

Our responsibilities



Regulatory Key Performance indicators
Homes, small businesses and larger businesses

Data applicable to the period
1 April 2024 – 31 March 2025,
unless stated otherwise

Homes and small businesses



Key Performance Indicators

Ofcom published its Wholesale Fixed Telecoms Market Review on 18 March 2021. This introduced some changes to the Key Performance Indicators (KPIs). The number of regions was reduced down to seven and Wholesale Line Rental (WLR) was removed from the reporting requirements.

As required under the review from Q1 22/23 the Required First Available Date for KPI 1 changed from 12 to 10 working days. This will apply until the end of 2025/26 when the current controls are due to expire.

KPI 1a

First available appointments offered within 10 working days

The tables show the percentage of first available appointment dates for the Openreach engineer slot offered within the agreed target of 10 working days. Around 1 in 8 service installations need an Openreach engineer to visit your home or premises.

Percentage (%) of appointments offered within 10 working days of your service provider placing an order for you

Combined	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	99.74	99.01	93.24	
East Anglia	99.97	99.52	94.99	
London & South East	99.66	98.60	94.67	
Northern England	99.89	99.63	94.75	
Northern Ireland	100.00	100.00	100.00	
Scotland	99.76	96.96	97.17	
Wales & Midlands	99.76	99.67	90.70	
Wessex	99.41	99.01	87.91	

Fully Unbundled Lines	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	99.89	99.77	93.63	
East Anglia	100.00	99.95	95.08	
London & South East	99.92	99.87	96.43	
Northern England	99.91	99.45	94.29	
Northern Ireland	100.00	100.00	100.00	
Scotland	99.89	99.87	99.17	
Wales & Midlands	99.99	99.92	91.83	
Wessex	99.60	99.70	86.37	

Generic Ethernet Access	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	99.72	98.92	93.19	
East Anglia	99.96	99.47	94.98	
London & South East	99.63	98.43	94.46	
Northern England	99.88	99.65	94.81	
Northern Ireland	100.00	100.00	100.00	
Scotland	99.75	96.67	96.96	
Wales & Midlands	99.73	99.64	90.57	
Wessex	99.39	98.93	88.11	

KPI 2a

New lines installed on time

These tables show the percentage of new services installed on the date agreed between Openreach and your phone or broadband provider.

Percentage (%) of new services installed on the date agreed between Openreach and your service provider

Combined	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	96.38	96.99	96.08	
East Anglia	96.45	96.69	95.44	
London & South East	95.92	96.57	95.65	
Northern England	96.49	96.88	96.25	
Northern Ireland	96.95	97.67	95.64	
Scotland	96.75	97.79	96.75	
Wales & Midlands	96.59	96.90	96.18	
Wessex	96.32	97.41	96.41	

Fully Unbundled Lines	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	92.85	92.33	90.18	
East Anglia	92.90	88.86	84.93	
London & South East	92.54	92.06	89.10	
Northern England	93.21	93.47	91.39	
Northern Ireland	92.21	88.52	81.69	
Scotland	93.80	93.65	92.73	
Wales & Midlands	92.98	92.71	91.49	
Wessex	92.40	92.50	90.86	

Generic Ethernet Access	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	96.92	97.39	96.66	
East Anglia	96.91	97.26	96.31	
London & South East	96.54	97.04	96.37	
Northern England	97.00	97.24	96.77	
Northern Ireland	97.40	98.08	96.95	
Scotland	97.20	98.06	97.12	
Wales & Midlands	97.07	97.24	96.62	
Wessex	96.90	97.77	96.91	

KPI 3a

Faults fixed within two working days

These tables show the percentage of faults that were fixed within the agreed timescale. The service maintenance level 1 agreement is for faults to be fixed within two working days after the day the fault is reported.

