

Our responsibilities

Business: historical information

Data applicable to the period
1 January 2014 – 30 June 2016



Faults fixed within agreed time

This chart 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 chart shows the average number of days between your service provider placing an order for you 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 chart shows the average number of days between your service provider placing an order for you 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