Our responsibilities

Regulatory Key Performance indicators
Homes, small business and larger businesses

Data applicable to the period
1 April 2020 – 30 June 2021,
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.

KPI 1a

First available appointments offered within 12 working days

The tables show the percentage of first available appointment dates for the Openreach engineer slot offered within the agreed target of 12 working days. Around 1 in 8 service installations need an Openreach engineer to visit your home or premises.

Percentage (%) of appointments offered within 12 working days of your service provider placing an order for you

Combined	Apr – Jun '21
UK	99.43
East Anglia	99.05
London & South East	99.26
Northern England	99.54
Northern Ireland	100.00
Scotland	99.84
Wales & Midlands	99.55
Wessex	99.20

Fully Unbundled Lines	Apr – Jun '21
UK	99.99
East Anglia	100.00
London & South East	99.97
Northern England	100.00
Northern Ireland	100.00
Scotland	99.93
Wales & Midlands	100.00
Wessex	100.00

Generic Ethernet Access	Apr – Jun '21
UK	99.30
East Anglia	98.87
London & South East	99.09
Northern England	99.42
Northern Ireland	100.00
Scotland	99.82
Wales & Midlands	99.45
Wessex	99.04

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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	Apr – Jun '21
UK	94.53
East Anglia	94.07
London & South East	94.25
Northern England	94.63
Northern Ireland	94.33
Scotland	95.71
Wales & Midlands	94.52
Wessex	94.37

Fully Unbundled Lines	Apr – Jun '21
UK	94.23
East Anglia	94.15
London & South East	93.81
Northern England	94.32
Northern Ireland	95.18
Scotland	95.18
Wales & Midlands	94.32
Wessex	93.83

Generic Ethernet Access	Apr – Jun '21
UK	94.65
East Anglia	94.04
London & South East	94.43
Northern England	94.76
Northern Ireland	93.97
Scotland	95.91
Wales & Midlands	94.60
Wessex	94.57

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	Apr – Jun '21
UK	90.15
East Anglia	89.63
London & South East	88.95
Northern England	90.60
Northern Ireland	92.54
Scotland	92.61
Wales & Midlands	90.24
Wessex	89.96

Fully Unbundled Lines	Apr – Jun '21
UK	90.52
East Anglia	89.95
London & South East	89.40
Northern England	90.96
Northern Ireland	92.75
Scotland	92.74
Wales & Midlands	90.73
Wessex	90.22

Generic Ethernet Access	Apr – Jun '21
UK	87.25
East Anglia	87.28
London & South East	85.22
Northern England	87.82
Northern Ireland	91.23
Scotland	91.68
Wales & Midlands	86.27
Wessex	87.88

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	Apr – Jun '21
UK	87.55
East Anglia	86.67
London & South East	86.73
Northern England	87.64
Northern Ireland	90.21
Scotland	90.97
Wales & Midlands	87.17
Wessex	87.87

Fully Unbundled Lines	Apr – Jun '21
UK	87.49
East Anglia	86.09
London & South East	85.13
Northern England	88.34
Northern Ireland	93.71
Scotland	89.07
Wales & Midlands	88.06
Wessex	89.07

Generic Ethernet Access	Apr – Jun '21
UK	87.55
East Anglia	86.69
London & South East	86.80
Northern England	87.61
Northern Ireland	90.13
Scotland	91.06
Wales & Midlands	87.14
Wessex	87.82

KPI 4

First available installation slot

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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
Combined	6.79
Fully Unbundled Line	5.68
Generic Ethernet Access	7.03

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
Combined	11.51
Fully Unbundled Line	11.72
Generic Ethernet Access	11.45

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
Combined	9.44
Fully Unbundled Line	9.56
Generic Ethernet Access	9.37

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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
Combined	26.25
Fully Unbundled Line	26.25

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
Combined	18.12
Fully Unbundled Line	19.36
Generic Ethernet Access	18.07

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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
Combined	1.85
Fully Unbundled Line	1.50
Generic Ethernet Access	1.91

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
Combined	2.20
Fully Unbundled Line	1.69
Generic Ethernet Access	2.98

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
Combined	1.95
Fully Unbundled Line	1.95

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	Apr – Jun '21
UK	1165.3
East Anglia	140.7
London & South East	276.6
Northern England	248.1
Northern Ireland	31.6
Scotland	83.9
Wales & Midlands	249.7
Wessex	134.2

Fully Unbundled Lines	Apr – Jun '21
UK	394.4
East Anglia	46.3
London & South East	93.0
Northern England	87.0
Northern Ireland	6.0
Scotland	34.7
Wales & Midlands	83.2
Wessex	44.3

Generic Ethernet Access	Apr – Jun '21
UK	770.9
East Anglia	94.4
London & South East	183.6
Northern England	161.2
Northern Ireland	25.7
Scotland	49.3
Wales & Midlands	166.5
Wessex	89.9

