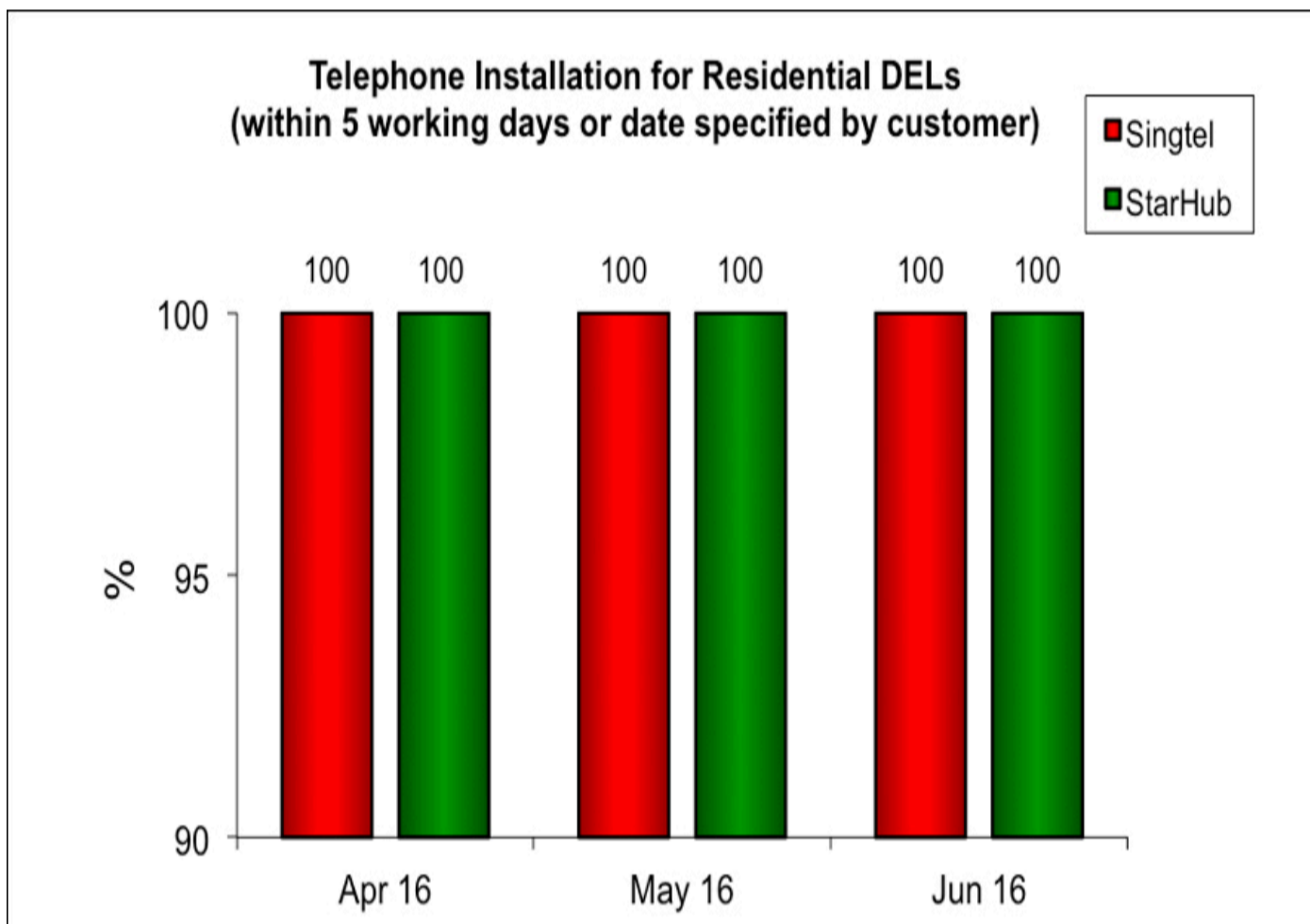


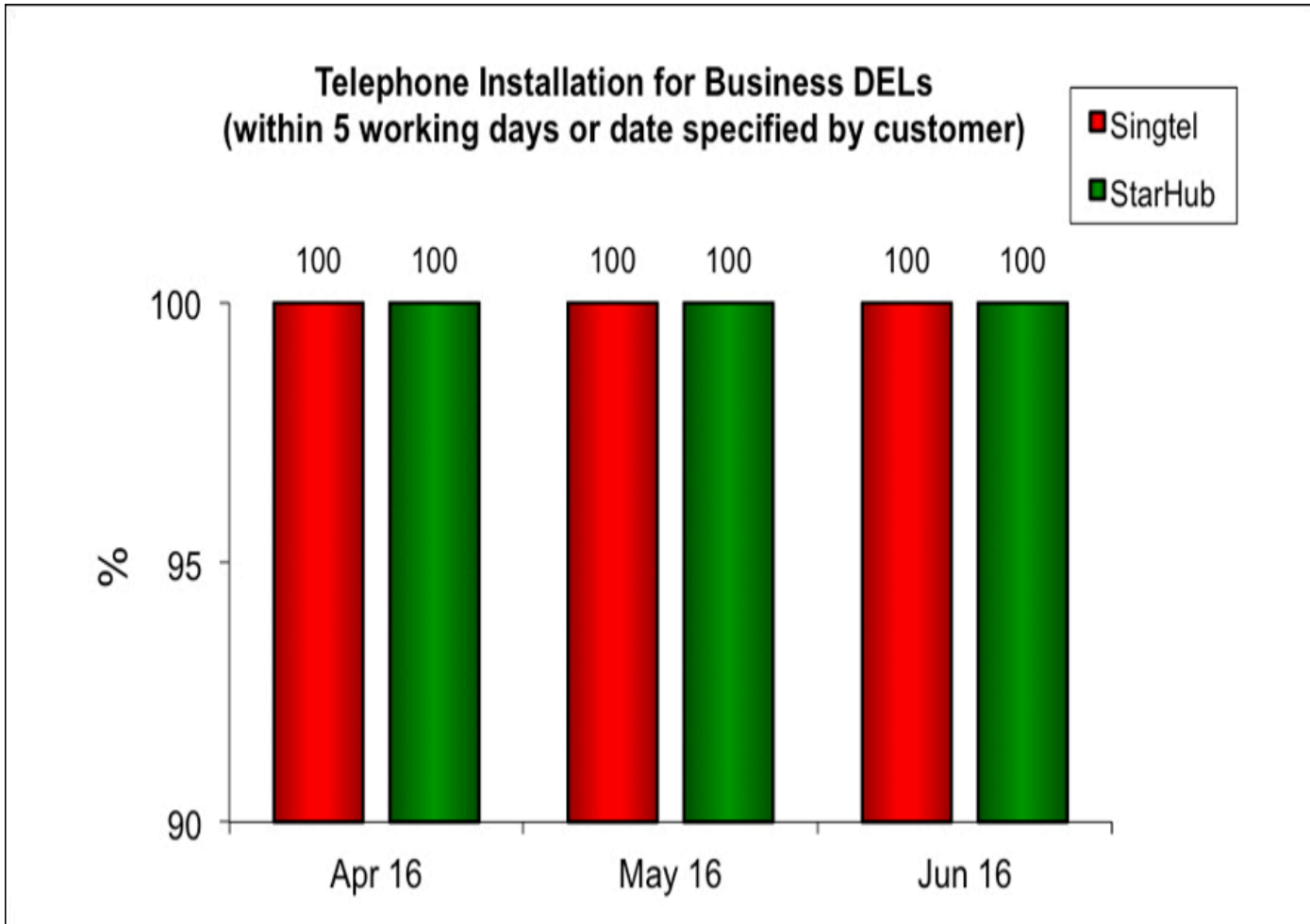
# Basic Telecommunications Services QoS Performance for Q2 2016

Quality of Service (QoS) Standards for Public Basic Telecommunication Services for the Apr - Jun 2016 Quarter

