

Our responsibilities



Regulatory Key Performance indicators
Homes, small business and larger businesses

Data applicable to the period
1 April 2022 – 31 March 2023,
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.

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. Please note that as a result of this change it is not possible to compare the numbers for KPI1 from Q1 22/23 onwards with previous years.

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 '22	Jul-Sep '22
UK	99.19	89.39
East Anglia	99.40	88.65
London & South East	99.43	93.17
Northern England	98.49	86.42
Northern Ireland	99.17	99.91
Scotland	99.16	84.59
Wales & Midlands	99.67	89.62
Wessex	99.16	91.40

Fully Unbundled Lines	Apr-Jun '22	Jul-Sep '22
UK	99.37	96.59
East Anglia	99.62	96.56
London & South East	99.11	98.96
Northern England	99.11	93.52
Northern Ireland	98.96	99.29
Scotland	99.44	95.59
Wales & Midlands	99.76	97.84
Wessex	99.60	97.07

Generic Ethernet Access	Apr-Jun '22	Jul-Sep '22
UK	99.15	88.08
East Anglia	99.37	87.43
London & South East	99.50	92.09
Northern England	98.35	85.00
Northern Ireland	99.21	100.00
Scotland	99.10	82.66
Wales & Midlands	99.65	88.13
Wessex	99.08	90.47

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	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	95.95	95.63	95.20	94.07
East Anglia	95.91	95.20	94.98	94.33
London & South East	95.49	95.60	94.80	93.24
Northern England	96.08	95.47	95.33	93.92
Northern Ireland	96.26	95.97	94.42	94.26
Scotland	96.80	96.37	95.16	94.82
Wales & Midlands	95.99	95.84	95.53	94.29
Wessex	95.80	95.36	95.31	94.53

Fully Unbundled Lines	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	94.91	94.34	95.27	91.38
East Anglia	95.30	93.20	95.04	90.92
London & South East	94.24	94.30	94.94	90.85
Northern England	95.00	94.94	95.69	91.53
Northern Ireland	96.15	95.73	95.51	93.04
Scotland	95.71	94.19	94.88	92.34
Wales & Midlands	94.89	94.71	95.49	91.23
Wessex	94.98	93.18	94.98	91.82

Generic Ethernet Access	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	96.16	95.85	95.19	94.69
East Anglia	96.00	95.50	94.96	95.02
London & South East	95.75	95.82	94.76	93.84
Northern England	96.30	95.57	95.23	94.51
Northern Ireland	96.28	96.01	94.11	94.51
Scotland	97.00	96.70	95.24	95.38
Wales & Midlands	96.20	96.05	95.54	94.97
Wessex	95.96	95.70	95.40	95.14

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	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	87.81	85.22	88.44	81.08
East Anglia	88.28	84.47	89.58	83.25
London & South East	87.93	85.77	89.26	79.28
Northern England	86.41	84.36	87.33	81.78
Northern Ireland	92.05	88.58	91.86	88.89
Scotland	87.22	86.98	88.82	79.01
Wales & Midlands	87.75	85.20	87.67	81.45
Wessex	89.87	84.98	88.68	81.40

Fully Unbundled Lines	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	88.41	85.19	88.16	79.93
East Anglia	88.60	84.12	88.81	81.64
London & South East	88.92	86.10	89.48	78.19
Northern England	86.96	84.54	87.20	80.67
Northern Ireland	92.08	88.26	91.38	89.06
Scotland	88.11	86.50	88.44	78.76
Wales & Midlands	88.26	84.90	87.03	79.96
Wessex	90.12	85.06	88.47	80.08

Generic Ethernet Access	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	85.75	85.30	88.90	82.69
East Anglia	87.28	85.28	90.69	85.30
London & South East	84.74	85.02	88.96	80.70
Northern England	84.40	83.87	87.57	83.52
Northern Ireland	91.96	89.28	92.80	88.58
Scotland	84.66	87.92	89.33	79.32
Wales & Midlands	85.83	86.01	88.76	83.57
Wessex	88.94	84.78	89.02	83.41

