

# Our responsibilities

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Regulatory Key Performance indicators  
Homes, small businesses and larger businesses

Data applicable to the period  
1 April 2025 – 31 March 2026,  
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

## 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 '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
UK	99.54	99.72	96.02	90.18
East Anglia	99.95	99.99	97.52	82.85
London & South East	99.08	99.98	90.77	93.46
Northern England	99.96	99.98	99.03	91.03
Northern Ireland	99.81	100.00	99.90	100.00
Scotland	98.28	98.15	97.35	95.83
Wales & Midlands	99.91	99.96	95.90	85.52
Wessex	99.89	99.61	98.95	90.94

Fully Unbundled Lines	Apr-Jun '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
UK	99.82	99.90	96.52	98.42
East Anglia	99.73	99.97	99.71	99.18
London & South East	99.84	99.94	91.75	97.93
Northern England	99.84	99.93	99.29	99.90
Northern Ireland	100.00	100.00	99.41	100.00
Scotland	99.73	99.75	97.01	99.10
Wales & Midlands	99.89	99.89	96.86	98.12
Wessex	99.87	99.94	98.65	97.43

Generic Ethernet Access	Apr-Jun '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
UK	99.50	99.69	95.96	89.33
East Anglia	99.97	100.00	97.30	81.57
London & South East	98.98	99.99	90.64	92.96
Northern England	99.98	99.99	98.99	89.95
Northern Ireland	99.79	100.00	100.00	100.00
Scotland	98.10	97.96	97.38	95.56
Wales & Midlands	99.91	99.97	95.79	84.22
Wessex	99.90	99.57	98.98	90.39

## 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 '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	96.36	97.26	97.85	98.33
<b>East Anglia</b>	96.71	97.09	98.14	98.19
<b>London &amp; South East</b>	96.15	97.27	97.97	98.18
<b>Northern England</b>	96.29	97.66	97.93	98.54
<b>Northern Ireland</b>	97.33	97.94	97.57	98.83
<b>Scotland</b>	96.12	96.93	97.17	98.37
<b>Wales &amp; Midlands</b>	96.59	97.37	97.82	98.35
<b>Wessex</b>	96.27	96.97	97.95	98.25

Fully Unbundled Lines	Apr-Jun '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	92.86	96.59	97.07	98.31
<b>East Anglia</b>	92.40	95.10	97.50	98.15
<b>London &amp; South East</b>	92.58	96.25	96.75	97.86
<b>Northern England</b>	93.68	97.33	97.25	98.71
<b>Northern Ireland</b>	92.38	97.79	97.06	98.12
<b>Scotland</b>	91.76	95.76	95.89	97.73
<b>Wales &amp; Midlands</b>	93.62	97.16	97.23	98.42
<b>Wessex</b>	92.25	96.25	97.46	98.49

Generic Ethernet Access	Apr-Jun '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	96.92	97.41	98.13	98.35
<b>East Anglia</b>	97.27	97.46	98.34	98.22
<b>London &amp; South East</b>	96.74	97.47	98.28	98.33
<b>Northern England</b>	96.76	97.75	98.24	98.40
<b>Northern Ireland</b>	98.21	98.10	98.60	99.33
<b>Scotland</b>	96.79	97.09	97.55	98.71
<b>Wales &amp; Midlands</b>	97.09	97.41	98.06	98.30
<b>Wessex</b>	96.86	97.11	98.09	98.11

## 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 '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	89.33	89.36	87.99	89.46
<b>East Anglia</b>	88.97	88.63	87.36	87.28
<b>London &amp; South East</b>	89.18	90.53	89.01	90.55
<b>Northern England</b>	90.29	90.24	88.28	90.37
<b>Northern Ireland</b>	90.91	90.66	89.16	88.77
<b>Scotland</b>	88.92	88.19	88.76	91.56
<b>Wales &amp; Midlands</b>	90.11	89.34	88.52	89.04
<b>Wessex</b>	87.57	87.52	85.21	87.88

