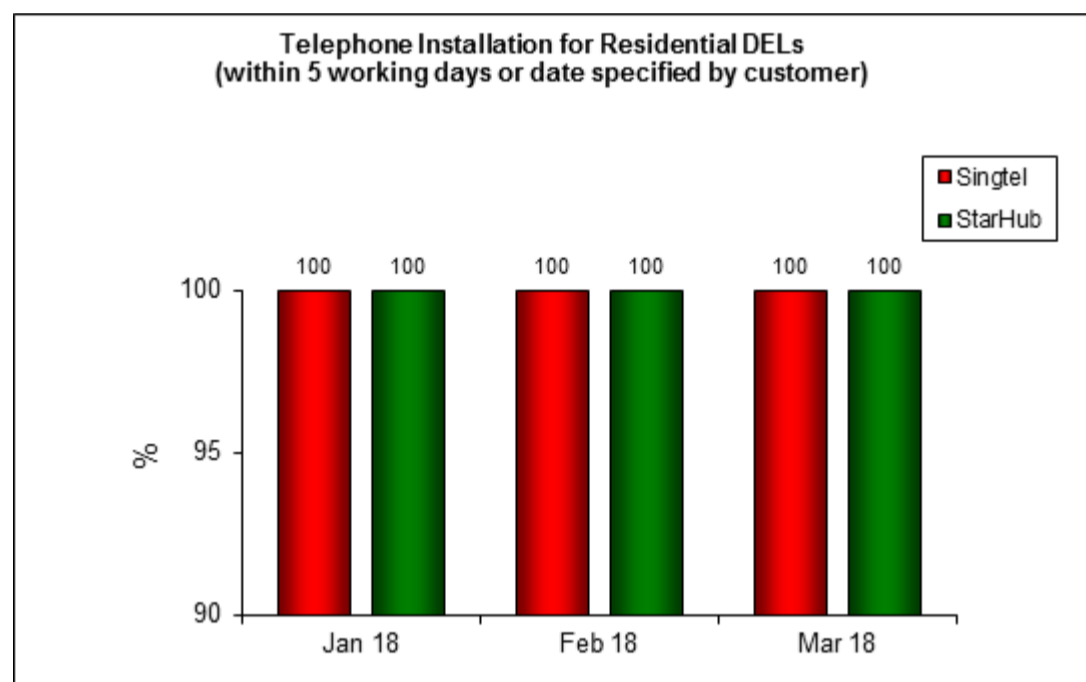


Basic Telecommunications Services QoS Performance for Q1 2018

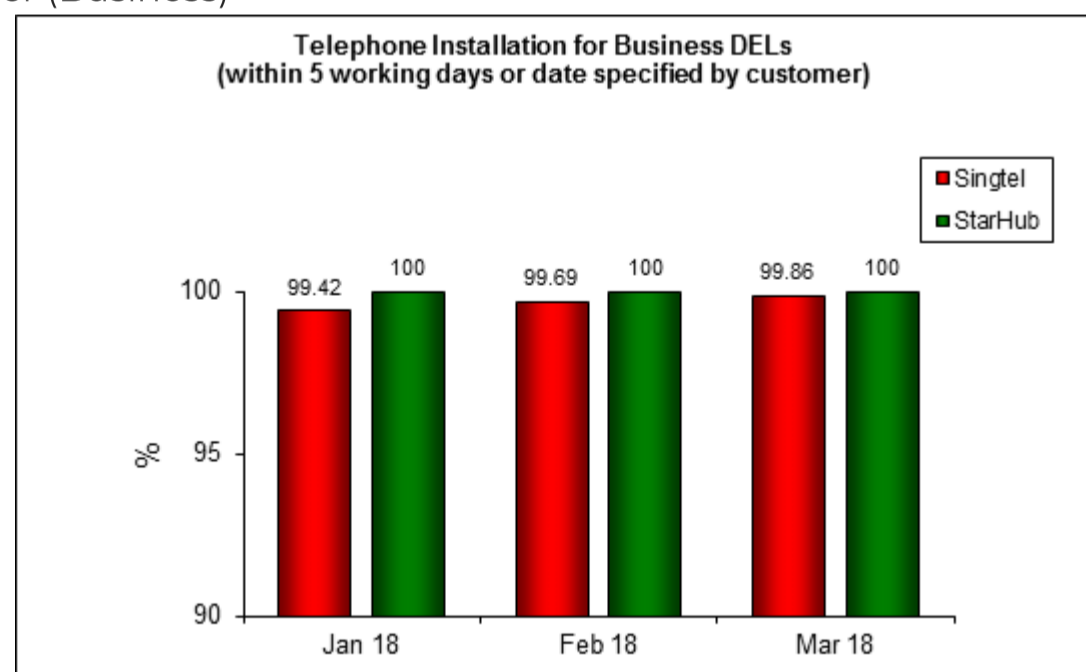
Quality of Service (QoS) Standards for Public Basic Telecommunication Services for the Jan – Mar 2018 Quarter