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	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	85.54	84.44	87.74	81.09
East Anglia	86.69	83.75	89.71	83.66
London & South East	85.88	84.28	87.40	79.10
Northern England	84.08	83.95	87.42	81.84
Northern Ireland	90.28	88.72	90.48	85.57
Scotland	85.07	86.04	88.48	79.93
Wales & Midlands	84.89	84.86	87.21	81.09
Wessex	87.50	83.73	87.40	81.41

Fully Unbundled Lines	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	85.37	82.77	84.68	77.05
East Anglia	87.82	81.07	86.17	79.22
London & South East	85.50	83.37	84.16	74.03
Northern England	84.05	81.88	84.87	78.69
Northern Ireland	87.80	85.12	85.38	84.78
Scotland	86.64	84.27	86.11	76.57
Wales & Midlands	84.94	82.84	83.10	77.79
Wessex	85.36	83.07	86.19	76.89

Generic Ethernet Access	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	85.55	84.50	87.85	81.24
East Anglia	86.65	83.84	89.81	83.80
London & South East	85.90	84.32	87.53	79.31
Northern England	84.08	84.04	87.52	81.95
Northern Ireland	90.33	88.80	90.63	85.59
Scotland	85.01	86.11	88.58	80.08
Wales & Midlands	84.89	84.94	87.36	81.21
Wessex	87.57	83.75	87.44	81.55

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 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	Jul-Sep '21	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
Combined	6.79	6.73	6.89	7.69	6.59	7.22
Fully Unbundled Line	5.68	5.18	4.90	5.65	4.85	5.25
Generic Ethernet Access	7.03	7.02	7.25	8.03	6.96	7.57

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	Jul-Sep '21	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
Combined	11.51	10.77	10.94	11.74	10.88	11.63
Fully Unbundled Line	11.72	11.80	11.45	12.38	11.49	12.13
Generic Ethernet Access	11.45	10.57	10.85	11.65	10.76	11.53

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	Jul-Sep '21	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
Combined	9.44	8.97	8.32	8.04	9.22	9.43
Fully Unbundled Line	9.56	9.69	9.73	10.02	10.22	9.93
Generic Ethernet Access	9.37	8.66	8.03	7.65	8.86	9.29

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	Jul–Sep '21	Oct-Dec '21	Jan-Mar '22	Apr–Jun '22	Jul-Sep '22
Combined	26.25	28.84	27.94	30.19	27.46	35.01
Fully Unbundled Line	26.25	28.84	27.94	30.19	27.46	35.01

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	Jul–Sep '21	Oct-Dec '21	Jan-Mar '22	Apr–Jun '22	Jul-Sep '22
Combined	18.12	19.33	19.16	20.43	17.99	23.25
Fully Unbundled Line	19.36	20.23	20.48	21.62	20.05	26.60
Generic Ethernet Access	18.07	19.30	19.11	20.39	17.91	23.13

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	Jul-Sep '21	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
Combined	1.85	2.10	1.93	2.66	1.63	3.73
Fully Unbundled Line	1.50	1.67	1.63	2.26	1.33	2.89
Generic Ethernet Access	1.91	2.18	1.98	2.73	1.67	3.84

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	Jul-Sep '21	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
Combined	2.20	1.81	1.67	2.51	1.69	2.91
Fully Unbundled Line	1.69	1.35	1.32	2.46	1.53	2.45
Generic Ethernet Access	2.98	2.26	1.85	2.53	1.77	3.11

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	Jul–Sep '21	Oct-Dec '21	Jan-Mar '22	Apr–Jun '22	Jul-Sep '22
Combined	1.95	1.64	3.12	3.15	3.60	4.21
Generic Ethernet Access	1.95	1.64	3.12	3.15	3.60	4.21

