

QoS Reporting - Internet Access Service

Period: October 2025 to December 2025

Parameter	Measure	Statistic	Unit	Comment
1.0 Supply time for initial connection	Time for fastest 50%	1	days	Fiber Installs
	Time for fastest 95%	2	days	
	Time for fastest 99%	2	days	
	% supplied by agreed date	99	%	
	Hours for taking orders	08:00-17:00	weekdays	
		closed	Saturdays	
		closed	Sundays	
2.0 Fault rate	Faults/access line/year	1259	direct	FIBER YtoD
		39	indirect	Fiber Distribution YtoD
3.0 Fault repair time	Time to repair 80% of faults on access lines	48	hours	Fiber Repair Times
	Time to repair 95% of faults on access lines	72	hours	Fiber Repair Times
	Time to repair 80% of all other faults	3	hours	Fiber Repair Times
	Time to repair 95% of all other faults	6	hours	Fiber Repair Times
	% repaired on target date	97	% direct	
		100	% indirect	
	Hours for reporting faults	08:00-17:00	weekdays	
		08:00 - 17:00	Saturdays	
		08:00 - 17:00	Sundays	Corporate clients only
	Periods for appointments	09:00-18:00	weekdays	
		9:00 - 15:00	Saturdays	
		9:00 - 15:00	Sundays	Corporate clients only
4.0 Bill correctness complaints	% complaints	0.45	%	
5.0 Login time	Time for fastest 80%	NAP	seconds	
	Time for fastest 95%	NAP	seconds	
		NAP	observations	
6.0 Data transmission speed achieved	Rate of lowest 5%	20300	Kbit/s achieved	Mobile Internet - Fiber >200Mb
		2063	observations	
7.0 Unsuccessful data transmission ratio	%	0.26	%	Packet loss increase due to fiber failure to VG.
		2063	observations	
8.0 Delay	Mean time	0.024	seconds	

	2063	observations	
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