



Openreach Quarterly Regulatory KPIs for Home and Small Business

January - March 2021

Please note that we have recently identified a potential issue with the time and date stamps of WLR orders and Faults linked to the change to British Summer Time on 28 March 2021 affecting all KPI results for the period 28 to 31 March 2021. The KPI results might therefore need to be restated depending on the impact (which will be known once the data has been reprocessed).

KPI 1a
Provision

First available appointments offered within 10-working days. Around 1 in 8 service installations need an Openreach engineer to visit your home or premises.

94%

	Combined				WLR				MPF				GEA			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
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%

KPI 2a
Provision

New lines installed on time.

94%

	Combined				WLR				MPF				GEA			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
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%

KPI 3a
Repairs

Faults fixed within two working days of being reported. The maintenance level 1 agreement is for faults to be fixed within two working days after the day the fault is reported.

84%

	Combined				WLR				MPF				GEA			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
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%
	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
Repairs

Faults fixed within one working day of being reported. The maintenance level 2 agreement is for faults to be fixed within one working day after the day the fault is reported.

85%

	Combined				WLR				MPF				GEA			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
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%	86.53%	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%

KPI 4 Provision Average working days to the first available installation slot. 8 days														
	Combined					WLR					MPF		GEA	
UK	Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4
	7.15	6.70	7.39	7.66		13.91	7.73	8.21	7.88		8.60	6.26	6.67	6.42
KPI 7 Provision Average working days it took us to install a new line when we sent an engineer. 12 days														
	Combined					WLR					MPF		GEA	
UK	Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4
	12.23	11.88	11.32	11.93		17.86	16.05	13.33	14.29		16.24	12.70	12.22	12.31
KPI 8 Provision Average working days to install a new line, when an engineer wasn't sent. Around 7 out of 8 service installations don't need an Openreach engineer to visit your home or premises. 10 days														
	Combined					WLR					MPF		GEA	
UK	Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4
	10.06	9.89	9.70	10.11		10.10	10.17	9.99	10.69		9.62	9.62	9.68	9.88
KPI 12a Repairs Average working hours to fix faults within two working days of being reported. The maintenance level 1 agreement is for faults to be fixed within two working days after the day the fault is reported. 32.09 hours														
	Combined					WLR					MPF		GEA	
UK	Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4
	29.10	33.39	32.08	32.09		29.72	33.89	33.12	32.92		28.25	32.74	30.53	30.73
KPI 12b Repairs Average working hours to fix faults within one working day of being reported. The maintenance level 2 agreement is for faults to be fixed within one working day the day the fault is reported. 21.43 hours														
	Combined					WLR					MPF		GEA	
UK	Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4
	19.90	21.52	20.44	21.43		23.22	24.52	24.23	25.74		21.73	24.53	23.88	23.59
KPI 17 Repairs Percentage of home or business repair visits we missed. Around a third of repairs need an Openreach engineer to visit your home or premises. 2.53%														
	Combined					WLR					MPF		GEA	
UK	Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4
	1.95%	2.61%	2.46%	2.53%		2.16%	2.49%	2.29%	2.25%		1.58%	2.28%	2.17%	2.07%
KPI 18 Provision Percentage of home or business installation visits we missed. Around 1 in 8 service installations need an Openreach engineer to visit your home or premises. 2.91%														
	Combined					WLR					MPF		GEA	
UK	Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4
	2.38%	2.13%	2.35%	2.91%		1.96%	1.58%	1.85%	2.55%		2.37%	1.74%	2.14%	2.71%
KPI 19 Provision Percentage of street cabinet installation visits we missed. Superfast fibre installations need an Openreach engineer to visit your local street cabinet. These numbers show the percentage of visits missed due to us when they've been booked by your service provider. 1.84%														
	Combined					GEA								
UK	Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4					
	1.49%	0.97%	1.67%	1.84%		1.49%	0.97%	1.67%	1.84%					
KPI 20 Provision New lines installed more than 120 days after the target date. 203														

KPI20a

New lines installed more than 30 calendar days after the target date.

	Combined				WLR				MPF				GEA			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
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

KPI20b

New lines installed more than 90 calendar days after the target date.

	Combined				WLR				MPF				GEA				
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
UK	605.3	545.7	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	13.5	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	

KPI20c

New lines installed more than 120 calendar days after the target date.

	Combined				WLR				MPF				GEA			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
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	67.6
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

KPI 21
Repairs
Faults fixed more than 30 days after the target date.
1,122

KPI 21a
Number of faults fixed more than 30 calendar days beyond the target date across all service maintenance levels.

