

QoS Reporting - Mobile Telephone Service

Period: January 2026 to March 2026

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	%		
		1,356,497	observations		
	% for international calls	0.7	%		
		137,629	observations		
3.0 Call set-up time	Mean time for national calls	2.3	seconds		
		1,356,497	observations		
	Time for fastest 95% for national calls	2.3	seconds		
		1,356,497	observations		
	Mean time for international calls	2.7	seconds		
		137,629	observations		
Time for fastest 95% for	2.7	seconds			

	international calls	137,629	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	0.7	%	
7.0 Dropped call rate	%	0.19	%	
		1,356,497	observations	
8.0 Successful SMS ratio	% of successfully sent SMS	97.3	%	
		63,297	observations	
9.0 Completion rate for SMS	% of successfully sent and received SMS	97.3	%	
		323,653	observations	
10.0 End-to-end delivery time for SMS	Mean time for SMS delivery	10	seconds	
	Time for fastest 95%	5	seconds	
		63,297	observations	