

Our responsibilities

Home: historical information

Data applicable to the period
1 January 2014 – 31 March 2018

Data for the three measures below reflects recent changes in the regulatory environment.

- Time to fix faults - maintenance level 1
- Percentage faults fixed within agreed time – maintenance level 1
- Percentage faults not cleared after target date – maintenance level 1

These results reflect recent changes in the regulatory environment.
More details can be found under Help & Support/Extra information in the Help and support section of homeandbusiness.openreach.co.uk



Installation on time

Percentage of new services installed on the date agreed between Openreach and your service provider.

% new lines installed on time

	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
Combined	93.11	93.20	93.88	93.54	92.98	93.93	92.78	93.07	93.36	92.94	93.93	93.26	94.35	94.91	95.65	94.37	94.90
Wholesale Voice Line	92.10	92.64	92.77	92.33	92.20	93.29	92.76	93.12	93.77	91.98	93.69	93.69	94.54	95.27	96.25	94.69	95.23
Fully Unbundled Line	94.03	93.76	94.99	94.73	93.71	94.55	92.80	93.02	92.93	94.00	94.19	92.78	94.14	94.44	94.70	94.03	94.48

First available appointment date

These charts show the average number of days between your service provider placing an order for you and the first available Openreach engineer slot.

Average time for first available appointment date for new installation (working days). Combined

	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
Overall	11.18	8.05	8.07	8.72	6.70	6.85	8.59	8.35	8.50	6.71	9.05	7.70	6.82	6.37	6.37	8.20	7.71
North East	7.01	7.66	7.74	8.58	5.60	6.06	8.31	7.64	8.04	5.46	8.22	7.27	5.72	5.96	5.96	7.77	6.74
North Wales & North Midlands	10.70	9.49	8.75	8.89	6.15	7.33	8.59	9.05	8.98	6.41	9.43	8.66	7.91	6.53	6.53	7.84	5.89
North West	5.67	6.14	7.70	8.73	7.80	7.39	9.02	9.00	8.79	5.23	8.61	6.71	5.55	5.92	5.92	8.83	6.71
Scotland	10.01	7.67	9.51	10.67	11.66	9.12	10.04	9.58	9.63	6.79	9.77	7.83	6.32	5.80	5.80	7.29	6.29
East Anglia	9.60	6.11	6.94	6.46	5.62	5.71	7.53	7.01	8.73	8.31	8.57	8.20	7.14	6.86	6.86	8.85	7.53
London	13.05	10.68	8.84	9.48	6.43	6.83	8.35	8.50	6.68	6.59	9.72	8.79	8.18	7.45	7.45	7.74	9.50
South East	15.76	7.93	8.08	7.31	5.44	6.02	8.18	6.83	7.31	7.21	8.57	6.83	6.98	6.31	6.31	8.87	8.73
South Wales & South Midlands	13.54	8.94	8.75	9.89	6.72	7.04	9.12	9.38	10.10	7.89	9.88	8.02	6.61	5.82	5.82	8.34	8.73
Wessex	19.62	8.71	7.21	9.77	6.19	7.15	9.25	9.04	9.11	7.68	10.10	7.99	7.97	7.53	7.53	8.40	9.77
Northern Ireland	4.26	3.30	3.48	3.56	3.60	3.53	4.49	4.77	5.84	4.20	4.20	4.12	4.00	4.17	4.17	7.31	7.96

First available appointment date

Cont.

Wholesale Voice Line

	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
Overall	11.96	8.32	8.14	8.77	6.84	6.99	8.56	8.38	8.82	7.24	9.73	8.42	7.45	6.87	9.17	8.25	7.90
North East	7.20	7.81	7.88	8.73	5.77	6.23	8.28	7.76	8.26	5.73	8.78	8.04	6.16	6.41	8.42	7.85	6.96
North Wales & North Midlands	11.84	9.88	8.71	8.97	6.38	7.41	8.49	9.19	9.62	6.90	10.09	9.61	8.68	7.10	8.97	7.89	6.06
North West	6.02	6.21	7.68	8.70	7.74	7.49	8.96	9.02	9.10	5.55	9.22	7.37	6.09	6.42	9.01	8.77	6.86
Scotland	10.21	7.94	9.55	10.63	11.82	9.22	10.07	9.61	10.14	7.51	10.60	8.68	7.12	6.23	7.62	7.44	6.51
East Anglia	9.90	6.24	7.09	6.59	5.79	5.98	7.66	7.16	9.00	8.99	9.04	8.83	7.65	7.30	9.07	8.93	7.57
London	13.13	10.72	8.71	9.34	6.53	6.87	8.20	8.41	6.75	6.87	10.44	9.53	8.89	7.93	10.76	7.71	9.48
South East	16.39	8.38	8.21	7.47	5.69	6.22	8.15	6.89	7.52	7.72	9.19	7.41	7.58	6.84	9.69	8.88	8.80
South Wales & South Midlands	13.96	9.16	9.00	9.96	6.90	7.19	9.08	9.41	10.48	8.46	10.62	8.62	7.08	6.27	9.57	8.37	9.07
Wessex	19.85	8.98	7.39	9.82	6.41	7.28	9.26	9.00	9.32	8.20	10.89	8.64	8.62	8.03	10.04	8.48	9.83
Northern Ireland	4.59	3.71	3.94	4.04	4.12	4.26	4.25	4.45	5.92	4.32	4.28	4.49	4.18	4.70	6.31	7.37	8.05