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	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	987.9	1107.0	1089.1	796.5
East Anglia	104.6	115.4	107.7	76.7
London & South East	249.9	275.3	250.6	175.0
Northern England	207.3	243.5	256.8	165.3
Northern Ireland	23.3	27.2	21.7	15.3
Scotland	70.2	72.1	86.1	73.5
Wales & Midlands	203.3	241.2	228.2	197.1
Wessex	129.3	128.9	136.9	93.7

Fully Unbundled Lines	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	185.0	180.5	194.0	172.8
East Anglia	14.0	12.3	16.4	12.6
London & South East	47.7	44.5	44.6	43.6
Northern England	39.6	41.9	41.5	33.1
Northern Ireland	2.3	5.1	4.0	1.6
Scotland	11.3	13.4	15.7	16.8
Wales & Midlands	42.3	46.1	46.8	45.8
Wessex	27.7	17.2	25.1	19.3

Generic Ethernet Access	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	802.9	926.4	895.0	623.7
East Anglia	90.6	103.0	91.3	64.1
London & South East	202.3	230.8	206.0	131.4
Northern England	167.7	201.5	215.3	132.2
Northern Ireland	21.0	22.1	17.7	13.6
Scotland	58.8	58.6	70.4	56.7
Wales & Midlands	160.9	195.1	181.5	151.3
Wessex	101.6	111.7	111.8	74.4

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	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	161.3	146.1	138.8	99.4
East Anglia	18.6	22.9	15.3	9.4
London & South East	47.7	32.5	34.0	21.7
Northern England	27.6	30.2	24.7	17.7
Northern Ireland	0.7	2.7	2.0	1.0
Scotland	9.0	7.0	9.3	6.7
Wales & Midlands	33.6	31.9	34.7	30.6
Wessex	24.1	18.6	18.1	12.3

Fully Unbundled Lines	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	31.3	19.4	24.7	17.7
East Anglia	3.0	2.6	2.0	1.0
London & South East	9.7	1.0	6.6	6.7
Northern England	4.0	5.1	3.7	2.0
Northern Ireland	0.0	0.3	0.3	0.0
Scotland	1.0	1.0	2.3	0.0
Wales & Midlands	6.6	5.3	6.0	5.7
Wessex	7.0	4.0	3.7	2.3

Generic Ethernet Access	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	129.9	126.7	114.1	81.7
East Anglia	15.6	20.2	13.3	8.3
London & South East	38.0	31.5	27.4	15.0
Northern England	23.6	25.1	21.0	15.7
Northern Ireland	0.7	2.3	1.7	1.0
Scotland	8.0	6.0	7.0	6.7
Wales & Midlands	27.0	26.5	28.7	25.0
Wessex	17.0	14.7	14.3	10.0

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	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	89.0	80.9	78.0	50.4
East Anglia	11.3	13.5	8.0	4.7
London & South East	24.4	18.8	17.0	12.1
Northern England	16.0	18.4	13.3	7.0
Northern Ireland	0.3	0.7	1.0	0.3
Scotland	4.0	2.7	5.0	3.3
Wales & Midlands	18.3	16.5	23.7	16.0
Wessex	14.7	10.0	9.3	7.0

Fully Unbundled Lines	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	20.3	11.1	15.6	8.7
East Anglia	2.7	2.0	1.3	0.3
London & South East	5.0	0.7	4.6	4.0
Northern England	3.3	3.4	1.3	0.3
Northern Ireland	0.0	0.0	0.3	0.0
Scotland	0.3	0.3	2.0	0.0
Wales & Midlands	4.0	3.0	4.3	2.3
Wessex	5.0	1.7	1.7	1.7

Generic Ethernet Access	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	68.7	69.8	62.4	41.7
East Anglia	8.6	11.5	6.6	4.3
London & South East	19.4	18.1	12.4	8.0
Northern England	12.7	15.0	12.0	6.7
Northern Ireland	0.3	0.7	0.7	0.3
Scotland	3.7	2.3	3.0	3.3
Wales & Midlands	14.3	13.5	19.4	13.7
Wessex	9.7	8.4	7.6	5.3

