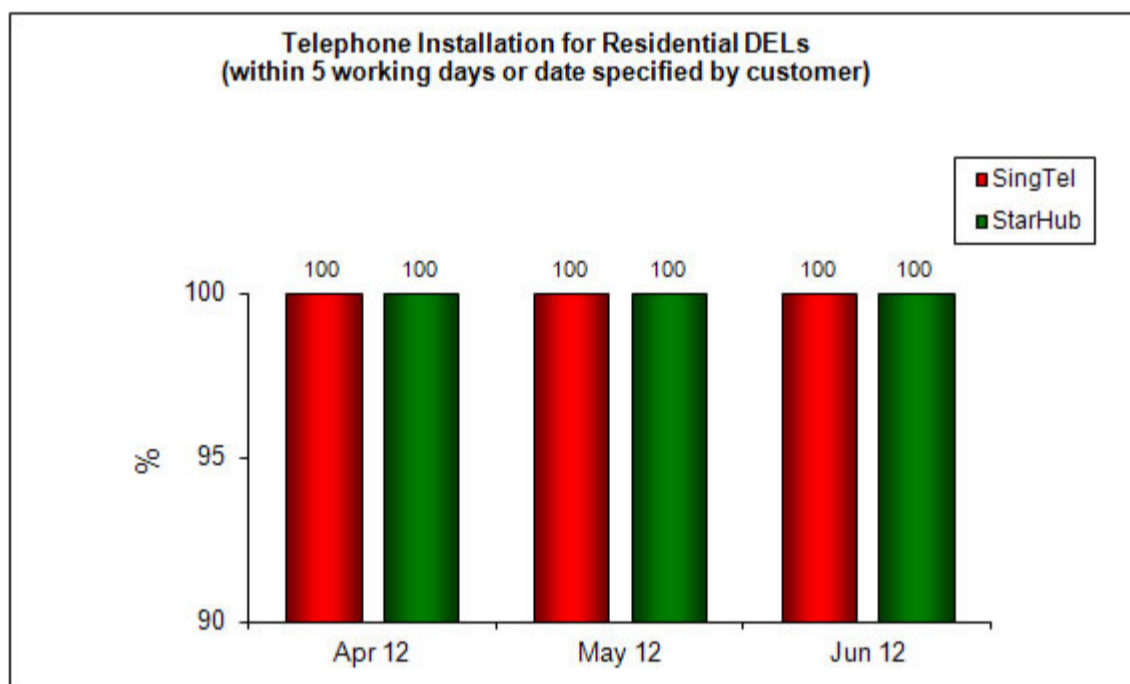


# Basic Telecommunications Services QoS Performance for Q2 2012

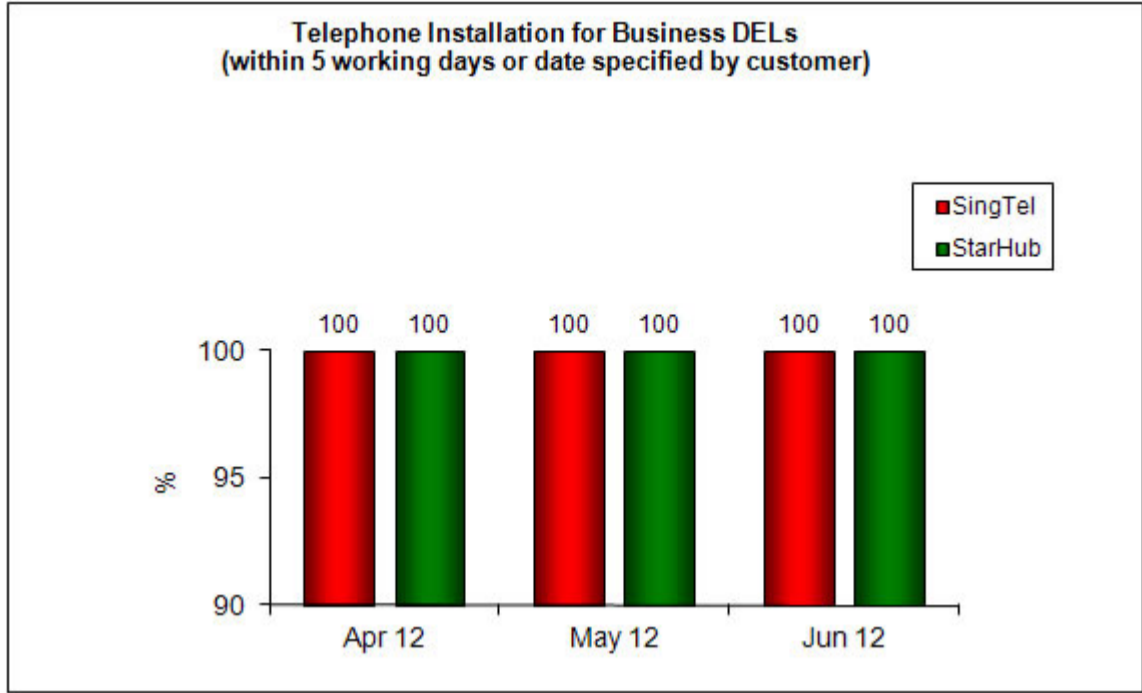
Quality of Service (QoS) Standards for Public Basic Telecommunication Services for the Apr - Jun 2012 Quarter