Fully Unbundled Lines	Apr-Jun '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	85.65	84.82	82.25	84.35
<b>East Anglia</b>	84.66	82.06	79.40	80.03
<b>London &amp; South East</b>	85.02	84.99	83.41	84.92
<b>Northern England</b>	86.08	86.10	82.48	86.18
<b>Northern Ireland</b>	93.49	92.87	87.10	86.71
<b>Scotland</b>	84.75	84.65	85.06	86.60
<b>Wales &amp; Midlands</b>	87.52	85.23	83.92	84.96
<b>Wessex</b>	83.58	83.38	77.99	82.32

Generic Ethernet Access	Apr-Jun '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	90.52	90.67	90.18	91.74
<b>East Anglia</b>	90.25	90.32	90.13	90.41
<b>London &amp; South East</b>	90.44	91.98	90.80	92.64
<b>Northern England</b>	91.98	91.87	91.44	92.73
<b>Northern Ireland</b>	89.25	89.52	90.42	90.76
<b>Scotland</b>	90.07	89.01	89.73	93.03
<b>Wales &amp; Midlands</b>	90.97	90.58	90.41	91.15
<b>Wessex</b>	88.73	88.59	87.77	90.32

## 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 '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	87.40	88.58	85.80	86.79
<b>East Anglia</b>	87.57	87.21	86.09	85.77
<b>London &amp; South East</b>	87.08	89.78	86.19	88.57
<b>Northern England</b>	87.76	88.59	86.16	87.56
<b>Northern Ireland</b>	88.49	86.89	85.88	87.38
<b>Scotland</b>	87.53	87.16	86.53	88.48
<b>Wales &amp; Midlands</b>	87.41	88.14	85.53	85.54
<b>Wessex</b>	87.08	89.18	84.42	84.52

Fully Unbundled Lines	Apr-Jun '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	81.39	82.67	76.78	77.90
<b>East Anglia</b>	82.59	81.92	76.65	77.89
<b>London &amp; South East</b>	80.38	82.35	77.86	79.15
<b>Northern England</b>	83.02	82.62	76.35	77.60
<b>Northern Ireland</b>	86.59	93.94	78.75	90.00
<b>Scotland</b>	79.44	82.17	73.63	77.57
<b>Wales &amp; Midlands</b>	80.10	81.48	76.33	74.60
<b>Wessex</b>	83.84	85.59	78.09	80.41

Generic Ethernet Access	Apr-Jun '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	87.87	88.80	86.18	87.29
<b>East Anglia</b>	87.92	87.38	86.40	86.15
<b>London &amp; South East</b>	87.63	90.06	86.57	89.10
<b>Northern England</b>	88.09	88.84	86.62	88.16
<b>Northern Ireland</b>	88.58	86.59	86.20	87.26
<b>Scotland</b>	88.34	87.34	87.10	89.13
<b>Wales &amp; Midlands</b>	88.06	88.38	85.93	86.16
<b>Wessex</b>	87.32	89.30	84.67	84.74

## 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 '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
Combined	5.17	4.74	5.71	6.94
Fully Unbundled Line	4.07	3.89	5.02	5.15
Generic Ethernet Access	5.32	4.86	5.79	7.12

## 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 '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
Combined	10.36	10.18	10.61	11.49
Fully Unbundled Line	11.81	12.32	12.38	13.64
Generic Ethernet Access	10.22	9.85	10.38	11.17

## 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 '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
Combined	8.46	8.63	9.94	10.86
Fully Unbundled Line	11.84	12.36	13.41	14.00
Generic Ethernet Access	7.81	7.68	8.25	7.93



## 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 '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>Combined</b>	28.34	29.39	31.24	30.06
<b>Fully Unbundled Line</b>	28.34	29.39	31.24	30.06

## 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 '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>Combined</b>	18.11	17.44	18.83	18.23
<b>Fully Unbundled Line</b>	20.31	22.64	26.62	26.10
<b>Generic Ethernet Access</b>	17.94	17.25	18.50	17.79

# 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 '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>Combined</b>	1.22	1.06	1.73	1.72
<b>Fully Unbundled Line</b>	1.66	1.53	2.42	3.06
<b>Generic Ethernet Access</b>	1.17	1.02	1.65	1.52

