

## 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.

KPI 1a Percentage of first available appointment dates on or before the																
target date																
	Combine				Wholesa	le Voice			Fully Unb	undled						
	d				Line				Line				Fibre			
	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Apr	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Apr	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Apr	Apr-Jun :	Jul-Sep	Oct-Dec	Jan-Apr
	2020	2020	2020	2021	2020	2020	2020	2021	2020	2020	2020	2021	2020	2020	2020	2021
UK	92.26%	96.12%	88.81%	94.45%	80.17%	98.62%	91.68%	97.82%	89.15%	98.48%	93.93%	98.56%	95.89%	94.93%	87.03%	92.72%
North East	92.67%	97.44%	88.76%	95.46%	80.42%	99.02%	92.10%	98.09%	89.52%	98.94%	94.55%	98.72%	96.49%	96.67%	86.67%	94.12%
North Wales & North Midlands	93.07%	95.89%	84.95%	95.29%	81.28%	98.68%	87.25%	97.65%	90.13%	98.88%	90.59%	98.52%	96.71%	94.46%	83.17%	93.99%
North West	90.83%	95.60%	91.17%	95.71%	78.73%	98.56%	93.58%	99.71%	88.78%	98.59%	95.90%	99.53%	94.44%	94.14%	89.57%	93.90%
Scotland	93.87%	97.35%	97.26%	97.54%	79.53%	98.09%	98.46%	99.15%	89.63%	97.94%	98.21%	98.81%	97.70%	97.04%	96.74%	96.88%
East Anglia	89.54%	93.76%	83.76%	94.77%	77.88%	98.29%	92.18%	98.71%	87.19%	98.24%	94.18%	99.12%	92.70%	91.72%	79.57%	92.89%
London	92.39%	95.25%	87.56%	93.97%	80.30%	98.26%	86.55%	97.58%	89.48%	97.77%	90.55%	98.36%	96.38%	93.76%	87.31%	91.93%
South East	92.09%	93.61%	85.14%	94.09%	80.53%	98.23%	87.12%	98.03%	89.39%	97.85%	91.52%	98.76%	95.28%	91.57%	83.52%	92.16%
South Wales & South Midlands	91.82%	96.14%	85.12%	94.13%	81.29%	98.96%	91.83%	98.12%	89.43%	98.84%	94.32%	98.72%	94.92%	94.84%	81.58%	92.17%
Wessex	93.46%	98.86%	93.85%	88.69%	80.78%	99.04%	95.30%	94.12%	88.50%	98.76%	95.78%	96.16%	97.49%	98.82%	93.05%	85.70%
Northern Ireland	94.35%	99.86%	99.58%	99.49%	81.05%	99.63%	99.23%	98.84%	87.56%	99.62%	99.13%	99.41%	99.49%	99.99%	99.80%	99.75%

#### **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				Wholesal	e Voice L	ine		Fully Unb	undled L	ine		Fibre			
	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021												
UK	95.46%	94.64%	94.39%	94.49%	95.98%	94.27%	94.95%	94.78%	94.58%	93.77%	93.57%	93.97%	95.41%	95.06%	94.38%	94.52%
North East	96.05%	95.37%	95.19%	94.58%	96.71%	95.12%	95.86%	95.61%	95.24%	94.55%	94.29%	94.24%	95.93%	95.73%	95.17%	94.29%
North Wales & North Midlands	95.48%	94.22%	94.59%	95.04%	95.97%	93.45%	94.89%	94.81%	94.48%	93.43%	93.42%	94.31%	95.49%	94.82%	94.80%	95.37%
North West	95.12%	94.46%	94.07%	94.01%	96.41%	94.39%	95.28%	94.55%	94.55%	93.43%	93.26%	93.49%	94.64%	94.81%	93.81%	93.97%
Scotland	96.83%	96.11%	95.72%	95.49%	96.85%	95.85%	95.99%	95.72%	95.65%	95.07%	95.14%	94.83%	97.08%	96.52%	95.75%	95.59%
East Anglia	95.03%	93.99%	93.80%	93.64%	95.14%	93.34%	94.22%	93.84%	94.09%	92.64%	92.87%	92.93%	95.17%	94.63%	93.85%	93.76%
London	94.28%	94.55%	93.49%	93.96%	95.21%	94.47%	94.38%	94.33%	93.84%	94.10%	93.01%	93.54%	93.90%	94.74%	93.20%	93.95%
South East	95.28%	94.52%	94.13%	94.31%	95.91%	94.31%	94.61%	94.74%	94.23%	93.69%	93.83%	94.02%	95.22%	94.84%	94.00%	94.22%
South Wales & South Midlands	95.21%	94.33%	94.26%	94.36%	95.62%	94.25%	94.91%	94.76%	94.52%	93.64%	92.96%	93.87%	95.17%	94.56%	94.32%	94.34%
Wessex	95.63%	94.23%	94.04%	94.81%	95.84%	93.63%	94.30%	94.64%	94.57%	93.18%	93.07%	94.17%	95.75%	94.83%	94.18%	95.08%
Northern Ireland	95.89%	94.66%	94.83%	95.11%	96.05%	93.48%	95.02%	94.52%	94.48%	94.02%	94.31%	95.07%	96.14%	95.48%	94.89%	95.44%

