

Our responsibilities

Historical information

Data applicable to the period
1 January 2014 – 31 March 2019



First available appointment date

This shows 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.

KPI 1a Percentage of first available appointment dates on or before the target date	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019
UK	99.65%	99.56%	99.31%	99.81%	99.09%	99.22%	99.18%	99.45%	99.82%	99.81%	99.74%	99.82%	99.80%	99.59%	99.26%	99.91%
North East	99.77%	99.72%	99.76%	99.86%	99.26%	99.47%	99.43%	99.59%	99.96%	99.97%	99.81%	99.90%	99.88%	99.72%	99.83%	99.93%
North Wales & North Midlands	99.86%	99.71%	98.98%	99.83%	99.42%	99.48%	99.23%	99.51%	99.91%	99.82%	99.66%	99.85%	99.99%	99.74%	98.75%	99.92%
North West	99.87%	99.91%	99.76%	99.90%	99.45%	99.55%	99.47%	99.61%	99.90%	99.90%	99.84%	99.88%	100.00%	100.00%	99.83%	99.99%
Scotland	99.77%	99.72%	99.61%	99.82%	98.98%	99.22%	98.84%	99.21%	99.95%	99.91%	99.79%	99.84%	99.98%	99.80%	99.77%	99.99%
East Anglia	99.78%	99.80%	99.54%	99.76%	99.35%	99.37%	99.36%	99.55%	99.88%	99.93%	99.71%	99.87%	99.90%	99.88%	99.57%	99.80%
London	99.56%	98.72%	99.66%	99.46%	98.90%	98.54%	99.15%	98.95%	99.35%	99.27%	99.81%	99.71%	99.93%	98.62%	99.80%	99.56%
South East	99.25%	99.40%	99.61%	99.84%	98.93%	99.32%	99.17%	99.52%	99.89%	99.92%	99.80%	99.82%	99.20%	99.31%	99.70%	99.93%
South Wales & South Midlands	99.78%	99.76%	98.68%	99.88%	99.06%	99.11%	98.99%	99.54%	99.93%	99.92%	99.60%	99.86%	100.00%	99.91%	98.40%	99.99%
Wessex	99.30%	99.64%	98.11%	99.85%	98.70%	99.07%	98.95%	99.53%	99.80%	99.78%	99.53%	99.64%	99.39%	99.78%	97.60%	99.99%
Northern Ireland	99.47%	97.87%	99.71%	99.86%	98.14%	98.84%	99.12%	99.42%	99.23%	99.36%	99.87%	99.88%	100.00%	97.29%	99.86%	100.00%

Installation on time

This shows the percentage of new services installed on the date agreed between Openreach and your phone or broadband provider.

KPI 2a Percentage of installation completion on time	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	Apr- Jun 2018	Jul- Sep 2018	Oct- Dec 2018	Jan- Mar 2019	Apr- Jun 2018	Jul- Sep 2018	Oct- Dec 2018	Jan- Mar 2019	Apr- Jun 2018	Jul- Sep 2018	Oct- Dec 2018	Jan- Mar 2019	Apr- Jun 2018	Jul- Sep 2018	Oct- Dec 2018	Jan- Mar 2019
UK	95.29%	95.09%	93.91%	94.23%	95.48%	95.93%	94.66%	94.59%	95.52%	94.42%	94.21%	93.96%	94.95%	94.80%	93.29%	94.17%
North East	96.01%	95.71%	94.81%	95.24%	96.24%	96.54%	95.50%	95.86%	96.21%	95.12%	95.18%	94.80%	95.64%	95.47%	94.20%	95.15%
North Wales & North Midlands	95.80%	95.36%	94.47%	94.89%	95.78%	96.25%	95.26%	95.19%	96.16%	94.47%	94.60%	94.38%	95.50%	95.17%	93.93%	94.99%
North West	95.30%	95.35%	94.53%	94.14%	95.37%	96.18%	95.18%	94.78%	95.43%	94.95%	94.88%	94.47%	95.14%	95.02%	93.97%	93.66%
Scotland	96.08%	96.04%	95.30%	95.52%	95.89%	96.41%	95.43%	95.41%	96.39%	95.52%	95.54%	95.15%	96.04%	96.03%	95.11%	95.75%
East Anglia	95.00%	94.77%	93.63%	93.62%	95.17%	95.53%	94.24%	94.08%	94.92%	93.60%	93.54%	92.77%	94.91%	94.74%	93.32%	93.74%
London	94.60%	94.42%	92.55%	93.11%	95.49%	95.50%	94.09%	93.88%	94.44%	93.80%	92.66%	93.36%	93.74%	93.74%	91.38%	92.50%
South East	94.84%	94.50%	93.05%	93.56%	95.53%	95.81%	94.15%	94.08%	95.09%	93.77%	93.72%	93.20%	94.08%	93.91%	92.08%	93.44%
South Wales & South Midlands	94.83%	94.69%	93.48%	94.02%	94.97%	95.49%	94.22%	94.37%	95.03%	94.03%	93.59%	93.60%	94.57%	94.40%	92.97%	94.02%
Wessex	95.21%	94.75%	93.19%	93.71%	95.37%	95.83%	94.17%	94.21%	95.43%	93.73%	93.29%	93.02%	94.90%	94.35%	92.50%	93.73%
Northern Ireland	94.42%	95.61%	93.72%	94.50%	93.72%	95.75%	94.29%	93.38%	95.61%	96.06%	95.80%	95.90%	94.14%	95.27%	92.30%	94.46%

Faults fixed on-time

This chart shows the percentage of faults that were fixed within the agreed timescale.

KPI 3 (a)																
Percentage of faults fixed within agreed time																
	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	2018 Q1	2018 Q2	2018 Q3	2018 Q4	2018 Q1	2018 Q2	2018 Q3	2018 Q4	2018 Q1	2018 Q2	2018 Q3	2018 Q4				
Service Maintenance Level 1																
UK	87.96%	85.92%	84.37%	88.73%	86.09%	84.23%	81.56%	86.57%	89.09%	86.96%	86.11%	90.14%				
North East	86.69%	85.10%	80.87%	88.15%	84.61%	82.89%	77.60%	85.80%	87.92%	86.39%	82.74%	89.59%				
North Wales & North Midlands	89.78%	87.88%	87.50%	89.40%	87.81%	85.94%	85.41%	87.06%	91.07%	89.17%	88.86%	90.98%				
North West	90.00%	83.73%	84.52%	86.34%	88.40%	81.87%	81.21%	83.43%	90.84%	84.69%	86.23%	87.98%				
Scotland	87.94%	85.36%	85.94%	90.27%	86.10%	83.06%	83.43%	88.61%	89.17%	86.93%	87.64%	91.42%				
East Anglia	86.03%	84.89%	81.44%	86.84%	83.78%	82.92%	78.19%	84.62%	87.58%	86.29%	83.83%	88.50%				
London	88.33%	88.96%	86.14%	89.46%	86.71%	88.65%	84.32%	88.59%	89.14%	89.12%	87.06%	89.92%				
South East	86.57%	84.56%	84.23%	88.67%	84.85%	83.06%	82.07%	86.52%	87.52%	85.43%	85.50%	90.04%				
South Wales & South Midlands	88.05%	86.75%	84.77%	88.80%	86.26%	84.94%	81.60%	86.25%	89.21%	87.89%	86.84%	90.57%				
Wessex	87.44%	85.40%	83.45%	90.51%	85.99%	84.33%	80.23%	88.27%	88.52%	86.20%	85.88%	92.29%				
Northern Ireland	91.15%	89.16%	87.86%	89.78%	88.42%	86.01%	85.22%	86.87%	92.58%	90.77%	89.06%	91.22%				
KPI 3 (b)																
Percentage of faults fixed within agreed time																
	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	2018 Q1	2018 Q2	2018 Q3	2018 Q4	2018 Q1	2018 Q2	2018 Q3	2018 Q4	2018 Q1	2018 Q2	2018 Q3	2018 Q4	2018 Q1	2018 Q2	2018 Q3	2018 Q4
Service Maintenance Level 2																
UK	83.92%	82.05%	81.65%	85.83%	82.70%	80.37%	81.32%	84.88%	86.42%	84.39%	84.19%	86.55%	85.08%	83.74%	81.60%	86.84%
North East	85.15%	83.20%	81.97%	87.28%	83.81%	81.19%	81.17%	85.80%	87.88%	85.98%	83.90%	86.97%	85.99%	84.58%	82.34%	88.69%
North Wales & North Midlands	84.27%	82.88%	83.49%	86.77%	82.24%	80.72%	82.96%	85.38%	85.82%	83.45%	85.59%	87.19%	86.62%	85.42%	83.72%	88.33%
North West	86.90%	82.72%	83.33%	85.33%	85.89%	81.43%	83.31%	84.52%	89.42%	85.16%	85.44%	85.53%	87.38%	83.50%	82.93%	86.01%
Scotland	84.08%	81.18%	82.94%	87.65%	81.83%	78.41%	81.80%	86.22%	86.99%	84.90%	86.48%	89.05%	87.22%	84.88%	84.01%	89.42%
East Anglia	81.85%	81.24%	79.76%	85.10%	80.65%	79.43%	79.00%	83.34%	85.05%	83.06%	81.15%	85.84%	83.19%	83.48%	80.60%	87.38%
London	84.27%	83.83%	82.60%	85.52%	84.70%	83.90%	84.51%	86.79%	85.82%	85.17%	84.20%	85.36%	83.41%	83.51%	80.35%	84.18%
South East	82.51%	80.85%	81.19%	84.36%	82.08%	79.68%	82.00%	84.19%	83.14%	82.41%	83.71%	85.17%	82.94%	81.96%	79.89%	84.41%
South Wales & South Midlands	83.38%	82.06%	80.93%	85.92%	81.91%	80.89%	80.89%	85.06%	86.28%	84.42%	84.38%	86.90%	84.81%	83.12%	80.41%	86.76%
Wessex	83.32%	81.37%	79.53%	85.63%	82.52%	80.00%	78.92%	84.63%	86.09%	84.42%	82.83%	87.67%	84.13%	82.98%	79.88%	86.80%
Northern Ireland	85.23%	81.09%	82.95%	84.49%	83.47%	77.25%	80.16%	82.30%	90.13%	87.13%	85.36%	85.65%	88.11%	87.40%	87.41%	88.34%

Installation

This 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.

