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Our responsibilities



Regulatory Key Performance indicators
Homes, small businesses and larger businesses

Data applicable to the period
1 April 2026 – 31 March 2027,
unless stated otherwise

Homes and small businesses



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.

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.

KPI 1a

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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 '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	92.04	91.00		
East Anglia	93.78	89.99		
London & South East	93.40	91.51		
Northern England	91.61	91.97		
Northern Ireland	99.89	97.80		
Scotland	91.02	93.10		
Wales & Midlands	88.54	90.22		
Wessex	93.77	89.12		

Fully Unbundled Lines	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	98.36	99.07		
East Anglia	99.53	100.00		
London & South East	98.67	98.38		
Northern England	98.53	99.90		
Northern Ireland	100.00	100.00		
Scotland	96.55	98.13		
Wales & Midlands	98.00	99.28		
Wessex	99.12	98.93		

Generic Ethernet Access	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	91.64	92.31		
East Anglia	93.51	91.49		
London & South East	93.05	92.91		
Northern England	91.09	93.44		
Northern Ireland	99.88	97.78		
Scotland	90.74	93.41		
Wales & Midlands	87.98	91.74		
Wessex	93.50	90.62		

KPI 2a

New lines installed on time

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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 '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	97.54	97.09		
East Anglia	97.75	97.44		
London & South East	97.20	96.91		
Northern England	97.72	97.16		
Northern Ireland	98.14	98.42		
Scotland	98.08	97.43		
Wales & Midlands	97.50	96.98		
Wessex	97.36	96.81		

Fully Unbundled Lines	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	91.08	93.49		
East Anglia	88.35	95.00		
London & South East	91.72	94.94		
Northern England	92.23	93.57		
Northern Ireland	89.80	93.11		
Scotland	90.55	91.68		
Wales & Midlands	90.78	92.56		
Wessex	90.80	92.49		

Generic Ethernet Access	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	97.91	97.49		
East Anglia	98.15	97.72		
London & South East	97.57	97.25		
Northern England	98.08	97.60		
Northern Ireland	98.54	98.69		
Scotland	98.45	97.98		
Wales & Midlands	97.86	97.43		
Wessex	97.69	97.19		

KPI 3a

Faults fixed within two working days

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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 '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	89.79	89.11		
East Anglia	89.32	87.81		
London & South East	90.03	89.36		
Northern England	90.85	90.51		
Northern Ireland	90.40	89.68		
Scotland	91.72	88.81		
Wales & Midlands	89.78	89.78		
Wessex	87.56	87.43		

Fully Unbundled Lines	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	85.73	84.46		
East Anglia	81.98	76.99		
London & South East	84.56	82.80		
Northern England	88.29	87.22		
Northern Ireland	87.17	90.52		
Scotland	89.90	85.78		
Wales & Midlands	87.10	86.60		
Wessex	82.19	84.54		

Generic Ethernet Access	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	90.96	90.41		
East Anglia	91.10	90.29		
London & South East	91.47	90.95		
Northern England	91.93	91.90		
Northern Ireland	91.48	90.36		
Scotland	92.10	90.00		
Wales & Midlands	90.57	90.66		
Wessex	88.91	88.18		

KPI 3b

Faults fixed within one working day

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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 '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	86.78	85.67		
East Anglia	85.68	85.33		
London & South East	87.64	86.13		
Northern England	86.65	85.65		
Northern Ireland	88.49	87.10		
Scotland	88.21	84.71		
Wales & Midlands	86.25	85.49		
Wessex	86.26	85.83		

Fully Unbundled Lines	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	77.54	79.74		
East Anglia	73.74	77.04		
London & South East	79.61	81.18		
Northern England	77.76	79.70		
Northern Ireland	86.00	79.22		
Scotland	77.39	75.21		
Wales & Midlands	75.94	79.51		
Wessex	77.90	81.60		

Generic Ethernet Access	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	87.36	86.27		
East Anglia	86.27	86.05		
London & South East	88.17	86.67		
Northern England	87.27	86.36		
Northern Ireland	88.63	88.26		
Scotland	88.99	86.33		
Wales & Midlands	86.92	86.14		
Wessex	86.70	85.71		

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 10 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 '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
Combined	7.22	7.21		
Fully Unbundled Line	5.65	6.06		
Generic Ethernet Access	7.32	6.93		