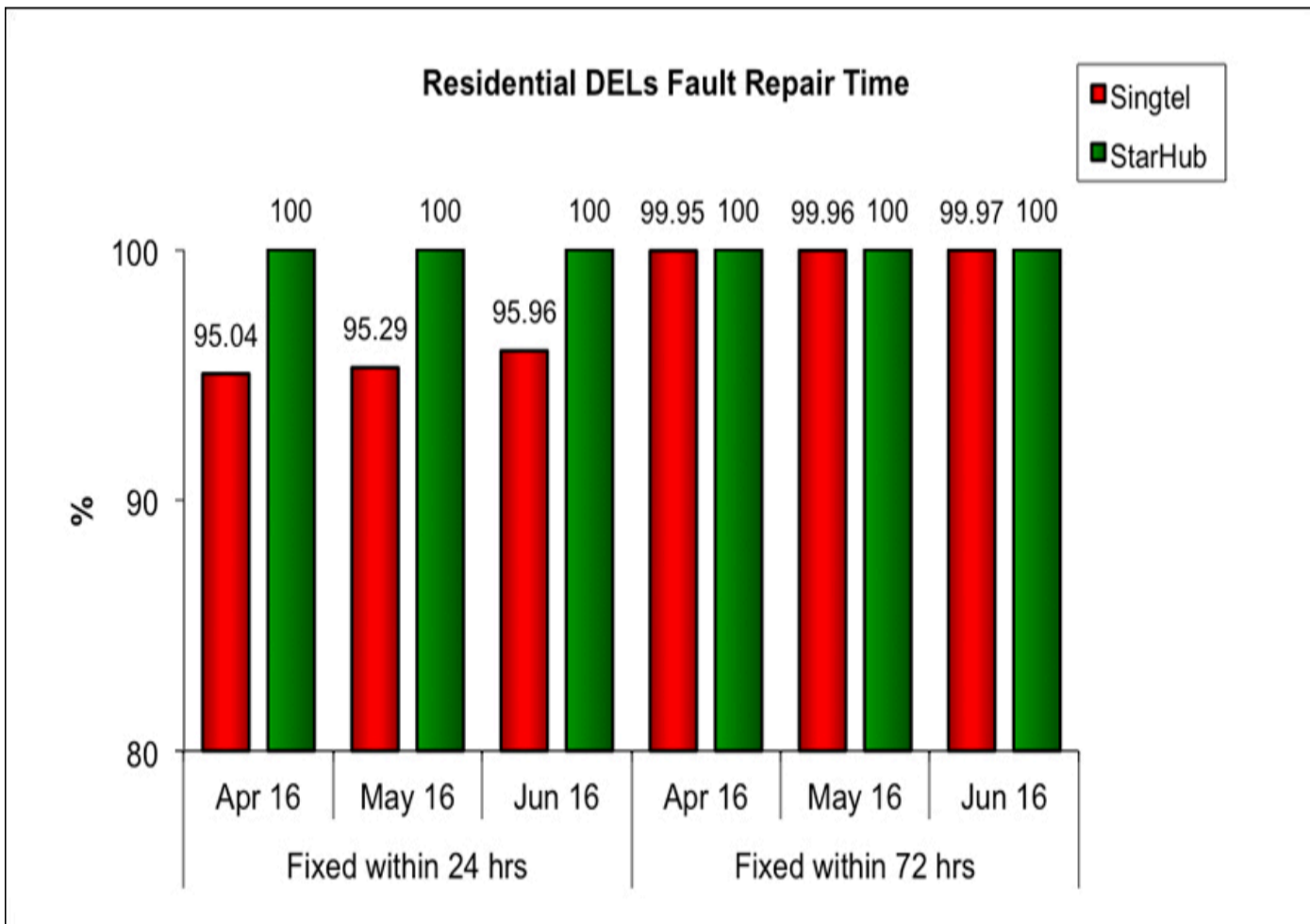
## 1. Telephone Installation for DELs Within 5 Working Days or Date Specified by Customer (Residential)