	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019
KPI 4 Average first available appointment date																
UK	6.70	7.75	7.87	6.82	6.51	7.22	7.43	6.19	6.19	6.91	7.03	5.47	6.91	8.08	8.18	7.31
KPI 7 Average installation time with an engineer (working days)																
UK	10.39	10.74	10.96	10.60	12.82	13.29	13.62	13.25	10.88	11.38	11.55	11.00	9.58	10.00	10.24	9.97
KPI 8 Average installation time without an engineer (working days)																
UK	8.96	8.35	9.31	9.73	7.75	7.24	8.85	9.62	10.11	9.24	9.37	9.41	9.89	10.04	10.12	10.30

Installation

This chart shows the average number of (working) days between your phone or broadband provider placing an order for you and service being installed by Openreach with or without an engineer needing to visit your premises. Around 1 in 8 service installations need an Openreach engineer to visit your home or premises.

KPI 7 Average installation time with an engineer (working days)	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019		Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019		Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019		Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019
UK	10.39	10.74	10.96	10.60		12.82	13.29	13.62	13.25		10.88	11.38	11.55	11.00		9.58	10.00	10.24	9.97
KPI 8 Average installation time without an engineer (working days)	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019		Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019		Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019		Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019
UK	8.96	8.35	9.31	9.73		7.75	7.24	8.85	9.62		10.11	9.24	9.37	9.41		9.89	10.04	10.12	10.30

Missed appointments

This chart shows the percentage of visit appointments we missed. Around a third of repairs need an Openreach engineer to visit your home or premises.

	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
KPI 17 Percentage of missed repair appointments	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019
UK	1.39%	1.46%	1.72%	1.38%	1.58%	1.63%	1.94%	1.39%	1.21%	1.29%	1.39%	1.13%	0.01	0.01	0.02	0.01
KPI 18 Percentage of missed installation appointments at end user premises	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019
UK	1.49%	1.44%	1.57%	1.38%	1.69%	1.62%	1.67%	1.61%	1.04%	1.03%	1.21%	0.90%	2.44%	2.37%	2.80%	2.53%
KPI 19 Percentage of missed installation appointments at street cabinets	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019
UK	1.39%	1.74%	2.11%	1.74%									1.39%	1.74%	2.11%	1.74%

Lines delayed

This shows the number of new landline or broadband services delayed more than 30, 90 and 120 (calendar) days after the date agreed between Openreach and your phone or broadband provider.

KPI 20a Tail measure of new lines installed	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019
UK	1729.4	1675.8	2497.8	2472.1	652.4	652.4	788.1	890.8	501.5	437.5	551.1	570.3	575.4	585.9	1158.5	1011.0
North East	180.9	157.3	256.0	220.9	66.0	54.8	79.3	60.5	57.2	44.0	62.6	69.5	57.7	58.5	114.1	90.9
North Wales & North Midlands	149.8	155.0	208.0	220.0	58.0	60.1	56.9	80.0	47.1	40.4	45.2	57.7	44.7	54.6	105.9	82.3
North West	158.8	159.6	231.1	276.6	58.9	54.4	72.2	91.8	47.0	51.1	53.8	70.4	52.9	54.2	105.2	114.4
Scotland	147.4	197.5	204.8	222.5	58.9	81.2	72.2	81.2	33.1	48.2	33.7	38.2	55.4	68.1	98.9	103.1
East Anglia	214.6	181.7	311.5	305.6	82.7	75.8	102.6	110.9	54.5	38.9	75.0	65.7	77.3	66.9	133.9	129.1
London	181.2	132.7	245.4	222.2	66.1	52.7	76.4	70.7	66.0	42.3	64.3	50.6	49.1	37.6	104.8	101.0
South East	190.0	183.1	332.8	313.5	64.3	66.2	95.3	108.8	51.4	45.3	67.3	82.0	74.3	71.6	170.2	122.7
South Wales & South Midlands	170.0	177.1	231.6	226.7	61.3	67.3	71.5	91.1	53.2	53.5	51.0	51.2	55.6	56.3	109.1	84.4
Wessex	267.2	265.2	365.7	359.3	102.0	107.2	120.9	138.1	72.1	61.7	82.0	77.9	93.0	96.3	162.8	143.3
Northern Ireland	57.2	54.4	91.0	71.3	21.9	20.4	21.0	24.3	19.9	12.0	16.3	7.1	15.4	21.9	53.7	39.9
KPI 20b Tail measure of new lines installed	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
90 calendar days after committed date	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019
UK	305.2	273.3	330.3	392.8	118.1	111.4	126.7	180.0	66.7	84.1	49.4	77.0	120.4	77.8	154.2	135.7
North East	35.3	20.0	29.5	27.0	12.7	5.3	10.6	11.9	5.3	5.4	2.3	5.4	17.3	9.3	16.5	9.7
North Wales & North Midlands	29.7	34.7	29.2	41.4	10.4	16.3	11.3	18.2	5.7	8.7	2.3	9.0	13.7	9.6	15.5	14.2
North West	41.8	27.4	36.4	52.0	13.6	8.0	13.3	24.2	14.3	8.0	4.7	10.5	14.0	11.3	18.5	17.3
Scotland	28.8	47.8	34.4	40.0	14.3	20.1	15.2	14.7	3.4	13.8	2.3	6.9	11.1	14.0	16.9	18.4
East Anglia	41.3	23.7	45.2	43.7	16.7	13.6	19.3	22.1	11.3	5.7	6.7	8.1	13.3	4.3	19.2	13.5
London	33.2	21.0	34.1	33.2	12.8	9.0	11.6	11.6	11.1	8.0	10.0	6.2	9.3	4.0	12.5	15.4
South East	25.1	25.3	32.3	41.8	9.7	10.0	11.0	16.8	1.3	7.3	6.7	11.6	14.0	8.0	14.6	13.5
South Wales & South Midlands	21.6	28.7	34.8	34.4	7.6	6.3	12.4	19.2	2.0	17.5	4.3	7.2	12.0	4.9	18.1	8.0
Wessex	39.4	37.3	43.9	63.7	15.3	18.0	16.3	32.0	10.0	8.0	9.0	11.8	14.0	11.3	18.6	20.0
Northern Ireland	5.0	5.0	6.7	8.2	1.0	2.3	2.0	2.0	2.3	1.7	1.0	0.3	1.6	1.0	3.6	5.8

Lines delayed

This chart shows the number of new landline or broadband services delayed more than 30, 90 and 120 (calendar) days after the date agreed between Openreach and your phone or broadband provider.

KPI 20c Tail measure of new lines installed	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	Apr- Jun 2018	Jul- Sep 2018	Oct- Dec 2018	Jan- Mar 2019	Apr- Jun 2018	Jul- Sep 2018	Oct- Dec 2018	Jan- Mar 2019	Apr- Jun 2018	Jul- Sep 2018	Oct- Dec 2018	Jan- Mar 2019	Apr- Jun 2018	Jul- Sep 2018	Oct- Dec 2018	Jan- Mar 2019
UK	180.5	142.0	158.1	175.9	70.5	53.7	63.8	83.4	32.7	51.6	25.1	30.4	77.4	36.7	69.2	62.1
North East	21.0	11.3	16.2	13.4	7.7	3.3	5.6	6.7	3.0	2.7	1.0	2.3	10.3	5.3	9.6	4.3
North Wales & North Midlands	19.1	19.8	15.2	20.6	5.7	8.4	5.7	8.7	3.4	6.7	1.3	3.3	10.0	4.7	8.3	8.6
North West	25.9	14.7	19.5	23.4	9.0	3.7	6.6	11.8	9.3	5.0	3.0	5.3	7.6	6.0	9.9	6.3
Scotland	19.7	20.4	16.9	17.5	9.7	8.0	8.6	5.9	1.4	5.4	0.3	3.9	8.7	7.0	7.9	9.0
East Anglia	21.3	13.4	24.6	17.5	9.0	8.0	11.7	8.8	3.3	4.0	4.0	2.6	9.0	1.3	8.9	6.1
London	18.8	14.4	13.3	16.5	9.4	6.7	6.0	5.4	3.0	6.0	3.0	4.3	6.4	1.7	4.3	6.8
South East	13.0	13.7	15.0	16.1	4.4	4.7	4.7	7.1	0.0	3.3	3.4	4.0	8.7	5.7	7.0	5.1
South Wales & South Midlands	11.0	19.1	13.3	16.2	3.3	3.3	4.3	8.7	0.7	14.1	3.0	2.6	7.0	1.6	6.0	5.0
Wessex	25.4	12.0	18.7	28.6	9.7	5.0	8.0	16.0	7.0	4.0	5.4	3.4	8.7	3.0	5.3	9.2
Northern Ireland	2.6	2.0	3.7	2.4	0.0	1.3	1.0	0.7	1.7	0.3	0.7	0.0	1.0	0.3	2.0	1.7