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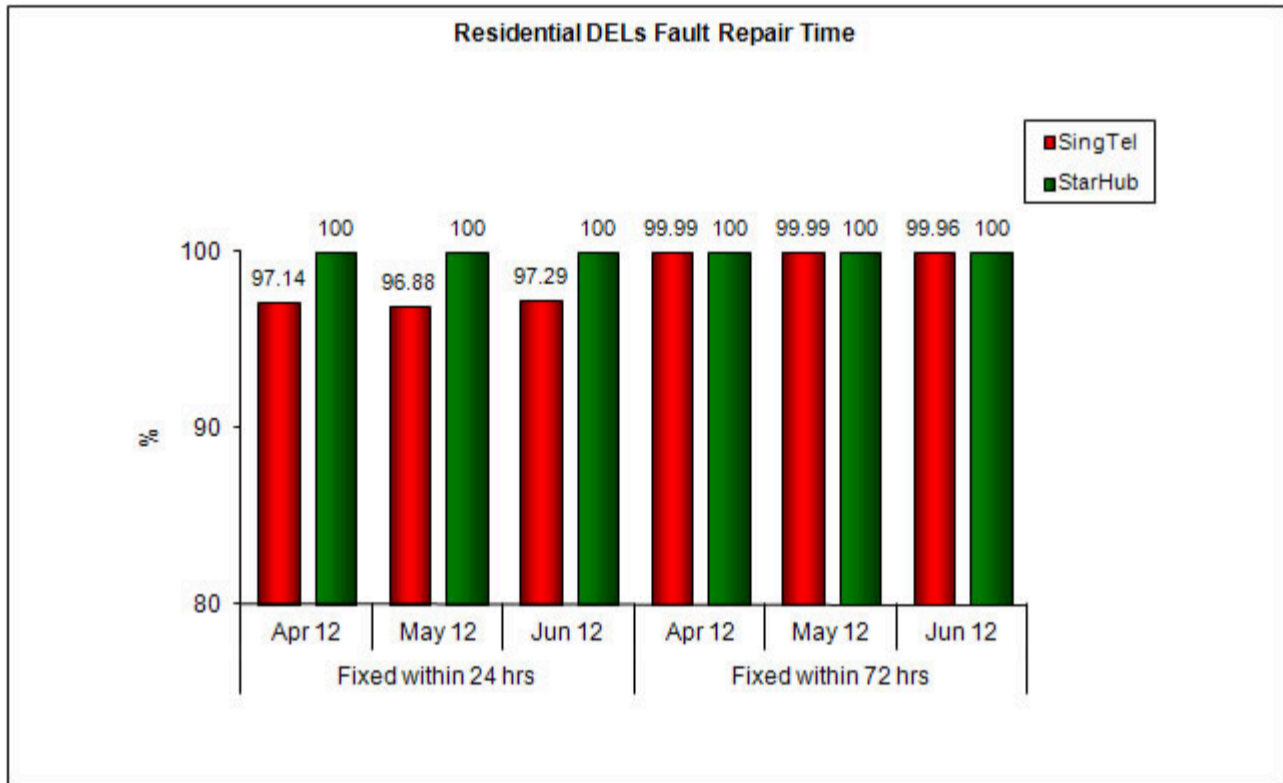
## 1. Telephone Installation for DELs Within 5 Working Days or Date Specified by Customer (Residential)



