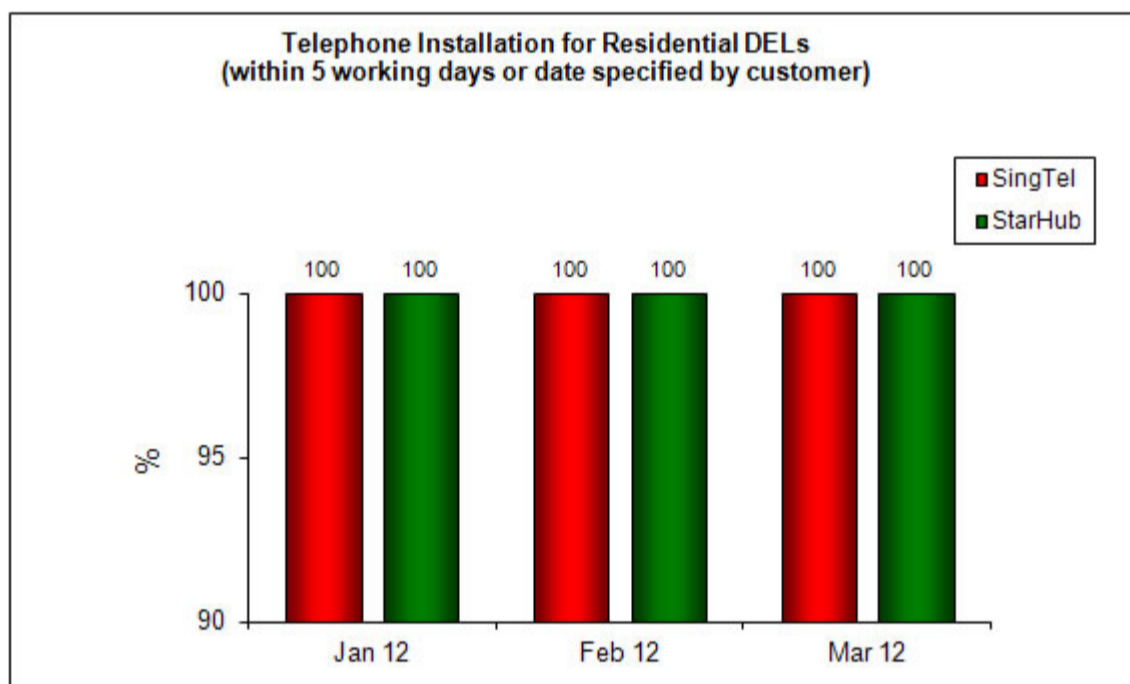


Basic Telecommunications Services QoS Performance for Q1 2012

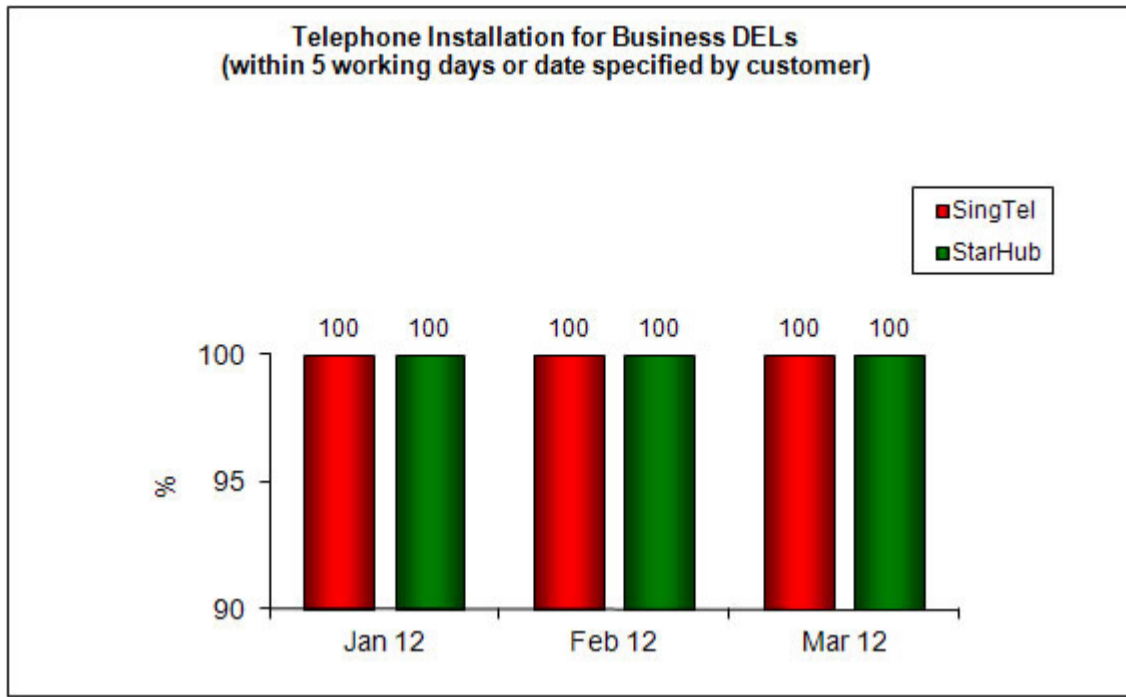
Quality of Service (QoS) Standards for Public Basic Telecommunication Services for the Jan - Mar 2012 Quarter