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



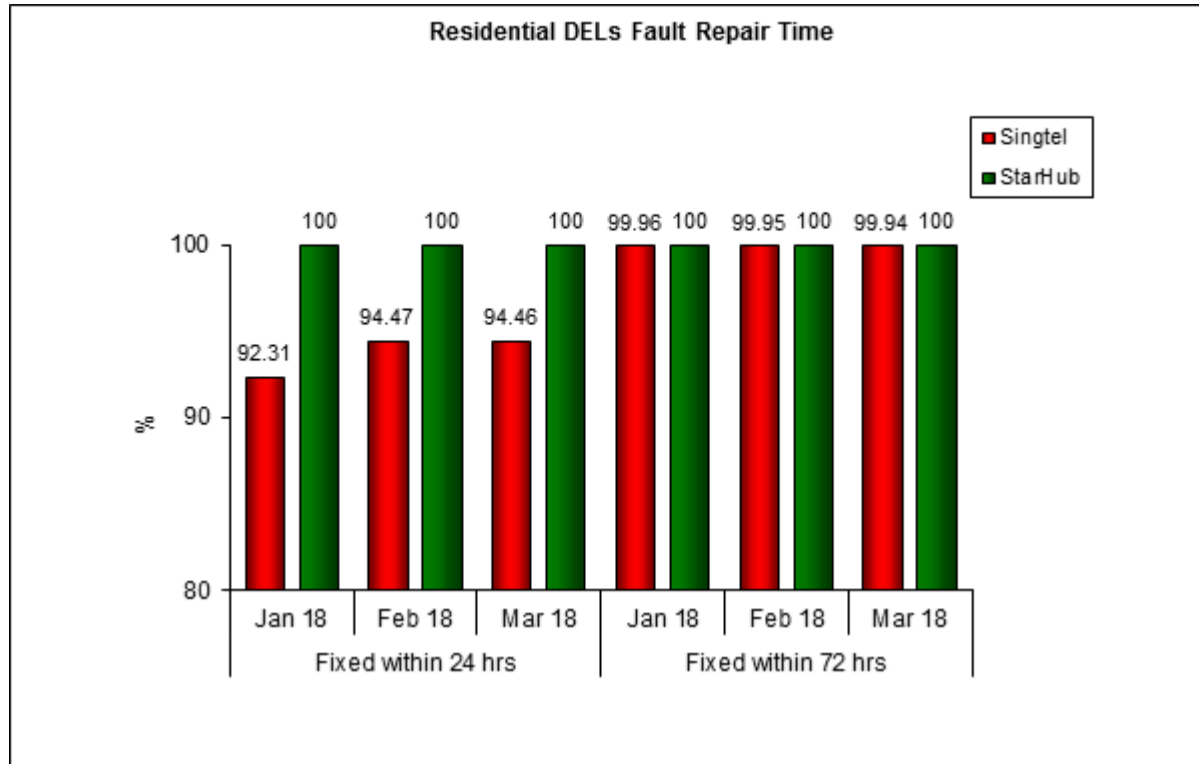
Results are rounded off to two decimal places. Therefore, a result of “100%” does not necessarily reflect that all DELs were installed within 5 working days or date specified by customers in that month.

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



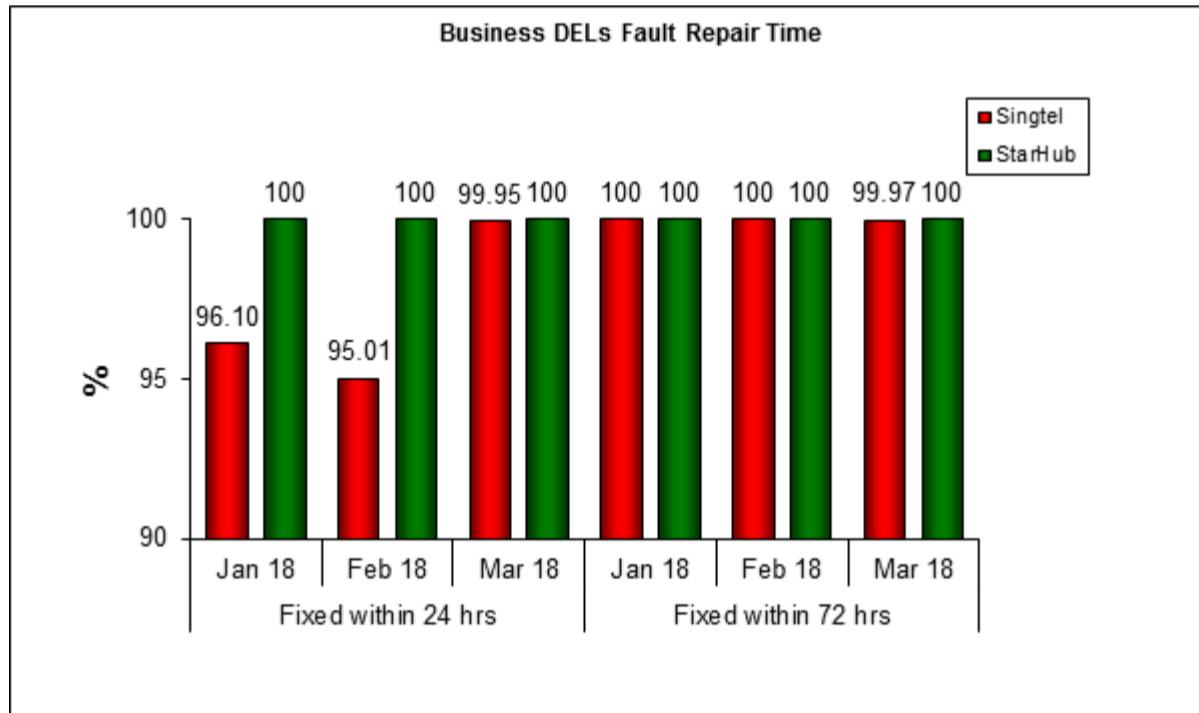
Results are rounded off to two decimal places. Therefore, a result of “100%” does not necessarily reflect that all DELs were installed within 5 working days or date specified by customers in that month.

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



Results are rounded off to two decimal places. Therefore, a result of "100%" does not necessarily reflect that all faults were repaired within 24 hrs or 72 hrs in that month.

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



Results are rounded off to two decimal places. Therefore, a result of "100%" does not necessarily reflect that all faults were repaired within 24 hrs or 72 hrs in that month.