# 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 '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>Combined</b>	1.95	1.86	2.29	2.06
<b>Fully Unbundled Line</b>	3.39	3.27	3.92	5.75
<b>Generic Ethernet Access</b>	1.77	1.68	2.09	1.61

## 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 '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>Combined</b>	4.42	3.47	2.61	4.80
<b>Generic Ethernet Access</b>	4.42	3.47	2.61	4.80

# KPI 20a

## New lines installed after the target date

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 '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	477.3	347.2	289.3	210.8
<b>East Anglia</b>	52.6	43.0	42.7	12.4
<b>London &amp; South East</b>	92.5	58.0	49.1	46.4
<b>Northern England</b>	84.4	64.4	44.5	17.2
<b>Northern Ireland</b>	5.3	3.7	4.0	1.0
<b>Scotland</b>	60.9	44.0	28.1	23.2
<b>Wales &amp; Midlands</b>	112.7	67.4	66.8	42.0
<b>Wessex</b>	66.4	66.4	53.1	37.6

Fully Unbundled Lines	Apr-Jun '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	62.1	47.6	58.4	44.1
<b>East Anglia</b>	3.3	5.0	7.6	2.4
<b>London &amp; South East</b>	15.7	11.0	11.7	8.4
<b>Northern England</b>	12.3	8.6	9.7	3.8
<b>Northern Ireland</b>	1.0	1.0	1.3	1.0
<b>Scotland</b>	5.0	4.0	3.7	4.4
<b>Wales &amp; Midlands</b>	15.0	8.0	12.7	9.0
<b>Wessex</b>	7.4	9.6	11.0	7.5

Generic Ethernet Access	Apr-Jun '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	415.2	299.7	230.8	166.8
<b>East Anglia</b>	49.3	38.0	35.1	10.0
<b>London &amp; South East</b>	76.8	47.1	37.4	38.1
<b>Northern England</b>	72.1	55.8	34.8	13.4
<b>Northern Ireland</b>	4.3	2.7	2.7	0.0
<b>Scotland</b>	55.9	40.0	24.4	18.7
<b>Wales &amp; Midlands</b>	97.7	59.4	54.1	33.0
<b>Wessex</b>	59.0	56.8	42.1	30.2

# KPI 20b

## New lines installed after the target date

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 '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	87.6	88.0	106.5	64.2
<b>East Anglia</b>	11.0	12.7	18.7	4.5
<b>London &amp; South East</b>	19.3	10.7	17.0	14.9
<b>Northern England</b>	16.0	16.3	15.4	4.8
<b>Northern Ireland</b>	1.0	0.3	0.3	0.3
<b>Scotland</b>	8.3	9.7	10.7	8.7
<b>Wales &amp; Midlands</b>	19.0	15.0	25.4	12.1
<b>Wessex</b>	12.3	23.4	18.3	9.6

Fully Unbundled Lines	Apr-Jun '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	7.7	5.7	7.3	8.3
<b>East Anglia</b>	0.7	1.0	1.7	1.0
<b>London &amp; South East</b>	2.3	0.3	0.7	2.1
<b>Northern England</b>	1.7	0.7	0.7	0.7
<b>Northern Ireland</b>	0.0	0.0	0.0	0.3
<b>Scotland</b>	0.3	0.3	0.3	0.7
<b>Wales &amp; Midlands</b>	2.0	0.7	1.7	1.3
<b>Wessex</b>	0.0	2.7	2.0	0.7

Generic Ethernet Access	Apr-Jun '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	79.9	82.3	99.1	55.8
<b>East Anglia</b>	10.3	11.7	17.0	3.4
<b>London &amp; South East</b>	17.0	10.3	16.3	12.8
<b>Northern England</b>	14.3	15.6	14.8	4.1
<b>Northern Ireland</b>	1.0	0.3	0.3	0.0
<b>Scotland</b>	8.0	9.3	10.3	8.0
<b>Wales &amp; Midlands</b>	17.0	14.3	23.7	10.8
<b>Wessex</b>	12.3	20.7	16.3	9.0

