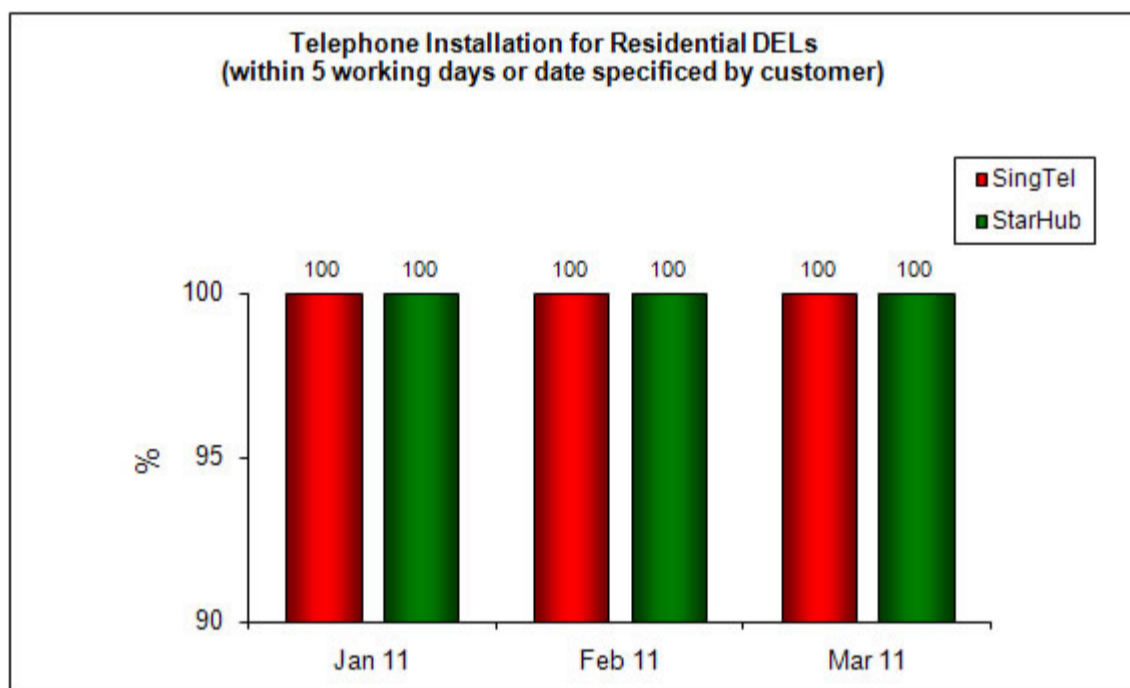


Basic Telecommunications Services QoS Performance for Q1 2011

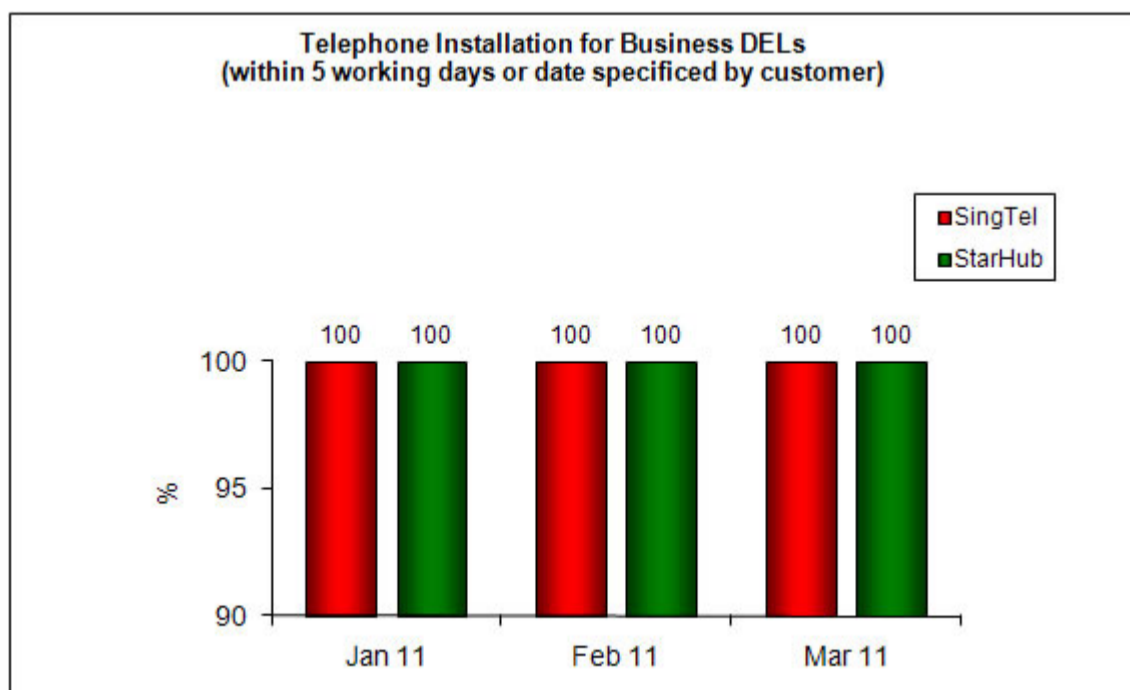
Basic Telecommunications Services QoS Performance for Q1 2011

Quality of Service (QoS) Standards for Public Basic Telecommunication Services for the Jan - Mar 2011