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	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	278.9	302.8	211.6	432.3
East Anglia	41.4	39.1	32.3	66.7
London & South East	90.3	50.6	28.8	72.2
Northern England	55.0	119.0	56.4	111.9
Northern Ireland	4.0	8.1	5.3	7.3
Scotland	4.3	9.6	3.0	11.2
Wales & Midlands	37.9	53.3	51.5	79.5
Wessex	46.0	23.1	34.2	82.1

Fully Unbundled Lines	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	74.9	73.8	47.1	108.1
East Anglia	8.7	7.4	4.0	15.8
London & South East	26.0	11.2	5.6	18.2
Northern England	15.0	33.5	12.0	35.1
Northern Ireland	0.7	1.0	0.7	2.6
Scotland	0.3	0.7	0.7	1.0
Wales & Midlands	10.9	13.6	15.2	22.5
Wessex	13.3	6.4	8.9	12.9

Generic Ethernet Access	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	204.0	229.0	164.5	324.1
East Anglia	32.7	31.7	28.3	50.9
London & South East	64.4	39.4	23.2	54.0
Northern England	40.0	85.6	44.4	76.8
Northern Ireland	3.3	7.1	4.6	4.7
Scotland	4.0	8.9	2.3	10.2
Wales & Midlands	26.9	39.7	36.3	57.0
Wessex	32.7	16.7	25.3	69.2

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	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	7.0	3.7	5.3	2.7
East Anglia	0.7	0.3	1.0	0.3
London & South East	3.0	0.7	1.7	0.7
Northern England	2.3	1.7	1.3	1.3
Northern Ireland	0.3	0.0	0.0	0.0
Scotland	0.0	0.0	0.0	0.3
Wales & Midlands	0.0	0.7	0.3	0.0
Wessex	0.7	0.3	1.0	0.0

Fully Unbundled Lines	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	1.7	0.7	1.0	0.3
East Anglia	0.3	0.0	0.0	0.0
London & South East	0.3	0.0	0.7	0.0
Northern England	0.3	0.3	0.3	0.3
Northern Ireland	0.3	0.0	0.0	0.0
Scotland	0.0	0.0	0.0	0.0
Wales & Midlands	0.0	0.3	0.0	0.0
Wessex	0.3	0.0	0.0	0.0

Generic Ethernet Access	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	5.3	3.0	4.3	2.3
East Anglia	0.3	0.3	1.0	0.3
London & South East	2.7	0.7	1.0	0.7
Northern England	2.0	1.3	1.0	1.0
Northern Ireland	0.0	0.0	0.0	0.0
Scotland	0.0	0.0	0.0	0.3
Wales & Midlands	0.0	0.3	0.3	0.0
Wessex	0.3	0.3	1.0	0.0

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	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	2.0	2.3	2.3	2.0
East Anglia	0.3	0.3	0.0	0.3
London & South East	0.7	0.3	1.3	0.7
Northern England	0.3	1.0	0.3	1.0
Northern Ireland	0.3	0.0	0.0	0.0
Scotland	0.0	0.0	0.0	0.0
Wales & Midlands	0.0	0.3	0.0	0.0
Wessex	0.3	0.3	0.7	0.0

Fully Unbundled Lines	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	1.3	0.7	0.3	0.0
East Anglia	0.3	0.0	0.0	0.0
London & South East	0.3	0.0	0.3	0.0
Northern England	0.0	0.3	0.0	0.0
Northern Ireland	0.3	0.0	0.0	0.0
Scotland	0.0	0.0	0.0	0.0
Wales & Midlands	0.0	0.3	0.0	0.0
Wessex	0.3	0.0	0.0	0.0