# KPI 20c

## New lines installed after the target date

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 '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	55.2	52.3	68.5	36.0
<b>East Anglia</b>	5.0	8.7	7.7	2.1
<b>London &amp; South East</b>	16.3	5.3	11.7	6.1
<b>Northern England</b>	8.6	10.0	9.1	2.4
<b>Northern Ireland</b>	0.7	0.3	0.3	0.3
<b>Scotland</b>	5.3	6.3	8.7	5.3
<b>Wales &amp; Midlands</b>	10.6	8.3	18.7	9.4
<b>Wessex</b>	8.3	13.3	11.7	5.0

Fully Unbundled Lines	Apr-Jun '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	5.7	3.3	3.7	4.3
<b>East Anglia</b>	0.7	0.7	0.0	0.3
<b>London &amp; South East</b>	2.3	0.0	0.7	1.0
<b>Northern England</b>	1.7	0.3	0.3	0.3
<b>Northern Ireland</b>	0.0	0.0	0.0	0.3
<b>Scotland</b>	0.3	0.3	0.0	0.7
<b>Wales &amp; Midlands</b>	0.3	0.3	1.3	0.6
<b>Wessex</b>	0.0	1.7	1.0	0.3

Generic Ethernet Access	Apr-Jun '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	49.5	48.9	64.8	31.6
<b>East Anglia</b>	4.4	8.0	7.7	1.7
<b>London &amp; South East</b>	14.0	5.3	11.0	5.1
<b>Northern England</b>	7.0	9.6	8.7	2.1
<b>Northern Ireland</b>	0.7	0.3	0.3	0.0
<b>Scotland</b>	5.0	6.0	8.7	4.7
<b>Wales &amp; Midlands</b>	10.3	8.0	17.4	8.8
<b>Wessex</b>	8.3	11.6	10.7	4.7

# KPI 21a

## Faults fixed after the target date

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 '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	128.1	97.0	99.7	165.9
<b>East Anglia</b>	9.4	15.9	9.7	10.7
<b>London &amp; South East</b>	12.7	11.5	9.3	22.8
<b>Northern England</b>	32.6	18.1	8.0	6.2
<b>Northern Ireland</b>	3.3	0.7	1.0	0.3
<b>Scotland</b>	17.1	9.7	12.6	7.8
<b>Wales &amp; Midlands</b>	27.0	16.7	20.0	59.7
<b>Wessex</b>	26.1	23.9	39.0	51.5

Fully Unbundled Lines	Apr-Jun '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	33.0	24.2	36.8	94.8
<b>East Anglia</b>	2.3	3.0	4.0	9.0
<b>London &amp; South East</b>	3.0	6.2	3.3	9.2
<b>Northern England</b>	12.3	4.0	4.0	3.8
<b>Northern Ireland</b>	0.7	0.0	0.0	0.0
<b>Scotland</b>	2.0	1.0	1.3	2.0
<b>Wales &amp; Midlands</b>	5.3	2.6	9.4	35.6
<b>Wessex</b>	7.4	6.6	14.7	33.0

Generic Ethernet Access	Apr-Jun '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	95.1	72.8	62.9	71.0
<b>East Anglia</b>	7.0	12.9	5.7	1.7
<b>London &amp; South East</b>	9.7	5.3	6.0	13.6
<b>Northern England</b>	20.3	14.1	4.0	2.4
<b>Northern Ireland</b>	2.6	0.7	1.0	0.3
<b>Scotland</b>	15.1	8.7	11.3	5.8
<b>Wales &amp; Midlands</b>	21.7	14.0	10.6	24.1
<b>Wessex</b>	18.7	17.3	24.3	18.4

# KPI 21b

## Faults fixed after the target date

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 '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	1.0	3.0	2.0	6.9
<b>East Anglia</b>	0.0	0.0	0.0	0.0
<b>London &amp; South East</b>	0.0	1.0	0.0	0.0
<b>Northern England</b>	0.0	0.3	0.0	0.0
<b>Northern Ireland</b>	0.3	0.3	0.0	0.0
<b>Scotland</b>	0.3	0.3	0.0	0.3
<b>Wales &amp; Midlands</b>	0.0	1.0	2.0	0.3
<b>Wessex</b>	0.3	0.0	0.0	6.2