## **Faults fixed on time**

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

KPI 3a Percentage of faults fixed within agreed time Service level 1					
	Combined		Wholesale Voice Line	Fully Unbundled Line	Fibre
	Apr-Jun Jul-Se 2020 2020	ep Oct-Dec Jan-Apr 0 2020 2021	Apr-Jun Jul-Sep Oct-Dec Jan-Apr 2020 2020 2020 2021	Apr-Jun Jul-Sep Oct-Dec Jan-Apr 2020 2020 2020 2021	Apr-Jun Jul-Sep Oct-Dec Jan-Apr 2020 2020 2020 2021
UK	87.93% 82.46		87.71% 81.53% 83.23% 83.07%	88.62% 84.44% 86.42% 86.09%	83.69% 78.43% 81.50% 81.42%
North East	87.80% 85.63		87.40% 84.82% 85.27% 81.30%	88.42% 86.93% 87.65% 83.83%	86.43% 83.17% 86.29% 81.24%
North Wales & North Midlands	87.68% 81.68		87.64% 80.57% 86.02% 86.24%	88.05% 84.02% 88.95% 88.85%	83.73% 76.58% 85.72% 87.22%
North West	85.44% 82.14		85.02% 80.72% 86.43% 83.94%	86.24% 84.32% 88.05% 86.05%	82.02% 79.13% 83.74% 83.50%
Scotland	91.38% 83.93		90.85% 83.12% 86.54% 88.85%	92.72% 85.96% 88.29% 91.07%	87.52% 80.50% 84.35% 86.08%
East Anglia	86.73% 81.60		86.22% 81.06% 77.29% 77.63%	88.23% 83.67% 81.84% 82.30%	81.82% 75.01% 75.94% 75.95%
London	87.21% 83.70		87.69% 83.42% 82.25% 84.72%	87.32% 84.84% 84.04% 85.53%	76.85% 75.02% 76.55% 78.27%
South East	88.14% 81.43	2% 84.36% 85.39%	88.04% 80.99% 83.50% 84.27%	88.65% 82.42% 86.53% 87.88%	84.33% 78.39% 79.53% 80.63%
South Wales & South Midlands	87.39% 80.8	5% 84.81% 77.98%	87.08% 79.60% 83.61% 76.95%	88.28% 83.70% 87.63% 80.53%	82.38% 74.90% 80.69% 73.20%
Wessex	89.58% 81.93	7% 81.83% 85.75%	89.14% 80.98% 80.80% 84.53%	90.66% 84.10% 84.46% 88.63%	87.08% 82.03% 79.48% 84.68%
Northern Ireland	88.65% 83.28	8% 86.03% 87.43%	87.83% 82.11% 84.97% 86.66%	90.76% 86.31% 89.14% 89.04%	85.00% 80.31% 84.00% 89.27%
KPI 3b Percentage of faults fixed within agreed time Service level 2					
	Combined		Wholesale Voice Line	Fully Unbundled Line	Fibre
	Apr-Jun Jul-Se 2020 2020	ep Oct-Dec Jan-Apr 0 2020 2021	Apr-Jun Jul-Sep Oct-Dec Jan-Apr 2020 2020 2020 2021	Apr-Jun Jul-Sep Oct-Dec Jan-Apr 2020 2020 2020 2021	Apr-Jun Jul-Sep Oct-Dec Jan-Apr 2020 2020 2020 2021
UK	86.45% 83.23	3% 84.77% 84.82%	85.11% 81.45% 82.34% 81.25%	84.76% 81.90% 83.45% 83.95%	86.76% 83.66% 85.33% 85.42%
North East	87.13% 85.42	2% 87.07% 82.73%	84.96% 84.23% 84.25% 79.68%	84.39% 83.16% 85.26% 81.95%	87.55% 85.73% 87.62% 83.18%
North Wales & North Midlands	85.83% 81.4	0% 86.65% 87.60%	84.57% 80.05% 84.66% 82.93%	85.37% 81.14% 84.85% 85.82%	86.10% 81.72% 87.25% 88.51%
North West	84.07% 82.80	0% 87.08% 84.66%	82.57% 79.56% 84.00% 80.98%	81.40% 80.91% 84.37% 83.12%	84.41% 83.49% 87.74% 85.23%
Scotland	89.82% 85.62	2% 88.14% 88.88%	87.11% 81.21% 85.01% 84.89%	89.36% 82.01% 86.99% 87.36%	90.43% 86.88% 88.92% 89.60%
East Anglia	85.89% 83.5		83.70% 82.27% 77.17% 77.18%	86.09% 81.28% 80.63% 82.86%	86.30% 83.85% 81.78% 80.19%
London	84.96% 85.3	5% 82.82% 85.41%	87.00% 84.54% 81.05% 83.13%	82.28% 81.70% 78.04% 82.56%	84.69% 85.69% 83.34% 85.83%
South East	86.89% 82.3	1% 83.49% 86.33%	86.02% 81.81% 82.97% 83.77%	84.29% 82.33% 85.06% 85.13%	87.10% 82.40% 83.53% 86.72%
South Wales & South Midlands	85.59% 80.30	0% 85.37% 80.10%	84.52% 80.02% 83.57% 75.45%	84.30% 80.23% 85.32% 81.14%	85.84% 80.36% 85.74% 80.85%
Wessex	87.94% 83.10	6% 82.28% 87.30%	86.07% 80.65% 79.36% 83.31%	86.31% 83.62% 81.59% 85.80%	88.41% 83.72% 83.01% 88.12%
Northern Ireland	88.92% 84.93	3% 88.21% 87.73%	84.23% 80.89% 84.50% 81.19%	87.91% 85.29% 85.56% 86.02%	90.53% 86.44% 89.58% 89.61%