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 '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
Combined	13.69	13.17		
Fully Unbundled Line	12.74	13.34		
Generic Ethernet Access	13.76	13.07		

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 '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
Combined	8.34	9.53		
Fully Unbundled Line	10.08	12.06		
Generic Ethernet Access	8.25	9.28		

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 '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
Combined	26.82	30.23		
Fully Unbundled Line	26.82	30.21		

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 '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
Combined	17.81	18.68		
Fully Unbundled Line	23.78	24.36		
Generic Ethernet Access	17.44	18.14		

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 '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
Combined	2.42	2.12		
Fully Unbundled Line	4.18	3.43		
Generic Ethernet Access	2.22	2.00		

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 '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
Combined	2.96	2.73		
Fully Unbundled Line	7.37	7.27		
Generic Ethernet Access	2.52	2.20		

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 '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
Combined	3.05	3.42		
Generic Ethernet Access	3.05	3.34		

KPI 20a

New lines installed after the target date

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These tables show the monthly average 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 per quarter.

Monthly Average Number of new lines installed more than 30 calendar days after the target date per quarter

Combined	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	270.2	216.3		
East Anglia	37.3	22.4		
London & South East	51.9	44.3		
Northern England	43.1	32.4		
Northern Ireland	3.3	1.7		
Scotland	26.1	25.3		
Wales & Midlands	61.1	52.7		
Wessex	47.4	37.6		

Fully Unbundled Lines	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	41.5	43.5		
East Anglia	2.7	3.4		
London & South East	9.0	10.4		
Northern England	7.7	9.7		
Northern Ireland	0.7	0.7		
Scotland	4.0	3.7		
Wales & Midlands	8.7	10.4		
Wessex	8.7	5.3		

Generic Ethernet Access	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	228.7	172.8		
East Anglia	34.6	19.0		
London & South East	42.9	33.9		
Northern England	35.4	22.7		
Northern Ireland	2.7	1.0		
Scotland	22.0	21.6		
Wales & Midlands	52.4	42.3		
Wessex	38.7	32.3		

KPI 20b

New lines installed after the target date

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These tables show the monthly average 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 per quarter.

Monthly Average Number of new lines installed more than 90 calendar days after the target date per quarter

Combined	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	69.1	48.9		
East Anglia	9.3	6.0		
London & South East	10.0	12.7		
Northern England	11.1	5.7		
Northern Ireland	0.7	0.0		
Scotland	7.3	4.0		
Wales & Midlands	18.1	13.6		
Wessex	12.7	7.0		

Fully Unbundled Lines	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	5.7	8.7		
East Anglia	0.7	0.3		
London & South East	1.4	3.7		
Northern England	1.4	1.7		
Northern Ireland	0.0	0.0		
Scotland	0.3	0.7		
Wales & Midlands	1.0	1.7		
Wessex	1.0	0.7		

Generic Ethernet Access	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	63.4	40.2		
East Anglia	8.6	5.7		
London & South East	8.6	9.0		
Northern England	9.7	4.0		
Northern Ireland	0.7	0.0		
Scotland	7.0	3.3		
Wales & Midlands	17.0	12.0		
Wessex	11.7	6.4		

KPI 20c

New lines installed after the target date

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These tables show the monthly average 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 per quarter.

Monthly Average Number of new lines installed more than 120 calendar days after the target date per quarter

Combined	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	39.3	28.2		
East Anglia	5.3	4.0		
London & South East	6.0	6.0		
Northern England	5.4	3.0		
Northern Ireland	0.3	0.0		
Scotland	5.3	2.3		
Wales & Midlands	10.7	9.3		
Wessex	6.3	3.7		

Fully Unbundled Lines	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	4.0	4.3		
East Anglia	0.7	0.3		
London & South East	1.0	1.0		
Northern England	0.7	1.0		
Northern Ireland	0.0	0.0		
Scotland	0.0	0.3		
Wales & Midlands	1.0	1.3		
Wessex	0.7	0.3		

Generic Ethernet Access	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	35.3	23.9		
East Anglia	4.7	3.7		
London & South East	5.0	5.0		
Northern England	4.7	2.0		
Northern Ireland	0.3	0.0		
Scotland	5.3	2.0		
Wales & Midlands	9.7	7.9		
Wessex	5.7	3.3		

KPI 21a

Faults fixed after the target date

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These tables show the monthly average number of faults fixed more than 30 calendar days beyond the target date across all service maintenance levels per quarter.