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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	Apr – Jun '21
UK	172.2
East Anglia	19.6
London & South East	37.9
Northern England	43.6
Northern Ireland	1.3
Scotland	12.3
Wales & Midlands	37.8
Wessex	19.6

Fully Unbundled Lines	Apr – Jun '21
UK	49.2
East Anglia	4.0
London & South East	10.6
Northern England	12.7
Northern Ireland	0.0
Scotland	4.4
Wales & Midlands	13.3
Wessex	4.3

Generic Ethernet Access	Apr – Jun '21
UK	123.0
East Anglia	15.6
London & South East	27.2
Northern England	31.0
Northern Ireland	1.3
Scotland	8.0
Wales & Midlands	24.6
Wessex	15.3

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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	Apr – Jun '21
UK	94.4
East Anglia	9.6
London & South East	22.6
Northern England	21.6
Northern Ireland	0.7
Scotland	10.0
Wales & Midlands	19.2
Wessex	10.6

Fully Unbundled Lines	Apr – Jun '21
UK	25.0
East Anglia	1.7
London & South East	5.0
Northern England	6.7
Northern Ireland	0.0
Scotland	3.7
Wales & Midlands	5.0
Wessex	3.0

Generic Ethernet Access	Apr – Jun '21
UK	69.4
East Anglia	8.0
London & South East	17.6
Northern England	15.0
Northern Ireland	0.7
Scotland	6.3
Wales & Midlands	14.3
Wessex	7.6

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

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

Combined	Apr – Jun '21
UK	338.9
East Anglia	64.0
London & South East	80.0
Northern England	113.9
Northern Ireland	1.7
Scotland	2.0
Wales & Midlands	46.7
Wessex	30.7

Fully Unbundled Lines	Apr – Jun '21
UK	70.3
East Anglia	15.3
London & South East	15.6
Northern England	25.3
Northern Ireland	0.0
Scotland	0.7
Wales & Midlands	7.4
Wessex	6.0

Generic Ethernet Access	Apr – Jun '21
UK	268.6
East Anglia	48.6
London & South East	64.4
Northern England	88.6
Northern Ireland	1.7
Scotland	1.4
Wales & Midlands	39.3
Wessex	24.7

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	Apr – Jun '21
UK	7.3
East Anglia	2.0
London & South East	1.7
Northern England	3.3
Northern Ireland	0.0
Scotland	0.0
Wales & Midlands	0.0
Wessex	0.3

Fully Unbundled Lines	Apr – Jun '21
UK	2.4
East Anglia	0.3
London & South East	0.7
Northern England	1.4
Northern Ireland	0.0
Scotland	0.0
Wales & Midlands	0.0
Wessex	0.0

Generic Ethernet Access	Apr – Jun '21
UK	5.0
East Anglia	1.6
London & South East	1.0
Northern England	2.0
Northern Ireland	0.0
Scotland	0.0
Wales & Midlands	0.0
Wessex	0.3

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	Apr – Jun '21
UK	3.0
East Anglia	0.3
London & South East	1.0
Northern England	1.7
Northern Ireland	0.0
Scotland	0.0
Wales & Midlands	0.0
Wessex	0.0

Fully Unbundled Lines	Apr – Jun '21
UK	1.3
East Anglia	0.0
London & South East	0.7
Northern England	0.7
Northern Ireland	0.0
Scotland	0.0
Wales & Midlands	0.0
Wessex	0.0

Generic Ethernet Access	Apr – Jun '21
UK	1.7
East Anglia	0.3
London & South East	0.3
Northern England	1.0
Northern Ireland	0.0
Scotland	0.0
Wales & Midlands	0.0
Wessex	0.0

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	Apr – Jun '21
UK	1929.8
East Anglia	219.3
London & South East	486.4
Northern England	379.9
Northern Ireland	45.1
Scotland	100.2
Wales & Midlands	458.1
Wessex	240.2

Fully Unbundled Lines	Apr – Jun '21
UK	565.1
East Anglia	65.4
London & South East	135.6
Northern England	112.7
Northern Ireland	10.4
Scotland	25.6
Wales & Midlands	147.2
Wessex	68.2

Generic Ethernet Access	Apr – Jun '21
UK	1364.8
East Anglia	154.0
London & South East	350.7
Northern England	267.1
Northern Ireland	34.7
Scotland	74.6
Wales & Midlands	310.9
Wessex	172.0

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	Apr – Jun '21
UK	518.1
East Anglia	60.7
London & South East	117.0
Northern England	99.3
Northern Ireland	3.7
Scotland	32.6
Wales & Midlands	142.8
Wessex	62.0