Generic Ethernet Access	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	0.7	1.7	2.0	2.0
East Anglia	0.0	0.3	0.0	0.3
London & South East	0.3	0.3	1.0	0.7
Northern England	0.3	0.6	0.3	1.0
Northern Ireland	0.0	0.0	0.0	0.0
Scotland	0.0	0.0	0.0	0.0
Wales & Midlands	0.0	0.0	0.0	0.0
Wessex	0.0	0.3	0.7	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	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	1734.8	1785.4	1515.5	1493.1
East Anglia	199.5	175.0	144.1	175.5
London & South East	451.4	436.6	343.6	297.4
Northern England	341.3	342.2	303.7	287.5
Northern Ireland	35.7	52.0	36.7	35.4
Scotland	102.8	125.0	125.5	135.0
Wales & Midlands	402.1	445.4	385.1	363.1
Wessex	201.9	208.1	176.1	198.7

Fully Unbundled Lines	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	294.1	275.4	253.9	291.8
East Anglia	27.7	21.1	19.0	28.9
London & South East	83.3	73.8	68.0	61.8
Northern England	52.0	42.2	43.7	54.6
Northern Ireland	5.0	9.3	6.0	4.7
Scotland	13.7	20.4	17.7	21.7
Wales & Midlands	79.7	74.8	69.2	74.7
Wessex	32.7	33.8	30.3	45.4

Generic Ethernet Access	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	1440.7	1510.0	1261.6	1201.3
East Anglia	171.8	153.9	125.1	146.6
London & South East	368.1	362.8	275.6	235.6
Northern England	289.3	300.0	260.0	232.9
Northern Ireland	30.7	42.6	30.7	30.8
Scotland	89.2	104.6	107.9	113.4
Wales & Midlands	322.4	370.6	315.9	288.4
Wessex	169.2	174.3	145.8	153.3

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	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	432.5	452.1	402.4	309.5
East Anglia	59.7	46.8	41.1	36.6
London & South East	108.6	111.7	79.7	53.5
Northern England	81.6	79.1	72.2	59.3
Northern Ireland	2.0	8.6	7.4	4.0
Scotland	17.9	20.7	30.1	22.6
Wales & Midlands	104.4	125.1	124.4	93.3
Wessex	58.3	60.2	47.3	40.2

Fully Unbundled Lines	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	84.9	83.0	67.4	48.6
East Anglia	12.0	6.7	3.0	4.0
London & South East	25.0	25.9	19.7	6.7
Northern England	9.0	7.6	7.4	8.7
Northern Ireland	0.0	1.3	1.3	1.0
Scotland	2.0	6.0	8.0	2.6
Wales & Midlands	23.0	23.8	18.0	16.0
Wessex	14.0	11.7	10.0	9.6

Generic Ethernet Access	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	347.6	369.1	335.0	260.9
East Anglia	47.6	40.1	38.1	32.6
London & South East	83.6	85.8	60.0	46.9
Northern England	72.6	71.5	64.8	50.6
Northern Ireland	2.0	7.3	6.0	3.0
Scotland	16.0	14.7	22.0	20.0
Wales & Midlands	81.4	101.3	106.3	77.3
Wessex	44.3	48.5	37.4	30.6

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	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	250.7	268.9	255.7	189.0
East Anglia	34.4	29.1	23.0	23.6
London & South East	63.6	69.7	50.3	28.6
Northern England	50.4	44.3	43.1	37.2
Northern Ireland	0.7	3.6	5.3	2.3
Scotland	8.0	10.5	19.0	10.7
Wales & Midlands	56.0	74.1	86.6	60.7
Wessex	37.7	37.7	28.3	25.9

Fully Unbundled Lines	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	55.0	51.8	47.4	26.6
East Anglia	9.0	5.0	2.0	2.0
London & South East	17.6	18.7	14.3	3.0
Northern England	5.3	3.0	3.7	4.3
Northern Ireland	0.0	0.3	1.3	1.0
Scotland	0.3	3.1	7.0	1.0
Wales & Midlands	12.7	15.0	13.3	10.0
Wessex	10.0	6.7	5.6	5.3