	Combined				WLR				MPF				GEA			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
UK	198.3	667.8	928.5	1121.6	75.0	284.3	435.6	499.6	22.6	148.2	128.8	167.1	100.7	235.3	364.1	454.9
North East	33.0	95.3	86.8	196.4	11.7	38.2	40.2	84.9	5.7	20.2	15.9	37.9	15.6	37.0	30.6	73.6
North Wales & North Midlands	7.3	78.3	84.0	69.8	2.6	37.3	46.1	35.5	0.5	16.9	9.6	9.6	4.3	24.2	28.2	24.7
North West	30.6	106.0	93.5	186.7	11.6	48.5	45.3	78.8	6.0	23.5	13.3	29.8	13.0	34.0	34.9	78.1
Scotland	13.7	12.2	12.4	8.7	4.6	5.6	8.0	3.7	0.7	2.6	0.7	1.0	8.4	3.9	3.7	4.0
East Anglia	14.7	71.5	249.2	302.6	2.6	28.7	111.2	137.0	0.7	13.8	36.6	32.7	11.4	29.0	101.4	133.0
London	21.0	24.5	42.5	77.1	7.0	7.3	13.3	30.2	1.3	7.6	6.3	12.7	12.7	9.6	22.9	34.2
South East	39.5	85.5	134.3	121.6	19.9	33.9	55.5	50.9	5.0	19.2	18.6	17.8	14.7	32.5	60.2	52.9
South Wales & South Midlands	6.4	58.2	87.9	65.3	0.7	20.7	47.5	29.6	0.3	15.4	8.0	11.9	5.4	22.0	32.3	23.9
Wessex	19.9	126.3	134.6	82.4	8.3	58.2	67.1	41.7	2.3	27.4	18.2	13.1	9.3	40.7	49.3	27.6
Northern Ireland	11.0	9.6	3.4	10.7	4.6	5.7	1.3	7.0	0.3	1.6	1.3	0.7	6.0	2.3	0.7	3.1

KPI 21b
Number of faults fixed more than 90 calendar days beyond the target date across all service maintenance levels.

	Combined				WLR				MPF				GEA			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
UK	2.3	3.0	14.9	26.1	1.7	1.0	8.2	16.8	0.0	2.0	0.7	3.3	0.7	0.0	6.0	6.0
North East	0.3	0.0	2.0	3.4	0.0	0.0	1.0	2.7	0.0	0.0	0.0	0.3	0.3	0.0	1.0	0.3
North Wales & North Midlands	0.0	0.7	2.0	1.3	0.0	0.0	1.6	0.7	0.0	0.7	0.0	0.3	0.0	0.0	0.3	0.3
North West	1.0	0.0	6.9	7.4	1.0	0.0	3.3	5.3	0.0	0.0	0.7	0.3	0.0	0.0	3.0	1.7
Scotland	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
East Anglia	0.0	0.3	1.0	4.6	0.0	0.3	0.3	1.7	0.0	0.0	0.0	1.3	0.0	0.0	0.7	1.6
London	0.0	0.0	0.3	3.6	0.0	0.0	0.0	2.0	0.0	0.0	0.0	0.6	0.0	0.0	0.3	1.0
South East	0.0	1.7	1.0	3.7	0.0	0.3	0.7	2.3	0.0	1.3	0.0	0.3	0.0	0.0	0.3	1.0
South Wales & South Midlands	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Wessex	0.3	0.3	1.7	0.7	0.0	0.3	1.3	0.7	0.0	0.0	0.0	0.0	0.3	0.0	0.3	0.0
Northern Ireland	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

KPI 21c
Number of faults fixed more than 120 calendar days beyond the target date across all service maintenance levels.

	Combined				WLR				MPF				GEA			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
UK	0.7	0.3	2.0	6.8	0.7	0.0	1.6	6.1	0.0	0.3	0.0	0.0	0.0	0.0	0.3	0.7
North East	0.0	0.0	0.7	0.3	0.0	0.0	0.3	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.3	0.0
North Wales & North Midlands	0.0	0.0	0.3	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
North West	0.7	0.0	1.0	2.0	0.7	0.0	1.0	1.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.3
Scotland	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
East Anglia	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
London	0.0	0.0	0.0	1.0	0.0	0.0	0.0	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
South East	0.0	0.3	0.0	0.7	0.0	0.0	0.0	0.3	0.0	0.3	0.0	0.0	0.0	0.0	0.0	0.3
South Wales & South Midlands	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Wessex	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Northern Ireland	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

KPI 22

Provision
New lines not installed more than 120 days after the target date.
872



KPI 22a

Number of faults not fixed more than 30 calendar days beyond the target date across all service maintenance levels.

	Combined				WLR				MPF				GEA			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
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	346.5	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

Number of faults not fixed more than 90 calendar days beyond the target date across all service maintenance levels.

