



KCOM Group Limited USO Performance Reporting

March – August 2020

Requests received by KCOM	Mar	Apr	May	Jun	Jul	Aug
The number of Requests received in each month	0	0	0	1	0	0
The number of Confirmed Orders received in each month	0	0	0	0	0	0
The number of Confirmed Orders received each month that involved a Customer agreeing to pay Excess Costs	0	0	0	0	0	0
The number of Requests in each month where KCOM informed USO Customers that they did not meet the criteria set out in Condition A.3, together with an explanation of the reason(s) why each Request was not eligible	0	0	0	1*	0	0

**The Request was not eligible as an Alternative Broadband Service provided by KCOM is available to the USO Customer at the Premises at a price less than, or equal to, the Eligibility Threshold.*

Time period for responding to Requests	Mar	Apr	May	Jun	Jul	Aug
The number of requests in each month in respect of which KCOM informed USO Customers of whether the criteria set out in Condition A.3 were met within the period of up to and including 30 calendar days of the date of the Request	0	0	0	1	0	0
The number of Requests in each month in respect of which KCOM informed USO Customers of whether the criteria set out in Condition A3 were met in the period exceeding 30 calendar days from the date of the Request	0	0	0	0	0	0



Provision of Broadband Services	Mar	Apr	May	Jun	Jul	Aug
The number of Broadband Services delivered in each month	0	0	0	0	0	0
The number of Broadband Services delivered in each month that were within the following periods from the dates on which Confirmed Orders were placed:						
0 up to and including 6 months	0	0	0	0	0	0
more than 6 months up to and including 12 months	0	0	0	0	0	0
more than 12 months up to and including 18 months	0	0	0	0	0	0
more than 18 months up to and including 24 months	0	0	0	0	0	0
More than 24 months	0	0	0	0	0	0

Handling of Complaints and Dispute Resolution	Mar	Apr	May	Jun	Jul	Aug
The number of Complaints received by KCOM in each month	0	0	0	0	0	0
The number of Complaints resolved by KCOM under Condition E.1 to the satisfaction of USO Customers in each month	0	0	0	0	0	0
The number of Complaints not resolved under Condition E.1 to the satisfaction USO Customers in each month	0	0	0	0	0	0
The number of Complaints referred by USO Customers to the ADR Scheme under Condition E.2 in each month	0	0	0	0	0	0



Quality of Service	Mar	Apr	May	Jun	Jul	Aug
The supply time of Broadband Services from the date of the Confirmed Order in each month	N/A	N/A	N/A	N/A	N/A	N/A
The fault rate per access line for all Broadband Services in each month	N/A	N/A	N/A	N/A	N/A	N/A
The fault repair time for all Broadband Services in each month	N/A	N/A	N/A	N/A	N/A	N/A