Fully Unbundled Lines	Apr – Jun '21
UK	140.7
East Anglia	18.7
London & South East	27.0
Northern England	28.0
Northern Ireland	1.0
Scotland	7.3
Wales & Midlands	44.4
Wessex	14.3

Generic Ethernet Access	Apr – Jun '21
UK	377.4
East Anglia	42.0
London & South East	90.0
Northern England	71.3
Northern Ireland	2.7
Scotland	25.3
Wales & Midlands	98.4
Wessex	47.6

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	Apr – Jun '21
UK	309.0
East Anglia	37.4
London & South East	69.7
Northern England	60.3
Northern Ireland	0.7
Scotland	22.0
Wales & Midlands	85.7
Wessex	33.3

Fully Unbundled Lines	Apr – Jun '21
UK	81.0
East Anglia	10.7
London & South East	15.6
Northern England	16.7
Northern Ireland	0.3
Scotland	4.3
Wales & Midlands	25.0
Wessex	8.3

Generic Ethernet Access	Apr – Jun '21
UK	228.0
East Anglia	26.7
London & South East	54.0
Northern England	43.6
Northern Ireland	0.3
Scotland	17.7
Wales & Midlands	60.7
Wessex	25.0

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	Apr – Jun '21
UK	140.1
East Anglia	29.3
London & South East	30.3
Northern England	49.1
Northern Ireland	1.3
Scotland	0.3
Wales & Midlands	16.7
Wessex	13.0

Fully Unbundled Lines	Apr – Jun '21
UK	27.0
East Anglia	5.7
London & South East	4.7
Northern England	12.3
Northern Ireland	0.0
Scotland	0.3
Wales & Midlands	1.7
Wessex	2.3

Generic Ethernet Access	Apr – Jun '21
UK	113.1
East Anglia	23.7
London & South East	25.6
Northern England	36.8
Northern Ireland	1.3
Scotland	0.0
Wales & Midlands	15.0
Wessex	10.7

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	Apr – Jun '21
UK	3.0
East Anglia	0.7
London & South East	0.0
Northern England	2.0
Northern Ireland	0.0
Scotland	0.0
Wales & Midlands	0.3
Wessex	0.0

Fully Unbundled Lines	Apr – Jun '21
UK	1.0
East Anglia	0.0
London & South East	0.0
Northern England	0.7
Northern Ireland	0.0
Scotland	0.0
Wales & Midlands	0.3
Wessex	0.0

Generic Ethernet Access	Apr – Jun '21
UK	2.0
East Anglia	0.7
London & South East	0.0
Northern England	1.3
Northern Ireland	0.0
Scotland	0.0
Wales & Midlands	0.0
Wessex	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	Apr – Jun '21
UK	1.0
East Anglia	0.0
London & South East	0.0
Northern England	0.7
Northern Ireland	0.0
Scotland	0.0
Wales & Midlands	0.3
Wessex	0.0

Fully Unbundled Lines	Apr – Jun '21
UK	0.7
East Anglia	0.0
London & South East	0.0
Northern England	0.3
Northern Ireland	0.0
Scotland	0.0
Wales & Midlands	0.3
Wessex	0.0

Generic Ethernet Access	Apr – Jun '21
UK	0.3
East Anglia	0.0
London & South East	0.0
Northern England	0.3
Northern Ireland	0.0
Scotland	0.0
Wales & Midlands	0.0
Wessex	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
UK	39.56	35.91	34.84	34.58	33.86
Northern Ireland	27.73	28.51	28.02	36.84	40.09
Scotland	39.43	34.37	31.65	26.43	28.21
Wales	31.35	32.66	31.69	31.71	32.52
England North	41.9	39.00	38.78	37.44	35.43
England West	40.21	37.24	33.72	34.95	35.82
England East	39.99	33.94	34.03	34.05	32.82

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
UK	95.11	95.71	95.93	96.07	96.11
Northern Ireland	90.54	91.74	97.00	89.57	91.76
Scotland	96.15	95.61	31.65	95.09	95.15
Wales	95.98	96.51	97.29	98.76	97.76
England North	93.98	95.92	96.10	96.72	95.17
England West	95.87	95.96	95.31	96.24	96.87
England East	95.42	95.52	96.61	95.58	96.47

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
UK	81.58	83.85	86.82	86.71	87.21
Northern Ireland	95.95	91.84	95.43	89.60	89.74
Scotland	96.15	86.59	90.32	91.30	92.84
Wales	95.85	89.08	88.70	92.97	87.18
England North	93.98	83.23	85.09	84.40	87.10
England West	95.87	82.17	87.25	87.37	85.66
England East	95.42	83.43	86.31	86.26	86.43

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
UK	5.56
Northern Ireland	1.64
Scotland	4.38
Wales	5.98
England North	6.47
England West	6.14
England East	4.71

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