Percentage (%) of faults fixed within two working days of being reported

Combined	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	89.04	89.92	89.61	
East Anglia	89.79	88.85	89.57	
London & South East	89.02	90.73	90.80	
Northern England	89.27	89.88	89.85	
Northern Ireland	92.19	91.34	88.46	
Scotland	88.87	90.35	90.95	
Wales & Midlands	89.04	90.23	88.96	
Wessex	88.01	88.53	87.60	

Fully Unbundled Lines	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	87.75	87.13	86.35	
East Anglia	88.08	84.25	86.05	
London & South East	87.80	88.05	87.76	
Northern England	88.30	87.36	86.34	
Northern Ireland	91.74	89.58	88.49	
Scotland	88.77	89.13	89.22	
Wales & Midlands	87.07	87.74	85.69	
Wessex	86.79	84.98	83.82	

Generic Ethernet Access	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	89.74	91.16	91.03	
East Anglia	90.62	90.61	90.98	
London & South East	89.63	91.85	92.08	
Northern England	89.87	91.22	91.61	
Northern Ireland	92.54	92.47	88.45	
Scotland	88.92	90.78	91.48	
Wales & Midlands	90.18	91.38	90.49	
Wessex	88.70	90.08	89.15	

KPI 3b

Faults fixed within one working day

These tables show the percentage of faults that were fixed within the agreed timescale. The maintenance level 2 agreement is for faults to be fixed within one working day after the day the fault is reported.

Percentage (%) of faults fixed within one working day of being reported

Combined	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	88.40	87.58	86.47	
East Anglia	88.59	87.59	86.79	
London & South East	88.52	87.35	87.75	
Northern England	88.38	87.88	86.85	
Northern Ireland	89.96	89.84	83.45	
Scotland	88.03	87.68	87.81	
Wales & Midlands	88.81	88.17	85.29	
Wessex	87.50	86.43	85.11	

Fully Unbundled Lines	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	84.60	82.29	83.73	
East Anglia	84.94	81.50	83.32	
London & South East	84.39	81.00	85.04	
Northern England	84.84	83.92	84.74	
Northern Ireland	83.75	81.16	75.58	
Scotland	83.28	83.33	83.36	
Wales & Midlands	85.19	83.06	82.89	
Wessex	84.20	80.80	81.50	

Generic Ethernet Access	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	88.60	87.78	86.59	
East Anglia	88.75	87.78	86.94	
London & South East	88.76	87.62	87.90	
Northern England	88.56	88.04	86.95	
Northern Ireland	90.15	90.07	83.67	
Scotland	88.27	87.83	87.99	
Wales & Midlands	89.01	88.35	85.40	
Wessex	87.65	86.60	85.23	

KPI 4

First available installation slot

This table shows the average number of (working) days between your phone or broadband provider placing an order for you and the first available Openreach engineer slot. The agreed target is 10 working days. Around 1 in 8 service installations need an Openreach engineer to visit your home or premises.

Average number of working days to the first available installation slot after your service provider has placed your order

	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
Combined	5.92	6.14	6.66	
Fully Unbundled Line	4.82	4.78	5.30	
Generic Ethernet Access	6.05	6.31	6.82	

KPI 7

Average time to install a new line when we sent an engineer

This table shows the average number of (working) days between your phone or broadband provider placing an order for you and service being installed by Openreach where an engineer needs to visit your premises. Around 1 in 8 service installations need an Openreach engineer to visit your home or premises.

Average number of working days it took us to install a new line from your service provider placing an order for you when an engineer was needed

	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
Combined	10.86	10.82	10.92	
Fully Unbundled Line	11.97	11.27	11.88	
Generic Ethernet Access	10.70	10.78	10.82	

KPI 8

Average time to install a new line when an engineer wasn't sent

This table shows the average number of (working) days between your phone or broadband provider placing an order for you and service being installed by Openreach. Around 7 out of 8 service installations do not need an Openreach engineer to visit your home or premises.

Average number of working days it took us to install a new line from your service provider placing an order for you when an engineer wasn't needed

	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
Combined	8.16	7.72	8.39	
Fully Unbundled Line	11.42	10.24	10.18	
Generic Ethernet Access	7.63	7.53	8.23	

KPI 12a

Faults fixed within two working days

This table shows the average time in working hours between your phone or broadband provider reporting a fault to Openreach and the fault being cleared. The service maintenance level 1 agreement is for faults to be fixed within two working days (14 working hours) after the day the fault is reported.

Average number of working hours it took to fix faults within two days of being reported

	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
Combined	28.17	27.98	28.48	
Fully Unbundled Line	28.17	27.98	28.48	

KPI 12b

Faults fixed within one working day

This table shows the average time between your phone or broadband provider reporting a fault to Openreach and the fault being cleared. The service maintenance level 2 agreement is for faults to be fixed within one working day (14 working hours) after the day the fault is reported.