First available appointment date

Cont.

Average time for first available appointment date for new installation (working days). Fully Unbundled Line

	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
Overall	10.58	7.84	8.02	8.68	6.59	6.75	8.62	8.32	8.24	6.25	8.45	6.97	6.18	5.84	8.83	8.14	7.46
North East	6.90	7.57	7.65	8.49	5.49	5.96	8.37	7.57	7.89	5.27	7.80	6.62	5.34	5.54	8.00	7.69	6.49
North Wales & North Midlands	9.92	9.23	8.77	8.84	6.00	7.29	8.65	8.95	8.48	6.03	8.90	7.78	7.18	5.96	8.67	7.80	5.68
North West	5.46	6.10	7.71	8.74	7.84	7.33	9.05	8.99	8.57	5.00	8.17	6.17	5.11	5.47	8.95	8.89	6.54
Scotland	9.86	7.46	9.48	10.69	11.54	9.04	10.01	9.54	9.22	6.20	9.07	7.01	5.52	5.35	7.18	7.11	6.01
East Anglia	9.34	5.99	6.81	6.34	5.48	5.47	7.43	6.88	8.47	7.66	8.11	7.49	6.55	6.33	8.39	8.76	7.46
London	12.99	10.64	8.94	9.59	6.35	6.80	8.45	8.57	6.61	6.34	9.05	8.02	7.47	6.96	10.73	7.78	9.53
South East	15.26	7.58	7.98	7.18	5.24	5.88	8.20	6.78	7.13	6.76	7.98	6.20	6.36	5.75	9.55	8.85	8.64
South Wales & South Midlands	13.19	8.77	8.55	9.83	6.58	6.93	9.15	9.35	9.76	7.39	9.18	7.36	6.08	5.25	9.30	8.31	8.21
Wessex	19.37	8.41	7.04	9.71	5.96	7.01	9.25	9.09	8.87	7.09	9.19	7.15	7.12	6.81	9.78	8.29	9.67
Northern Ireland	4.01	2.99	3.10	3.15	3.19	2.95	4.66	5.03	5.78	4.11	4.14	3.73	3.82	3.59	5.37	7.24	7.84

Average time to install – engineer visit required

These charts show the average number of days between your service provider placing an order for you and service being installed by Openreach.

Average time to install with an engineer (working days). Combined

	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
Overall	16.87	15.00	13.76	14.00	13.46	12.72	13.79	13.58	14.43	12.48	14.60	14.12	13.22	12.16	13.95	13.74	13.17
North East	13.57	12.26	12.65	13.04	12.15	11.81	13.09	12.71	13.46	11.22	13.19	13.03	11.69	10.81	12.75	12.65	11.90
North Wales & North Midlands	16.86	15.84	14.17	14.08	13.55	12.83	13.45	13.50	14.82	12.03	14.17	15.30	14.47	12.59	13.71	13.19	11.63
North West	12.20	11.50	12.45	13.45	13.18	12.18	13.39	13.11	13.94	10.77	13.52	12.66	11.02	10.59	13.05	13.47	12.06
Scotland	16.30	14.25	16.40	16.15	17.67	15.35	15.39	14.93	16.52	14.43	15.60	15.70	13.28	12.05	13.24	12.84	12.44
East Anglia	16.35	12.83	13.03	12.77	12.61	12.14	13.73	13.26	15.01	13.71	15.93	14.95	14.71	13.67	14.72	14.86	13.83
London	18.74	17.10	14.39	14.33	13.22	12.81	13.63	13.97	12.43	11.40	14.45	14.62	13.66	13.07	15.45	13.59	14.02
South East	21.48	18.03	13.97	13.33	12.54	12.00	13.29	12.38	12.98	12.23	14.36	12.79	13.28	11.93	14.23	14.42	14.27
South Wales & South Midlands	18.74	15.98	14.05	15.00	13.75	13.21	14.34	14.69	16.26	14.44	16.13	14.43	13.45	12.25	14.34	14.22	13.69
Wessex	23.49	18.24	14.12	15.21	14.27	13.59	15.41	14.91	15.92	13.66	15.78	15.06	14.75	13.59	15.34	14.63	15.49
Northern Ireland	10.71	10.43	10.71	10.59	10.19	9.58	9.69	11.11	11.46	9.82	10.28	10.40	9.75	10.19	11.20	13.95	13.83

Average time to install – engineer visit required

Cont.

