlands	84.90	87.03	79.96	82.37
Wessex	85.06	88.47	80.08	80.53

Generic Ethernet Access	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22	Oct-Dec '22
UK	85.30	88.90	82.69	82.36
East Anglia	85.28	90.69	85.30	83.65
London & South East	85.02	88.96	80.70	79.52
Northern England	83.87	87.57	83.52	83.49
Northern Ireland	89.28	92.80	88.58	86.68
Scotland	87.92	89.33	79.32	84.80
Wales & Midlands	86.01	88.76	83.57	82.68
Wessex	84.78	89.02	83.41	82.31

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	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22	Oct-Dec '22
UK	84.44	87.74	81.09	81.69
East Anglia	83.75	89.71	83.66	82.48
London & South East	84.28	87.40	79.10	79.35
Northern England	83.95	87.42	81.84	83.91
Northern Ireland	88.72	90.48	85.57	86.65
Scotland	86.04	88.48	79.93	82.39
Wales & Midlands	84.86	87.21	81.09	81.21
Wessex	83.73	87.40	81.41	81.29

Fully Unbundled Lines	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22	Oct-Dec '22
UK	82.77	84.68	77.05	79.76
East Anglia	81.07	86.17	79.22	81.12
London & South East	83.37	84.16	74.03	77.45
Northern England	81.88	84.87	78.69	80.89
Northern Ireland	85.12	85.38	84.78	87.60
Scotland	84.27	86.11	76.57	82.72
Wales & Midlands	82.84	83.10	77.79	79.15
Wessex	83.07	86.19	76.89	79.71

Generic Ethernet Access	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22	Oct-Dec '22
UK	84.50	87.85	81.24	81.76
East Anglia	83.84	89.81	83.80	82.52
London & South East	84.32	87.53	79.31	79.42
Northern England	84.04	87.52	81.95	84.01
Northern Ireland	88.80	90.63	85.59	86.63
Scotland	86.11	88.58	80.08	82.38
Wales & Midlands	84.94	87.36	81.21	81.28
Wessex	83.75	87.44	81.55	81.34

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 12 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 '21	Jul–Sep '21	Oct-Dec '21	Jan-Mar '22	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22
Combined	6.79	6.73	6.89	7.69	6.59	7.22	7.52
Fully Unbundled Line	5.68	5.18	4.90	5.65	4.85	5.25	5.51
Generic Ethernet Access	7.03	7.02	7.25	8.03	6.96	7.57	7.86

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 '21	Jul-Sep '21	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22	Oct-Dec '22
Combined	11.51	10.77	10.94	11.74	10.88	11.63	12.05
Fully Unbundled Line	11.72	11.80	11.45	12.38	11.49	12.13	12.20
Generic Ethernet Access	11.45	10.57	10.85	11.65	10.76	11.53	12.02

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 '21	Jul-Sep '21	Oct-Dec '21	Jan-Mar '22	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22
Combined	9.44	8.97	8.32	8.04	9.22	9.43	9.16
Fully Unbundled Line	9.56	9.69	9.73	10.02	10.22	9.93	10.43
Generic Ethernet Access	9.37	8.66	8.03	7.65	8.86	9.29	8.78

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 '21	Jul–Sep '21	Oct-Dec '21	Jan-Mar '22	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22
Combined	26.25	28.84	27.94	30.19	27.46	35.01	35.32
Fully Unbundled Line	26.25	28.84	27.94	30.19	27.46	35.01	35.32

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 '21	Jul–Sep '21	Oct-Dec '21	Jan-Mar '22	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22
Combined	18.12	19.33	19.16	20.43	17.99	23.25	23.84
Fully Unbundled Line	19.36	20.23	20.48	21.62	20.05	26.60	27.07
Generic Ethernet Access	18.07	19.30	19.11	20.39	17.91	23.13	23.74

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 '21	Jul-Sep '21	Oct-Dec '21	Jan-Mar '22	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22
Combined	1.85	2.10	1.93	2.66	1.63	3.73	4.66
Fully Unbundled Line	1.50	1.67	1.63	2.26	1.33	2.89	3.39
Generic Ethernet Access	1.91	2.18	1.98	2.73	1.67	3.84	4.88

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 '21	Jul–Sep '21	Oct-Dec '21	Jan-Mar '22	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22
Combined	2.20	1.81	1.67	2.51	1.69	2.91	4.09
Fully Unbundled Line	1.69	1.35	1.32	2.46	1.53	2.45	3.60
Generic Ethernet Access	2.98	2.26	1.85	2.53	1.77	3.11	4.25