### **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.

KPI 4 Average first available appointment date				
	Combined  Apr-Jun Jul-Sep Oct-Dec Jan-Apr	Wholesale Voice Line  Apr-Jun Jul-Sep Oct-Dec Jan-Apr	Fully Unbundled Line  Apr-Jun Jul-Sep Oct-Dec Jan-Apr	Fibre  Apr-Jun Jul-Sep Oct-Dec Jan-Apr
IIIV	2020 2020 2020 2021	2020 2020 2020 2021	2020 2020 2020 2021	2020 2020 2020 2021

### **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.

KPI 7				
Average installation time with an engineer (working days)				
	Combined	Wholesale Voice Line	Fully Unbundled Line	Fibre
	Apr-Jun Jul-Sep Oct-Dec Jan-Apr 2020 2020 2020 2021			
UK	12.23 11.88 11.32 11.93	17.86 16.05 13.33 14.29	16.24 12.70 12.22 12.31	10.75 10.83 10.70 11.38
KPI 8				
Average installation time without an engineer (working days)				
	Combined	Wholesale Voice Line	Fully Unbundled Line	Fibre
	Apr-Jun Jul-Sep Oct-Dec Jan-Apr 2020 2020 2020 2021			
UK	10.06 9.89 9.70 10.11	10.10 10.17 9.99 10.69	9.62 9.62 9.68 9.88	10.26 9.76 9.46 9.71

#### Time to fix faults

This chart shows the average time between your phone or broadband provider reporting a fault to Openreach and the fault being cleared.

KPI 12a				
Average time to fix faults (working hours) Service level 1				
	Combined	Wholesale Voice Line	Fully Unbundled Line	Fibre
	Apr-Jun Jul-Sep Oct-Dec Jan-Apr 2020 2020 2020 2021			
UK	29.10 33.39 32.08 32.09	29.72 33.89 33.12 32.92	28.25 32.74 30.53 30.73	27.15 31.71 29.78 31.98
KPI 12b				
Average time to fix faults (working hours) Service level 2				
	Combined	Wholesale Voice Line	Fully Unbundled Line	Fibre
	Apr-Jun Jul-Sep Oct-Dec Jan-Apr 2020 2020 2020 2021			
UK	19.90 21.52 20.44 21.43	23.22 24.52 24.23 25.74	21.73 24.53 23.88 23.59	19.22 20.77 19.50 20.66

# **Missed appointments**

This chart shows the percentage of visit appointments we missed.

VAT 47				
KPI 17				
Percentage of missed repair appointments				
	Combined	Wholesale Voice Line	Fully Unbundled Line	Fibre
	Apr-Jun Jul-Sep Oct-Dec Jan-Apr 2020 2020 2020 2021	Apr-Jun Jul-Sep Oct-Dec Jan-Apr 2020 2020 2020 2021	Apr-Jun Jul-Sep Oct-Dec Jan-Apr 2020 2020 2020 2021	Apr-Jun Jul-Sep Oct-Dec Jan-Apr 2020 2020 2020 2021
UK	1.95% 2.61% 2.46% 2.53%	2.16% 2.49% 2.29% 2.25%	1.58% 2.28% 2.17% 2.07%	1.94% 2.74% 2.58% 2.70%
KPI 18				
Percentage of missed installation appointments at end user premises				
	Combined	Wholesale Voice Line	Fully Unbundled Line	Fibre
	Apr-Jun Jul-Sep Oct-Dec Jan-Apr 2020 2020 2020 2021	Apr-Jun Jul-Sep Oct-Dec Jan-Apr 2020 2020 2020 2021	Apr-Jun Jul-Sep Oct-Dec Jan-Apr 2020 2020 2020 2021	Apr-Jun Jul-Sep Oct-Dec Jan-Apr 2020 2020 2020 2021
UK	2.38% 2.13% 2.35% 2.91%	1.96% 1.58% 1.85% 2.55%	2.37% 1.74% 2.14% 2.71%	3.41% 3.51% 3.26% 3.95%
KPI 19				
KPI 19 Percentage of street cabinet installation visits missed				
Percentage of street cabinet	Combined	Wholesale Voice Line		
Percentage of street cabinet	Combined           Apr-Jun         Jul-Sep         Oct-Dec         Jan-Apr           2020         2020         2021           1.49%         0.97%         1.67%         1.84%	Wholesale Voice Line  Apr-Jun Jul-Sep Oct-Dec Jan-Apr 2020 2020 2021 1.49% 0.97% 1.67% 1.84%		