Quality of Service (QoS) Standards for Public Basic Telecommunication Services for the Jan - Mar 2012 Quarter

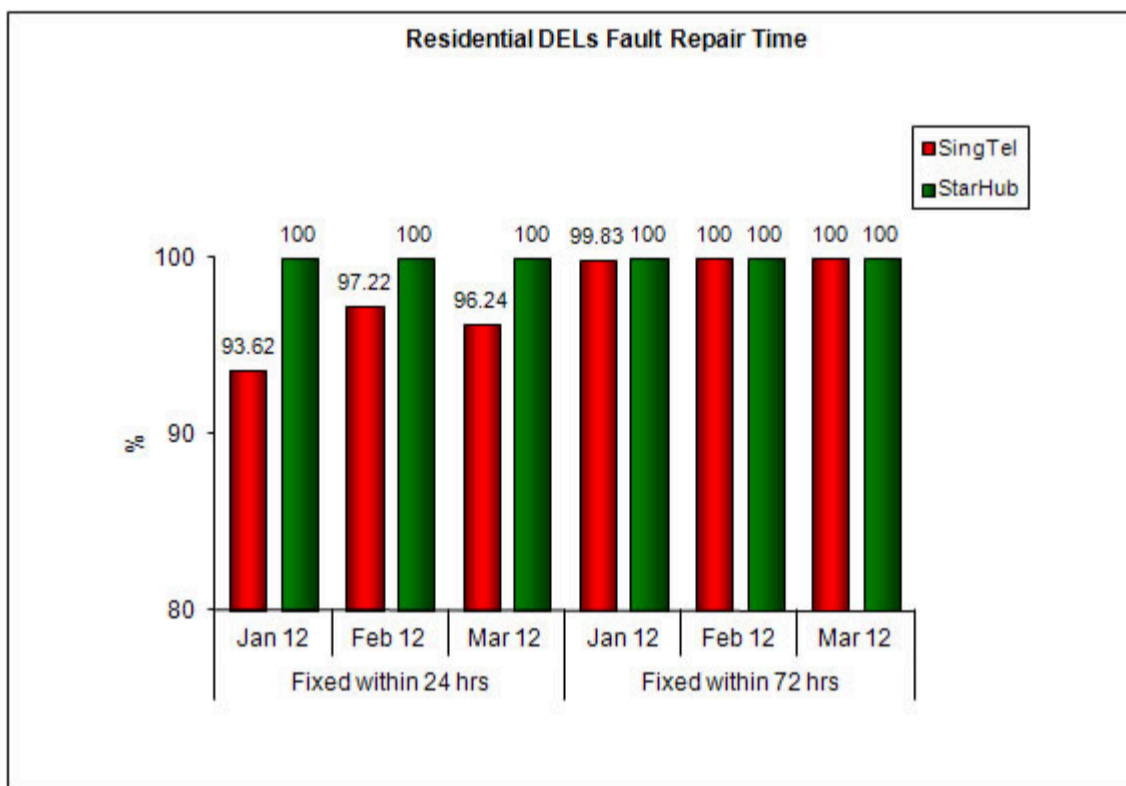
1. Telephone Installation for DELs Within 5 Working Days or Date Specified by Customer (Residential)