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 '21	Jul–Sep ' 21	Oct-Dec '21	Jan-Mar '22	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22
Combined	1.95	1.64	3.12	3.15	3.60	4.21	5.21
Generic Ethernet Access	1.95	1.64	3.12	3.15	3.60	4.21	5.21

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	Jan-Mar '22	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22
UK	1107.0	1089.1	796.5	1107.9
East Anglia	115.4	107.7	76.7	122.6
London & South East	275.3	250.6	175.0	238.1
Northern England	243.5	256.8	165.3	246.6
Northern Ireland	27.2	21.7	15.3	14.6
Scotland	72.1	86.1	73.5	93.6
Wales & Midlands	241.2	228.2	197.1	237.1
Wessex	128.9	136.9	93.7	154.3

Fully Unbundled Lines	Jan-Mar '22	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22
UK	180.5	194.0	172.8	249.6
East Anglia	12.3	16.4	12.6	22.7
London & South East	44.5	44.6	43.6	58.9
Northern England	41.9	41.5	33.1	51.8
Northern Ireland	5.1	4.0	1.6	1.7
Scotland	13.4	15.7	16.8	23.9
Wales & Midlands	46.1	46.8	45.8	53.6
Wessex	17.2	25.1	19.3	36.9

Generic Ethernet Access	Jan-Mar '22	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22
UK	926.4	895.0	623.7	858.3
East Anglia	103.0	91.3	64.1	99.9
London & South East	230.8	206.0	131.4	179.2
Northern England	201.5	215.3	132.2	194.8
Northern Ireland	22.1	17.7	13.6	12.9
Scotland	58.6	70.4	56.7	69.7
Wales & Midlands	195.1	181.5	151.3	183.4
Wessex	111.7	111.8	74.4	117.4

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	Jan-Mar '22	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22
UK	146.1	138.8	99.4	114.2
East Anglia	22.9	15.3	9.4	19.9
London & South East	32.5	34.0	21.7	20.6
Northern England	30.2	24.7	17.7	17.6
Northern Ireland	2.7	2.0	1.0	1.7
Scotland	7.0	9.3	6.7	11.6
Wales & Midlands	31.9	34.7	30.6	27.3
Wessex	18.6	18.1	12.3	15.6

Fully Unbundled Lines	Jan-Mar '22	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22
UK	19.4	24.7	17.7	19.0
East Anglia	2.6	2.0	1.0	3.3
London & South East	1.0	6.6	6.7	2.7
Northern England	5.1	3.7	2.0	2.0
Northern Ireland	0.3	0.3	0.0	0.3
Scotland	1.0	2.3	0.0	2.7
Wales & Midlands	5.3	6.0	5.7	3.7
Wessex	4.0	3.7	2.3	4.3

Generic Ethernet Access	Jan-Mar '22	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22
UK	126.7	114.1	81.7	95.2
East Anglia	20.2	13.3	8.3	16.6
London & South East	31.5	27.4	15.0	17.9
Northern England	25.1	21.0	15.7	15.6
Northern Ireland	2.3	1.7	1.0	1.3
Scotland	6.0	7.0	6.7	9.0
Wales & Midlands	26.5	28.7	25.0	23.6
Wessex	14.7	14.3	10.0	11.3

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	Jan-Mar '22	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22
UK	80.9	78.0	50.4	55.9
East Anglia	13.5	8.0	4.7	9.0
London & South East	18.8	17.0	12.1	10.3
Northern England	18.4	13.3	7.0	7.6
Northern Ireland	0.7	1.0	0.3	0.3
Scotland	2.7	5.0	3.3	6.0
Wales & Midlands	16.5	23.7	16.0	14.9
Wessex	10.0	9.3	7.0	7.7

Fully Unbundled Lines	Jan-Mar '22	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22
UK	11.1	15.6	8.7	10.1
East Anglia	2.0	1.3	0.3	2.0
London & South East	0.7	4.6	4.0	1.0
Northern England	3.4	1.3	0.3	1.3
Northern Ireland	0.0	0.3	0.0	0.0
Scotland	0.3	2.0	0.0	1.7
Wales & Midlands	3.0	4.3	2.3	2.0
Wessex	1.7	1.7	1.7	2.0