Average number of working hours it took to fix faults within one day of being reported

	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
Combined	17.80	17.73	18.07	
Fully Unbundled Line	19.77	21.47	20.41	
Generic Ethernet Access	17.69	17.59	17.97	

KPI 17

Home or business repair visits we missed

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

Percentage (%) of home or business repair visits we missed

	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
Combined	1.37	1.11	1.26	
Fully Unbundled Line	1.99	1.75	2.19	
Generic Ethernet Access	1.30	1.04	1.14	

KPI 18

Home or business installation visits we missed

This table shows the percentage of visit appointments we missed. Around 1 in 8 service installations need an Openreach engineer to visit your home or premises.

Percentage (%) of home or business installation visits we missed

	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
Combined	1.20	1.22	1.34	
Fully Unbundled Line	2.34	2.85	2.74	
Generic Ethernet Access	1.02	1.01	1.14	

KPI 19

Street cabinet installation visits we missed

Superfast fibre installations need an Openreach engineer to visit your local street cabinet. This table shows the percentage of visits missed due to us when they've been booked by your phone or broadband provider.

Percentage (%) of street cabinet installation visits we missed

	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
Combined	2.38	4.40	4.17	
Generic Ethernet Access	2.38	4.40	4.17	

KPI 20a

New lines installed after the target date

These tables show the monthly average number of new landline or broadband services installed more than 30 calendar days after the date agreed between Openreach and your phone or broadband provider per quarter.

Monthly Average Number of new lines installed more than 30 calendar days after the target date per quarter

Combined	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	673.6	516.5	443.3	
East Anglia	78.6	72.1	58.7	
London & South East	109.3	102.2	88.8	
Northern England	130.5	89.8	78.1	
Northern Ireland	8.3	8.3	4.3	
Scotland	73.5	41.1	43.3	
Wales & Midlands	156.3	117.1	84.1	
Wessex	116.3	85.3	84.6	

Fully Unbundled Lines	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	131.5	85.7	61.3	
East Anglia	13.6	13.6	9.0	
London & South East	26.7	20.3	14.7	
Northern England	27.8	16.4	12.0	
Northern Ireland	0.3	1.0	0.0	
Scotland	11.4	4.3	5.7	
Wales & Midlands	32.4	18.1	9.0	
Wessex	18.7	11.7	9.6	

Generic Ethernet Access	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	542.0	430.8	381.9	
East Anglia	65.0	58.4	49.7	
London & South East	82.6	81.9	74.1	
Northern England	102.7	73.4	66.1	
Northern Ireland	8.0	7.3	4.3	
Scotland	62.1	36.7	37.7	
Wales & Midlands	123.9	99.1	75.1	
Wessex	97.6	73.7	75.0	

KPI 20b

New lines installed after the target date

These tables show the monthly average number of new landline or broadband services installed more than 90 calendar days after the date agreed between Openreach and your phone or broadband provider per quarter.

Monthly Average Number of new lines installed more than 90 calendar days after the target date per quarter

Combined	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	145.6	111.1	92.9	
East Anglia	15.3	14.7	12.0	
London & South East	17.9	18.3	17.7	
Northern England	25.8	15.3	11.4	
Northern Ireland	1.0	1.0	0.0	
Scotland	19.7	8.4	10.3	
Wales & Midlands	36.3	26.0	13.3	
Wessex	29.6	26.7	27.9	

Fully Unbundled Lines	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	14.0	13.3	7.0	
East Anglia	1.0	0.3	0.7	
London & South East	2.0	3.7	1.3	
Northern England	2.0	2.3	0.7	
Northern Ireland	0.0	0.3	0.0	
Scotland	2.3	0.3	0.3	
Wales & Midlands	4.6	2.4	2.0	
Wessex	2.0	3.7	1.7	

Generic Ethernet Access	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	131.6	97.8	85.9	
East Anglia	14.3	14.3	11.3	
London & South East	15.9	14.7	16.4	
Northern England	23.8	13.0	10.7	
Northern Ireland	1.0	0.7	0.0	
Scotland	17.4	8.0	10.0	
Wales & Midlands	31.6	23.7	11.3	
Wessex	27.6	23.0	26.2	

KPI 20c

New lines installed after the target date

These tables show the monthly average number of new landline or broadband services installed more than 120 calendar days after the date agreed between Openreach and your phone or broadband provider per quarter.