Wholesale Voice Line

	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
Overall	18.38	16.27	14.86	15.20	14.86	14.60	15.67	15.23	16.04	14.37	15.91	15.35	14.70	13.52	15.21	14.84	14.33
North East	14.91	13.75	14.09	14.33	13.64	13.97	15.11	14.46	15.31	13.23	14.64	14.33	13.15	12.23	13.94	13.77	13.18
North Wales & North Midlands	18.60	17.57	15.59	15.64	15.18	14.91	15.51	15.36	16.93	14.41	15.59	16.66	16.11	13.82	14.88	14.12	12.76
North West	13.45	12.64	13.77	14.66	14.59	13.98	15.37	14.63	15.35	12.62	14.87	13.80	12.59	12.09	14.08	14.22	13.24
Scotland	17.84	16.46	16.94	18.13	19.70	17.73	17.87	17.31	18.83	17.25	17.45	17.34	15.69	14.10	15.15	14.54	14.04
East Anglia	17.49	13.90	14.28	13.92	13.80	14.09	15.79	15.07	16.49	15.30	17.35	16.22	15.87	15.06	16.14	15.87	14.85
London	19.17	17.13	14.30	14.41	13.64	13.73	14.52	14.60	13.16	12.29	14.73	14.95	14.30	13.87	16.37	14.34	14.49
South East	22.18	18.61	14.76	14.34	13.62	13.64	14.71	13.81	14.31	13.56	15.39	13.90	14.48	13.04	15.36	15.33	15.43
South Wales & South Midlands	20.21	16.97	15.57	16.24	15.43	15.15	16.41	16.22	17.74	16.37	17.32	15.50	14.65	13.40	15.32	15.37	14.71
Wessex	24.68	19.37	15.56	16.58	15.86	15.30	17.00	16.63	17.42	15.24	16.80	16.29	16.01	14.71	16.38	15.60	16.16
Northern Ireland	11.63	11.01	11.37	11.37	11.48	11.54	11.62	12.59	13.23	11.68	12.27	12.30	11.57	11.73	12.66	15.66	15.29

Average time to install – engineer visit required

Cont.

Average time to install with an engineer (working days). Fully Unbundled Line

	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
Overall	15.78	14.12	12.97	13.19	12.48	11.43	12.51	12.44	13.22	11.01	13.54	13.13	11.89	10.93	12.86	12.87	12.14
North East	12.79	11.43	11.80	12.33	11.30	10.53	11.94	11.74	12.29	9.91	12.20	12.16	10.60	9.72	11.89	11.90	10.93
North Wales & North Midlands	15.72	14.72	13.24	13.12	12.54	11.51	12.19	12.33	13.39	10.34	13.11	14.32	13.10	11.58	12.82	12.55	10.74
North West	11.53	10.91	11.72	12.84	12.42	11.23	12.31	12.29	13.06	9.59	12.60	11.93	9.87	9.47	12.30	12.98	11.22
Scotland	15.23	12.67	16.02	14.87	16.26	13.68	13.66	13.29	14.89	12.26	14.14	14.39	11.12	10.17	11.59	11.41	10.94
East Anglia	15.37	11.98	12.03	11.87	11.64	10.63	12.12	11.83	13.72	12.34	14.64	13.80	13.55	12.28	13.36	14.00	12.81
London	18.41	17.08	14.45	14.28	12.91	12.13	12.98	13.50	11.84	10.67	14.21	14.33	13.07	12.32	14.62	12.99	13.57
South East	20.91	17.63	13.40	12.62	11.74	10.82	12.26	11.33	11.92	11.13	13.49	11.85	12.20	10.91	13.23	13.66	13.20
South Wales & South Midlands	17.59	15.25	12.91	14.12	12.53	11.79	12.87	13.58	15.08	12.82	15.10	13.50	12.30	11.07	13.41	13.23	12.71
Wessex	22.20	17.15	12.75	13.89	12.70	11.91	13.95	13.27	14.37	12.00	14.72	13.76	13.24	12.23	14.17	13.63	14.72
Northern Ireland	10.00	10.00	10.19	9.96	9.22	8.11	8.28	10.08	10.12	8.36	8.67	8.70	8.07	8.72	9.86	12.45	12.44

Average time to install – no engineer visit required

This chart shows the average number of days between your service provider placing an order for you and service being installed by Openreach.
Note: some of these types of installations are subject to a minimum lead time for regulatory reasons.