Generic Ethernet Access	Jan-Mar '22	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22
UK	69.8	62.4	41.7	45.8
East Anglia	11.5	6.6	4.3	7.0
London & South East	18.1	12.4	8.0	9.3
Northern England	15.0	12.0	6.7	6.3
Northern Ireland	0.7	0.7	0.3	0.3
Scotland	2.3	3.0	3.3	4.3
Wales & Midlands	13.5	19.4	13.7	12.9
Wessex	8.4	7.6	5.3	5.7

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

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

Combined	Jan-Mar '22	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22
UK	302.8	211.6	432.3	547.4
East Anglia	39.1	32.3	66.7	116.9
London & South East	50.6	28.8	72.2	88.4
Northern England	119.0	56.4	111.9	115.6
Northern Ireland	8.1	5.3	7.3	2.0
Scotland	9.6	3.0	11.2	18.0
Wales & Midlands	53.3	51.5	79.5	101.8
Wessex	23.1	34.2	82.1	104.1

Fully Unbundled Lines	Jan-Mar '22	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22
UK	73.8	47.1	108.1	138.0
East Anglia	7.4	4.0	15.8	24.4
London & South East	11.2	5.6	18.2	14.3
Northern England	33.5	12.0	35.1	33.3
Northern Ireland	1.0	0.7	2.6	0.0
Scotland	0.7	0.7	1.0	2.7
Wales & Midlands	13.6	15.2	22.5	24.0
Wessex	6.4	8.9	12.9	39.3

Generic Ethernet Access	Jan-Mar '22	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22
UK	229.0	164.5	324.1	409.4
East Anglia	31.7	28.3	50.9	92.5
London & South East	39.4	23.2	54.0	74.1
Northern England	85.6	44.4	76.8	82.2
Northern Ireland	7.1	4.6	4.7	2.0
Scotland	8.9	2.3	10.2	15.3
Wales & Midlands	39.7	36.3	57.0	77.7
Wessex	16.7	25.3	69.2	64.8

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	Jan-Mar '22	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22
UK	3.7	5.3	2.7	4.0
East Anglia	0.3	1.0	0.3	1.0
London & South East	0.7	1.7	0.7	0.0
Northern England	1.7	1.3	1.3	1.0
Northern Ireland	0.0	0.0	0.0	0.0
Scotland	0.0	0.0	0.3	0.3
Wales & Midlands	0.7	0.3	0.0	0.3
Wessex	0.3	1.0	0.0	1.0

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

Generic Ethernet Access	Jan-Mar '22	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22
UK	3.0	4.3	2.3	2.3
East Anglia	0.3	1.0	0.3	0.3
London & South East	0.7	1.0	0.7	0.0
Northern England	1.3	1.0	1.0	0.3
Northern Ireland	0.0	0.0	0.0	0.0
Scotland	0.0	0.0	0.3	0.3
Wales & Midlands	0.3	0.3	0.0	0.3
Wessex	0.3	1.0	0.0	0.7

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

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

Generic Ethernet Access	Jan-Mar '22	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22
UK	1.7	2.0	2.0	1.0
East Anglia	0.3	0.0	0.3	0.0
London & South East	0.3	1.0	0.7	0.0
Northern England	0.6	0.3	1.0	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	0.3
Wessex	0.3	0.7	0.0	0.3

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	Jan-Mar '22	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22
UK	1785.4	1515.5	1493.1	2127.8
East Anglia	175.0	144.1	175.5	260.0
London & South East	436.6	343.6	297.4	464.3
Northern England	342.2	303.7	287.5	422.9
Northern Ireland	52.0	36.7	35.4	30.7
Scotland	125.0	125.5	135.0	174.5
Wales & Midlands	445.4	385.1	363.1	463.9
Wessex	208.1	176.1	198.7	311.4

Fully Unbundled Lines	Jan-Mar '22	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22
UK	275.4	253.9	291.8	390.0
East Anglia	21.1	19.0	28.9	39.9
London & South East	73.8	68.0	61.8	88.2
Northern England	42.2	43.7	54.6	74.8
Northern Ireland	9.3	6.0	4.7	1.3
Scotland	20.4	17.7	21.7	31.3
Wales & Midlands	74.8	69.2	74.7	84.0
Wessex	33.8	30.3	45.4	70.4

Generic Ethernet Access	Jan-Mar '22	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22
UK	1510.0	1261.6	1201.3	1737.8
East Anglia	153.9	125.1	146.6	220.1
London & South East	362.8	275.6	235.6	376.0
Northern England	300.0	260.0	232.9	348.2
Northern Ireland	42.6	30.7	30.8	29.4
Scotland	104.6	107.9	113.4	143.2
Wales & Midlands	370.6	315.9	288.4	379.9
Wessex	174.3	145.8	153.3	241.0