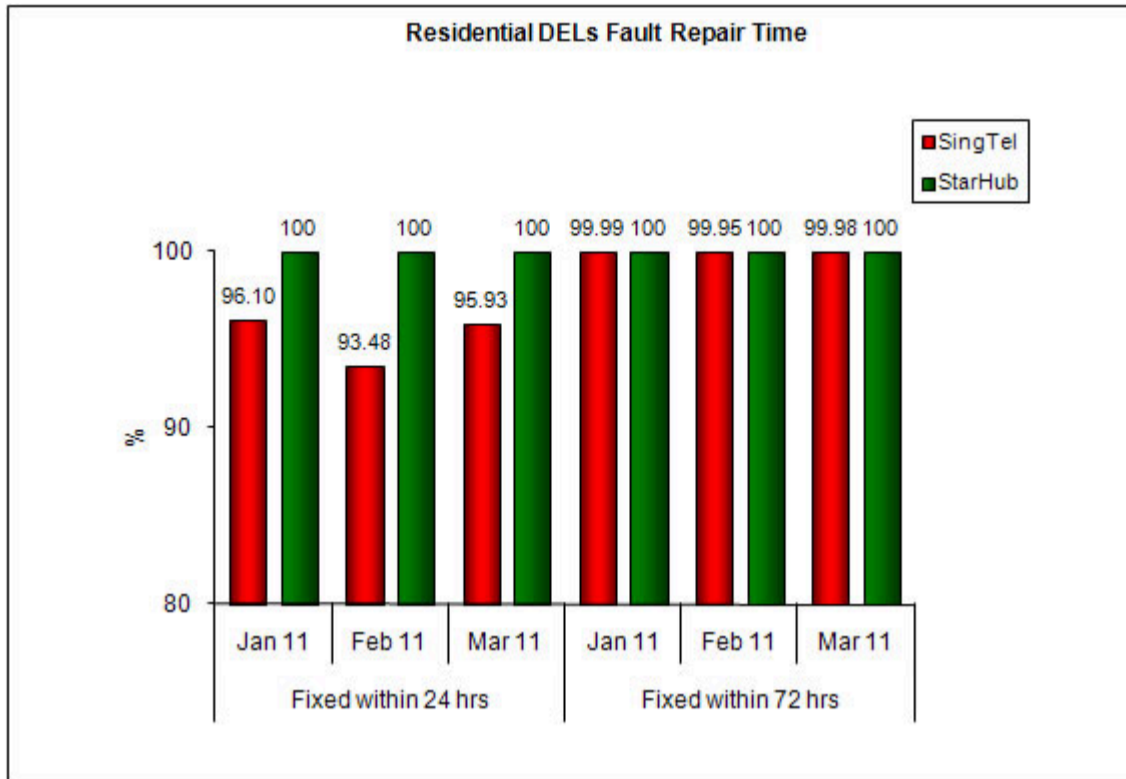
1. Telephone Installation for DELs Within 5 Working Days or Date Specified by Customer (Residential)



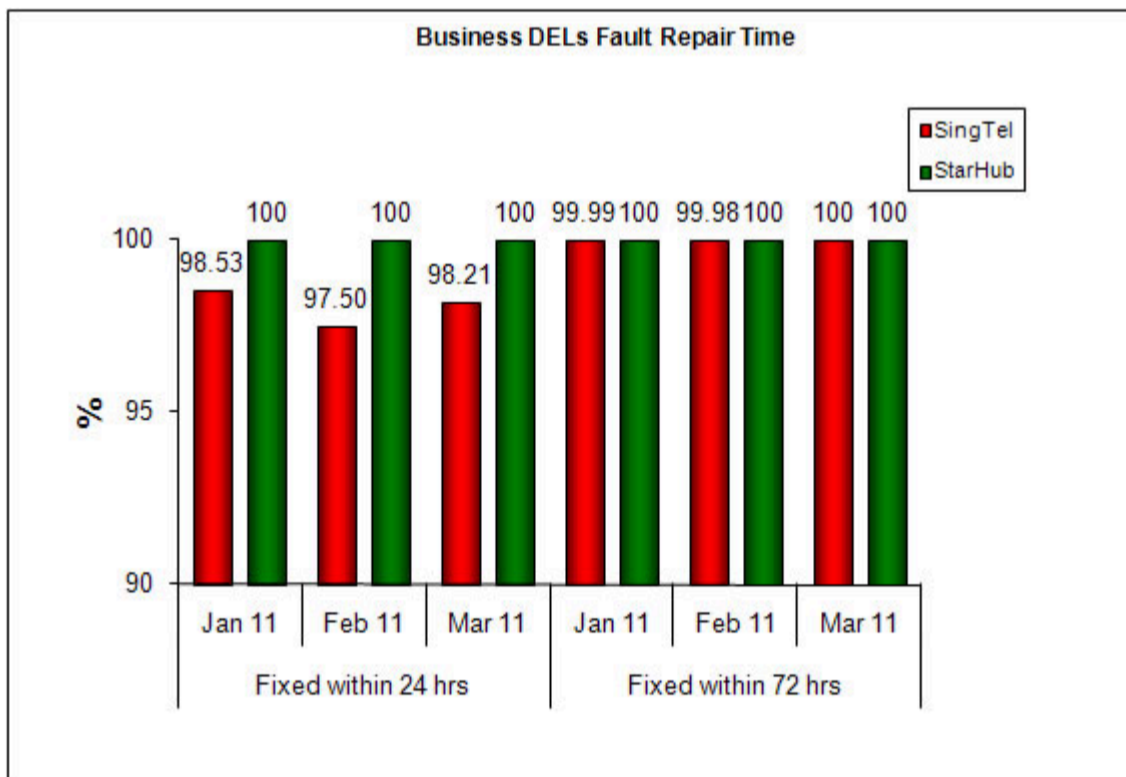
2. Telephone Installation for DELs Within 5 Working Days or Date Specified by Customer (Business)



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.