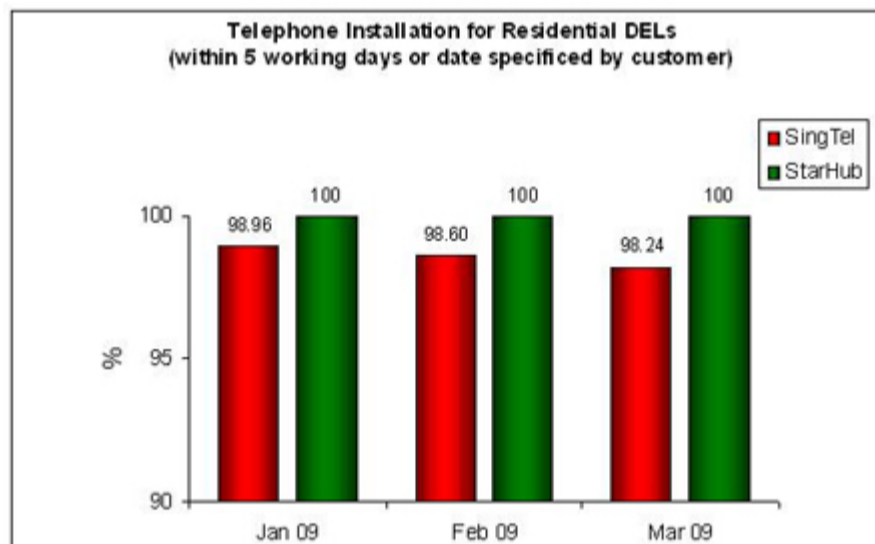


Basic Telecommunications Services QoS Performance for Q1 2009

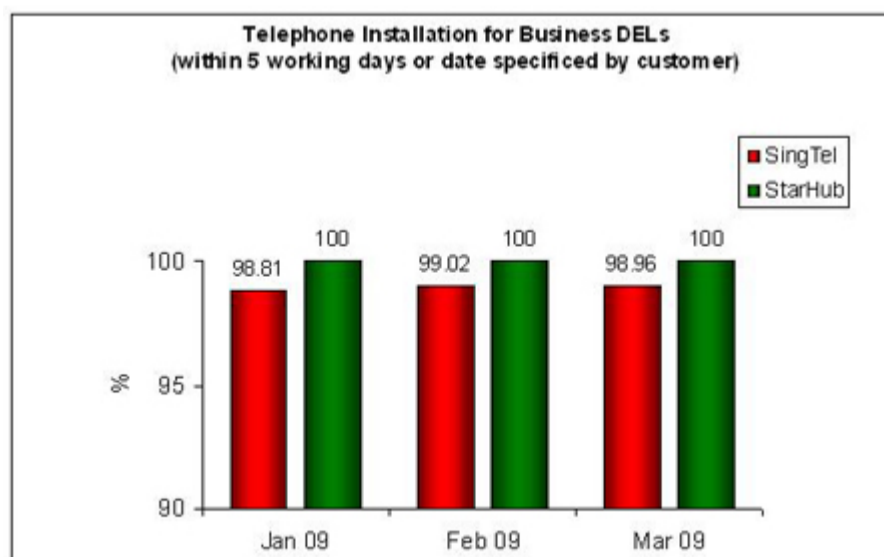
Basic Telecommunications Services QoS Performance for Q1 2009

Quality of Service (QoS) Standards for Public Basic Telecommunication Services for the Jan - Mar 2009 Quarter