Generic Ethernet Access	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	195.7	217.1	208.4	162.4
East Anglia	25.4	24.1	21.0	21.6
London & South East	46.0	51.0	36.0	25.6
Northern England	45.0	41.3	39.4	32.9
Northern Ireland	0.7	3.3	4.0	1.3
Scotland	7.7	7.4	12.0	9.7
Wales & Midlands	43.3	59.0	73.3	50.7
Wessex	27.7	31.0	22.7	20.6

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	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	136.7	83.3	54.3	124.0
East Anglia	16.6	10.7	11.7	34.8
London & South East	45.7	11.4	2.3	7.4
Northern England	40.9	27.9	17.0	38.1
Northern Ireland	1.7	3.4	5.0	2.0
Scotland	1.0	1.0	1.0	3.3
Wales & Midlands	15.8	13.3	6.3	14.5
Wessex	15.0	15.6	10.3	24.0

Fully Unbundled Lines	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	33.5	15.1	8.0	28.6
East Anglia	3.3	0.7	2.0	7.9
London & South East	10.4	3.0	0.0	0.7
Northern England	9.4	5.7	4.0	12.0
Northern Ireland	0.7	0.0	0.0	0.0
Scotland	0.0	0.0	0.3	0.0
Wales & Midlands	4.4	2.4	0.0	3.4
Wessex	5.3	3.3	1.7	4.6

Generic Ethernet Access	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	103.2	68.2	46.2	95.3
East Anglia	13.3	10.1	9.7	26.8
London & South East	35.3	8.4	2.3	6.7
Northern England	31.5	22.2	13.0	26.1
Northern Ireland	1.0	3.4	5.0	2.0
Scotland	1.0	1.0	0.7	3.3
Wales & Midlands	11.4	10.9	6.3	11.1
Wessex	9.7	12.3	8.6	19.3

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	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	4.0	2.3	0.7	1.0
East Anglia	0.3	0.0	0.0	0.0
London & South East	1.0	0.7	0.0	0.0
Northern England	1.7	0.0	0.7	1.0
Northern Ireland	0.3	0.0	0.0	0.0
Scotland	0.0	0.0	0.0	0.0
Wales & Midlands	0.0	0.3	0.0	0.0
Wessex	0.7	1.3	0.0	0.0

Fully Unbundled Lines	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	2.0	0.7	0.0	1.0
East Anglia	0.0	0.0	0.0	0.0
London & South East	0.3	0.3	0.0	0.0
Northern England	1.0	0.0	0.0	1.0
Northern Ireland	0.3	0.0	0.0	0.0
Scotland	0.0	0.0	0.0	0.0
Wales & Midlands	0.0	0.3	0.0	0.0
Wessex	0.3	0.0	0.0	0.0

Generic Ethernet Access	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	2.0	1.7	0.7	0.0
East Anglia	0.3	0.0	0.0	0.0
London & South East	0.7	0.3	0.0	0.0
Northern England	0.7	0.0	0.7	0.0
Northern Ireland	0.0	0.0	0.0	0.0
Scotland	0.0	0.0	0.0	0.0
Wales & Midlands	0.0	0.0	0.0	0.0
Wessex	0.3	1.3	0.0	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	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	1.0	1.0	0.3	0.3
East Anglia	0.0	0.0	0.0	0.0
London & South East	0.3	0.0	0.0	0.0
Northern England	0.7	0.0	0.3	0.3
Northern Ireland	0.0	0.0	0.0	0.0
Scotland	0.0	0.0	0.0	0.0
Wales & Midlands	0.0	0.0	0.0	0.0
Wessex	0.0	1.0	0.0	0.0