Monthly Average Number of new lines installed more than 120 calendar days after the target date per quarter

Combined	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	80.6	66.8	50.0	
East Anglia	8.3	9.3	8.0	
London & South East	11.3	9.7	8.0	
Northern England	12.0	8.7	5.4	
Northern Ireland	0.3	0.7	0.0	
Scotland	11.4	3.3	6.7	
Wales & Midlands	20.0	17.7	4.3	
Wessex	17.3	17.0	17.6	

Fully Unbundled Lines	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	5.0	8.0	2.7	
East Anglia	0.3	0.0	0.3	
London & South East	1.3	2.0	0.0	
Northern England	0.7	0.7	0.0	
Northern Ireland	0.0	0.0	0.0	
Scotland	0.7	0.0	0.3	
Wales & Midlands	1.0	2.0	1.3	
Wessex	1.0	3.3	0.7	

Generic Ethernet Access	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	75.6	58.7	47.3	
East Anglia	8.0	9.3	7.7	
London & South East	10.0	7.7	8.0	
Northern England	11.4	8.0	5.4	
Northern Ireland	0.3	0.7	0.0	
Scotland	10.7	3.3	6.3	
Wales & Midlands	19.0	15.7	3.0	
Wessex	16.3	13.7	16.9	

KPI 21a

Faults fixed after the target date

These tables show the monthly average number of faults fixed more than 30 calendar days beyond the target date across all service maintenance levels per quarter.

Monthly Average Number of faults fixed more than 30 calendar days after the target date per quarter

Combined	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	96.5	69.5	62.7	
East Anglia	23.0	9.7	5.3	
London & South East	4.0	3.3	4.0	
Northern England	5.3	9.4	14.0	
Northern Ireland	6.7	2.3	1.6	
Scotland	12.1	11.0	9.7	
Wales & Midlands	15.3	5.3	9.0	
Wessex	29.4	28.5	19.0	

Fully Unbundled Lines	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	18.3	12.7	16.6	
East Anglia	3.4	0.7	1.0	
London & South East	1.3	0.3	0.3	
Northern England	2.0	2.7	5.0	
Northern Ireland	0.3	1.0	1.0	
Scotland	1.3	0.7	1.0	
Wales & Midlands	3.7	3.3	2.7	
Wessex	6.3	4.0	5.6	

Generic Ethernet Access	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	78.1	56.8	46.1	
East Anglia	19.7	9.0	4.3	
London & South East	2.7	2.9	3.7	
Northern England	3.3	6.7	9.0	
Northern Ireland	6.3	1.3	0.7	
Scotland	10.7	10.4	8.7	
Wales & Midlands	11.7	2.0	6.3	
Wessex	23.1	24.4	13.4	

KPI 21b

Faults fixed after the target date

These tables show the monthly average number of faults fixed more than 90 calendar days beyond the target date across all service maintenance levels per quarter.

Monthly Average Number of faults fixed more than 90 calendar days after the target date per quarter

Combined	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	2.7	3.3	1.0	
East Anglia	1.0	0.0	0.0	
London & South East	0.0	0.0	0.0	
Northern England	1.0	0.0	0.0	
Northern Ireland	0.0	0.0	0.0	
Scotland	0.0	0.0	0.0	
Wales & Midlands	0.3	0.0	0.0	
Wessex	0.0	3.3	1.0	

Fully Unbundled Lines	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	0.7	0.0	0.3	
East Anglia	0.3	0.0	0.0	
London & South East	0.0	0.0	0.0	
Northern England	0.3	0.0	0.0	
Northern Ireland	0.0	0.0	0.0	
Scotland	0.0	0.0	0.0	
Wales & Midlands	0.0	0.0	0.0	
Wessex	0.0	0.0	0.3	

Generic Ethernet Access	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	2.0	3.3	0.7	
East Anglia	0.7	0.0	0.0	
London & South East	0.0	0.0	0.0	
Northern England	0.7	0.0	0.0	
Northern Ireland	0.0	0.0	0.0	
Scotland	0.0	0.0	0.0	
Wales & Midlands	0.3	0.0	0.0	
Wessex	0.0	3.3	0.7	

KPI 21c

Faults fixed after the target date

These tables show the monthly average number of faults fixed more than 120 calendar days beyond the target date across all service maintenance levels per quarter.