Average time to install without an engineer (working days). Combined

	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
Overall	9.44	9.17	9.17	9.34	9.77	9.09	9.74	9.42	9.49	9.01	9.61	9.82	9.64	8.20	7.46	9.97	9.86
North East	9.67	9.33	9.22	9.46	9.81	9.09	9.97	9.38	9.34	8.92	9.42	9.53	9.41	8.24	7.82	9.74	9.59
North Wales & North Midlands	9.39	9.28	9.20	9.30	9.86	9.15	9.95	9.47	9.74	9.04	9.58	10.22	10.00	8.43	7.52	9.80	9.58
North West	9.39	9.25	9.27	9.54	9.86	9.06	10.22	9.63	9.47	8.86	9.48	9.61	9.35	8.07	7.55	9.99	9.69
Scotland	9.56	9.24	9.28	9.47	9.93	9.16	10.00	9.61	9.66	9.02	9.61	10.06	9.51	8.07	7.06	9.61	9.61
East Anglia	9.19	9.11	9.01	9.12	9.69	9.13	9.65	9.38	9.48	9.23	10.14	10.34	10.17	8.68	7.63	10.29	9.84
London	9.51	9.00	8.86	9.10	9.76	8.78	8.90	8.96	8.81	8.45	8.80	9.23	8.95	7.66	6.32	9.48	9.59
South East	9.50	9.22	9.29	9.25	9.81	9.06	9.38	9.21	9.27	9.01	9.75	9.64	9.74	8.08	7.74	10.38	10.33
South Wales & South Midlands	9.34	9.34	9.22	9.59	9.86	9.21	9.85	9.58	9.86	9.38	9.99	9.97	9.81	8.35	7.59	10.06	10.00
Wessex	9.36	9.16	9.15	9.24	9.59	9.22	9.72	9.49	9.66	9.11	9.65	9.79	9.79	8.25	7.62	10.25	10.45
Northern Ireland	9.69	7.62	9.11	9.07	8.70	8.62	8.67	9.31	9.20	8.71	9.07	9.18	9.07	7.36	7.48	10.06	9.57

Average time to install – no engineer visit required

Cont.

Wholesale Voice Line

	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
Overall	9.08	9.05	9.12	9.20	9.25	9.18	9.75	9.58	9.81	9.35	10.03	10.18	9.78	8.38	7.79	9.89	9.77
North East	9.25	9.36	9.23	9.40	9.43	9.30	9.99	9.65	9.68	9.27	9.81	9.92	9.52	8.38	8.10	9.62	9.50
North Wales & North Midlands	9.16	9.30	9.16	9.21	9.45	9.18	9.82	9.70	10.12	9.40	10.02	10.69	10.17	8.59	7.83	9.72	9.49
North West	8.98	9.18	9.33	9.51	9.51	9.29	10.13	9.95	9.88	9.26	9.98	10.01	9.53	8.23	7.85	9.85	9.58
Scotland	9.17	9.05	9.25	9.34	9.54	9.19	9.93	9.67	9.96	9.34	10.02	10.50	9.69	8.22	7.39	9.55	9.54
East Anglia	8.86	9.01	8.83	8.86	9.11	9.17	9.86	9.54	9.74	9.56	10.63	10.75	10.32	8.87	8.00	10.21	9.77
London	8.84	8.74	8.77	8.94	9.07	8.90	9.06	9.08	9.12	8.73	9.11	9.54	9.19	7.90	6.74	9.40	9.50
South East	9.20	9.12	9.30	9.09	9.24	9.21	9.53	9.32	9.58	9.35	10.19	9.94	9.86	8.28	8.06	10.29	10.24
South Wales & South Midlands	8.99	9.30	9.14	9.48	9.29	9.29	9.90	9.73	10.18	9.77	10.49	10.31	9.89	8.53	7.93	9.97	9.90
Wessex	9.05	9.01	9.03	9.06	8.97	9.15	9.73	9.54	9.90	9.35	9.96	9.99	9.84	8.45	7.95	10.21	10.38
Northern Ireland	9.85	6.63	8.95	8.72	7.96	8.74	8.39	9.31	9.35	8.88	9.30	9.43	9.18	7.63	7.75	9.98	9.48

Average time to install – no engineer visit required

Cont.