Fully Unbundled Lines	Apr-Jun '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	0.0	2.3	0.0	6.2
<b>East Anglia</b>	0.0	0.0	0.0	0.0
<b>London &amp; South East</b>	0.0	1.0	0.0	0.0
<b>Northern England</b>	0.0	0.3	0.0	0.0
<b>Northern Ireland</b>	0.0	0.0	0.0	0.0
<b>Scotland</b>	0.0	0.0	0.0	0.0
<b>Wales &amp; Midlands</b>	0.0	1.0	0.0	0.0
<b>Wessex</b>	0.0	0.0	0.0	6.2

Generic Ethernet Access	Apr-Jun '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	1.0	0.7	2.0	0.7
<b>East Anglia</b>	0.0	0.0	0.0	0.0
<b>London &amp; South East</b>	0.0	0.0	0.0	0.0
<b>Northern England</b>	0.0	0.0	0.0	0.0
<b>Northern Ireland</b>	0.3	0.3	0.0	0.0
<b>Scotland</b>	0.3	0.3	0.0	0.3
<b>Wales &amp; Midlands</b>	0.0	0.0	2.0	0.3
<b>Wessex</b>	0.3	0.0	0.0	0.0



# KPI 21c

## Faults fixed after the target date

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 '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	0.0	2.6	2.0	0.3
<b>East Anglia</b>	0.0	0.0	0.0	0.0
<b>London &amp; South East</b>	0.0	1.0	0.0	0.0
<b>Northern England</b>	0.0	0.3	0.0	0.0
<b>Northern Ireland</b>	0.0	0.3	0.0	0.0
<b>Scotland</b>	0.0	0.0	0.0	0.0
<b>Wales &amp; Midlands</b>	0.0	1.0	2.0	0.0
<b>Wessex</b>	0.0	0.0	0.0	0.3

Fully Unbundled Lines	Apr-Jun '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	0.0	2.3	0.0	0.3
<b>East Anglia</b>	0.0	0.0	0.0	0.0
<b>London &amp; South East</b>	0.0	1.0	0.0	0.0
<b>Northern England</b>	0.0	0.3	0.0	0.0
<b>Northern Ireland</b>	0.0	0.0	0.0	0.0
<b>Scotland</b>	0.0	0.0	0.0	0.0
<b>Wales &amp; Midlands</b>	0.0	1.0	0.0	0.0
<b>Wessex</b>	0.0	0.0	0.0	0.3

Generic Ethernet Access	Apr-Jun '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	0.0	0.3	2.0	0.0
<b>East Anglia</b>	0.0	0.0	0.0	0.0
<b>London &amp; South East</b>	0.0	0.0	0.0	0.0
<b>Northern England</b>	0.0	0.0	0.0	0.0
<b>Northern Ireland</b>	0.0	0.3	0.0	0.0
<b>Scotland</b>	0.0	0.0	0.0	0.0
<b>Wales &amp; Midlands</b>	0.0	0.0	2.0	0.0
<b>Wessex</b>	0.0	0.0	0.0	0.0

## KPI 22a

### New lines not installed after the target date

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 '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	1140.6	1058.3	1045.3	906.9
<b>East Anglia</b>	131.6	155.6	158.6	123.9
<b>London &amp; South East</b>	201.1	174.2	169.2	159.6
<b>Northern England</b>	208.7	164.5	175.2	138.8
<b>Northern Ireland</b>	8.0	7.0	6.0	6.7
<b>Scotland</b>	127.0	115.4	116.2	96.3
<b>Wales &amp; Midlands</b>	255.8	254.4	261.4	227.1
<b>Wessex</b>	205.7	181.3	149.3	143.5