Repairs delayed

This chart shows the number of faults delayed more than 30, 90 or 120 (calendar) days beyond the target date

KPI 21a Tail measure of faults fixed more than 30 calendar days after the target date	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar
	2018	2018	2018	2019	2018	2018	2018	2019	2018	2018	2018	2019	2018	2018	2018	2019
UK	160.5	164.5	141.3	120.7	39.0	67.3	41.5	39.9	11.9	20.3	27.1	27.2	109.6	76.9	72.6	53.6
North East	13.0	12.3	8.1	9.3	2.3	2.0	1.0	3.6	2.3	1.7	1.7	2.4	8.4	8.7	5.4	4.6
North Wales & North Midlands	20.8	17.8	12.1	8.9	5.4	11.7	2.4	2.7	1.0	2.7	2.0	1.3	14.5	3.3	7.7	4.9
North West	15.7	30.0	28.0	32.1	5.3	13.6	10.4	13.1	0.7	6.3	7.0	9.5	9.7	10.0	10.6	9.4
Scotland	13.7	15.7	9.1	8.8	5.7	8.7	2.7	2.3	1.3	1.7	2.0	1.6	6.7	5.4	4.3	5.4
East Anglia	22.4	28.5	17.7	14.0	6.0	13.6	7.4	8.9	2.0	3.3	2.7	2.1	14.4	11.6	7.7	6.8
London	11.6	8.4	8.7	11.2	2.7	3.7	1.0	1.1	0.7	0.7	2.3	4.5	8.3	4.0	5.3	6.0
South East	17.1	15.8	23.4	16.9	3.0	5.7	6.0	7.5	1.0	1.0	4.7	2.7	13.1	9.1	12.7	6.7
South Wales & South Midlands	16.7	12.0	11.0	5.8	0.7	2.0	2.0	2.8	1.3	0.3	1.7	1.0	14.8	9.7	7.3	2.4
Wessex	18.4	15.0	12.6	7.3	3.0	2.3	2.7	1.0	0.3	1.7	2.0	1.0	15.0	11.0	7.9	5.3
Northern Ireland	11.0	8.4	10.3	5.7	5.0	4.0	6.0	2.6	1.3	1.0	1.0	2.7	4.7	3.4	3.3	2.0
KPI 21b Tail measure of faults fixed more than 90 calendar days after the target date	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar
	2018	2018	2018	2019	2018	2018	2018	2019	2018	2018	2018	2019	2018	2018	2018	2019
UK	21.4	8.0	5.7	4.0	0.3	0.0	0.7	0.5	2.4	1.7	1.3	2.3	18.7	6.4	3.7	1.3
North East	1.0	0.3	0.0	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	0.3	0.0	0.5
North Wales & North Midlands	3.7	0.7	0.0	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.3	3.7	0.7	0.0	0.0
North West	2.0	0.3	1.0	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.7	2.0	0.3	1.0	0.0
Scotland	2.0	1.3	0.3	0.3	0.0	0.0	0.0	0.0	0.7	0.0	0.0	0.0	1.3	1.3	0.3	0.5
East Anglia	1.7	0.7	0.7	0.3	0.3	0.0	0.3	0.5	0.0	0.0	0.3	0.0	1.4	0.7	0.0	0.0
London	1.0	0.3	1.7	0.7	0.0	0.0	0.0	0.0	0.3	0.0	1.0	0.3	0.7	0.3	0.7	0.3
South East	3.3	0.3	0.0	0.3	0.0	0.0	0.0	0.0	0.7	0.0	0.0	0.0	2.7	0.3	0.0	0.3
South Wales & South Midlands	2.7	1.3	0.3	0.3	0.0	0.0	0.0	0.0	0.7	0.0	0.0	0.5	2.0	1.3	0.3	0.0
Wessex	2.3	2.7	1.3	0.7	0.0	0.0	0.3	0.0	0.0	1.7	0.0	0.7	2.3	1.0	1.0	0.0
Northern Ireland	1.7	0.0	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.7	0.0	0.3	0.0

Repairs delayed

This chart shows the number of faults delayed more than 30, 90 or 120 (calendar) days beyond the target date

KPI 21c Tail measure of faults fixed more than 120 calendar days after the target date	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar
	2018	2018	2018	2019	2018	2018	2018	2019	2018	2018	2018	2019	2018	2018	2018	2019
UK	14.3	4.7	4.3	2.3	0.0	0.0	0.3	0.0	2.0	0.7	1.0	2.0	12.3	4.0	3.0	0.3
North East	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.7	0.0	0.0	0.0
North Wales & North Midlands	1.3	0.3	0.0	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.3	1.3	0.3	0.0	0.0
North West	1.7	0.3	1.0	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.7	1.7	0.3	1.0	0.0
Scotland	2.0	1.0	0.3	0.0	0.0	0.0	0.0	0.0	0.7	0.0	0.0	0.0	1.3	1.0	0.3	0.0
East Anglia	1.0	0.3	0.7	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.3	0.0	1.0	0.3	0.0	0.0
London	1.0	0.3	1.3	0.3	0.0	0.0	0.0	0.0	0.3	0.0	0.7	0.3	0.7	0.3	0.7	0.0
South East	2.7	0.0	0.0	0.3	0.0	0.0	0.0	0.0	0.7	0.0	0.0	0.0	2.0	0.0	0.0	0.3
South Wales & South Midlands	1.7	0.7	0.3	0.3	0.0	0.0	0.0	0.0	0.3	0.0	0.0	0.5	1.3	0.7	0.3	0.0
Wessex	1.7	1.7	0.7	0.3	0.0	0.0	0.0	0.0	0.0	0.7	0.0	0.5	1.7	1.0	0.7	0.0
Northern Ireland	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.7	0.0	0.0	0.0

Orders delayed

This shows the number of new landline or broadband services delayed more than 30, 90 and 120 (calendar) days

KPI 22a Number of delayed provision orders not completed more than 30 calendar days after the target date	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019
	UK	3794.2	4432.2	4679.2	3314.9	1580.8	1992.6	2020.7	1526.8	1045.9	873.8	932.8	682.1	1167.6	1565.8	1725.6
North East	364.5	443.9	425.2	276.2	129.3	178.3	167.2	124.9	95.1	83.8	95.2	56.1	140.2	181.7	162.7	95.2
North Wales & North Midlands	352.2	418.8	435.9	318.1	136.2	178.2	181.7	150.3	99.5	76.0	84.1	72.8	116.5	164.5	170.2	95.0
North West	357.8	457.8	523.2	427.8	134.3	197.7	221.7	189.6	91.9	89.5	119.9	95.7	131.5	170.6	181.6	142.5
Scotland	400.0	465.5	428.6	337.6	175.0	205.4	187.6	169.9	99.8	70.5	61.4	41.3	125.2	189.6	179.6	126.4
East Anglia	429.1	535.8	585.2	425.8	185.8	232.6	265.8	194.0	118.5	117.5	108.0	85.3	124.8	185.7	211.3	146.5
London	577.5	559.7	522.7	333.5	254.5	268.4	228.1	140.2	211.0	157.1	119.5	89.7	112.0	134.2	175.1	103.6
South East	399.2	429.3	518.9	384.9	186.9	195.9	203.1	168.3	87.0	86.2	118.5	84.2	125.3	147.2	197.3	132.5
South Wales & South Midlands	302.4	390.6	414.2	247.1	101.3	168.9	185.2	115.8	107.5	76.1	76.0	52.3	93.5	145.5	152.9	79.0
Wessex	511.3	602.8	686.6	495.0	225.0	302.5	312.6	241.3	120.0	95.1	138.7	97.1	166.3	205.2	235.3	156.6
Northern Ireland	85.2	108.4	122.1	59.8	37.3	44.9	51.2	23.3	15.6	22.0	11.4	7.7	32.3	41.6	59.6	28.8
KPI 22b Number of delayed provision orders not completed more than 90 calendar days after the target date	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019
	UK	1031.5	1183.7	944.2	778.9	373.6	562.6	464.3	389.0	305.0	259.5	170.9	152.1	352.9	361.6	309.0
North East	96.2	119.9	70.5	61.3	27.6	41.9	35.0	37.1	23.0	23.7	8.0	7.6	45.6	54.3	27.5	16.6
North Wales & North Midlands	105.5	113.9	89.5	79.2	27.7	47.3	37.7	39.8	36.3	22.8	12.7	14.7	41.6	43.9	39.1	24.7
North West	107.0	133.7	133.5	116.3	29.3	56.2	69.8	60.7	31.1	24.3	25.0	25.4	46.7	53.2	38.7	30.2
Scotland	81.2	138.2	104.4	78.3	34.6	64.1	49.7	36.4	13.6	23.8	11.0	10.1	32.9	50.3	43.7	31.8
East Anglia	107.6	145.6	119.5	108.2	43.9	64.3	55.4	47.7	25.4	39.4	21.6	21.9	38.3	41.9	42.4	38.6
London	210.9	219.2	109.2	88.2	95.9	114.7	56.1	42.4	79.6	71.2	30.7	23.0	35.4	33.3	22.4	22.9
South East	109.6	97.7	87.4	76.8	56.9	56.3	43.7	36.2	14.0	16.7	19.3	14.9	38.6	24.7	24.4	25.7
South Wales & South Midlands	82.3	72.5	69.3	49.2	14.6	35.3	37.3	22.9	45.0	15.0	9.9	11.4	22.6	22.2	22.1	15.0
Wessex	115.9	121.8	145.5	115.5	37.6	70.9	71.5	63.9	33.7	18.3	32.3	22.8	44.6	32.6	41.7	28.8
Northern Ireland	12.7	14.0	11.4	4.6	2.7	4.3	4.0	1.0	3.3	4.3	0.3	0.5	6.7	5.3	7.0	3.6