Average time to install without an engineer (working days). Fully Unbundled Line

	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
Overall	9.82	9.33	9.24	9.52	10.33	8.99	9.72	9.22	9.06	8.56	9.06	9.34	9.47	7.91	6.96	10.13	10.00
North East	10.07	9.30	9.21	9.51	10.18	8.87	9.96	9.09	8.93	8.51	8.97	9.08	9.29	7.99	7.35	9.95	9.74
North Wales & North Midlands	9.64	9.25	9.25	9.41	10.30	9.12	10.08	9.19	9.26	8.55	9.01	9.63	9.79	8.17	7.05	9.95	9.72
North West	9.74	9.32	9.21	9.58	10.18	8.84	10.31	9.30	8.98	8.40	8.92	9.14	9.15	7.80	7.07	10.25	9.89
Scotland	9.99	9.49	9.32	9.63	10.41	9.13	10.09	9.52	9.20	8.54	9.04	9.43	9.26	7.83	6.58	9.70	9.72
East Anglia	9.60	9.25	9.25	9.49	10.38	9.09	9.39	9.15	9.12	8.78	9.46	9.78	9.99	8.38	7.09	10.41	9.95
London	10.08	9.34	8.98	9.32	10.50	8.61	8.73	8.80	8.39	8.07	8.38	8.79	8.64	7.28	5.74	9.63	9.72
South East	9.79	9.33	9.27	9.45	10.41	8.88	9.22	9.06	8.86	8.55	9.17	9.23	9.59	7.74	7.26	10.53	10.48
South Wales & South Midlands	9.74	9.38	9.31	9.72	10.46	9.12	9.79	9.39	9.43	8.83	9.33	9.51	9.70	8.06	7.08	10.20	10.16
Wessex	9.79	9.40	9.32	9.50	10.41	9.32	9.70	9.40	9.28	8.71	9.16	9.47	9.72	7.96	7.15	10.32	10.56
Northern Ireland	9.53	9.16	9.30	9.48	9.58	8.49	8.97	9.31	9.01	8.49	8.78	8.87	8.94	6.92	7.07	10.21	9.72

Services that take longer to install – engineer required

This chart shows the percentage of new landline or broadband services that remain un-installed 1+, 5+, 11+ & 31+ days after the date agreed between Openreach and your service provider.

% new lines requiring an engineer not installed after target date. Combined

	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
1+ day past	2.02	3.99	3.37	3.80	4.04	3.54	3.84	4.57	4.53	4.40	4.45	4.50	5.24	4.10	3.37	4.14	4.02
5+ days past	1.56	3.08	2.65	2.97	3.18	2.86	3.13	3.66	3.74	3.41	3.39	3.50	4.08	3.25	2.53	3.10	3.00
11+ days past	1.20	2.24	1.94	2.18	2.39	2.17	2.33	2.71	2.93	2.54	2.78	2.70	3.20	2.55	1.90	2.25	2.17
31+ days past	0.66	1.05	0.92	1.03	1.23	1.14	1.03	1.13	1.34	1.11	1.25	1.32	1.65	1.34	0.81	0.96	0.96

Installations where you have to wait longer for an engineering appointment

This chart shows the percentage first available Openreach engineering appointments that are 1+, 5+ and 10+ beyond the target of 12 working days.

Installation requiring an engineer where wait is longer than 12 days for an appointment. Combined

	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
13+ day	32.59	11.68	2.21	5.91	3.29	0.79	2.83	2.79	12.29	3.24	15.55	9.65	6.23	3.71	15.75	6.30	3.80
17+ day	21.58	3.73	0.41	0.63	0.52	0.44	0.41	0.39	3.77	0.75	2.72	2.23	2.05	0.80	4.21	0.87	0.95
22+ day	11.96	0.74	0.00	0.02	0.00	0.02	0.03	0.04	1.12	0.09	0.20	0.30	0.37	0.06	0.31	0.10	0.32

Average time to fix faults

These charts show the average time between your service provider reporting a fault to Openreach and the fault being cleared.

Average time to fix faults – maintenance level 1 Wholesale Voice Line – (working days)

	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
Overall	2.78	2.20	2.33	2.58	2.67	2.36	2.57	2.69	2.82	2.18	2.64	2.25	1.99	2.15	2.12	2.13	2.17
Wholesale Voice Line												2.39	2.24	2.80	2.23	2.24	2.29
Fully Unbundled Line												2.18	1.88	1.82	2.07	2.06	2.09

These results reflect recent changes in the regulatory environment.

More details can be found under Help & Support/Extra information in the Help and support section of homeandbusiness.openreach.co.uk

Average time to fix faults - maintenance level 2 (working days)

	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
Combined	2.12	1.61	1.92	1.90	1.79	1.74	1.87	1.80	1.94	1.63	2.02	1.73	1.72	1.62	1.70	1.62	1.71
Wholesale Voice Line	2.45	1.91	2.09	1.95	2.25	2.03	2.16	2.17	2.39	1.81	2.11	1.74	1.74	1.66	1.72	1.64	1.73
Fully Unbundled Line	2.04	1.54	1.89	1.89	1.72	1.69	1.82	1.74	1.86	1.59	1.85	1.64	1.47	1.30	1.44	1.50	1.53

Repairs within agreed time (2 working days)

This chart shows the percentage of faults that were fixed within the agreed maintenance level 1 timescale of 2 working days.

