

QoS Reporting - Internet Access Service

Period: January 2026 to March 2026

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	429	direct	FIBER YtoD	
		16	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	1.3	%		
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%	19200	Kbit/s achieved	Mobile Internet - Fiber >200Mb	
		3791	observations		
7.0 Unsuccessful data transmission ratio	%	0.54	%	Mobile Internet- High due to Subsea cable break to V	
		3791	observations		
8.0 Delay	Mean time	0.026	seconds		

	3791	observations	
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