Fully Unbundled Lines	Apr-Jun '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	124.7	131.7	149.6	152.4
<b>East Anglia</b>	11.7	13.9	18.4	11.7
<b>London &amp; South East</b>	25.7	26.0	26.6	27.8
<b>Northern England</b>	22.4	21.6	26.4	31.6
<b>Northern Ireland</b>	1.0	2.0	3.7	1.0
<b>Scotland</b>	8.6	7.0	11.6	15.9
<b>Wales &amp; Midlands</b>	29.7	31.2	32.6	31.6
<b>Wessex</b>	23.3	24.6	22.0	23.0

Generic Ethernet Access	Apr-Jun '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	1015.8	926.6	895.7	754.5
<b>East Anglia</b>	120.0	141.7	140.3	112.2
<b>London &amp; South East</b>	175.4	148.2	142.6	131.9
<b>Northern England</b>	186.3	142.9	148.8	107.2
<b>Northern Ireland</b>	7.0	5.0	2.3	5.7
<b>Scotland</b>	118.4	108.4	104.6	80.4
<b>Wales &amp; Midlands</b>	226.0	223.2	228.8	195.6
<b>Wessex</b>	182.4	156.7	127.3	120.5

# KPI 22b

## New lines not installed after the target date

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 '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	375.6	370.5	394.7	370.1
<b>East Anglia</b>	49.6	42.9	59.7	42.4
<b>London &amp; South East</b>	65.7	64.7	56.0	61.2
<b>Northern England</b>	70.3	53.8	50.4	58.9
<b>Northern Ireland</b>	0.0	0.7	1.0	1.0
<b>Scotland</b>	43.4	43.6	53.7	42.3
<b>Wales &amp; Midlands</b>	86.0	100.5	115.7	100.3
<b>Wessex</b>	59.6	62.1	52.7	56.3

Fully Unbundled Lines	Apr-Jun '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	30.7	27.0	41.0	61.6
<b>East Anglia</b>	5.0	1.3	4.3	2.9
<b>London &amp; South East</b>	5.7	7.3	6.0	9.4
<b>Northern England</b>	4.0	1.7	4.7	14.0
<b>Northern Ireland</b>	0.0	0.0	1.0	0.3
<b>Scotland</b>	1.0	1.0	4.0	4.7
<b>Wales &amp; Midlands</b>	9.3	6.0	10.7	14.3
<b>Wessex</b>	4.7	7.7	5.7	9.3

Generic Ethernet Access	Apr-Jun '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	344.9	343.6	353.7	308.5
<b>East Anglia</b>	44.6	41.5	55.3	39.5
<b>London &amp; South East</b>	60.0	57.4	50.0	51.8
<b>Northern England</b>	66.3	52.1	45.7	45.0
<b>Northern Ireland</b>	0.0	0.7	0.0	0.7
<b>Scotland</b>	42.4	42.6	49.7	37.6
<b>Wales &amp; Midlands</b>	76.6	94.5	105.0	86.0
<b>Wessex</b>	54.9	54.4	47.0	47.0

## New lines not installed after the target date

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 '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	242.3	236.7	258.3	253.9
<b>East Anglia</b>	33.3	25.0	36.6	28.4
<b>London &amp; South East</b>	42.0	43.4	37.3	40.0
<b>Northern England</b>	48.0	33.7	28.4	38.9
<b>Northern Ireland</b>	0.0	0.0	0.7	0.3
<b>Scotland</b>	30.3	29.0	37.3	33.0
<b>Wales &amp; Midlands</b>	54.1	66.3	82.6	72.4
<b>Wessex</b>	34.0	37.7	31.3	35.6

Fully Unbundled Lines	Apr-Jun '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	19.7	16.7	23.3	38.3
<b>East Anglia</b>	3.0	1.0	2.0	1.3
<b>London &amp; South East</b>	3.7	4.7	4.7	5.0
<b>Northern England</b>	2.0	0.3	1.0	9.3
<b>Northern Ireland</b>	0.0	0.0	0.7	0.3
<b>Scotland</b>	1.0	0.3	2.0	3.4
<b>Wales &amp; Midlands</b>	7.0	4.0	6.7	8.7
<b>Wessex</b>	2.3	4.7	3.0	6.0