Monthly Average Number of faults fixed more than 30 calendar days after the target date per quarter

Combined	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	53.8	117.4		
East Anglia	5.3	42.8		
London & South East	5.0	10.3		
Northern England	7.9	14.3		
Northern Ireland	1.7	0.3		
Scotland	5.3	7.0		
Wales & Midlands	19.2	21.5		
Wessex	9.3	20.8		

Fully Unbundled Lines	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	21.5	49.5		
East Anglia	1.0	33.5		
London & South East	1.7	2.4		
Northern England	2.6	3.7		
Northern Ireland	0.0	0.0		
Scotland	0.7	1.3		
Wales & Midlands	10.3	4.6		
Wessex	5.3	4.0		

Generic Ethernet Access	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	32.3	67.9		
East Anglia	4.3	9.3		
London & South East	3.3	8.0		
Northern England	5.3	10.6		
Northern Ireland	1.7	0.3		
Scotland	4.7	5.7		
Wales & Midlands	9.0	16.9		
Wessex	4.0	16.8		

KPI 21b

Faults fixed after the target date

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These tables show the monthly average number of faults fixed more than 90 calendar days beyond the target date across all service maintenance levels per quarter.

Monthly Average Number of faults fixed more than 90 calendar days after the target date per quarter

Combined	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	0.7	1.6		
East Anglia	0.0	0.0		
London & South East	0.0	0.0		
Northern England	0.0	0.0		
Northern Ireland	0.7	0.3		
Scotland	0.0	0.0		
Wales & Midlands	0.0	1.0		
Wessex	0.0	0.0		

Fully Unbundled Lines	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	0.0	0.0		
East Anglia	0.0	0.0		
London & South East	0.0	0.0		
Northern England	0.0	0.0		
Northern Ireland	0.0	0.0		
Scotland	0.0	0.0		
Wales & Midlands	0.0	0.0		
Wessex	0.0	0.0		

Generic Ethernet Access	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	0.7	1.6		
East Anglia	0.0	0.0		
London & South East	0.0	0.0		
Northern England	0.0	0.0		
Northern Ireland	0.7	0.3		
Scotland	0.0	0.0		
Wales & Midlands	0.0	1.0		
Wessex	0.0	0.0		

KPI 21c

Faults fixed after the target date

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These tables show the monthly average number of faults fixed more than 120 calendar days beyond the target date across all service maintenance levels per quarter.

Monthly Average Number of faults fixed more than 120 calendar days after the target date per quarter

Combined	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	0.3	0.7		
East Anglia	0.0	0.0		
London & South East	0.0	0.0		
Northern England	0.0	0.0		
Northern Ireland	0.3	0.3		
Scotland	0.0	0.0		
Wales & Midlands	0.0	0.0		
Wessex	0.0	0.0		

Fully Unbundled Lines	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	0.0	0.0		
East Anglia	0.0	0.0		
London & South East	0.0	0.0		
Northern England	0.0	0.0		
Northern Ireland	0.0	0.0		
Scotland	0.0	0.0		
Wales & Midlands	0.0	0.0		
Wessex	0.0	0.0		

Generic Ethernet Access	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	0.3	0.7		
East Anglia	0.0	0.0		
London & South East	0.0	0.0		
Northern England	0.0	0.0		
Northern Ireland	0.3	0.3		
Scotland	0.0	0.0		
Wales & Midlands	0.0	0.0		
Wessex	0.0	0.0		

KPI 22a

New lines not installed after the target date

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These tables show the monthly average 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 per quarter.

Monthly Average Number of new lines not installed more than 30 calendar days after the target date per quarter

Combined	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	841.9	733.7		
East Anglia	100.1	77.4		
London & South East	164.1	160.8		
Northern England	144.8	123.5		
Northern Ireland	9.0	9.0		
Scotland	68.0	70.1		
Wales & Midlands	207.7	156.3		
Wessex	140.2	129.3		

Fully Unbundled Lines	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	167.5	137.6		
East Anglia	9.7	6.3		
London & South East	46.1	35.7		
Northern England	34.1	31.4		
Northern Ireland	2.7	4.0		
Scotland	14.0	9.7		
Wales & Midlands	30.3	23.1		
Wessex	23.7	20.7		

Generic Ethernet Access	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	674.4	596.1		
East Anglia	90.4	71.1		
London & South East	118.1	125.1		
Northern England	110.7	92.1		
Northern Ireland	6.4	5.0		
Scotland	54.0	60.4		
Wales & Midlands	177.3	133.3		
Wessex	116.4	108.6		

KPI 22b

New lines not installed after the target date

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These tables show the monthly average 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 per quarter.