Orders delayed

This shows the number of new landline or broadband services delayed more than 30, 90 and 120 (calendar) days

KPI 22c Number of delayed provision orders not completed more than 120 calendar days after the target date	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019
	UK	681.5	660.9	520.2	415.0	246.1	308.6	266.7	211.5	202.4	159.4	97.6	89.0	233.0	192.9	156.0
North East	60.5	70.9	37.4	28.4	18.7	21.3	20.4	19.4	11.3	16.0	3.0	3.3	30.6	33.6	14.1	5.7
North Wales & North Midlands	64.2	63.9	50.8	45.3	15.3	23.3	21.0	23.3	24.3	15.7	7.7	6.7	24.6	24.9	22.1	15.3
North West	70.3	75.4	78.4	66.0	17.3	28.8	42.1	36.6	20.4	14.3	14.0	15.8	32.6	32.2	22.4	13.7
Scotland	45.9	66.2	60.8	37.6	19.7	33.0	31.7	17.9	4.7	9.7	6.7	5.4	21.6	23.6	22.3	14.4
East Anglia	67.6	82.5	63.8	59.8	26.3	36.6	29.0	24.0	16.0	23.0	14.0	14.7	25.2	22.9	20.7	21.1
London	146.9	140.9	68.8	51.1	72.2	73.6	37.1	25.0	52.8	49.7	22.3	16.4	22.0	17.6	9.4	9.7
South East	80.5	55.6	46.3	40.3	43.6	34.0	24.7	19.7	7.0	8.3	9.6	8.0	29.9	13.3	12.0	12.6
South Wales & South Midlands	63.6	32.9	30.4	19.8	9.0	16.3	18.4	9.7	39.7	9.3	2.6	4.1	14.9	7.3	9.4	6.0
Wessex	72.9	61.1	74.6	64.1	21.0	36.1	37.3	35.0	24.3	10.3	17.3	14.7	27.6	14.6	20.0	14.3
Northern Ireland	7.6	7.7	6.3	2.0	1.7	1.7	2.3	0.5	2.0	3.0	0.3	0.0	4.0	3.0	3.7	1.6

Delayed repairs

This shows the number of faults not fixed more than 30, 90 or 120 (calendar) days beyond the target date

KPI 23a Number of faults not fixed more than 30 calendar days after the target date	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019
	UK	120.7	110.1	110.2	116.7	41.0	44.2	19.2	48.6	2.7	2.3	4.0	8.9	77.0	63.5	87.0
North East	8.0	7.7	12.3	7.8	1.3	1.3	1.3	3.1	0.0	0.7	0.0	0.0	6.6	5.7	11.0	4.7
North Wales & North Midlands	13.6	11.7	10.7	8.8	7.9	6.1	2.0	3.1	0.3	0.0	0.0	1.0	5.3	5.6	8.7	4.7
North West	11.7	11.9	8.0	14.0	4.0	2.7	2.7	5.4	0.0	0.7	1.3	1.6	7.7	8.6	4.0	7.0
Scotland	9.6	7.0	7.3	10.5	4.0	4.0	1.0	5.8	0.0	0.0	0.0	1.7	5.7	3.0	6.3	3.0
East Anglia	14.2	13.4	12.0	10.0	7.0	5.7	1.0	2.3	0.0	0.3	0.0	0.3	7.3	7.3	11.0	7.3
London	9.6	7.3	8.7	10.4	2.6	3.0	1.7	2.7	0.0	0.3	0.7	0.0	7.0	4.0	6.3	7.7
South East	15.2	14.0	12.4	14.7	3.0	7.4	1.7	6.4	1.0	0.0	1.3	0.7	11.2	6.7	9.4	7.7
South Wales & South Midlands	15.9	10.6	16.9	8.8	5.3	1.7	1.0	5.1	0.0	0.0	0.0	0.7	10.6	9.0	16.0	3.1
Wessex	17.9	12.7	11.3	9.0	3.0	5.7	1.0	4.3	1.3	0.3	0.0	2.0	13.6	6.7	10.3	3.3
Northern Ireland	4.3	13.3	9.7	22.7	2.6	6.7	5.7	10.4	0.0	0.0	0.7	1.6	1.7	6.6	3.3	10.6
KPI 23b Number of faults not fixed more than 90 calendar days after the target date	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019
	UK	8.6	2.7	5.6	4.0	0.0	0.3	2.6	0.5	2.0	0.0	0.7	1.0	6.6	2.4	2.3
North East	0.0	0.3	0.3	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.3	0.3	0.7
North Wales & North Midlands	2.0	0.0	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.0	0.0	0.7	0.0
North West	1.0	0.3	0.0	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.5	1.0	0.3	0.0	0.0
Scotland	1.0	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	0.3	0.0	0.0
East Anglia	0.0	0.0	0.7	1.3	0.0	0.0	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.3
London	0.3	0.0	1.0	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.7	0.0	0.3	0.0	0.3	0.7
South East	1.7	0.3	0.3	0.0	0.0	0.3	0.3	0.0	1.0	0.0	0.0	0.0	0.7	0.0	0.0	0.0
South Wales & South Midlands	0.0	1.0	0.7	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.5	0.0	1.0	0.7	0.3
Wessex	2.7	0.3	0.3	0.0	0.0	0.0	0.3	0.0	1.0	0.0	0.0	0.0	1.7	0.3	0.0	0.0
Northern Ireland	0.0	0.0	1.7	0.3	0.0	0.0	1.3	0.5	0.0	0.0	0.0	0.0	0.0	0.0	0.3	0.0

Delayed repairs

This shows the number of faults not fixed more than 30, 90 or 120 (calendar) days beyond the target date

KPI 23c Number of faults not fixed more than 120 calendar days after the target date	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar
	2018	2018	2018	2019	2018	2018	2018	2019	2018	2018	2018	2019	2018	2018	2018	2019
UK	3.0	1.3	1.3	1.3	0.0	0.0	1.0	0.5	2.0	0.0	0.0	0.5	1.0	1.3	0.3	0.7
North East	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
North Wales & North Midlands	0.0	0.0	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.3	0.0
North West	0.3	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.3	0.3	0.0	0.0
Scotland	0.3	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.3	0.3	0.0	0.0
East Anglia	0.0	0.0	0.3	0.7	0.0	0.0	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.7
London	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
South East	1.0	0.0	0.3	0.0	0.0	0.0	0.3	0.0	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
South Wales & South Midlands	0.0	0.7	0.0	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.5	0.0	0.7	0.0	0.0
Wessex	1.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	0.0	0.0	0.3	0.0	0.0	0.0
Northern Ireland	0.0	0.0	0.3	0.3	0.0	0.0	0.3	0.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

Earlier data

The following information relates to the period of 1 January 2014 – 31 March 2018

Installation on time

Percentage of new services installed on the date agreed between Openreach and your service provider.

% new lines installed on time	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017
Combined	93.11	93.20	93.88	93.54	92.98	93.93	92.78	93.07	93.36	92.94	93.93	93.26	94.35
Wholesale Voice Line	92.10	92.64	92.77	92.33	92.20	93.29	92.76	93.12	93.77	91.98	93.69	93.69	94.54
Fully Unbundled Line	94.03	93.76	94.99	94.73	93.71	94.55	92.80	93.02	92.93	94.00	94.19	92.78	94.14

Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
94.91	95.65	94.37	94.90
95.27	96.25	94.69	95.23
94.44	94.70	94.03	94.48

First available appointment date

These charts show the average number of days between your service provider placing an order for you and the first available engineer slot.