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

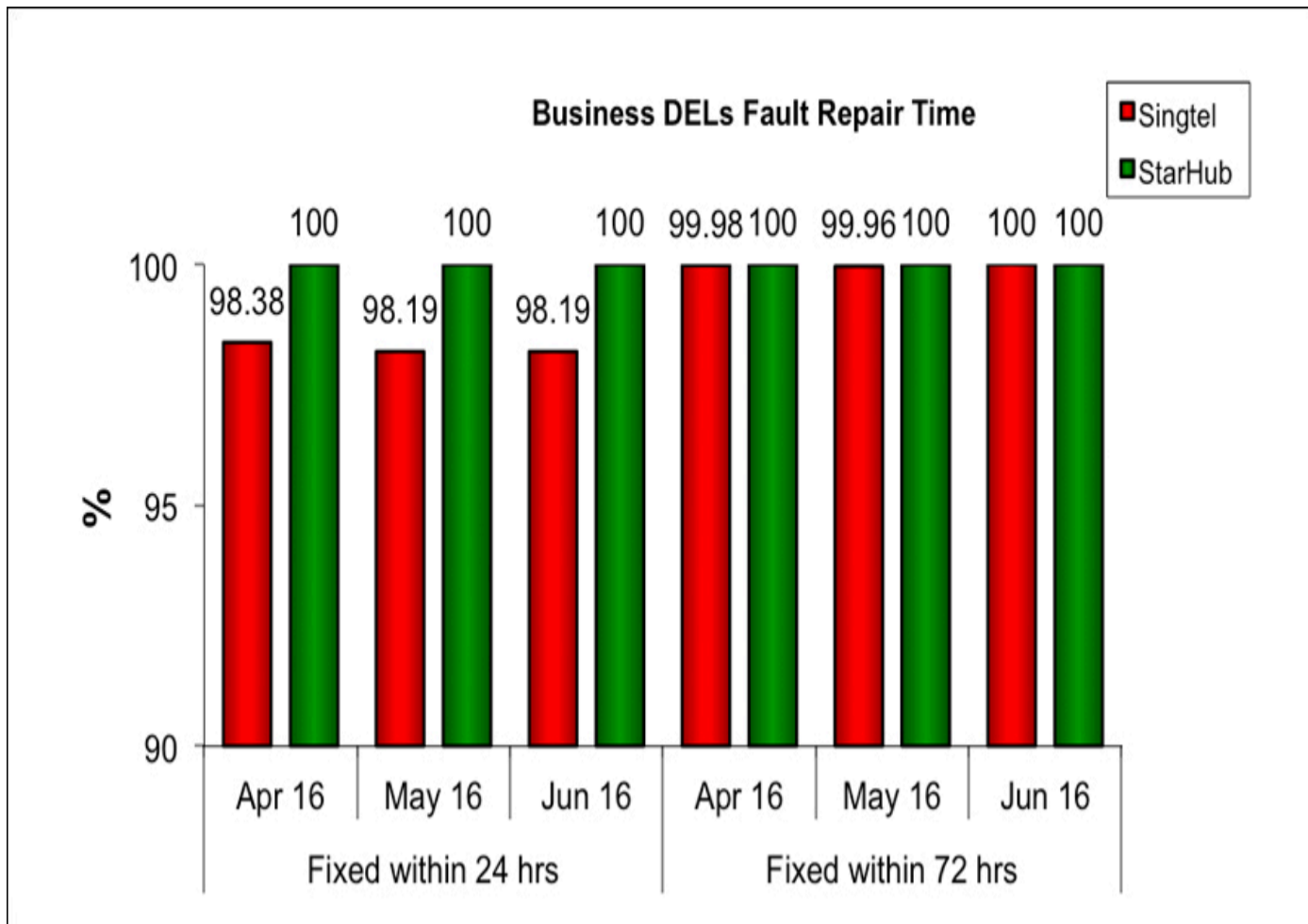


### 3. Fault Repair Time - % of Faults Fixed (Residential)



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





Note:

1. Figures are rounded up to 2 decimal places.