Monthly Average Number of faults fixed more than 120 calendar days after the target date per quarter

Combined	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	1.7	0.3	0.7	
East Anglia	0.7	0.0	0.0	
London & South East	0.0	0.0	0.0	
Northern England	0.7	0.0	0.0	
Northern Ireland	0.0	0.0	0.0	
Scotland	0.0	0.0	0.0	
Wales & Midlands	0.3	0.0	0.0	
Wessex	0.0	0.3	0.7	

Fully Unbundled Lines	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	0.0	0.0	0.3	
East Anglia	0.0	0.0	0.0	
London & South East	0.0	0.0	0.0	
Northern England	0.0	0.0	0.0	
Northern Ireland	0.0	0.0	0.0	
Scotland	0.0	0.0	0.0	
Wales & Midlands	0.0	0.0	0.0	
Wessex	0.0	0.0	0.3	

Generic Ethernet Access	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	1.7	0.3	0.3	
East Anglia	0.7	0.0	0.0	
London & South East	0.0	0.0	0.0	
Northern England	0.7	0.0	0.0	
Northern Ireland	0.0	0.0	0.0	
Scotland	0.0	0.0	0.0	
Wales & Midlands	0.3	0.0	0.0	
Wessex	0.0	0.3	0.3	

KPI 22a

New lines not installed after the target date

These tables show the monthly average number of new landline or broadband services not installed more than 30 calendar days beyond the date agreed between Openreach and your phone or broadband provider per quarter.

Monthly Average Number of new lines not installed more than 30 calendar days after the target date per quarter

Combined	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	1352.6	1129.9	1227.3	
East Anglia	159.0	142.9	167.1	
London & South East	209.9	222.3	227.8	
Northern England	220.2	194.5	239.0	
Northern Ireland	21.0	19.4	7.7	
Scotland	152.8	111.2	120.4	
Wales & Midlands	297.5	203.0	217.2	
Wessex	285.9	236.3	247.5	

Fully Unbundled Lines	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	236.9	148.8	136.2	
East Anglia	22.0	17.3	12.0	
London & South East	47.0	38.8	38.1	
Northern England	41.3	26.3	24.7	
Northern Ireland	3.0	2.0	1.0	
Scotland	21.6	11.6	14.3	
Wales & Midlands	58.6	28.3	23.7	
Wessex	42.3	24.4	21.7	

Generic Ethernet Access	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	1115.8	981.1	1091.2	
East Anglia	137.0	125.6	155.1	
London & South East	162.9	183.6	189.7	
Northern England	178.9	168.1	214.3	
Northern Ireland	18.0	17.3	6.7	
Scotland	131.2	99.6	106.1	
Wales & Midlands	238.9	174.7	193.5	
Wessex	243.5	211.9	225.8	

KPI 22b

New lines not installed after the target date

These tables show the monthly average number of new landline or broadband services not installed more than 90 calendar days beyond the date agreed between Openreach and your phone or broadband provider per quarter.

Monthly Average Number of new lines not installed more than 90 calendar days after the target date per quarter

Combined	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	411.1	309.2	337.2	
East Anglia	44.7	39.0	46.7	
London & South East	58.0	44.3	54.7	
Northern England	66.9	55.7	74.7	
Northern Ireland	5.0	2.0	0.7	
Scotland	44.6	35.0	34.0	
Wales & Midlands	80.7	46.4	46.1	
Wessex	107.1	86.6	80.4	

Fully Unbundled Lines	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	55.6	29.8	22.0	
East Anglia	3.0	3.0	2.7	
London & South East	11.3	6.0	6.3	
Northern England	5.0	4.7	3.0	
Northern Ireland	1.3	0.3	0.0	
Scotland	5.0	1.7	2.3	
Wales & Midlands	12.7	6.0	4.0	
Wessex	17.3	8.0	3.7	

Generic Ethernet Access	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	355.5	279.4	315.2	
East Anglia	41.7	36.0	44.0	
London & South East	46.7	38.3	48.3	
Northern England	62.0	51.0	71.7	
Northern Ireland	3.7	1.7	0.7	
Scotland	39.6	33.3	31.7	
Wales & Midlands	68.0	40.3	42.1	
Wessex	89.8	78.6	76.8	

KPI 22c

New lines not installed after the target date

These tables show the monthly average number of new landline or broadband services not installed more than 120 calendar days beyond the date agreed between Openreach and your phone or broadband provider per quarter.