Monthly Average Number of new lines not installed more than 90 calendar days after the target date per quarter

Combined	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	304.5	272.0		
East Anglia	33.6	21.0		
London & South East	55.3	58.3		
Northern England	49.3	48.3		
Northern Ireland	1.3	5.0		
Scotland	26.1	24.7		
Wales & Midlands	83.6	65.1		
Wessex	47.7	43.0		

Fully Unbundled Lines	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	59.6	55.3		
East Anglia	2.7	1.0		
London & South East	14.6	15.6		
Northern England	13.0	13.7		
Northern Ireland	0.3	2.7		
Scotland	5.0	4.0		
Wales & Midlands	9.7	6.0		
Wessex	7.7	6.3		

Generic Ethernet Access	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	244.9	216.6		
East Anglia	31.0	20.0		
London & South East	40.7	42.6		
Northern England	36.3	34.7		
Northern Ireland	1.0	2.3		
Scotland	21.0	20.7		
Wales & Midlands	73.9	59.1		
Wessex	40.0	36.6		

KPI 22c

New lines not installed after the target date

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These tables show the monthly average 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 per quarter.

Monthly Average Number of new lines not installed more than 120 calendar days after the target date per quarter

Combined	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	197.1	184.1		
East Anglia	20.0	13.4		
London & South East	32.7	38.3		
Northern England	30.4	32.0		
Northern Ireland	0.3	3.3		
Scotland	14.7	16.0		
Wales & Midlands	59.0	49.4		
Wessex	32.4	25.7		

Fully Unbundled Lines	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	38.7	39.1		
East Anglia	1.3	0.7		
London & South East	6.3	12.0		
Northern England	8.0	10.0		
Northern Ireland	0.0	1.7		
Scotland	3.0	1.7		
Wales & Midlands	7.3	3.7		
Wessex	6.0	4.0		

Generic Ethernet Access	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	158.4	145.1		
East Anglia	18.7	12.7		
London & South East	26.4	26.3		
Northern England	22.3	22.0		
Northern Ireland	0.3	1.7		
Scotland	11.7	14.4		
Wales & Midlands	51.7	45.7		
Wessex	26.4	21.7		

KPI 23a

Faults not fixed after the target date

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These tables show the monthly average number of faults not fixed more than 30 calendar days beyond the target date across all service maintenance levels per quarter.

Monthly Average Number of faults not fixed more than 30 calendar days after the target date per quarter

Combined	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	22.6	50.5		
East Anglia	2.3	10.9		
London & South East	2.0	4.0		
Northern England	5.3	5.3		
Northern Ireland	3.6	1.0		
Scotland	1.0	4.7		
Wales & Midlands	5.3	18.1		
Wessex	2.0	4.3		

Fully Unbundled Lines	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	3.3	13.9		
East Anglia	0.0	8.6		
London & South East	0.0	0.0		
Northern England	1.3	0.3		
Northern Ireland	0.0	0.0		
Scotland	0.7	0.3		
Wales & Midlands	1.0	3.3		
Wessex	0.3	0.7		

Generic Ethernet Access	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	19.3	36.6		
East Anglia	2.3	2.3		
London & South East	2.0	4.0		
Northern England	4.0	5.0		
Northern Ireland	3.6	1.0		
Scotland	0.3	4.3		
Wales & Midlands	4.3	14.7		
Wessex	1.6	3.7		

KPI 23b

Faults not fixed after the target date

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These tables show the monthly average number of faults not fixed more than 90 calendar days beyond the target date across all service maintenance levels per quarter.