Average time for first available appointment date for new installation (working days). Combined	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017
Overall	11.18	8.05	8.07	8.72	6.70	6.85	8.59	8.35	8.50	6.71	9.05	7.70	6.82
North East	7.01	7.66	7.74	8.58	5.60	6.06	8.31	7.64	8.04	5.46	8.22	7.27	5.72
N Wales & N Midlands	10.70	9.49	8.75	8.89	6.15	7.33	8.59	9.05	8.98	6.41	9.43	8.66	7.91
North West	5.67	6.14	7.70	8.73	7.80	7.39	9.02	9.00	8.79	5.23	8.61	6.71	5.55
Scotland	10.01	7.67	9.51	10.67	11.66	9.12	10.04	9.58	9.63	6.79	9.77	7.83	6.32
East Anglia	9.60	6.11	6.94	6.46	5.62	5.71	7.53	7.01	8.73	8.31	8.57	8.20	7.14
London	13.05	10.68	8.84	9.48	6.43	6.83	8.35	8.50	6.68	6.59	9.72	8.79	8.18
South East	15.76	7.93	8.08	7.31	5.44	6.02	8.18	6.83	7.31	7.21	8.57	6.83	6.98
S Wales & S Midlands	13.54	8.94	8.75	9.89	6.72	7.04	9.12	9.38	10.10	7.89	9.88	8.02	6.61
Wessex	19.62	8.71	7.21	9.77	6.19	7.15	9.25	9.04	9.11	7.68	10.10	7.99	7.97
Northern Ireland	4.26	3.30	3.48	3.56	3.60	3.53	4.49	4.77	5.84	4.20	4.20	4.12	4.00

Wholesale Voice Line	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017
Overall	11.96	8.32	8.14	8.77	6.84	6.99	8.56	8.38	8.82	7.24	9.73	8.42	7.45
North East	7.20	7.81	7.88	8.73	5.77	6.23	8.28	7.76	8.26	5.73	8.78	8.04	6.16
N Wales & N Midlands	11.84	9.88	8.71	8.97	6.38	7.41	8.49	9.19	9.62	6.90	10.09	9.61	8.68
North West	6.02	6.21	7.68	8.70	7.74	7.49	8.96	9.02	9.10	5.55	9.22	7.37	6.09
Scotland	10.21	7.94	9.55	10.63	11.82	9.22	10.07	9.61	10.14	7.51	10.60	8.68	7.12
East Anglia	9.90	6.24	7.09	6.59	5.79	5.98	7.66	7.16	9.00	8.99	9.04	8.83	7.65
London	13.13	10.72	8.71	9.34	6.53	6.87	8.20	8.41	6.75	6.87	10.44	9.53	8.89
South East	16.39	8.38	8.21	7.47	5.69	6.22	8.15	6.89	7.52	7.72	9.19	7.41	7.58
S Wales & S Midlands	13.96	9.16	9.00	9.96	6.90	7.19	9.08	9.41	10.48	8.46	10.62	8.62	7.08
Wessex	19.85	8.98	7.39	9.82	6.41	7.28	9.26	9.00	9.32	8.20	10.89	8.64	8.62
Northern Ireland	4.59	3.71	3.94	4.04	4.12	4.26	4.25	4.45	5.92	4.32	4.28	4.49	4.18

First available appointment date

Cont

Average time for first available appointment date for new installation (working days). Combined	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
Overall	6.37	9.00	8.20	7.71
North East	5.96	8.19	7.77	6.74
N Wales & N Midlands	6.53	8.81	7.84	5.89
North West	5.92	8.98	8.83	6.71
Scotland	5.80	7.39	7.29	6.29
East Anglia	6.86	8.74	8.85	7.53
London	7.45	10.75	7.74	9.50
South East	6.31	9.62	8.87	8.73
S Wales & S Midlands	5.82	9.44	8.34	8.73
Wessex	7.53	9.92	8.40	9.77
Northern Ireland	4.17	5.84	7.31	7.96

Wholesale Voice Line	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
Overall	6.87	9.17	8.25	7.90
North East	6.41	8.42	7.85	6.96
N Wales & N Midlands	7.10	8.97	7.89	6.06
North West	6.42	9.01	8.77	6.86
Scotland	6.23	7.62	7.44	6.51
East Anglia	7.30	9.07	8.93	7.57
London	7.93	10.76	7.71	9.48
South East	6.84	9.69	8.88	8.80
S Wales & S Midlands	6.27	9.57	8.37	9.07
Wessex	8.03	10.04	8.48	9.83
Northern Ireland	4.70	6.31	7.37	8.05

First available appointment date

Cont.

Average time for first available appointment date for new installation (working days). Fully Unbundled Line	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017
	Overall	10.58	7.84	8.02	8.68	6.59	6.75	8.62	8.32	8.24	6.25	8.45	6.97
North East	6.90	7.57	7.65	8.49	5.49	5.96	8.37	7.57	7.89	5.27	7.80	6.62	5.34
N Wales & N Midlands	9.92	9.23	8.77	8.84	6.00	7.29	8.65	8.95	8.48	6.03	8.90	7.78	7.18
North West	5.46	6.10	7.71	8.74	7.84	7.33	9.05	8.99	8.57	5.00	8.17	6.17	5.11
Scotland	9.86	7.46	9.48	10.69	11.54	9.04	10.01	9.54	9.22	6.20	9.07	7.01	5.52
East Anglia	9.34	5.99	6.81	6.34	5.48	5.47	7.43	6.88	8.47	7.66	8.11	7.49	6.55
London	12.99	10.64	8.94	9.59	6.35	6.80	8.45	8.57	6.61	6.34	9.05	8.02	7.47
South East	15.26	7.58	7.98	7.18	5.24	5.88	8.20	6.78	7.13	6.76	7.98	6.20	6.36
S Wales & S Midlands	13.19	8.77	8.55	9.83	6.58	6.93	9.15	9.35	9.76	7.39	9.18	7.36	6.08
Wessex	19.37	8.41	7.04	9.71	5.96	7.01	9.25	9.09	8.87	7.09	9.19	7.15	7.12
Northern Ireland	4.01	2.99	3.10	3.15	3.19	2.95	4.66	5.03	5.78	4.11	4.14	3.73	3.82

Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
5.84	8.83	8.14	7.46
5.54	8.00	7.69	6.49
5.96	8.67	7.80	5.68
5.47	8.95	8.89	6.54
5.35	7.18	7.11	6.01
6.33	8.39	8.76	7.46
6.96	10.73	7.78	9.53
5.75	9.55	8.85	8.64
5.25	9.30	8.31	8.21
6.81	9.78	8.29	9.67
3.59	5.37	7.24	7.84

Average time to install – engineer visit required

These charts show the average number of days between your service provider placing an order for you and service being installed by Openreach.

Average time to install with an engineer (working days). Combined	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017
Overall	16.87	15.00	13.76	14.00	13.46	12.72	13.79	13.58	14.43	12.48	14.60	14.12	13.22
North East	13.57	12.26	12.65	13.04	12.15	11.81	13.09	12.71	13.46	11.22	13.19	13.03	11.69
N Wales & N Midlands	16.86	15.84	14.17	14.08	13.55	12.83	13.45	13.50	14.82	12.03	14.17	15.30	14.47
North West	12.20	11.50	12.45	13.45	13.18	12.18	13.39	13.11	13.94	10.77	13.52	12.66	11.02
Scotland	16.30	14.25	16.40	16.15	17.67	15.35	15.39	14.93	16.52	14.43	15.60	15.70	13.28
East Anglia	16.35	12.83	13.03	12.77	12.61	12.14	13.73	13.26	15.01	13.71	15.93	14.95	14.71
London	18.74	17.10	14.39	14.33	13.22	12.81	13.63	13.97	12.43	11.40	14.45	14.62	13.66
South East	21.48	18.03	13.97	13.33	12.54	12.00	13.29	12.38	12.98	12.23	14.36	12.79	13.28
S Wales & S Midlands	18.74	15.98	14.05	15.00	13.75	13.21	14.34	14.69	16.26	14.44	16.13	14.43	13.45
Wessex	23.49	18.24	14.12	15.21	14.27	13.59	15.41	14.91	15.92	13.66	15.78	15.06	14.75
Northern Ireland	10.71	10.43	10.71	10.59	10.19	9.58	9.69	11.11	11.46	9.82	10.28	10.40	9.75
Wholesale Voice Line	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017
Overall	18.38	16.27	14.86	15.20	14.86	14.60	15.67	15.23	16.04	14.37	15.91	15.35	14.70
North East	14.91	13.75	14.09	14.33	13.64	13.97	15.11	14.46	15.31	13.23	14.64	14.33	13.15
N Wales & N Midlands	18.60	17.57	15.59	15.64	15.18	14.91	15.51	15.36	16.93	14.41	15.59	16.66	16.11
North West	13.45	12.64	13.77	14.66	14.59	13.98	15.37	14.63	15.35	12.62	14.87	13.80	12.59
Scotland	17.84	16.46	16.94	18.13	19.70	17.73	17.87	17.31	18.83	17.25	17.45	17.34	15.69
East Anglia	17.49	13.90	14.28	13.92	13.80	14.09	15.79	15.07	16.49	15.30	17.35	16.22	15.87
London	19.17	17.13	14.30	14.41	13.64	13.73	14.52	14.60	13.16	12.29	14.73	14.95	14.30
South East	22.18	18.61	14.76	14.34	13.62	13.64	14.71	13.81	14.31	13.56	15.39	13.90	14.48
S Wales & S Midlands	20.21	16.97	15.57	16.24	15.43	15.15	16.41	16.22	17.74	16.37	17.32	15.50	14.65
Wessex	24.68	19.37	15.56	16.58	15.86	15.30	17.00	16.63	17.42	15.24	16.80	16.29	16.01
Northern Ireland	11.63	11.01	11.37	11.37	11.48	11.54	11.62	12.59	13.23	11.68	12.27	12.30	11.57

Average time to install – engineer visit required

Cont.