## **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 20																
Tail measure of new lines installe	ed															
KPI 20a																
30 calendar days																
•	Combine	d			Wholes	ale Voice	Line		Fully Un	bundled	Line		Fibre			
			Oct-	Jan-	Apr-		Oct-	Jan-	Apr-		Oct-		Apr-		Oct-	Jan-
	Apr-Jun	Jul-Sep	Dec	Apr	Jun	Jul-Sep	Dec	Apr	Jun	Jul-Sep	Dec	Jan-Apr		Jul-Sep	Dec	Apr
	2020	2020	2020	2021	2020	2020	2020	2021	2020	2020	2020	2021	2020	2020	2020	2021
UK	3765.4	2443.5	2322.3	2776.4	863.1	988.5	867.8	983.1	1088.7	503.8	489.4	575.9	1813.7	951.3	965.1	1217.4
North East	426.8	246.5	270.0	300.0	87.6	106.0	93.6	97.8	139.9	50.6	61.7	72.8	199.3	89.9	114.6	129.4
North Wales & North Midlands	466.2	286.8	249.9	280.3	96.3	111.0	89.0	99.7	144.9	65.5	61.8	62.6	225.0	110.3	99.2	117.9
North West	451.1	284.3	251.7	327.1	85.4	101.2	84.0	103.8	142.7	74.9	59.2	79.2	223.0	108.2	108.4	144.1
Scotland	279.0	142.9	161.2	174.6	77.7	66.4	64.3	72.7	87.0	28.8	36.4	32.6	114.3	47.6	60.4	69.4
East Anglia	373.5	308.7	303.9	432.2	98.9	125.8	119.1	154.4	89.9	51.0	47.7	83.1	184.6	131.9	137.1	194.6
London	393.1	229.0	208.6	251.8	100.2	95.3	78.7	89.6	116.4	49.7	48.3	57.7	176.5	84.0	81.6	104.5
South East	436.6	280.6	258.6	325.7	91.1	103.5	96.3	106.8	139.1	64.7	51.7	70.9	206.5	112.4	110.6	148.1
South Wales & South Midlands	388.3	273.9	261.5	309.7	95.3	105.0	94.6	106.3	98.1	50.4	56.3	61.7	194.9	118.5	110.6	141.8
Wessex	466.2	334.1	308.9	299.4	115.7	146.9	129.4	123.9	112.2	58.3	60.0	47.3	238.3	128.9	119.5	128.2
Northern Ireland	78.4	54.6	42.1	62.7	10.9	25.3	14.7	21.6	18.5	10.0	6.3	8.0	48.9	19.3	21.0	33.0
KPI 20b																
90 calendar days																
	Combine	d			Wholes	ale Voice	Line		Fully Un	bundled	Line		Fibre			
			Oct-	Jan-	Apr-		Oct-	Jan-	Apr-		Oct-		Apr-		Oct-	Jan-
	Apr-Jun		Dec	Apr	Jun	Jul-Sep	Dec	Apr		Jul-Sep	Dec	Jan-Apr		Jul-Sep	Dec	Apr
	2020	2020	2020	2021	2020	2020	2020	2021	2020	2020	2020	2021	2020	2020	2020	2021
UK	605.3	545.7	326.4	359.1	291.0		174.6	190.9	104.0	100.3	45.5		210.4		106.3	121.3
North East	51.7	63.5	41.9	30.7	29.2		20.3	15.7	6.9		8.3		15.6		13.3	11.3
North Wales & North Midlands	78.3	54.5	41.0	42.0	38.2		19.6	24.8	12.5		7.0		27.5	13.4	14.3	13.2
North West	58.3	62.8	31.6	42.8	26.5		16.0	20.2	10.9		4.0		20.9	21.5	11.6	14.7
Scotland	48.2	37.2	21.3	34.2	24.6		11.3	19.5	9.6		4.0		13.9	8.0	6.0	11.7
East Anglia	64.4	60.3	49.4	48.3	29.2		26.0	24.2	9.3		5.0		25.9	20.1	18.4	16.4
London	58.2	61.1	29.4	25.9	31.1		20.0	14.9	8.9		2.7		18.2		6.7	7.8
South East	71.9	62.3	36.0	44.3	32.8		19.7	21.6	13.2		3.3		25.8	18.8	13.0	15.0
South Wales & South Midlands	67.1	49.9	31.6	36.3	28.5		15.3	17.6	13.2		5.7		25.3	16.1	10.7	13.4
Wessex	89.3	81.2	41.3	49.2	43.8		24.7	29.6	15.9		5.0		29.5	21.0	11.6	15.2
Northern Ireland	12.3	12.4	1.7	3.7	3.0	9.0	0.7	1.0	3.3	2.0	0.7	0.0	6.0	1.3	0.3	2.7