Monthly Average Number of faults not fixed more than 90 calendar days after the target date per quarter

Combined	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	4.3	3.0		
East Anglia	0.0	0.0		
London & South East	1.0	0.0		
Northern England	1.0	0.0		
Northern Ireland	1.0	0.3		
Scotland	0.0	0.0		
Wales & Midlands	0.0	2.0		
Wessex	0.3	0.0		

Fully Unbundled Lines	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	0.0	0.7		
East Anglia	0.0	0.0		
London & South East	0.0	0.0		
Northern England	0.0	0.0		
Northern Ireland	0.0	0.0		
Scotland	0.0	0.0		
Wales & Midlands	0.0	0.7		
Wessex	0.0	0.0		

Generic Ethernet Access	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	4.3	2.3		
East Anglia	0.0	0.0		
London & South East	1.0	0.0		
Northern England	1.0	0.0		
Northern Ireland	1.0	0.3		
Scotland	0.0	0.0		
Wales & Midlands	0.0	1.3		
Wessex	0.3	0.0		

KPI 23c

Faults not fixed after the target date

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These tables show the monthly average number of faults not fixed more than 120 calendar days beyond the target date across all service maintenance levels per quarter.

Monthly Average Number of faults not fixed more than 120 calendar days after the target date per quarter

Combined	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	4.0	2.0		
East Anglia	0.0	0.0		
London & South East	1.0	0.0		
Northern England	1.0	0.0		
Northern Ireland	0.7	0.3		
Scotland	0.0	0.0		
Wales & Midlands	0.0	1.0		
Wessex	0.3	0.0		

Fully Unbundled Lines	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	0.0	0.3		
East Anglia	0.0	0.0		
London & South East	0.0	0.0		
Northern England	0.0	0.0		
Northern Ireland	0.0	0.0		
Scotland	0.0	0.0		
Wales & Midlands	0.0	0.3		
Wessex	0.0	0.0		

Generic Ethernet Access	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	4.0	1.7		
East Anglia	0.0	0.0		
London & South East	1.0	0.0		
Northern England	1.0	0.0		
Northern Ireland	0.7	0.3		
Scotland	0.0	0.0		
Wales & Midlands	0.0	0.7		
Wessex	0.3	0.0		

Larger businesses



Key Performance Indicators

Ofcom published its Wholesale Fixed Telecoms Market Review on 18 March 2021. This sets regulatory obligations on Openreach including a transparency obligation in relation to the publication of Key Performance Indicators (KPIs). For clarity, these KPIs are calculated on a different basis from Openreach's regulatory Quality of Service Standards. In particular, while both include Ethernet and Dark Fibre services, the KPIs also include WDM services and covers a broader geographic area. The tables below report our performance against these KPIs.

KPI A

Circuit installation

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This table shows the average number of working days between your provider placing an order for you and the circuit being installed by Openreach, excluding any customer delays.

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

	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	32.14	33.47		
Northern Ireland	37.73	34.74		
Scotland	31.55	37.83		
Wales	28.79	32.94		
England North	30.22	30.81		
England West	36.05	35.33		
England East	31.15	33.49		

KPI B

Faults fixed within the agreed time

The percentage of faults that were fixed within the relevant Service Level Agreement (SLA).

Percentage (%) of faults fixed within the time period agreed with your service provider

	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	95.59%	93.84%		
Northern Ireland	90.48%	94.17%		
Scotland	94.67%	94.42%		
Wales	96.42%	96.31%		
England North	94.78%	92.59%		
England West	95.80%	94.18%		
England East	96.53%	94.17%		

KPI C

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Circuits installed by the agreed date

This table shows the percentage of times that circuits are delivered by the originally agreed date, excluding any customer delays.

Percentage (%) of circuits installed by the date agreed with your service provider.

	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	87.91%	86.35%		
Northern Ireland	86.25%	81.94%		
Scotland	86.22%	85%		
Wales	89.91%	86.90%		
England North	88.82%	86.82%		
England West	86.04%	86.97%		
England East	88.92%	86.01%		

KPI H1

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Oldest orders open on the last day of the month

This table shows the average percentage of orders, that were older than 133 working days and were still open on the last day of the three months in each quarter.

Average percentage (%) of orders open on the last day of the three months in each quarter

	Apr-Jun '26	Jul-Sep '26	Oct-Dec '26	Jan-Mar '27
UK	12.77%	11.73%		
Northern Ireland	16.82%	15.19%		
Scotland	12.98%	11.57%		
Wales	10.89%	9.39%		
England North	10.95%	9.76%		
England West	14.05%	13.63%		
England East	13.47%	12.53%		

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