Generic Ethernet Access	Apr-Jun '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	222.6	220.0	235.0	215.5
<b>East Anglia</b>	30.3	24.0	34.6	27.1
<b>London &amp; South East</b>	38.3	38.7	32.7	35.0
<b>Northern England</b>	46.0	33.4	27.4	29.6
<b>Northern Ireland</b>	0.0	0.0	0.0	0.0
<b>Scotland</b>	29.3	28.6	35.3	29.6
<b>Wales &amp; Midlands</b>	47.0	62.3	76.0	63.7
<b>Wessex</b>	31.7	33.1	28.3	29.6

# KPI 23a

## Faults not fixed after the target date

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 '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	49.8	30.7	45.8	78.5
<b>East Anglia</b>	2.3	4.0	1.0	1.9
<b>London &amp; South East</b>	2.3	0.7	1.0	5.1
<b>Northern England</b>	8.4	6.4	0.7	7.1
<b>Northern Ireland</b>	1.0	0.0	0.3	2.7
<b>Scotland</b>	9.7	4.3	5.0	3.3
<b>Wales &amp; Midlands</b>	14.7	5.4	13.7	22.5
<b>Wessex</b>	11.3	10.0	23.4	34.7

Fully Unbundled Lines	Apr-Jun '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	10.4	5.3	23.4	52.5
<b>East Anglia</b>	0.7	0.7	1.0	0.6
<b>London &amp; South East</b>	0.7	0.0	0.7	0.7
<b>Northern England</b>	4.0	1.0	0.0	3.4
<b>Northern Ireland</b>	0.3	0.0	0.0	0.3
<b>Scotland</b>	0.7	0.7	1.0	1.0
<b>Wales &amp; Midlands</b>	0.7	1.0	7.7	15.4
<b>Wessex</b>	3.4	2.0	13.1	31.1

Generic Ethernet Access	Apr-Jun '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	39.4	25.4	22.3	25.9
<b>East Anglia</b>	1.7	3.4	0.0	1.3
<b>London &amp; South East</b>	1.7	0.7	0.3	4.5
<b>Northern England</b>	4.4	5.4	0.7	3.7
<b>Northern Ireland</b>	0.7	0.0	0.3	2.4
<b>Scotland</b>	9.0	3.7	4.0	2.3
<b>Wales &amp; Midlands</b>	14.1	4.4	6.1	7.1
<b>Wessex</b>	8.0	8.0	10.3	3.7

# KPI 23b

## Faults not fixed after the target date

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 '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	0.7	1.3	0.7	7.7
<b>East Anglia</b>	0.0	0.0	0.0	0.0
<b>London &amp; South East</b>	0.0	0.0	0.0	1.0
<b>Northern England</b>	0.0	0.0	0.0	1.0
<b>Northern Ireland</b>	0.0	0.0	0.0	0.3
<b>Scotland</b>	0.0	0.3	0.3	0.0
<b>Wales &amp; Midlands</b>	0.3	1.0	0.3	0.0
<b>Wessex</b>	0.3	0.0	0.0	4.4

Fully Unbundled Lines	Apr-Jun '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	0.0	0.0	0.0	4.0
<b>East Anglia</b>	0.0	0.0	0.0	0.0
<b>London &amp; South East</b>	0.0	0.0	0.0	0.0
<b>Northern England</b>	0.0	0.0	0.0	0.0
<b>Northern Ireland</b>	0.0	0.0	0.0	0.0
<b>Scotland</b>	0.0	0.0	0.0	0.0
<b>Wales &amp; Midlands</b>	0.0	0.0	0.0	0.0
<b>Wessex</b>	0.0	0.0	0.0	4.0

Generic Ethernet Access	Apr-Jun '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	0.7	1.3	0.7	3.7
<b>East Anglia</b>	0.0	0.0	0.0	0.0
<b>London &amp; South East</b>	0.0	0.0	0.0	1.0
<b>Northern England</b>	0.0	0.0	0.0	1.0
<b>Northern Ireland</b>	0.0	0.0	0.0	0.3
<b>Scotland</b>	0.0	0.3	0.3	0.0
<b>Wales &amp; Midlands</b>	0.3	1.0	0.3	0.0
<b>Wessex</b>	0.3	0.0	0.0	0.3

