

Our responsibilities

Business: historical information

Data applicable to the period
1 January 2014 – 31 December 2017



Faults fixed within agreed time

This table shows the percentage of faults that were fixed within the target timescale of 5 hours.

	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-June 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-June 2016
Faults fixed to agreed time (%)	96.21	96.4	95.31	97.67	92.79	91.9	94.04	94.2	94.26	94.53

Average time to install – on-net

Around 40% of installations are on-net, where new network build is not required for the installation to be completed. For these types of order this table shows the average number of days between your service provider placing an order and service being installed by Openreach.

	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-June 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-June 2016
Average time to install – on net (cat 1). Working days	40.37	41.81	38.41	36.31	33.49	27.20	27.78	31.17	26.50	27.70

Average time to install – new network build required

Around 60% of installations require new network to be built in order for the installation to be completed. For these types of order, this table shows the average number of days between your service provider placing an order and service being installed by Openreach.

	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015	Apr-June 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-June 2016
Average time to install – new network build required (cat 2-4 combined). Working days	68.74	69.34	67.48	65.91	69.95	65.14	59.39	63.78	68.2	85.4

Circuits delivered within 30 working days

This measure looks at the circuits that are the most straightforward to deliver. From 1 April 2017 our target is to make sure that at least 40% of circuits are delivered within 29 working days. Up until 31 March 2017 our target was to make sure that at least 40% of circuits are delivered within 30 working days

For quarterly results before 1 April 2017 an adjustment set by Ofcom was included.

	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017
Overall	55.44	48.82	54.93	58.93	57.53	61.98
Scotland	43.57	38.33	48.26	37.64	42.02	40.18
Northern Ireland	52.67	37.76	44.00	47.93	48.01	58.41
England North	57.06	58.05	60.97	61.82	70.47	64.24
Wales	53.67	51.26	53.51	59.66	57.71	66.27
England West	56.61	52.23	58.29	60.69	59.35	60.11
England East	57.58	46.27	56.89	61.18	57.67	61.58

Faults fixed within agreed time

This measure looks at the percentage of faults that were fixed within the target timescale of 5 hours.

	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017
Overall	95.96	91.88	94.87	96.17	94.34	95.50
Scotland	95.36	96.30	92.19	97.92	72.83	87.84
Northern Ireland	90.91	89.97	93.11	93.01	91.34	91.25
England North	96.30	97.96	96.43	99.32	98.06	95.45
Wales	94.83	92.31	94.86	96.04	94.10	95.93
England West	95.58	96.20	95.47	96.62	96.03	97.25
England East	96.63	88.15	94.98	96.57	95.22	95.49

Circuits delivered by original agreed date

This chart shows the percentage of times that we deliver your Ethernet circuit in the original agreed timescales. Excludes customer delays. These figures have been updated to reflect a minor data discrepancy identified subsequent to the original publication. For quarterly results before 1 April 2017 an adjustment set by Ofcom was included.

	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017
Overall	89.72	78.50	76.77	75.53	76.11	80.36
Scotland	86.51	73.47	70.56	64.52	68.44	78.84
Northern Ireland	94.17	80.82	85.40	80.34	79.11	85.39
England North	90.04	76.84	75.06	75.88	76.25	84.86
Wales	86.18	83.09	81.54	82.47	86.87	81.50
England West	90.17	78.65	79.19	77.24	76.51	77.37
England East	90.04	80.59	77.18	76.42	76.03	78.62

Circuits that take over 159 working days to deliver

This measure looks at the percentage of circuits that take the longest time to deliver. From 1 April 2017 our target is to make sure that no more than 3% of circuits take 118 working days or over to be delivered. Up until 31 March 2017 our target was to make sure that no more than 3% of circuits took 159 working days or over to be delivered. For quarterly results before 1 April 2017 an adjustment set by Ofcom was included.

	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017
Overall	0.47	3.75	7.01	9.06	7.56	5.23
Scotland	1.70	0.00	1.74	3.37	2.10	1.83
Northern Ireland	0.00	8.46	17.15	19.48	14.10	7.33
England North	0.44	0.99	3.63	6.29	3.45	3.33
Wales	0.00	3.08	6.35	9.04	8.06	4.64
England West	0.36	2.78	4.54	5.45	5.37	5.44
England East	0.32	4.35	7.03	9.14	7.88	5.48

Average time to install a circuit

This chart shows the average number of days between your service provider placing an order for you and service being installed by Openreach. Excludes customer delays.

	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017
Overall	38.70	48.38	48.81	46.34	42.77	37.04
Scotland	51.45	36.60	36.21	41.68	38.40	38.92
Northern Ireland	31.10	65.28	73.45	73.55	60.22	41.98
England North	36.33	39.44	38.94	36.64	29.65	33.46
Wales	39.53	45.48	47.61	44.68	42.73	34.62
England West	38.47	44.42	43.27	38.94	37.43	38.24
England East	37.40	51.19	48.37	46.19	44.25	37.33