Fully Unbundled Lines	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	0.7	0.0	0.0	0.3
East Anglia	0.0	0.0	0.0	0.0
London & South East	0.0	0.0	0.0	0.0
Northern England	0.7	0.0	0.0	0.3
Northern Ireland	0.0	0.0	0.0	0.0
Scotland	0.0	0.0	0.0	0.0
Wales & Midlands	0.0	0.0	0.0	0.0
Wessex	0.0	0.0	0.0	0.0

Generic Ethernet Access	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	0.3	1.0	0.3	0.0
East Anglia	0.0	0.0	0.0	0.0
London & South East	0.3	0.0	0.0	0.0
Northern England	0.0	0.0	0.3	0.0
Northern Ireland	0.0	0.0	0.0	0.0
Scotland	0.0	0.0	0.0	0.0
Wales & Midlands	0.0	0.0	0.0	0.0
Wessex	0.0	1.0	0.0	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	Jul-Sep '21	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	39.56	35.91	34.84	34.58	33.86	36.18	39.43	42.54	41.86	42.59
Northern Ireland	27.73	28.51	28.02	36.84	40.09	39.55	39.21	42.33	36.43	35.39
Scotland	39.43	34.37	31.65	26.43	28.21	33.36	34.64	39.49	41.48	38.48
Wales	31.35	32.66	31.69	31.71	32.52	34.43	38.97	41.19	41.58	40.41
England North	41.9	39.00	38.78	37.44	35.43	37.54	40.17	44.24	41.15	42.09
England West	40.21	37.24	33.72	34.95	35.82	38.01	39.83	43.09	42.98	42.28
England East	39.99	33.94	34.03	34.05	32.82	34.42	39.63	41.38	42.16	45.4

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	Jul-Sep '21	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	95.11	95.71	95.93	96.07	96.11	94.65	94.01	93.45	94.95	93.24
Northern Ireland	90.54	91.74	97.00	89.57	91.76	88.35	93.27	89.57	90.83	92.00
Scotland	96.15	95.61	31.65	95.09	95.15	92.01	92.11	90.52	95.28	96.44
Wales	95.98	96.51	97.29	98.76	97.76	95.44	94.58	94.31	95.64	94.42
England North	93.98	95.92	96.10	96.72	95.17	95.14	94.92	94.84	96.42	93.26
England West	95.87	95.96	95.31	96.24	96.87	95.82	93.95	94.96	93.96	92.72
England East	95.42	95.52	96.61	95.58	96.47	94.30	93.66	92.19	94.25	92.76

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	Jul-Sep '21	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	81.58	83.85	86.82	86.71	87.21	85.03	83.70	82.14	82.67	78.35
Northern Ireland	95.95	91.84	95.43	89.60	89.74	88.48	87.79	82.88	85.77	89.29
Scotland	96.15	86.59	90.32	91.30	92.84	88.44	88.08	80.39	83.89	85.42
Wales	95.85	89.08	88.70	92.97	87.18	82.76	84.48	83.02	83.33	84.62
England North	93.98	83.23	85.09	84.40	87.10	84.51	83.84	81.68	84.33	77.34
England West	95.87	82.17	87.25	87.37	85.66	84.55	82.41	82.96	82.07	79.19
England East	95.42	83.43	86.31	86.26	86.43	85.02	82.90	82.29	80.75	75.00

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	Jul–Sep '21	Oct-Dec '21	Jan-Mar '22	Apr-Jun '22	Jul-Sep '22
UK	5.56	5.66	6.02	7.12	7.20	7.35
Northern Ireland	1.64	2.55	2.62	4.27	3.83	4.25
Scotland	4.38	4.32	4.00	5.69	7.37	6.73
Wales	5.98	5.57	5.47	7.10	10.16	10.74
England North	6.47	5.92	6.45	7.75	7.26	7.24
England West	6.14	7.14	7.41	8.34	7.82	7.44
England East	4.71	4.82	5.40	6.17	6.37	7.24

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