	Combined				WLR				MPF				GEA			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
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

KPI 22c

Number of faults not fixed more than 120 calendar days beyond the target date across all service maintenance levels.

	Combined				WLR				MPF				GEA			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
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

KPI 23

Repairs

Faults not fixed more than 30 days after the target date.

497



KPI 23a

30 calendar days

	Combined				WLR				MPF				GEA			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
UK	61.3	361.0	465.1	496.9	16.3	179.7	235.3	246.6	6.3	43.6	63.8	60.4	38.6	137.7	165.9	189.9
North East	11.3	43.9	57.7	83.6	1.6	17.6	31.3	43.8	1.7	5.0	9.4	13.0	8.0	21.3	17.0	26.7
North Wales & North Midlands	3.0	38.6	32.2	27.2	0.7	21.4	18.5	17.6	0.3	4.0	4.0	3.0	2.0	13.2	9.7	6.6
North West	10.0	60.7	77.6	107.5	4.0	31.8	41.8	55.0	1.3	8.0	11.0	13.0	4.7	20.9	24.8	39.5
Scotland	6.0	3.6	2.3	2.3	0.7	2.3	1.7	1.7	0.7	0.3	0.0	0.0	4.7	1.0	0.7	0.7
East Anglia	5.0	39.8	117.6	118.5	0.7	18.7	51.1	50.5	0.0	4.3	19.0	13.2	4.3	16.8	47.5	54.9
London	4.3	14.9	31.8	50.6	1.3	7.3	15.0	20.4	1.0	1.7	3.0	8.0	2.0	6.0	13.8	22.2
South East	6.3	41.0	74.8	56.9	3.0	17.2	29.7	29.6	0.3	4.6	11.0	5.7	3.0	19.2	34.0	21.7
South Wales & South Midlands	5.0	40.8	27.8	24.9	0.7	23.0	20.5	13.4	1.0	4.3	1.0	2.6	3.3	13.5	6.4	9.0
Wessex	3.7	73.9	38.9	20.1	1.3	38.4	22.8	10.7	0.0	10.7	5.0	1.7	2.3	24.8	11.1	7.7
Northern Ireland	3.3	2.7	2.7	3.6	0.7	1.3	1.3	2.6	0.0	0.7	0.3	0.3	2.6	0.7	1.0	0.7

KPI 23b

90 calendar days

	Combined				WLR				MPF				GEA			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
UK	0.3	1.0	12.7	31.4	0.0	1.0	9.7	23.0	0.3	0.0	0.7	4.0	0.0	0.0	2.3	4.4
North East	0.0	0.0	3.0	4.7	0.0	0.0	2.3	4.3	0.0	0.0	0.3	0.0	0.0	0.0	0.3	0.3
North Wales & North Midlands	0.0	0.3	0.7	1.0	0.0	0.3	0.3	0.3	0.0	0.0	0.0	0.7	0.0	0.0	0.3	0.0
North West	0.0	0.3	4.0	8.0	0.0	0.3	3.0	6.3	0.0	0.0	0.3	1.0	0.0	0.0	0.7	0.7
Scotland	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
East Anglia	0.0	0.0	1.0	6.0	0.0	0.0	0.7	3.3	0.0	0.0	0.0	1.3	0.0	0.0	0.3	1.4
London	0.3	0.0	0.7	3.3	0.0	0.0	0.3	1.6	0.3	0.0	0.0	0.3	0.0	0.0	0.3	1.3
South East	0.0	0.3	1.7	4.9	0.0	0.3	1.3	3.6	0.0	0.0	0.0	0.7	0.0	0.0	0.3	0.7
South Wales & South Midlands	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Wessex	0.0	0.0	1.0	1.0	0.0	0.0	1.0	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Northern Ireland	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

KPI 23c

120 calendar days

	Combined				WLR				MPF				GEA			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
UK	0.3	0.0	2.3	11.5	0.0	0.0	2.3	9.5	0.3	0.0	0.0	1.7	0.0	0.0	0.0	0.3
North East	0.0	0.0	0.7	3.0	0.0	0.0	0.7	3.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
North Wales & North Midlands	0.0	0.0	0.3	0.3	0.0	0.0	0.3	0.0	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.0
North West	0.0	0.0	0.3	3.3	0.0	0.0	0.3	2.3	0.0	0.0	0.0	1.0	0.0	0.0	0.0	0.0
Scotland	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
East Anglia	0.0	0.0	0.0	1.3	0.0	0.0	0.0	1.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
London	0.3	0.0	0.0	0.3	0.0	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.3
South East	0.0	0.0	0.7	1.6	0.0	0.0	0.7	1.3	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.0
South Wales & South Midlands	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Wessex	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Northern Ireland	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0