

QoS Reporting - Mobile Telephone Service

Period: July 2025 to September 2025

| Parameter                                         | Measure                                 | Statistic     | Unit         | Comments |
|---------------------------------------------------|-----------------------------------------|---------------|--------------|----------|
| 1.0 Supply time for initial connection            | Time for fastest 50%                    | 0.3           | hours        |          |
|                                                   | Time for fastest 95%                    | 0.7           | hours        |          |
|                                                   | Time for fastest 99%                    | 0.9           | hours        |          |
|                                                   | % supplied by agreed date               | 99%           | %            |          |
|                                                   | Hours for taking orders                 | 09:00-18:00   | weekdays     |          |
|                                                   |                                         | 9:00 - 15:00  | Saturdays    |          |
|                                                   |                                         | closed        | Sundays      |          |
|                                                   | Periods for appointments                | 09:00-18:00   | weekdays     |          |
|                                                   |                                         | 9:00 - 15:00  | Saturdays    |          |
|                                                   |                                         | closed        | Sundays      |          |
| 1.1 Supply Time for initial connection (pre-paid) | Time for fastest 50%                    | 0.16          | hours        |          |
|                                                   | Time for fastest 95%                    | 0.25          | hours        |          |
|                                                   | Time for fastest 99%                    | 0.3           | hours        |          |
|                                                   | % supplied by agreed date               | 100           | %            |          |
|                                                   | Hours for taking orders                 | 09:00-18:00   | weekdays     |          |
|                                                   |                                         | 9:00 - 15:00  | Saturdays    |          |
|                                                   |                                         | closed        | Sundays      |          |
|                                                   | Periods for appointments                | 09:00-18:00   | weekdays     |          |
|                                                   |                                         | 10:00 - 15:00 | Saturdays    |          |
|                                                   |                                         | closed        | Sundays      |          |
| 2.0 Unsuccessful call                             | % for national calls                    | 0.7           | %            |          |
|                                                   |                                         | 1,376,259     | observations |          |
|                                                   | % for international calls               | 0.7           | %            |          |
|                                                   |                                         | 169,247       | observations |          |
| 3.0 Call set-up time                              | Mean time for national calls            | 2.3           | seconds      |          |
|                                                   |                                         | 1,376,259     | observations |          |
|                                                   | Time for fastest 95% for national calls | 2.3           | seconds      |          |
|                                                   |                                         | 1,376,259     | observations |          |
|                                                   | Mean time for international calls       | 2.7           | seconds      |          |
|                                                   |                                         | 169,247       | observations |          |
|                                                   | Time for fastest 95% for                | 2.7           | seconds      |          |

|                                                  |                                        |           |              |  |
|--------------------------------------------------|----------------------------------------|-----------|--------------|--|
|                                                  | international calls                    | 169,247   | observations |  |
| 4.0 Response time for operator services          | Mean time to answer                    | NAP       | seconds      |  |
|                                                  | % answered within 20 seconds           | NAP       | %            |  |
|                                                  |                                        | NAP       | observations |  |
| 5.0 Response time for directory enquiry services | Mean time to answer                    | NAP       | seconds      |  |
|                                                  | % answered within 20 seconds           | NAP       | %            |  |
|                                                  |                                        | NAP       | observations |  |
| 6.0 Bill correctness complaints                  | % complaints                           | 0.9       | %            |  |
| 7.0 Dropped call rate                            | %                                      | 0.15      | %            |  |
|                                                  |                                        | 1,376,259 | observations |  |
| 8.0 Successful SMS ratio                         | % of successfully sent SMS             | 96.7      | %            |  |
|                                                  |                                        | 57,973    | observations |  |
| 9.0 Completion rate for SMS                      | % of sucessfully sent and received SMS | 92.35     | %            |  |
|                                                  |                                        | 346,293   | observations |  |
| 10.0 End-to-end delivery time for SMS            | Mean time for SMS delivery             | 10        | seconds      |  |
|                                                  | Time for fastest 95%                   | 5         | seconds      |  |
|                                                  |                                        | 57,973    | observations |  |