% faults fixed within agreed time – maintenance level 1 Wholesale Voice Line

These results reflect recent changes in the regulatory environment.

More details can be found under Help & Support/Extra information in the Help and support section of homeandbusiness.openreach.co.uk

	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
Overall	67.78	78.85	78.74	73.94	75.10	78.31	72.45	74.52	74.53	83.34	77.65	81.09	83.46	87.61	83.77	83.85	84.33
North East	77.20	75.73	78.45	74.63	74.47	76.53	69.35	74.77	73.57	82.99	76.32	79.14	82.57	85.01	81.18	81.60	82.62
North Wales & North Midlands	61.02	74.31	73.43	68.44	76.08	78.75	77.15	73.24	68.09	82.63	73.92	79.31	82.34	86.56	85.87	84.56	87.54
North West	73.88	79.51	77.31	75.97	74.51	76.30	74.20	73.44	73.27	82.56	79.47	84.03	84.91	86.68	84.56	85.03	86.12
Scotland	72.23	74.34	76.77	73.30	60.96	75.74	66.77	75.22	72.54	83.41	75.65	83.61	81.21	86.48	84.05	84.01	83.31
East Anglia	75.23	80.29	77.95	74.58	79.68	77.69	72.64	76.48	76.77	79.91	78.28	79.58	81.26	87.49	83.48	85.36	81.93
London	79.14	80.81	82.61	76.97	79.62	84.10	79.22	82.48	84.76	85.98	81.67	84.85	89.35	88.80	83.64	86.92	84.86
South East	62.83	84.11	80.99	76.74	78.63	78.16	72.85	74.21	74.39	82.79	80.55	84.16	84.30	88.65	83.99	85.81	85.06
South Wales & South Midlands	69.51	79.49	80.88	73.07	77.30	79.59	70.37	69.43	72.52	85.55	74.87	77.50	82.94	89.23	83.18	79.41	83.48
Wessex	51.71	77.37	78.49	70.79	72.69	76.52	68.51	72.09	76.48	84.58	78.61	79.42	82.82	88.86	83.18	81.32	83.08
Northern Ireland	82.65	89.85	87.13	85.59	84.22	89.45	88.96	85.94	83.62	85.31	82.82	89.84	88.73	91.95	88.76	90.42	87.40

Repairs within agreed time (2 working days)

This chart shows the percentage of faults that were fixed within the agreed maintenance level 1 timescale of 2 working days.

% faults restored on time Maintenance Level 1 Unbundled line

These results reflect recent changes in the regulatory environment.

More details can be found under Help & Support/Extra information in the Help and support section of homeandbusiness.openreach.co.uk

	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
Overall												83.91	87.95	88.48	84.64	85.49	85.89
North East												81.80	86.61	85.80	82.21	83.35	83.99
North Wales & North Midlands												84.72	88.62	87.76	87.27	86.58	89.35
North West												85.83	87.12	87.24	85.28	86.49	87.67
Scotland												89.10	89.24	88.44	85.35	86.41	85.14
East Anglia												81.09	86.12	88.40	84.36	86.61	83.44
London												85.20	90.35	88.65	83.21	87.61	85.37
South East												84.60	85.70	89.03	84.41	87.10	86.16
South Wales & South Midlands												80.39	88.21	90.21	84.21	81.26	85.22
Wessex												83.72	88.40	90.12	84.61	82.98	85.52
Northern Ireland												90.96	92.49	94.86	90.09	91.90	89.10

Repairs within agreed time (next working day)

These charts show the percentage of faults that were fixed within the agreed maintenance level 2 timescale of the next working day.