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



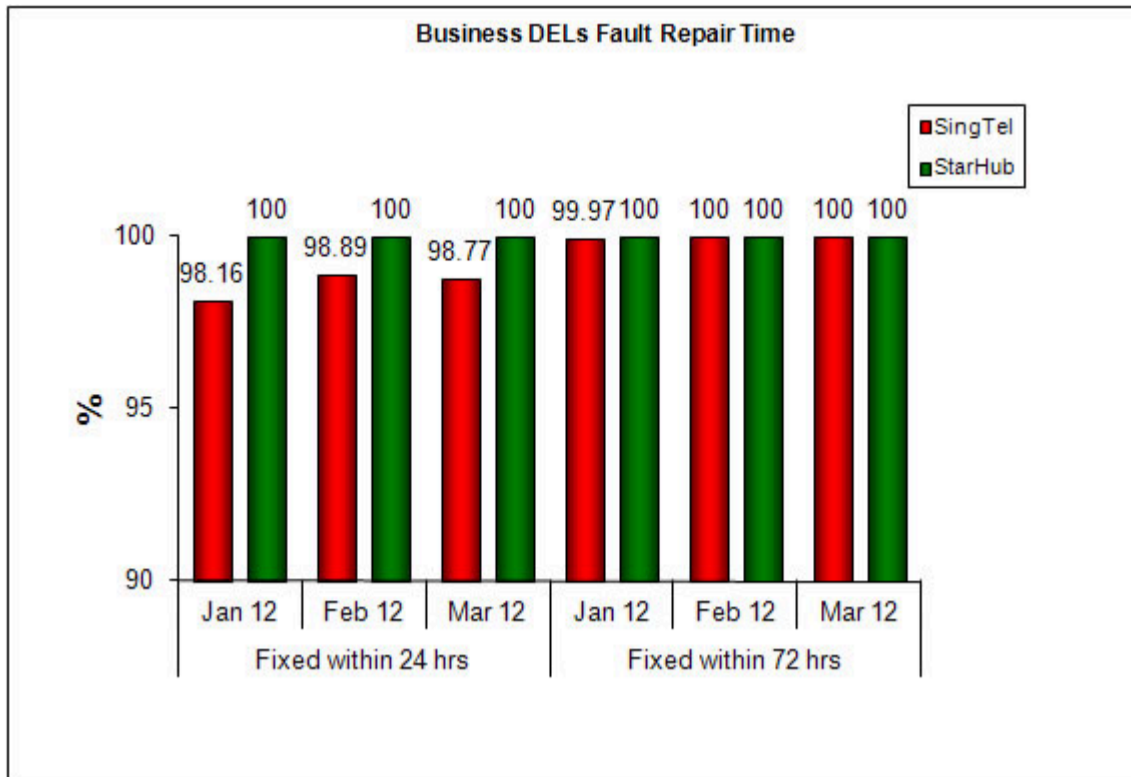
3. Fault Repair Time - % of Faults Fixed (Residential)



Note: SingTel did not comply with IDA's QoS standard of 99.9% for the "Fault repair time - % of faults fixed (Residential) within 72 hours" indicator in January 2012. A summary of IDA's assessment and decision can be found [here \(387.71KB\)](#).

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





Note:

1. Figures are rounded up to 2 decimal places.