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	Jan-Mar '22	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22
UK	452.1	402.4	309.5	450.3
East Anglia	46.8	41.1	36.6	59.7
London & South East	111.7	79.7	53.5	72.4
Northern England	79.1	72.2	59.3	93.8
Northern Ireland	8.6	7.4	4.0	2.7
Scotland	20.7	30.1	22.6	34.7
Wales & Midlands	125.1	124.4	93.3	108.8
Wessex	60.2	47.3	40.2	78.4

Fully Unbundled Lines	Jan-Mar '22	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22
UK	83.0	67.4	48.6	70.4
East Anglia	6.7	3.0	4.0	8.7
London & South East	25.9	19.7	6.7	5.7
Northern England	7.6	7.4	8.7	10.7
Northern Ireland	1.3	1.3	1.0	0.3
Scotland	6.0	8.0	2.6	6.3
Wales & Midlands	23.8	18.0	16.0	20.3
Wessex	11.7	10.0	9.6	18.3

Generic Ethernet Access	Jan-Mar '22	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22
UK	369.1	335.0	260.9	380.0
East Anglia	40.1	38.1	32.6	51.0
London & South East	85.8	60.0	46.9	66.7
Northern England	71.5	64.8	50.6	83.1
Northern Ireland	7.3	6.0	3.0	2.3
Scotland	14.7	22.0	20.0	28.4
Wales & Midlands	101.3	106.3	77.3	88.4
Wessex	48.5	37.4	30.6	60.0

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	Jan-Mar '22	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22
UK	268.9	255.7	189.0	262.2
East Anglia	29.1	23.0	23.6	35.0
London & South East	69.7	50.3	28.6	39.1
Northern England	44.3	43.1	37.2	57.1
Northern Ireland	3.6	5.3	2.3	1.0
Scotland	10.5	19.0	10.7	15.7
Wales & Midlands	74.1	86.6	60.7	68.7
Wessex	37.7	28.3	25.9	45.7

Fully Unbundled Lines	Jan-Mar '22	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22
UK	51.8	47.4	26.6	39.3
East Anglia	5.0	2.0	2.0	5.0
London & South East	18.7	14.3	3.0	2.0
Northern England	3.0	3.7	4.3	5.0
Northern Ireland	0.3	1.3	1.0	0.0
Scotland	3.1	7.0	1.0	2.0
Wales & Midlands	15.0	13.3	10.0	13.3
Wessex	6.7	5.6	5.3	12.0

Generic Ethernet Access	Jan-Mar '22	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22
UK	217.1	208.4	162.4	222.9
East Anglia	24.1	21.0	21.6	30.0
London & South East	51.0	36.0	25.6	37.1
Northern England	41.3	39.4	32.9	52.1
Northern Ireland	3.3	4.0	1.3	1.0
Scotland	7.4	12.0	9.7	13.7
Wales & Midlands	59.0	73.3	50.7	55.4
Wessex	31.0	22.7	20.6	33.7

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	Jan-Mar '22	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22
UK	83.3	54.3	124.0	204.2
East Anglia	10.7	11.7	34.8	60.2
London & South East	11.4	2.3	7.4	23.8
Northern England	27.9	17.0	38.1	41.0
Northern Ireland	3.4	5.0	2.0	4.3
Scotland	1.0	1.0	3.3	5.6
Wales & Midlands	13.3	6.3	14.5	25.7
Wessex	15.6	10.3	24.0	43.6

Fully Unbundled Lines	Jan-Mar '22	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22
UK	15.1	8.0	28.6	46.6
East Anglia	0.7	2.0	7.9	6.4
London & South East	3.0	0.0	0.7	4.4
Northern England	5.7	4.0	12.0	12.0
Northern Ireland	0.0	0.0	0.0	2.0
Scotland	0.0	0.3	0.0	0.3
Wales & Midlands	2.4	0.0	3.4	5.6
Wessex	3.3	1.7	4.6	15.9

Generic Ethernet Access	Jan-Mar '22	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22
UK	68.2	46.2	95.3	157.6
East Anglia	10.1	9.7	26.8	53.8
London & South East	8.4	2.3	6.7	19.4
Northern England	22.2	13.0	26.1	29.0
Northern Ireland	3.4	5.0	2.0	2.3
Scotland	1.0	0.7	3.3	5.3
Wales & Midlands	10.9	6.3	11.1	20.0
Wessex	12.3	8.6	19.3	27.7

