

QoS Reporting - Mobile Telephone Service

Period: October 2025 to December 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	0.6	%	
		1,235,337	observations	
	% for international calls	0.6	%	
		153,377	observations	
3.0 Call set-up time	Mean time for national calls	2.3	seconds	
		1,235,337	observations	
	Time for fastest 95% for national calls	2.3	seconds	
		1,235,337	observations	
	Mean time for international calls	2.7	seconds	
		153,377	observations	
	Time for fastest 95% for	2.7	seconds	

	international calls	153,377	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	0.45	%	
7.0 Dropped call rate	%	0.18	%	
		1,235,337	observations	
8.0 Successful SMS ratio	% of successfully sent SMS	96.7	%	
		63,485	observations	
9.0 Completion rate for SMS	% of sucessfully sent and received SMS	92.35	%	
		257,629	observations	
10.0 End-to-end delivery time for SMS	Mean time for SMS delivery	10	seconds	
	Time for fastest 95%	5	seconds	
		63,485	observations	