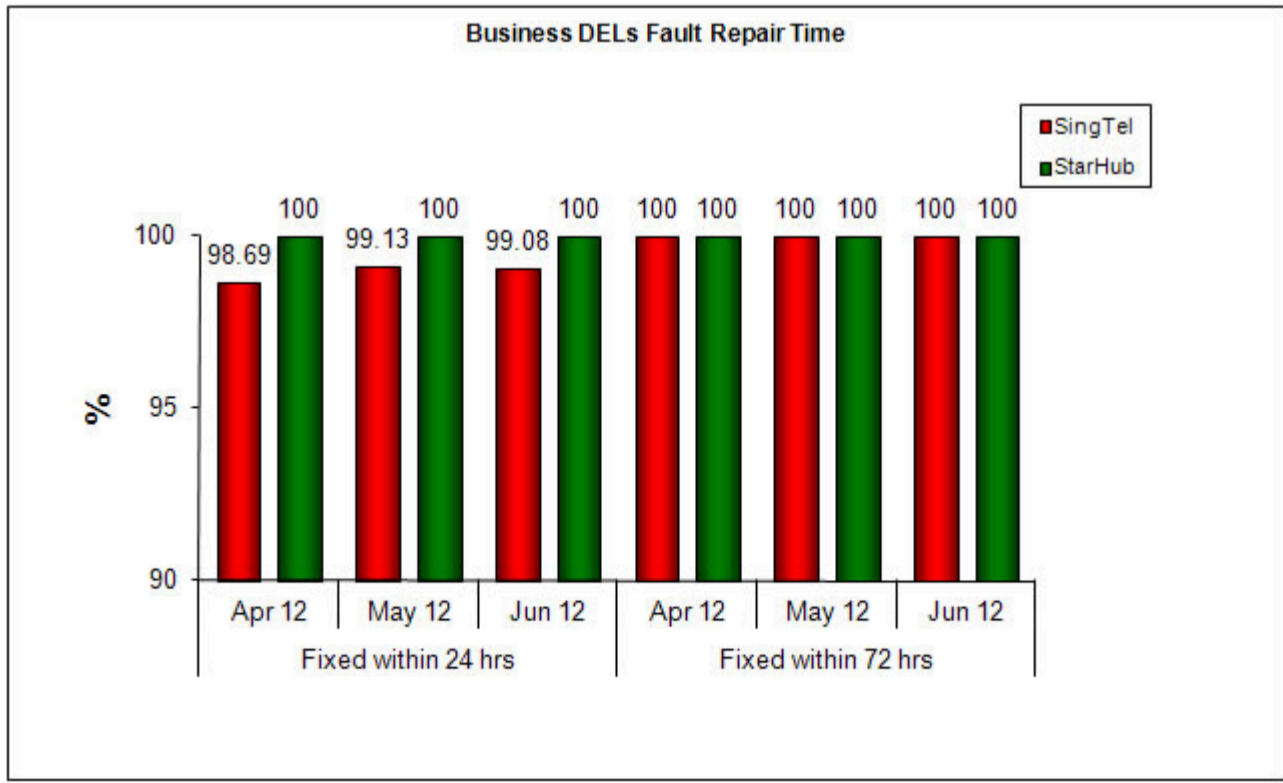
## 2. Telephone Installation for DELs Within 5 Working Days or Date Specified by Customer (Business)



### 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.