Average time to install with an engineer (working days). Combined	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
Overall	12.16	13.95	13.74	13.17
North East	10.81	12.75	12.65	11.90
N Wales & N Midlands	12.59	13.71	13.19	11.63
North West	10.59	13.05	13.47	12.06
Scotland	12.05	13.24	12.84	12.44
East Anglia	13.67	14.72	14.86	13.83
London	13.07	15.45	13.59	14.02
South East	11.93	14.23	14.42	14.27
S Wales & S Midlands	12.25	14.34	14.22	13.69
Wessex	13.59	15.34	14.63	15.49
Northern Ireland	10.19	11.20	13.95	13.83

Wholesale Voice Line	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
Overall	13.52	15.21	14.84	14.33
North East	12.23	13.94	13.77	13.18
N Wales & N Midlands	13.82	14.88	14.12	12.76
North West	12.09	14.08	14.22	13.24
Scotland	14.10	15.15	14.54	14.04
East Anglia	15.06	16.14	15.87	14.85
London	13.87	16.37	14.34	14.49
South East	13.04	15.36	15.33	15.43
S Wales & S Midlands	13.40	15.32	15.37	14.71
Wessex	14.71	16.38	15.60	16.16
Northern Ireland	11.73	12.66	15.66	15.29

Average time to install – engineer visit required

Cont.

Average time to install with an engineer (working days). Fully Unbundled Line	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017
Overall	15.78	14.12	12.97	13.19	12.48	11.43	12.51	12.44	13.22	11.01	13.54	13.13	11.89
North East	12.79	11.43	11.80	12.33	11.30	10.53	11.94	11.74	12.29	9.91	12.20	12.16	10.60
N Wales & N Midlands	15.72	14.72	13.24	13.12	12.54	11.51	12.19	12.33	13.39	10.34	13.11	14.32	13.10
North West	11.53	10.91	11.72	12.84	12.42	11.23	12.31	12.29	13.06	9.59	12.60	11.93	9.87
Scotland	15.23	12.67	16.02	14.87	16.26	13.68	13.66	13.29	14.89	12.26	14.14	14.39	11.12
East Anglia	15.37	11.98	12.03	11.87	11.64	10.63	12.12	11.83	13.72	12.34	14.64	13.80	13.55
London	18.41	17.08	14.45	14.28	12.91	12.13	12.98	13.50	11.84	10.67	14.21	14.33	13.07
South East	20.91	17.63	13.40	12.62	11.74	10.82	12.26	11.33	11.92	11.13	13.49	11.85	12.20
S Wales & S Midlands	17.59	15.25	12.91	14.12	12.53	11.79	12.87	13.58	15.08	12.82	15.10	13.50	12.30
Wessex	22.20	17.15	12.75	13.89	12.70	11.91	13.95	13.27	14.37	12.00	14.72	13.76	13.24
Northern Ireland	10.00	10.00	10.19	9.96	9.22	8.11	8.28	10.08	10.12	8.36	8.67	8.70	8.07

Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
10.93	12.86	12.87	12.14
9.72	11.89	11.90	10.93
11.58	12.82	12.55	10.74
9.47	12.30	12.98	11.22
10.17	11.59	11.41	10.94
12.28	13.36	14.00	12.81
12.32	14.62	12.99	13.57
10.91	13.23	13.66	13.20
11.07	13.41	13.23	12.71
12.23	14.17	13.63	14.72
8.72	9.86	12.45	12.44

Average time to install – no engineer visit required

This chart shows the average number of days between your service provider placing an order for you and service being installed by Openreach. Note: some of these types of installations are subject to a minimum lead time for regulatory reasons.

Average time to install without an engineer (working days). Combined	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017
Overall	9.44	9.17	9.17	9.34	9.77	9.09	9.74	9.42	9.49	9.01	9.61	9.82	9.64
North East	9.67	9.33	9.22	9.46	9.81	9.09	9.97	9.38	9.34	8.92	9.42	9.53	9.41
N Wales & N Midlands	9.39	9.28	9.20	9.30	9.86	9.15	9.95	9.47	9.74	9.04	9.58	10.22	10.00
North West	9.39	9.25	9.27	9.54	9.86	9.06	10.22	9.63	9.47	8.86	9.48	9.61	9.35
Scotland	9.56	9.24	9.28	9.47	9.93	9.16	10.00	9.61	9.66	9.02	9.61	10.06	9.51
East Anglia	9.19	9.11	9.01	9.12	9.69	9.13	9.65	9.38	9.48	9.23	10.14	10.34	10.17
London	9.51	9.00	8.86	9.10	9.76	8.78	8.90	8.96	8.81	8.45	8.80	9.23	8.95
South East	9.50	9.22	9.29	9.25	9.81	9.06	9.38	9.21	9.27	9.01	9.75	9.64	9.74
S Wales & S Midlands	9.34	9.34	9.22	9.59	9.86	9.21	9.85	9.58	9.86	9.38	9.99	9.97	9.81
Wessex	9.36	9.16	9.15	9.24	9.59	9.22	9.72	9.49	9.66	9.11	9.65	9.79	9.79
Northern Ireland	9.69	7.62	9.11	9.07	8.70	8.62	8.67	9.31	9.20	8.71	9.07	9.18	9.07

Wholesale Voice Line	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017
Overall	9.08	9.05	9.12	9.20	9.25	9.18	9.75	9.58	9.81	9.35	10.03	10.18	9.78
North East	9.25	9.36	9.23	9.40	9.43	9.30	9.99	9.65	9.68	9.27	9.81	9.92	9.52
N Wales & N Midlands	9.16	9.30	9.16	9.21	9.45	9.18	9.82	9.70	10.12	9.40	10.02	10.69	10.17
North West	8.98	9.18	9.33	9.51	9.51	9.29	10.13	9.95	9.88	9.26	9.98	10.01	9.53
Scotland	9.17	9.05	9.25	9.34	9.54	9.19	9.93	9.67	9.96	9.34	10.02	10.50	9.69
East Anglia	8.86	9.01	8.83	8.86	9.11	9.17	9.86	9.54	9.74	9.56	10.63	10.75	10.32
London	8.84	8.74	8.77	8.94	9.07	8.90	9.06	9.08	9.12	8.73	9.11	9.54	9.19
South East	9.20	9.12	9.30	9.09	9.24	9.21	9.53	9.32	9.58	9.35	10.19	9.94	9.86
S Wales & S Midlands	8.99	9.30	9.14	9.48	9.29	9.29	9.90	9.73	10.18	9.77	10.49	10.31	9.89
Wessex	9.05	9.01	9.03	9.06	8.97	9.15	9.73	9.54	9.90	9.35	9.96	9.99	9.84
Northern Ireland	9.85	6.63	8.95	8.72	7.96	8.74	8.39	9.31	9.35	8.88	9.30	9.43	9.18

Average time to install – no engineer visit required

Cont

Average time to install without an engineer (working days). Combined	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
Overall	8.20	7.46	9.97	9.86
North East	8.24	7.82	9.74	9.59
N Wales & N Midlands	8.43	7.52	9.80	9.58
North West	8.07	7.55	9.99	9.69
Scotland	8.07	7.06	9.61	9.61
East Anglia	8.68	7.63	10.29	9.84
London	7.66	6.32	9.48	9.59
South East	8.08	7.74	10.38	10.33
S Wales & S Midlands	8.35	7.59	10.06	10.00
Wessex	8.25	7.62	10.25	10.45
Northern Ireland	7.36	7.48	10.06	9.57

Wholesale Voice Line	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
Overall	8.38	7.79	9.89	9.77
North East	8.38	8.10	9.62	9.50
N Wales & N Midlands	8.59	7.83	9.72	9.49
North West	8.23	7.85	9.85	9.58
Scotland	8.22	7.39	9.55	9.54
East Anglia	8.87	8.00	10.21	9.77
London	7.90	6.74	9.40	9.50
South East	8.28	8.06	10.29	10.24
S Wales & S Midlands	8.53	7.93	9.97	9.90
Wessex	8.45	7.95	10.21	10.38
Northern Ireland	7.63	7.75	9.98	9.48

Average time to install – no engineer visit required

Cont.

Average time to install without an engineer (working days). Fully Unbundled Line	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017
Overall	9.82	9.33	9.24	9.52	10.33	8.99	9.72	9.22	9.06	8.56	9.06	9.34	9.47
North East	10.07	9.30	9.21	9.51	10.18	8.87	9.96	9.09	8.93	8.51	8.97	9.08	9.29
N Wales & N Midlands	9.64	9.25	9.25	9.41	10.30	9.12	10.08	9.19	9.26	8.55	9.01	9.63	9.79
North West	9.74	9.32	9.21	9.58	10.18	8.84	10.31	9.30	8.98	8.40	8.92	9.14	9.15
Scotland	9.99	9.49	9.32	9.63	10.41	9.13	10.09	9.52	9.20	8.54	9.04	9.43	9.26
East Anglia	9.60	9.25	9.25	9.49	10.38	9.09	9.39	9.15	9.12	8.78	9.46	9.78	9.99
London	10.08	9.34	8.98	9.32	10.50	8.61	8.73	8.80	8.39	8.07	8.38	8.79	8.64
South East	9.79	9.33	9.27	9.45	10.41	8.88	9.22	9.06	8.86	8.55	9.17	9.23	9.59
S Wales & S Midlands	9.74	9.38	9.31	9.72	10.46	9.12	9.79	9.39	9.43	8.83	9.33	9.51	9.70
Wessex	9.79	9.40	9.32	9.50	10.41	9.32	9.70	9.40	9.28	8.71	9.16	9.47	9.72
Northern Ireland	9.53	9.16	9.30	9.48	9.58	8.49	8.97	9.31	9.01	8.49	8.78	8.87	8.94

Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
7.91	6.96	10.13	10.00
7.99	7.35	9.95	9.74
8.17	7.05	9.95	9.72
7.80	7.07	10.25	9.89
7.83	6.58	9.70	9.72
8.38	7.09	10.41	9.95
7.28	5.74	9.63	9.72
7.74	7.26	10.53	10.48
8.06	7.08	10.20	10.16
7.96	7.15	10.32	10.56
6.92	7.07	10.21	9.72

Services that take longer to install – engineer required

This chart shows the percentage of new landline or broadband services that remain un-installed 1+, 5+, 11+ & 31+ days after the date agreed between Openreach and your service provider.