1. Telephone Installation for DELs Within 5 Working Days or Date Specified by Customer (Residential)

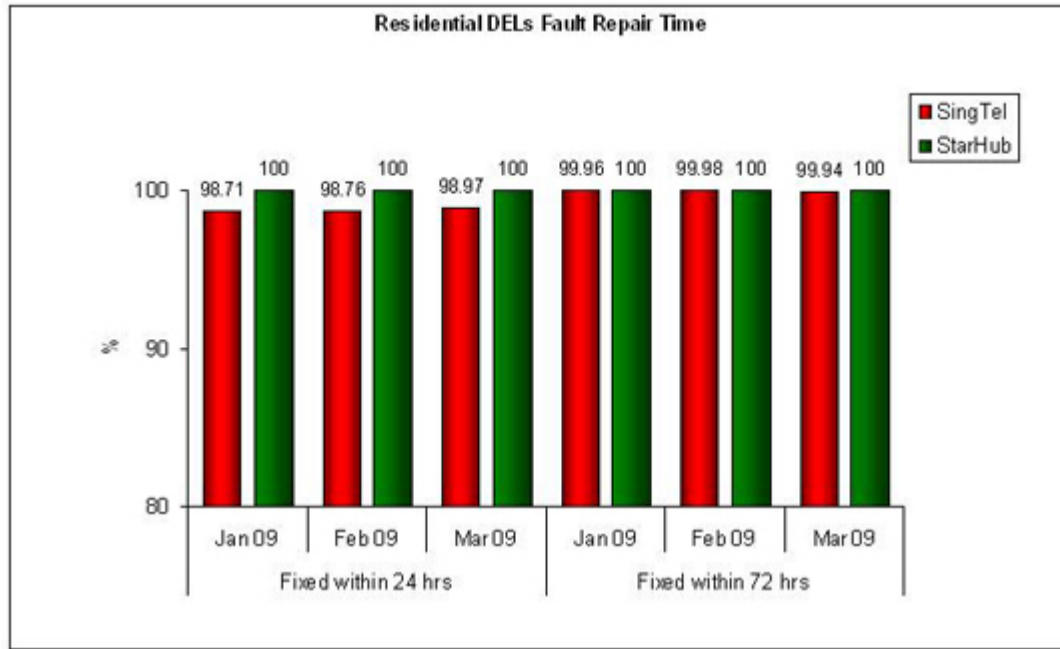


2. Telephone Installation for DELs Within 5 Working Days or Date Specified by Customer (Business)

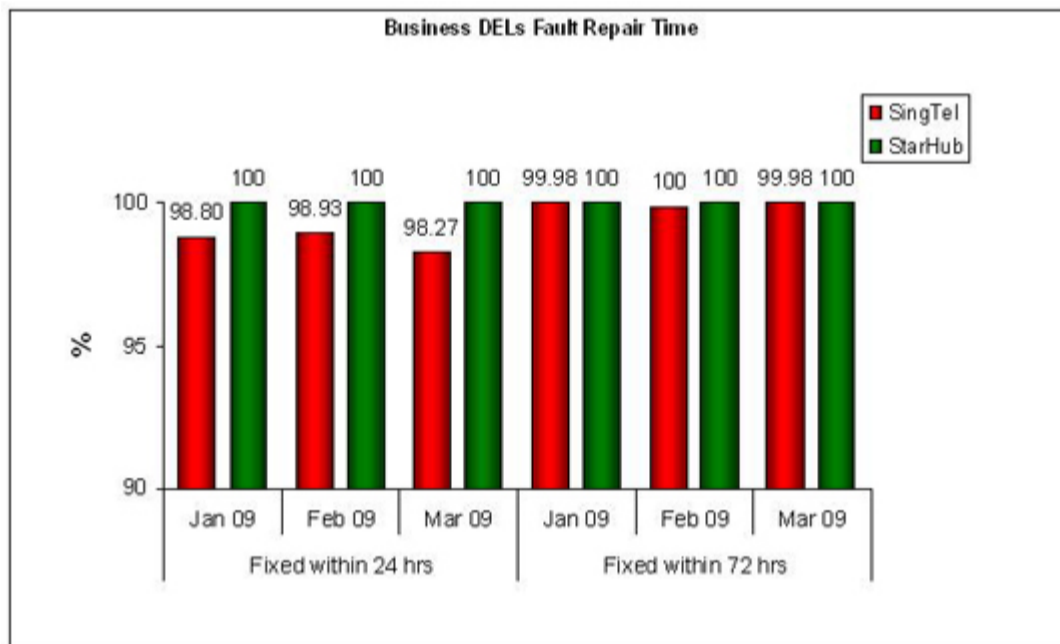


3. Fault Repair Time - % of Faults Fixed (Residential)





4. Fault Repair Time - % of Faults Fixed (Business)



Note:

1. Figures are rounded up to 2 decimal places.