% faults fixed within agreed time – maintenance level 2. Combined

	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
Overall	64.63	72.10	73.76	73.86	75.66	75.38	72.73	75.47	76.14	80.31	73.64	78.19	81.87	83.78	73.64	78.92	78.90
North East	71.62	71.09	74.86	73.67	74.62	73.69	69.24	76.16	75.76	80.60	72.46	77.33	81.65	81.98	72.46	77.99	79.36
North Wales & North Midlands	60.41	67.75	70.36	69.55	75.58	76.58	77.75	74.85	72.78	79.58	70.62	78.84	81.47	84.46	70.62	78.44	79.72
North West	68.86	72.34	73.59	74.81	74.02	72.10	75.26	74.26	74.01	78.63	74.94	80.96	83.18	83.78	74.94	79.65	80.80
Scotland	68.42	69.31	73.02	76.37	66.69	76.17	67.97	75.02	75.28	81.12	68.89	78.71	78.30	80.33	68.89	78.10	77.75
East Anglia	71.57	74.66	72.12	74.21	79.44	75.24	73.19	78.53	77.27	77.95	76.29	76.34	82.05	82.64	76.29	81.50	77.39
London	69.43	69.88	74.60	74.00	80.09	79.66	77.45	79.13	81.42	80.83	78.78	80.45	84.93	85.73	78.78	83.54	81.46
South East	58.93	76.28	73.42	74.13	77.55	73.11	71.78	76.66	77.98	79.76	78.87	81.03	82.95	85.15	78.87	82.02	80.62
South Wales & South Midlands	66.17	73.86	75.92	74.33	76.35	75.97	69.79	69.51	73.55	82.38	69.00	75.47	82.93	85.54	69.00	74.94	78.03
Wessex	48.21	70.93	74.56	72.92	73.57	74.73	69.42	74.01	77.22	82.01	73.24	76.49	81.96	84.00	73.24	76.55	77.79
Northern Ireland	80.28	83.87	84.25	83.45	80.54	85.21	84.15	81.67	81.26	82.40	76.59	78.44	81.23	83.47	76.59	77.00	75.25

Repairs within agreed time (next working day)

These charts show the percentage of faults that were fixed within the agreed maintenance level 2 timescale of the next working day.

Wholesale Voice Line

	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
Overall	62.15	70.97	71.25	70.87	70.67	71.49	68.14	70.13	69.59	76.18	71.64	77.54	81.37	83.34	79.61	78.61	78.54
North East	70.91	69.78	72.52	71.86	71.64	69.49	64.91	70.71	70.44	76.46	70.06	76.36	81.01	81.40	78.48	77.54	78.89
North Wales & North Midlands	56.75	64.47	67.44	70.70	70.42	72.68	72.44	67.82	62.33	75.38	68.42	77.96	80.75	83.79	80.67	77.97	79.24
North West	68.96	72.42	71.85	71.53	70.44	68.44	71.03	69.79	67.48	75.70	72.40	80.51	82.69	83.20	80.41	79.31	80.38
Scotland	63.61	66.22	67.83	67.55	56.49	67.92	58.56	66.47	64.90	74.29	65.78	77.90	77.58	79.71	77.81	77.60	77.29
East Anglia	70.60	73.24	70.13	68.37	75.68	70.17	66.64	72.43	70.19	73.22	75.05	75.68	81.83	82.34	79.57	81.34	77.27
London	70.79	72.61	74.53	72.14	77.96	78.38	74.92	76.55	79.18	77.28	78.12	80.17	84.63	85.53	82.71	83.58	81.40
South East	57.42	76.97	71.51	72.11	72.98	70.02	68.72	70.60	71.63	76.24	78.02	80.73	82.51	84.93	80.90	81.87	80.38
South Wales & South Midlands	62.33	71.78	73.01	72.84	70.65	72.33	65.15	65.01	68.25	77.87	66.33	74.85	82.45	85.14	79.93	74.65	77.59
Wessex	44.43	68.83	70.61	68.63	68.43	68.64	64.78	68.72	70.60	78.44	71.30	75.88	81.65	83.67	78.42	76.22	77.58
Northern Ireland	77.82	80.69	79.67	74.98	71.92	80.25	81.55	76.86	75.40	77.87	75.36	78.11	80.90	83.07	75.86	76.64	74.86

Repairs within agreed time (next working day)

Cont.

Fully Unbundled Line

	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
Overall	65.23	72.35	74.13	74.09	76.52	76.06	73.52	76.37	77.28	81.19	78.31	82.75	86.44	87.65	84.06	81.92	82.30
North East	71.75	71.31	75.11	73.78	75.00	74.23	69.78	76.84	76.47	81.24	76.80	82.90	86.28	86.15	83.07	81.24	82.73
North Wales & North Midlands	61.39	68.51	70.80	69.46	76.51	77.28	78.65	76.12	74.70	80.48	75.62	84.30	87.13	89.58	86.66	82.47	83.90
North West	68.84	72.32	73.80	75.00	74.47	72.53	75.76	74.82	74.84	79.07	79.54	83.15	86.09	87.26	84.34	81.81	83.47
Scotland	69.58	70.00	73.78	77.17	68.97	77.78	69.82	76.65	77.39	82.77	78.10	85.43	86.66	87.51	84.41	84.25	83.62
East Anglia	71.81	74.97	72.43	74.71	80.12	76.19	74.45	79.70	78.58	79.06	79.67	82.12	84.42	86.02	83.31	83.47	78.91
London	69.06	69.18	74.61	74.17	80.47	79.90	77.92	79.57	81.78	81.61	79.94	81.97	87.21	87.26	83.70	83.29	81.94
South East	59.28	76.15	73.68	74.29	78.32	73.67	72.30	77.66	79.06	80.51	80.80	83.18	87.06	87.09	83.59	83.52	82.78
South Wales & South Midlands	67.11	74.29	76.34	74.43	77.29	76.58	70.55	70.24	74.44	83.29	75.13	79.99	87.29	89.19	83.36	77.69	82.44
Wessex	49.32	71.52	75.27	73.28	74.54	75.95	70.38	75.06	78.60	82.89	79.54	82.33	85.65	87.69	83.73	80.61	80.42
Northern Ireland	80.83	84.53	84.85	85.29	85.08	87.59	85.28	83.86	84.20	84.74	81.29	82.72	87.78	90.89	84.64	85.65	83.30