## **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																
120 calendar days																
	Combined	l			Wholesal	le Voice L	ine		Fully Unb	undled L	ine		Fibre			
	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 3	Jan-Apr 2021
UK	317.1	326.5	160.5	203.5	203.1	219.7	89.6	112.6	38.5	38.2	23.2	23.2	75.5	68.7	47.7	67.6
North East	27.6	36.7	21.0	17.9	19.9	26.6	12.0	10.0	2.3	3.4	3.0	2.6	5.3	6.7	6.0	5.3
North Wales & North Midlands	40.9	29.1	21.7	23.2	26.6	20.1	12.0	14.1	3.3	4.3	3.0	2.0	11.0	4.7	6.7	7.1
North West	28.5	37.7	14.7	27.1	16.9	21.9	7.0	12.7	5.0	4.4	2.3	3.7	6.6	11.4	5.3	10.8
Scotland	27.0	24.4	11.0	20.5	16.3	18.4	4.7	12.1	4.7	1.7	3.6	1.3	6.0	4.3	2.7	7.0
East Anglia	36.2	35.9	28.0	27.2	21.5	22.8	16.3	14.9	4.6	4.7	2.0	4.0	10.0	8.4	9.7	8.4
London	31.5	40.3	13.3	13.8	24.2	28.9	8.7	7.8	1.6	7.1	1.3	1.6	5.6	4.4	3.3	4.4
South East	34.5	37.6	14.0	25.8	22.2	19.8	7.0	13.2	4.0	8.4	2.0	3.1	8.3	9.4	5.0	9.6
South Wales & South Midlands	35.3	28.2	16.3	17.2	19.6	19.5	7.0	9.8	4.7	2.0	3.6	1.7	11.0	6.7	5.6	5.7
Wessex	47.5	50.0	18.7	27.8	30.9	35.0	13.7	16.1	7.7	2.4	2.3	3.3	9.0	12.7	2.7	8.4
Northern Ireland	3.0	6.0	1.0	1.7	1.0	6.0	0.7	0.7	0.7	0.0	0.0	0.0	1.3	0.0	0.3	1.0