## Faults not fixed after the target date

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 '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	0.7	0.3	0.3	2.0
<b>East Anglia</b>	0.0	0.0	0.0	0.0
<b>London &amp; South East</b>	0.0	0.0	0.0	0.7
<b>Northern England</b>	0.0	0.0	0.0	0.7
<b>Northern Ireland</b>	0.0	0.0	0.0	0.0
<b>Scotland</b>	0.0	0.0	0.0	0.0
<b>Wales &amp; Midlands</b>	0.3	0.3	0.3	0.0
<b>Wessex</b>	0.3	0.0	0.0	0.0

Fully Unbundled Lines	Apr-Jun '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	0.0	0.0	0.0	0.0
<b>East Anglia</b>	0.0	0.0	0.0	0.0
<b>London &amp; South East</b>	0.0	0.0	0.0	0.0
<b>Northern England</b>	0.0	0.0	0.0	0.0
<b>Northern Ireland</b>	0.0	0.0	0.0	0.0
<b>Scotland</b>	0.0	0.0	0.0	0.0
<b>Wales &amp; Midlands</b>	0.0	0.0	0.0	0.0
<b>Wessex</b>	0.0	0.0	0.0	0.0

Generic Ethernet Access	Apr-Jun '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	0.7	0.3	0.3	2.0
<b>East Anglia</b>	0.0	0.0	0.0	0.0
<b>London &amp; South East</b>	0.0	0.0	0.0	0.7
<b>Northern England</b>	0.0	0.0	0.0	0.7
<b>Northern Ireland</b>	0.0	0.0	0.0	0.0
<b>Scotland</b>	0.0	0.0	0.0	0.0
<b>Wales &amp; Midlands</b>	0.3	0.3	0.3	0.0
<b>Wessex</b>	0.3	0.0	0.0	0.0

# Larger businesses

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## 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

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 '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	35.99	33.52	32.84	36.48
<b>Northern Ireland</b>	26.06	26.16	28.92	38.70
<b>Scotland</b>	35.87	31.19	35.84	40.01
<b>Wales</b>	27.48	28.10	30.93	28.82
<b>England North</b>	34.79	31.28	29.69	35.98
<b>England West</b>	38.59	38.64	36.16	37.33
<b>England East</b>	36.90	33.53	33.00	36.23

## 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 '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	96.18%	95.37%	95.40%	95.52%
<b>Northern Ireland</b>	94.03%	94.89%	96.83%	95.30%
<b>Scotland</b>	95.55%	90.45%	91.58%	97.22%
<b>Wales</b>	98.96%	98.99%	99.08%	98.06%
<b>England North</b>	96.43%	95.66%	94.92%	95.44%
<b>England West</b>	95.81%	95.87%	95.92%	95.57%
<b>England East</b>	96.10%	95.50%	95.89%	94.78%

## KPI C

### 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 '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	81.83%	80.17%	84.94%	83.46%
<b>Northern Ireland</b>	94.57%	85.65%	83.03%	74.59%
<b>Scotland</b>	82.18%	82.93%	81.26%	84.14%
<b>Wales</b>	87.96%	83.96%	87.38%	89.14%
<b>England North</b>	81.67%	82.69%	88.23%	83.99%
<b>England West</b>	80.57%	74.36%	82.81%	83.42%
<b>England East</b>	81.32%	80.62%	84.17%	82.53%

# KPI H1

## 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 '25	Jul-Sep '25	Oct-Dec '25	Jan-Mar '26
<b>UK</b>	8.92%	9.38%	11.04%	12.60%
<b>Northern Ireland</b>	7.07%	8.70%	9.87%	12.92%
<b>Scotland</b>	7.76%	8.59%	11.05%	12.89%
<b>Wales</b>	9.27%	8.30%	10.25%	11.52%
<b>England North</b>	7.72%	8.03%	9.37%	10.81%
<b>England West</b>	10.56%	11.06%	13.57%	14.54%
<b>England East</b>	9.05%	9.65%	10.84%	12.79%

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