Monthly Average Number of new lines not installed more than 120 calendar days after the target date per quarter

Combined	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	252.4	193.7	198.1	
East Anglia	29.4	25.0	26.3	
London & South East	31.4	25.7	30.3	
Northern England	45.7	38.0	45.0	
Northern Ireland	2.7	0.7	0.7	
Scotland	24.6	23.3	21.0	
Wales & Midlands	45.3	26.0	26.0	
Wessex	70.1	54.7	48.7	

Fully Unbundled Lines	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	28.0	19.4	10.0	
East Anglia	1.7	2.3	1.3	
London & South East	3.4	4.0	3.3	
Northern England	2.7	3.0	1.3	
Northern Ireland	0.7	0.3	0.0	
Scotland	2.3	0.7	1.0	
Wales & Midlands	5.7	3.7	1.7	
Wessex	11.7	5.4	1.3	

Generic Ethernet Access	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	224.5	174.3	188.1	
East Anglia	27.7	22.7	25.0	
London & South East	28.0	21.7	27.0	
Northern England	43.0	35.0	43.7	
Northern Ireland	2.0	0.3	0.7	
Scotland	22.3	22.7	20.0	
Wales & Midlands	39.7	22.4	24.4	
Wessex	58.4	49.3	47.4	

KPI 23a

Faults not fixed after the target date

These tables show the monthly average number of faults not fixed more than 30 calendar days beyond the target date across all service maintenance levels per quarter.

Monthly Average Number of faults not fixed more than 30 calendar days after the target date per quarter

Combined	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	33.9	35.4	35.0	
East Anglia	4.0	1.6	2.6	
London & South East	0.0	0.3	0.3	
Northern England	0.7	1.0	5.3	
Northern Ireland	4.4	1.7	1.3	
Scotland	6.0	3.6	4.3	
Wales & Midlands	2.3	1.7	3.4	
Wessex	16.3	25.1	16.7	

Fully Unbundled Lines	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	4.3	5.0	11.7	
East Anglia	1.0	0.0	0.7	
London & South East	0.0	0.0	0.0	
Northern England	0.0	0.3	1.3	
Northern Ireland	0.0	0.7	1.0	
Scotland	0.7	0.3	1.3	
Wales & Midlands	1.0	0.7	0.3	
Wessex	1.7	2.7	6.0	

Generic Ethernet Access	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	29.6	30.4	23.4	
East Anglia	3.0	1.6	2.0	
London & South East	0.0	0.3	0.3	
Northern England	0.7	0.7	4.0	
Northern Ireland	4.4	1.0	0.3	
Scotland	5.3	3.3	3.0	
Wales & Midlands	1.3	1.0	3.0	
Wessex	14.6	22.5	10.7	

KPI 23b

Faults not fixed after the target date

These tables show the monthly average number of faults not fixed more than 90 calendar days beyond the target date across all service maintenance levels per quarter.

Monthly Average Number of faults not fixed more than 90 calendar days after the target date per quarter

Combined	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	0.0	2.3	4.7	
East Anglia	0.0	0.0	0.0	
London & South East	0.0	0.0	0.0	
Northern England	0.0	0.0	0.0	
Northern Ireland	0.0	0.0	0.0	
Scotland	0.0	0.0	0.3	
Wales & Midlands	0.0	0.0	0.3	
Wessex	0.0	2.3	3.0	

Fully Unbundled Lines	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	0.0	1.0	3.7	
East Anglia	0.0	0.0	0.0	
London & South East	0.0	0.0	0.0	
Northern England	0.0	0.0	0.0	
Northern Ireland	0.0	0.0	0.0	
Scotland	0.0	0.0	0.0	
Wales & Midlands	0.0	0.0	0.0	
Wessex	0.0	1.0	2.7	

Generic Ethernet Access	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	0.0	1.3	1.0	
East Anglia	0.0	0.0	0.0	
London & South East	0.0	0.0	0.0	
Northern England	0.0	0.0	0.0	
Northern Ireland	0.0	0.0	0.0	
Scotland	0.0	0.0	0.3	
Wales & Midlands	0.0	0.0	0.3	
Wessex	0.0	1.3	0.3	

Faults not fixed after the target date

These tables show the monthly average number of faults not fixed more than 120 calendar days beyond the target date across all service maintenance levels per quarter.