# **Repairs delayed**

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

KPI 21																
Tail measure of faults fixed																
KPI 21a																
30 calendar days																
	Combine	d			Wholes	ale Voice	Line		Fully U	bundled	Line		Fibre			
			Oct-	Jan-	Apr-		Oct-	Jan-	Apr-		Oct-		Apr-		Oct-	Jan-
	Apr-Jun	Jul-Sep	Dec	Apr		Jul-Sep	Dec	Apr		Jul-Sep	Dec	Jan-Apr		Jul-Sep	Dec	Apr
	2020	2020	2020	2021	2020	2020	2020	2021	2020	2020	2020	2021	2020	2020	2020	2021
UK	198.3	667.8	928.5	1121.6	75.0	284.3	435.6	499.6	22.6	148.2	128.8	167.1	100.7	235.3	364.1	454.9
North East	33.0	95.3	86.8	196.4	11.7	38.2	40.2	84.9	5.7	20.2	15.9	37.9	15.6	37.0	30.6	73.6
North Wales & North Midlands	7.3	78.3	84.0	69.8	2.6	37.3	46.1	35.5	0.3	16.9	9.6	9.6	4.3	24.2	28.2	24.7
North West	30.6	106.0	93.5	186.7	11.6	48.5	45.3	78.8	6.0	23.5	13.3	29.8	13.0	34.0	34.9	78.1
Scotland	13.7	12.2	12.4	8.7	4.6	5.6	8.0	3.7	0.7	2.6	0.7	1.0	8.4	3.9	3.7	4.0
East Anglia	14.7	71.5	249.2	302.6	2.6	28.7	111.2	137.0	0.7	13.8	36.6	32.7	11.4	29.0	101.4	133.0
London	21.0	24.5	42.5	77.1	7.0	7.3	13.3	30.2	1.3	7.6	6.3	12.7	12.7	9.6	22.9	34.2
South East	39.5	85.5	134.3	121.6	19.9	33.9	55.5	50.9	5.0	19.2	18.6	17.8	14.7	32.5	60.2	52.9
South Wales & South Midlands	6.4	58.2	87.9	65.3	0.7	20.7	47.5	29.6	0.3	15.4	8.0	11.9	5.4	22.0	32.3	23.9
Wessex	19.9	126.3	134.6	82.4	8.3	58.2	67.1	41.7	2.3	27.4	18.2	13.1	9.3	40.7	49.3	27.6
Northern Ireland	11.0	9.6	3.4	10.7	4.6	5.7	1.3	7.0	0.3	1.6	1.3	0.7	6.0	2.3	0.7	3.1
KPI 21b																
90 calendar days																
	Combine	d			Wholes	ale Voice	Line		Fully U	bundled	Line		Fibre			
			Oct-	Jan-	Apr-		Oct-	Jan-	Apr-		Oct-		Apr-		Oct-	Jan-
	Apr-Jun 2020	Jul-Sep 2020	Dec 2020	Apr 2021	Jun 2020	Jul-Sep 2020	Dec 2020	Apr 2021	Jun 2020	Jul-Sep 2020	Dec 2020	Jan-Apr 2021	Jun 2020	Jul-Sep 2020	Dec 2020	Apr 2021
UK	2.3	3.0	14.9	26.1	1.7	1.0	8.2	16.8	0.0	2.0	0.7	3.3	0.7	0.0	6.0	6.0
North East	0.3	0.0	2.0	3.4	0.0	0.0	1.0	2.7	0.0	0.0	0.0	0.3	0.3	0.0	1.0	0.3
North Wales & North Midlands	0.0	0.7	2.0	1.3	0.0	0.0	1.6	0.7	0.0	0.7	0.0	0.3	0.0	0.0	0.3	0.3
North West	1.0	0.0	6.9	7.4	1.0	0.0	3.3	5.3	0.0	0.0	0.7	0.3	0.0	0.0	3.0	1.7
Scotland	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
East Anglia	0.0	0.3	1.0	4.6	0.0	0.3	0.3	1.7	0.0	0.0	0.0	1.3	0.0	0.0	0.7	1.6
London	0.0	0.0	0.3	3.6	0.0	0.0	0.0	2.0	0.0	0.0	0.0	0.6	0.0	0.0	0.3	1.0
South East	0.0	1.7	1.0	3.7	0.0	0.3	0.7	2.3	0.0	1.3	0.0	0.3	0.0	0.0	0.3	1.0
South Wales & South Midlands	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Wessex	0.3	0.3	1.7	0.7	0.0	0.3	1.3	0.7	0.0	0.0	0.0	0.0	0.3	0.0	0.3	0.0
Northern Ireland	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	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																
120 calendar days	Combined	j			Wholesa	le Voice I	.ine		Fully Uni	oundled L	ine		Fibre			
									·							
	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021												
UK	0.7	0.3	3 2.0	6.8	0.7	0.0	1.6	6.1	0.0	0.3	0.0	0.0	0.0	0.0	0.3	0.7
North East	0.0	0.0	0.7	0.3	0.0	0.0	0.3	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.3	0.0
North Wales & North Midlands	0.0	0.0	0.3	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
North West	0.7	0.0	1.0	2.0	0.7	0.0	1.0	1.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.3
Scotland	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
East Anglia	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
London	0.0	0.0	0.0	1.0	0.0	0.0	0.0	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
South East	0.0	0.3	0.0	0.7	0.0	0.0	0.0	0.3	0.0	0.3	0.0	0.0	0.0	0.0	0.0	0.3
South Wales & South Midlands	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Wessex	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Northern Treland	0.0	0.0	) (	0.7	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.0	0.0	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																
30 calendar days																
•	Combined				Wholesal	e Voice L	.ine		Fully Unb	undled L	ine		Fibre			
	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Apr	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Apr	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Apr	Apr-Jun	Jul-Sep	Oct-Dec 3	Jan-Apr