% new lines requiring an engineer not installed after target date. Combined	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017
	1+ day past	2.02	3.99	3.37	3.80	4.04	3.54	3.84	4.57	4.53	4.40	4.45	4.50
5+ days past	1.56	3.08	2.65	2.97	3.18	2.86	3.13	3.66	3.74	3.41	3.39	3.50	4.08
11+ days past	1.20	2.24	1.94	2.18	2.39	2.17	2.33	2.71	2.93	2.54	2.78	2.70	3.20
31+ days past	0.66	1.05	0.92	1.03	1.23	1.14	1.03	1.13	1.34	1.11	1.25	1.32	1.65

Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
4.10	3.37	4.14	4.02
3.25	2.53	3.10	3.00
2.55	1.90	2.25	2.17
1.34	0.81	0.96	0.96

Installations where you have to wait longer for an engineering appointment

This chart shows the percentage first available Openreach engineering appointments that are 1+, 5+ and 10+ beyond the target of 12 working days.

Installation requiring an engineer where wait is longer than 12 days for an appointment Combined	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017
	13+ day	32.59	11.68	2.21	5.91	3.29	0.79	2.83	2.79	12.29	3.24	15.55	9.65
17+ day	21.58	3.73	0.41	0.63	0.52	0.44	0.41	0.39	3.77	0.75	2.72	2.23	2.05
22+ day	11.96	0.74	0.00	0.02	0.00	0.02	0.03	0.04	1.12	0.09	0.20	0.30	0.37

Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
3.71	15.75	6.30	3.80
0.80	4.21	0.87	0.95
0.06	0.31	0.10	0.32

Average time to fix faults

These charts show the average time between your service provider reporting a fault to Openreach and the fault being cleared.

Average time to fix faults - maintenance level 1 Wholesale Voice Line – (working days)	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017
Overall	2.78	2.20	2.33	2.58	2.67	2.36	2.57	2.69	2.82	2.18	2.64	2.25	1.99
WLR												2.39	2.24
MPF												2.18	1.88

Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
2.15	2.12	2.13	2.17
2.80	2.23	2.24	2.29
1.82	2.07	2.06	2.09

Average time to fix faults

These charts show the average time between your service provider reporting a fault to Openreach and the fault being cleared.

Average time to fix faults - maintenance level 2 (working days)	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017
Combined	2.12	1.61	1.92	1.90	1.79	1.74	1.87	1.80	1.94	1.63	2.02	1.73	1.72
Wholesale Voice Line	2.45	1.91	2.09	1.95	2.25	2.03	2.16	2.17	2.39	1.81	2.11	1.74	1.74
Fully Unbundled Line	2.04	1.54	1.89	1.89	1.72	1.69	1.82	1.74	1.86	1.59	1.85	1.64	1.47

Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2017
1.62	1.70	1.62	1.71
1.66	1.72	1.64	1.73
1.30	1.44	1.50	1.53

In 2016, Ofcom changed the minimum service level for repairs. The new repair levels are set against maintenance level 1 (both products combined) and maintenance level 2 (both products combined).

Repairs within agreed time (2 working days)

This chart shows the percentage of faults that were fixed within the agreed maintenance level 1 timescale of 2 working days.

% faults fixed within agreed time – maintenance Level 1 Wholesale Voice Line	2014				2015				2016				2017
	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar
Overall	67.78	78.85	78.74	73.94	75.10	78.31	72.45	74.52	74.53	83.34	77.65	81.09	83.46
North East	77.20	75.73	78.45	74.63	74.47	76.53	69.35	74.77	73.57	82.99	76.32	79.14	82.57
N Wales & N Midlands	61.02	74.31	73.43	68.44	76.08	78.75	77.15	73.24	68.09	82.63	73.92	79.31	82.34
North West	73.88	79.51	77.31	75.97	74.51	76.30	74.20	73.44	73.27	82.56	79.47	84.03	84.91
Scotland	72.23	74.34	76.77	73.30	60.96	75.74	66.77	75.22	72.54	83.41	75.65	83.61	81.21
East Anglia	75.23	80.29	77.95	74.58	79.68	77.69	72.64	76.48	76.77	79.91	78.28	79.58	81.26
London	79.14	80.81	82.61	76.97	79.62	84.10	79.22	82.48	84.76	85.98	81.67	84.85	89.35
South East	62.83	84.11	80.99	76.74	78.63	78.16	72.85	74.21	74.39	82.79	80.55	84.16	84.30
S Wales & S Midlands	69.51	79.49	80.88	73.07	77.30	79.59	70.37	69.43	72.52	85.55	74.87	77.50	82.94
Wessex	51.71	77.37	78.49	70.79	72.69	76.52	68.51	72.09	76.48	84.58	78.61	79.42	82.82
Northern Ireland	82.65	89.85	87.13	85.59	84.22	89.45	88.96	85.94	83.62	85.31	82.82	89.84	88.73

Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
87.61	83.77	83.85	84.33
85.01	81.18	81.60	82.62
86.56	85.87	84.56	87.54
86.68	84.56	85.03	86.12
86.48	84.05	84.01	83.31
87.49	83.48	85.36	81.93
88.80	83.64	86.92	84.86
88.65	83.99	85.81	85.06
89.23	83.18	79.41	83.48
88.86	83.18	81.32	83.08
91.95	88.76	90.42	87.40

Repairs within agreed time (2 working days)

This chart shows the percentage of faults that were fixed within the agreed maintenance level 1 timescale of 2 working days.

% faults restored on time Maintenance Level 1 Unbundled line	Jan- Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017
Overall												83.91	87.95
North East												81.80	86.61
N Wales & N Midlands												84.72	88.62
North West												85.83	87.12
Scotland												89.10	89.24
East Anglia												81.09	86.12
London												85.20	90.35
South East												84.60	85.70
S Wales & S Midlands												80.39	88.21
Wessex												83.72	88.40
Northern Ireland												90.96	92.49

Apr- Jun 2017	Jul- Sep 2017	Oct- Dec 2017	Jan- Mar 2018
88.48	84.64	85.49	85.89
85.80	82.21	83.35	83.99
87.76	87.27	86.58	89.35
87.24	85.28	86.49	87.67
88.44	85.35	86.41	85.14
88.40	84.36	86.61	83.44
88.65	83.21	87.61	85.37
89.03	84.41	87.10	86.16
90.21	84.21	81.26	85.22
90.12	84.61	82.98	85.52
94.86	90.09	91.90	89.10

Repairs within agreed time (next working day)

Cont.
These charts show the percentage of faults that were fixed within the agreed maintenance level 2 timescale of the next working day.

% faults fixed within agreed time – maintenance level 2 Combined	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar
	2014	2014	2014	2014	2015	2015	2015	2015	2016	2016	2016	2016	2017
Overall	64.63	72.10	73.76	73.86	75.66	75.38	72.73	75.47	76.14	80.31	73.64	78.19	81.87
North East	71.62	71.09	74.86	73.67	74.62	73.69	69.24	76.16	75.76	80.60	72.46	77.33	81.65
N Wales & N Midlands	60.41	67.75	70.36	69.55	75.58	76.58	77.75	74.85	72.78	79.58	70.62	78.84	81.47
North West	68.86	72.34	73.59	74.81	74.02	72.10	75.26	74.26	74.01	78.63	74.94	80.96	83.18
Scotland	68.42	69.31	73.02	76.37	66.69	76.17	67.97	75.02	75.28	81.12	68.89	78.71	78.30
East Anglia	71.57	74.66	72.12	74.21	79.44	75.24	73.19	78.53	77.27	77.95	76.29	76.34	82.05
London	69.43	69.88	74.60	74.00	80.09	79.66	77.45	79.13	81.42	80.83	78.78	80.45	84.93
South East	58.93	76.28	73.42	74.13	77.55	73.11	71.78	76.66	77.98	79.76	78.87	81.03	82.95
S Wales & S Midlands	66.17	73.86	75.92	74.33	76.35	75.97	69.79	69.51	73.55	82.38	69.00	75.47	82.93
Wessex	48.21	70.93	74.56	72.92	73.57	74.73	69.42	74.01	77.22	82.01	73.24	76.49	81.96
Northern Ireland	80.28	83.87	84.25	83.45	80.54	85.21	84.15	81.67	81.26	82.40	76.59	78.44	81.23