Monthly Average Number of faults not fixed more than 120 calendar days after the target date per quarter

Combined	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	0.0	0.3	3.3	
East Anglia	0.0	0.0	0.0	
London & South East	0.0	0.0	0.0	
Northern England	0.0	0.0	0.0	
Northern Ireland	0.0	0.0	0.0	
Scotland	0.0	0.0	0.3	
Wales & Midlands	0.0	0.0	0.3	
Wessex	0.0	0.3	2.0	

Fully Unbundled Lines	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	0.0	0.3	2.3	
East Anglia	0.0	0.0	0.0	
London & South East	0.0	0.0	0.0	
Northern England	0.0	0.0	0.0	
Northern Ireland	0.0	0.0	0.0	
Scotland	0.0	0.0	0.0	
Wales & Midlands	0.0	0.0	0.0	
Wessex	0.0	0.3	1.7	

Generic Ethernet Access	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	0.0	0.0	1.0	
East Anglia	0.0	0.0	0.0	
London & South East	0.0	0.0	0.0	
Northern England	0.0	0.0	0.0	
Northern Ireland	0.0	0.0	0.0	
Scotland	0.0	0.0	0.3	
Wales & Midlands	0.0	0.0	0.3	
Wessex	0.0	0.0	0.3	

Larger businesses



Key Performance Indicators

Ofcom published its Wholesale Fixed Telecoms Market Review on 18 March 2021. This sets regulatory obligations on Openreach including a transparency obligation in relation to the publication of Key Performance Indicators (KPIs). For clarity, these KPIs are calculated on a different basis from Openreach's regulatory Quality of Service Standards. In particular, while both include Ethernet and Dark Fibre services, the KPIs also include WDM services and covers a broader geographic area. The tables below report our performance against these KPIs.

KPI A

Circuit installation

This table shows the average number of working days between your provider placing an order for you and the circuit being installed by Openreach, excluding any customer delays.

Average number of working days it took us to install a circuit

	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	38.18	39.76	38.40	
Northern Ireland	40.56	48.27	46.17	
Scotland	34.42	39.07	38.60	
Wales	41.95	35.48	34.92	
England North	37.57	40.58	37.47	
England West	37.47	38.06	40.04	
England East	39.80	40.52	38.07	

KPI B

Faults fixed within the agreed time

The percentage of faults that were fixed within the relevant Service Level Agreement (SLA).

Percentage (%) of faults fixed within the time period agreed with your service provider

	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	97.11%	96.58%	95.44%	
Northern Ireland	97.79%	93.70%	91.14%	
Scotland	96.87%	97.35%	96.90%	
Wales	98.14%	96.28%	94.87%	
England North	97.67%	96.81%	95.29%	
England West	96.24%	97.57%	94.73%	
England East	97.02%	95.77%	95.98%	

KPI C

Circuits installed by the agreed date

This table shows the percentage of times that circuits are delivered by the originally agreed date, excluding any customer delays.

Percentage (%) of circuits installed by the date agreed with your service provider.

	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	87.09%	83.44%	81.00%	
Northern Ireland	86.18%	59.68%	69.06%	
Scotland	89.27%	83.49%	81.16%	
Wales	88.51%	86.61%	83.80%	
England North	86.07%	83.22%	80.60%	
England West	87.08%	83.88%	80.20%	
England East	87.37%	84.27%	82.37%	

KPI H1

Oldest orders open on the last day of the month

This table shows the average percentage of orders, that were older than 133 working days and were still open on the last day of the three months in each quarter.

Average percentage (%) of orders open on the last day of the three months in each quarter

	Apr-Jun '24	Jul-Sep '24	Oct-Dec '24	Jan-Mar '25
UK	7.13%	6.39%	6.64%	
Northern Ireland	2.74%	1.95%	2.49%	
Scotland	5.68%	4.55%	4.81%	
Wales	8.08%	7.18%	8.29%	
England North	7.28%	6.20%	6.04%	
England West	6.92%	6.89%	7.80%	
England East	7.73%	6.98%	6.99%	

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