	2020	2020	2020	2021	2020	2020	2020	2021	2020	2020	2020	2021	2020	2020	2020	2021
UK	9189.2	4378.3	5062.5	4655.7	2440.7	2014.5	2265.1	1947.3	2918.2	731.2	733.7	760.0	3830.3	1632.6	2063.7	1948.4
North East	1006.6	458.0	553.7	513.7	260.9	201.3	235.8	198.5	346.3	79.2	88.0	88.9	399.4	177.5	230.0	226.3
North Wales & North Midlands	1057.8	473.1	611.8	603.4	249.5	212.3	266.3	272.7	358.8	90.8	106.9	103.7	449.4	170.0	238.6	227.0
North West	1099.9	440.2	499.5	477.5	218.5	192.6	202.3	195.6	399.6	81.3	86.7	96.4	481.8	166.4	210.5	185.5
Scotland	765.0	324.7	390.2	375.3	218.5	150.3	195.7	170.7	261.4	67.3	51.0	62.4	285.1	107.1	143.6	142.2
East Anglia	878.2	546.1	629.4	607.7	278.6	245.3	279.9	238.9	211.2	75.6	72.3	97.0	388.4	225.2	277.1	271.8
London	1083.7	430.0	455.2	388.3	285.0	221.3	195.1	142.3	407.8	78.6	76.3	69.4	390.9	130.1	183.8	176.5
South East	1056.4	561.2	630.3	570.6	246.1	234.0	262.7	208.6	370.4	92.0	89.0	96.2	440.0	235.2	278.5	265.8
South Wales & South Midlands	868.9	455.3	526.8	516.1	236.7	215.4	240.9	227.2	228.3	71.0	78.4	79.6	403.9	168.9	207.5	209.3
Wessex	1152.2	612.5	649.2	511.7	362.2	300.5	324.1	250.7	287.2	81.8	76.7	58.9	502.8	230.2	248.4	202.1
Northern Ireland	200.4	62.0	93.7	79.7	64.6	26.4	40.0	30.9	47.2	13.6	8.4	7.4	88.6	21.9	45.4	41.4
KPI 22b																
90 calendar days																
	Combined				Wholesal	e Voice L	.ine		Fully Unb	undled L	ine		Fibre			
	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Apr	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Apr	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Apr	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Apr
	2020	2020	2020	2021	2020	2020	2020	2021	2020	2020	2020	2021	2020	2020	2020	2021
UK	1615.9	998.0	1303.1	1333.9	662.5	524.0	725.6	714.8	438.5	173.0	152.0	139.3	514.9	301.0	425.5	479.8
North East	173.0	119.1	147.3	158.5	79.3	63.5	79.3	79.6	40.5	19.0	17.4	18.7	53.3	36.6	50.7	60.2
North Wales & North Midlands	148.3	95.9	163.7	197.5	61.6	53.9	89.1	106.9	36.0	15.7	23.6	25.8	50.6	26.3	51.0	64.8
North West	167.4	98.4	129.4	121.4	44.0	48.5	69.0	69.1	56.4	16.3	20.3	11.7	67.0	33.6	40.0	40.7
Scotland	151.0	90.6	114.3	129.4	60.6	42.3	66.0	72.2	52.8	21.7	12.7	15.7	37.6	26.7	35.6	41.5
East Anglia	185.9	119.8	159.0	161.0	88.0	64.9	90.3	83.9	32.7	16.0	13.3	12.3	65.3	38.9	55.3	64.9
London	198.3	104.2	102.7	95.9	70.3	61.5	64.7	47.7	81.3	22.3	11.0	9.3	46.6	20.4	27.0	38.9
South East	179.3	120.5	165.9	171.8	65.3	53.2	79.0	83.1	50.3	23.3	19.3	19.6	63.7	44.0	67.6	69.1
South Wales & South Midlands	130.9	87.8	114.4	121.1	52.0	45.9	65.1	69.6	29.9	14.7	15.4	11.6	48.9	27.3	34.0	39.9
Wessex	263.8	152.7	193.0	167.9	132.0	85.5	113.4	97.7	54.5	21.9	19.0	14.0	77.3	45.3	60.7	56.3
Northern Ireland	15.3	6.7	7.0	6.5	6.6	2.7	3.3	2.3	4.0	2.0	0.0	0.6	4.7	2.0	3.7	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																
120 calendar days																
	Combined				Wholesal	Wholesale Voice Line				undled L	ine		Fibre			
	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021
UK	836.3	688.2	812.7	872.0	400.9	360.3	474.5	489.2	215.9	127.8	99.1	86.2	219.5	200.1	239.1	296.6
North East	91.2	84.5	99.2	106.6	49.9	45.4	58.3	58.3	16.9	14.1	10.3	11.0	24.3	25.1	30.6	37.2
North Wales & North Midlands	76.4	67.5	94.2	130.6	38.0	36.1	55.6	71.4	17.0	12.1	12.0	17.4	21.4	19.4	26.6	41.8
North West	74.6	62.7	87.7	75.8	21.7	31.0	47.7	46.4	26.0	9.3	16.7	5.3	27.0	22.4	23.3	24.0
Scotland	88.8	65.9	73.7	83.7	37.4	30.7	42.3	50.4	33.1	16.8	10.0	9.6	18.3	18.4	21.3	23.7
East Anglia	97.4	83.5	91.6	101.0	55.3	46.1	55.6	54.8	16.4	12.0	7.7	5.9	25.7	25.4	28.3	40.3
London	109.8	73.5	66.3	62.0	44.3	40.1	47.7	32.7	46.2	19.0	6.3	7.4	19.4	14.4	12.3	21.9
South East	79.6	78.9	103.9	112.8	33.3	33.8	50.3	57.5	20.0	17.4	13.7	11.3	26.4	27.7	40.0	44.0
South Wales & South Midlands	56.7	55.4	64.0	78.0	25.7	30.7	37.3	46.6	11.6	9.0	9.0	7.3	19.3	15.7	17.7	24.2
Wessex	159.1	110.8	124.7	117.6	93.4	63.8	73.7	68.8	28.6	16.7	13.4	11.0	37.1	30.4	37.7	37.8
Northern Ireland	2.3	3.7	3.3	2.7	1.7	1.0	2.0	1.0	0.0	1.3	0.0	0.0	0.7	1.3	1.3	1.7