Wholesale Voice Line	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar
	2014	2014	2014	2014	2015	2015	2015	2015	2016	2016	2016	2016	2017
Overall	62.15	70.97	71.25	70.87	70.67	71.49	68.14	70.13	69.59	76.18	71.64	77.54	81.37
North East	70.91	69.78	72.52	71.86	71.64	69.49	64.91	70.71	70.44	76.46	70.06	76.36	81.01
N Wales & N Midlands	56.75	64.47	67.44	70.70	70.42	72.68	72.44	67.82	62.33	75.38	68.42	77.96	80.75
North West	68.96	72.42	71.85	71.53	70.44	68.44	71.03	69.79	67.48	75.70	72.40	80.51	82.69
Scotland	63.61	66.22	67.83	67.55	56.49	67.92	58.56	66.47	64.90	74.29	65.78	77.90	77.58
East Anglia	70.60	73.24	70.13	68.37	75.68	70.17	66.64	72.43	70.19	73.22	75.05	75.68	81.83
London	70.79	72.61	74.53	72.14	77.96	78.38	74.92	76.55	79.18	77.28	78.12	80.17	84.63
South East	57.42	76.97	71.51	72.11	72.98	70.02	68.72	70.60	71.63	76.24	78.02	80.73	82.51
S Wales & S Midlands	62.33	71.78	73.01	72.84	70.65	72.33	65.15	65.01	68.25	77.87	66.33	74.85	82.45
Wessex	44.43	68.83	70.61	68.63	68.43	68.64	64.78	68.72	70.60	78.44	71.30	75.88	81.65
Northern Ireland	77.82	80.69	79.67	74.98	71.92	80.25	81.55	76.86	75.40	77.87	75.36	78.11	80.90

Repairs within agreed time (next working day)

Cont.

% faults fixed within agreed time – maintenance level 2 Combined	Apr- Jun 2017	Jul- Sep 2017	Oct- Dec 2017	Jan- Mar 2018
Overall	83.78	80.03	78.92	78.90
North East	81.98	79.01	77.99	79.36
N Wales & N Midlands	84.46	81.31	78.44	79.72
North West	83.78	80.93	79.65	80.80
Scotland	80.33	78.27	78.10	77.75
East Anglia	82.64	79.85	81.50	77.39
London	85.73	82.83	83.54	81.46
South East	85.15	81.14	82.02	80.62
S Wales & S Midlands	85.54	80.25	74.94	78.03
Wessex	84.00	78.82	76.55	77.79
Northern Ireland	83.47	76.21	77.00	75.25

Wholesale Voice Line	Apr- Jun 2017	Jul- Sep 2017	Oct- Dec 2017	Jan- Mar 2018
Overall	83.34	79.61	78.61	78.54
North East	81.40	78.48	77.54	78.89
N Wales & N Midlands	83.79	80.67	77.97	79.24
North West	83.20	80.41	79.31	80.38
Scotland	79.71	77.81	77.60	77.29
East Anglia	82.34	79.57	81.34	77.27
London	85.53	82.71	83.58	81.40
South East	84.93	80.90	81.87	80.38
S Wales & S Midlands	85.14	79.93	74.65	77.59
Wessex	83.67	78.42	76.22	77.58
Northern Ireland	83.07	75.86	76.64	74.86

Repairs within agreed time (next working day)

Cont.

Fully Unbundled Line	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017
Overall	65.23	72.35	74.13	74.09	76.52	76.06	73.52	76.37	77.28	81.19	78.31	82.75	86.44
North East	71.75	71.31	75.11	73.78	75.00	74.23	69.78	76.84	76.47	81.24	76.80	82.90	86.28
N Wales & N Midlands	61.39	68.51	70.80	69.46	76.51	77.28	78.65	76.12	74.70	80.48	75.62	84.30	87.13
North West	68.84	72.32	73.80	75.00	74.47	72.53	75.76	74.82	74.84	79.07	79.54	83.15	86.09
Scotland	69.58	70.00	73.78	77.17	68.97	77.78	69.82	76.65	77.39	82.77	78.10	85.43	86.66
East Anglia	71.81	74.97	72.43	74.71	80.12	76.19	74.45	79.70	78.58	79.06	79.67	82.12	84.42
London	69.06	69.18	74.61	74.17	80.47	79.90	77.92	79.57	81.78	81.61	79.94	81.97	87.21
South East	59.28	76.15	73.68	74.29	78.32	73.67	72.30	77.66	79.06	80.51	80.80	83.18	87.06
S Wales & S Midlands	67.11	74.29	76.34	74.43	77.29	76.58	70.55	70.24	74.44	83.29	75.13	79.99	87.29
Wessex	49.32	71.52	75.27	73.28	74.54	75.95	70.38	75.06	78.60	82.89	79.54	82.33	85.65
Northern Ireland	80.83	84.53	84.85	85.29	85.08	87.59	85.28	83.86	84.20	84.74	81.29	82.72	87.78

Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
87.65	84.06	81.92	82.30
86.15	83.07	81.24	82.73
89.58	86.66	82.47	83.90
87.26	84.34	81.81	83.47
87.51	84.41	84.25	83.62
86.02	83.31	83.47	78.91
87.26	83.70	83.29	81.94
87.09	83.59	83.52	82.78
89.19	83.36	77.69	82.44
87.69	83.73	80.61	80.42
90.89	84.64	85.65	83.30

Faults that take longer to repair

These charts show the percentage of faults that remained unresolved 1+, 5+, 11+ and 31+ days beyond the target date.

% faults not cleared after target date – maintenance level 1 Wholesale Voice Line	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017
	1+ day past	16.82	7.36	9.90	11.62	12.78	11.65	12.38	13.15	16.62	9.03	12.23	9.10
5+ days past	9.00	3.68	5.23	6.21	7.32	6.63	6.76	6.92	10.16	4.39	6.59	4.53	4.85
11+ days past	4.23	1.83	2.61	3.11	3.99	3.65	3.61	3.46	5.96	2.01	3.34	2.15	2.58
31+ days past	0.46	0.45	0.44	0.60	0.86	0.87	0.78	0.82	1.60	0.45	0.84	0.44	0.71

Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
5.45	7.46	7.85	9.34
2.27	3.07	2.90	3.77
0.77	1.03	0.76	1.19
0.09	0.04	0.04	0.03

Faults that take longer to repair

These charts show the percentage of faults that remained unresolved 1+, 5+, 11+ and 31+ days beyond the target date.

% faults not cleared after target date – maintenance level 1 Fully Unbundled Line	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017	
1+ day past												9.33	10.58	
5+ days past												4.57	5.72	
11+ days past												2.09	2.97	
31+ days past												0.32	0.55	

Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
5.82	7.32	7.21	8.89
2.46	2.99	2.63	3.45
0.82	1.02	0.71	1.10
0.04	0.04	0.05	0.03

Faults that take longer to repair

Cont.

% faults not cleared after target date – maintenance level 2 Combined	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017
1+ day past	18.52	11.01	14.91	16.31	16.96	16.99	18.76	18.32	20.79	13.91	16.63	12.68	15.03
5+ days past	9.08	4.85	7.04	7.62	8.72	8.30	8.90	8.64	11.80	6.15	7.60	6.60	8.28
11+ days past	4.13	2.30	3.40	3.62	4.44	4.21	4.55	4.09	6.87	2.76	3.22	3.23	4.25
31+ days past	0.49	0.49	0.55	0.69	0.84	0.90	0.91	0.91	1.79	0.62	0.48	0.61	0.94
Wholesale Voice Line	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017
1+ day past	21.29	9.50	12.97	12.59	17.27	17.93	19.12	19.25	23.10	14.25	16.67	12.70	15.05
5+ days past	11.21	4.21	6.50	5.45	9.64	9.50	9.80	9.86	13.77	6.30	7.55	6.59	8.28
11+ days past	5.37	2.05	3.40	2.05	5.31	5.05	5.10	4.77	7.95	2.71	3.08	3.21	4.25
31+ days past	0.68	0.47	0.76	0.46	1.11	1.27	1.33	1.02	2.09	0.62	0.43	0.61	0.95
Fully Unbundled Line	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017
1+ day	17.55	11.61	15.39	16.90	16.86	16.70	18.65	18.04	20.10	13.79	16.44	12.47	14.70
5+ days past	8.34	5.10	7.17	7.97	8.40	7.95	8.63	8.28	11.21	6.09	7.80	6.76	8.35
11+ days past	3.69	2.39	3.40	3.87	4.14	3.95	4.39	3.89	6.54	2.77	3.77	3.51	4.40
31+ days past	0.42	0.49	0.50	0.72	0.75	0.79	0.79	0.88	1.69	0.63	0.67	0.66	0.78

Faults that take longer to repair

Cont.

% faults not cleared after target date – maintenance level 2 Combined	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
1+ day past	8.50	10.68	10.22	11.92
5+ days past	3.59	4.63	3.33	4.47
11+ days past	1.21	1.59	0.87	1.31
31+ days past	0.11	0.06	0.06	0.05

Wholesale Voice Line	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
1+ day past	8.50	10.70	10.13	11.82
5+ days past	3.57	4.63	3.25	4.39
11+ days past	1.21	1.59	0.84	1.28
31+ days past	0.11	0.06	0.07	0.05

Fully Unbundled Line	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018
1+ day	8.50	10.42	11.67	13.64
5+ days past	3.86	4.71	4.60	5.80
11+ days past	1.25	1.61	1.31	1.92
31+ days past	0.15	0.10	0.04	0.04

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