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

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

Generic Ethernet Access	Jan-Mar '22	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22
UK	1.7	0.7	0.0	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	0.7	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	1.3	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	Jan-Mar '22	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22
UK	1.0	0.3	0.3	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	0.3	0.3	0.7
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	1.0	0.0	0.0	0.0

Fully Unbundled Lines	Jan-Mar '22	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22
UK	0.0	0.0	0.3	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	0.0	0.3	0.7
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	Jan-Mar '22	Apr–Jun '22	Jul-Sep '22	Oct-Dec '22
UK	1.0	0.3	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	0.3	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	1.0	0.0	0.0	0.0

Larger business

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 '20	Jul–Sep '20	Oct-Dec '20	Jan–Mar '21	Apr–Jun '21	Jul–Sep '21	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22	Oct-Dec '22
UK	39.56	35.91	34.84	34.58	33.86	36.18	39.43	42.54	41.86	42.59	45.01
Northern Ireland	27.73	28.51	28.02	36.84	40.09	39.55	39.21	42.33	36.43	35.39	43.24
Scotland	39.43	34.37	31.65	26.43	28.21	33.36	34.64	39.49	41.48	38.48	43.54
Wales	31.35	32.66	31.69	31.71	32.52	34.43	38.97	41.19	41.58	40.41	33.90
England North	41.9	39.00	38.78	37.44	35.43	37.54	40.17	44.24	41.15	42.09	47.45
England West	40.21	37.24	33.72	34.95	35.82	38.01	39.83	43.09	42.98	42.28	44.78
England East	39.99	33.94	34.03	34.05	32.82	34.42	39.63	41.38	42.16	45.40	44.90

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 '20	Jul-Sep '20	Oct-Dec '20	Jan–Mar '21	Apr–Jun '21	Jul–Sep '21	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22	Oct-Dec '22
UK	95.11	95.71	95.93	96.07	96.11	94.65	94.01	93.45	94.95	93.24	93.84
Northern Ireland	90.54	91.74	97.00	89.57	91.76	88.35	93.27	89.57	90.83	92.00	89.51
Scotland	96.15	95.61	31.65	95.09	95.15	92.01	92.11	90.52	95.28	96.44	90.83
Wales	95.98	96.51	97.29	98.76	97.76	95.44	94.58	94.31	95.64	94.42	95.51
England North	93.98	95.92	96.10	96.72	95.17	95.14	94.92	94.84	96.42	93.26	94.76
England West	95.87	95.96	95.31	96.24	96.87	95.82	93.95	94.96	93.96	92.72	94.51
England East	95.42	95.52	96.61	95.58	96.47	94.30	93.66	92.19	94.25	92.76	93.40

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 '20	Jul-Sep '20	Oct-Dec '20	Jan–Mar '21	Apr–Jun '21	Jul–Sep '21	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22	Oct-Dec '22
UK	81.58	83.85	86.82	86.71	87.21	85.03	83.70	82.14	82.67	78.35	81.28
Northern Ireland	95.95	91.84	95.43	89.60	89.74	88.48	87.79	82.88	85.77	89.29	84.09
Scotland	96.15	86.59	90.32	91.30	92.84	88.44	88.08	80.39	83.89	85.42	83.20
Wales	95.85	89.08	88.70	92.97	87.18	82.76	84.48	83.02	83.33	84.62	89.74
England North	93.98	83.23	85.09	84.40	87.10	84.51	83.84	81.68	84.33	77.34	79.32
England West	95.87	82.17	87.25	87.37	85.66	84.55	82.41	82.96	82.07	79.19	81.10
England East	95.42	83.43	86.31	86.26	86.43	85.02	82.90	82.29	80.75	75.00	81.42

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 '21	Jul–Sep '21	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22	Oct-Dec '22
UK	5.56	5.66	6.02	7.12	7.20	7.35	8.30
Northern Ireland	1.64	2.55	2.62	4.27	3.83	4.25	5.12
Scotland	4.38	4.32	4.00	5.69	7.37	6.73	6.66
Wales	5.98	5.57	5.47	7.10	10.16	10.74	10.47
England North	6.47	5.92	6.45	7.75	7.26	7.24	8.50
England West	6.14	7.14	7.41	8.34	7.82	7.44	8.89
England East	4.71	4.82	5.40	6.17	6.37	7.24	7.94

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