# **Delayed repairs**

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

WDT 00																
KPI 23a																
30 calendar days																
	Combined				Wholesal		Fully Unb	undled L	.ine		Fibre					
	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep	Oct-Dec . 2020	Jan-Apr 2021
uk	61.3	361.0	465.1	496.9	16.3	179.7	235.3	246.6	6.3	43.6	63.8	60.4	38.6	137.7	165.9	189.9
North East	11.3	43.9	57.7	83.6	1.6	17.6	31.3	43.8	1.7	5.0	9.4	13.0	8.0	21.3	17.0	26.7
North Wales & North Midlands	3.0	38.6	37.7	27.2	0.7	21.4	18.5	17.6	0.3	4.0	4.0	3.0	2.0	13.2	9.7	6.6
North West	10.0	60.7	77.6	107.5	4.0	31.8	41.8	55.0	1.3	8.0	11.0	13.0	4.7	20.9	24.8	39.5
Scotland	6.0	3.6	2.3	2.3	0.7	2.3	1.7	1.7	0.7	0.3	0.0	0.0	4.7	1.0	0.7	0.7
	5.0	39.8	117.6	118.5	0.7	18.7	51.1	50.5	0.7	4.3	19.0	13.2	4.7	16.8	47.5	54.9
East Anglia London	5.0 4.3	14.9	31.8	50.6	1.3	7.3	15.0	20.4	1.0	1.7	3.0	8.0	2.0	6.0	13.8	22.2
South Walso & Court Midland	6.3	41.0	74.8	56.9	3.0	17.2	29.7	29.6	0.3	4.6	11.0	5.7	3.0	19.2	34.0	21.7
South Wales & South Midlands	5.0	40.8	27.8	24.9	0.7	23.0	20.5	13.4	1.0	4.3	1.0	2.6	3.3	13.5	6.4	9.0
Wessex	3.7	73.9	38.9	20.1	1.3	38.4	22.8	10.7	0.0	10.7	5.0	1.7	2.3	24.8	11.1	7.7
Northern Ireland	3.3	2.7	2.7	3.6	0.7	1.3	1.3	2.6	0.0	0.7	0.3	0.3	2.6	0.7	1.0	0.7
KPI 23b																
90 calendar days																
	Combine	i			Wholesal	le Voice I	Line		Fully Unb	undled L	ine.		Fibre			
		Jul-Sep			Apr-Jun				Apr-Jun				Apr-Jun			
	2020	2020	2020	2021	2020	2020	2020	2021	2020	2020	2020	2021	2020	2020	2020	2021
UK	0.3	1.0	12.7	31.4	0.0	1.0	9.7	23.0	0.3	0.0	0.7	4.0	0.0	0.0	2.3	4.4
North East	0.0	0.0	3.0	4.7	0.0	0.0	2.3	4.3	0.0	0.0	0.3	0.0	0.0	0.0	0.3	0.3
North Wales & North Midlands	0.0	0.3	0.7	1.0	0.0	0.3	0.3	0.3	0.0	0.0	0.0	0.7	0.0	0.0	0.3	0.0
North West	0.0	0.3	4.0	8.0	0.0	0.3	3.0	6.3	0.0	0.0	0.3	1.0	0.0	0.0	0.7	0.7
Scotland	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
East Anglia	0.0	0.0	1.0	6.0	0.0	0.0	0.7	3.3	0.0	0.0	0.0	1.3	0.0	0.0	0.3	1.4
London	0.3	0.0	0.7	3.3	0.0	0.0	0.3	1.6	0.3	0.0	0.0	0.3	0.0	0.0	0.3	1.3
South East	0.0	0.3	1.7	4.9	0.0	0.3	1.3	3.6	0.0	0.0	0.0	0.7	0.0	0.0	0.3	0.7
South Wales & South Midlands	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Wessex	0.0	0.0	1.0	1.0	0.0	0.0	1.0	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Northern Ireland	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	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 120 calendar days																
120 calcinaar aays	Combined	d			Wholesa	Wholesale Voice Line				oundled L	.ine		Fibre			
	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Apr 2021
UK	0.3	0.0	2.3	11.5	0.0	0.0	2.3	9.5	0.3	0.0	0.0	1.7	0.0	0.0	0.0	0.3
North East	0.0	0.0	0.7	3.0	0.0	0.0	0.7	3.0	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	0.3	0.0	0.0	0.3	0.0	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.0
North West	0.0	0.0	0.3	3.3	0.0	0.0	0.3	2.3	0.0	0.0	0.0	1.0	0.0	0.0	0.0	0.0
Scotland	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
East Anglia	0.0	0.0	0.0	1.3	0.0	0.0	0.0	1.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
London	0.3	0.0	0.0	0.3	0.0	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.3
South East	0.0	0.0	0.7	1.6	0.0	0.0	0.7	1.3	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.0
South Wales & South Midlands	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
Wessex	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Northern Ireland	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

# openreach

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