Faults that take longer to repair

These charts show the percentage of faults that remained unresolved 1+, 5+, 11+ and 31+ days beyond the target date.

% faults not cleared after target date – maintenance level 1. Wholesale Voice Line

	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
1+ day past	16.82	7.36	9.90	11.62	12.78	11.65	12.38	13.15	16.62	9.03	12.23	9.10	9.21	5.45	7.46	7.85	9.34
5+ days past	9.00	3.68	5.23	6.21	7.32	6.63	6.76	6.92	10.16	4.39	6.59	4.53	4.85	2.27	3.07	2.90	3.77
11+ days past	4.23	1.83	2.61	3.11	3.99	3.65	3.61	3.46	5.96	2.01	3.34	2.15	2.58	0.77	1.03	0.76	1.19
31+ days past	0.46	0.45	0.44	0.60	0.86	0.87	0.78	0.82	1.60	0.45	0.84	0.44	0.71	0.09	0.04	0.04	0.03

These results reflect recent changes in the regulatory environment.

More details can be found under Help & Support/Extra information in the Help and support section of homeandbusiness.openreach.co.uk

% faults not cleared after target date – maintenance level 1. Fully Unbundled Line

	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
1+ day past												9.33	10.58	5.82	7.32	7.21	8.89
5+ days past												4.57	5.72	2.46	2.99	2.63	3.45
11+ days past												2.09	2.97	0.82	1.02	0.71	1.10
31+ days past												0.32	0.55	0.04	0.04	0.05	0.03

Faults that take longer to repair

Cont.

% faults not cleared after target date – maintenance level 2. Combined

	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
1+ day past	18.52	11.01	14.91	16.31	16.96	16.99	18.76	18.32	20.79	13.91	16.63	12.68	15.03	8.50	10.68	10.22	11.92
5+ days past	9.08	4.85	7.04	7.62	8.72	8.30	8.90	8.64	11.80	6.15	7.60	6.60	8.28	3.59	4.63	3.33	4.47
11+ days past	4.13	2.30	3.40	3.62	4.44	4.21	4.55	4.09	6.87	2.76	3.22	3.23	4.25	1.21	1.59	0.87	1.31
31+ days past	0.49	0.49	0.55	0.69	0.84	0.90	0.91	0.91	1.79	0.62	0.48	0.61	0.94	0.11	0.06	0.06	0.05

Wholesale Voice Line

	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
1+ day past	21.29	9.50	12.97	12.59	17.27	17.93	19.12	19.25	23.10	14.25	16.67	12.70	15.05	8.50	10.70	10.13	11.82
5+ days past	11.21	4.21	6.50	5.45	9.64	9.50	9.80	9.86	13.77	6.30	7.55	6.59	8.28	3.57	4.63	3.25	4.39
11+ days past	5.37	2.05	3.40	2.05	5.31	5.05	5.10	4.77	7.95	2.71	3.08	3.21	4.25	1.21	1.59	0.84	1.28
31+ days past	0.68	0.47	0.76	0.46	1.11	1.27	1.33	1.02	2.09	0.62	0.43	0.61	0.95	0.11	0.06	0.07	0.05

Faults that take longer to repair

Cont.
Fully Unbundled Line

	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
1+ day	17.55	11.61	15.39	16.90	16.86	16.70	18.65	18.04	20.10	13.79	16.44	12.47	14.70	8.50	10.42	11.67	13.64
5+ days past	8.34	5.10	7.17	7.97	8.40	7.95	8.63	8.28	11.21	6.09	7.80	6.76	8.35	3.86	4.71	4.60	5.80
11+ days past	3.69	2.39	3.40	3.87	4.14	3.95	4.39	3.89	6.54	2.77	3.77	3.51	4.40	1.25	1.61	1.31	1.92
31+ days past	0.42	0.49	0.50	0.72	0.75	0.79	0.79	0.88	1.69	0.63	0.67	0.66	0.78	0.15	0.10	0.04	0.04