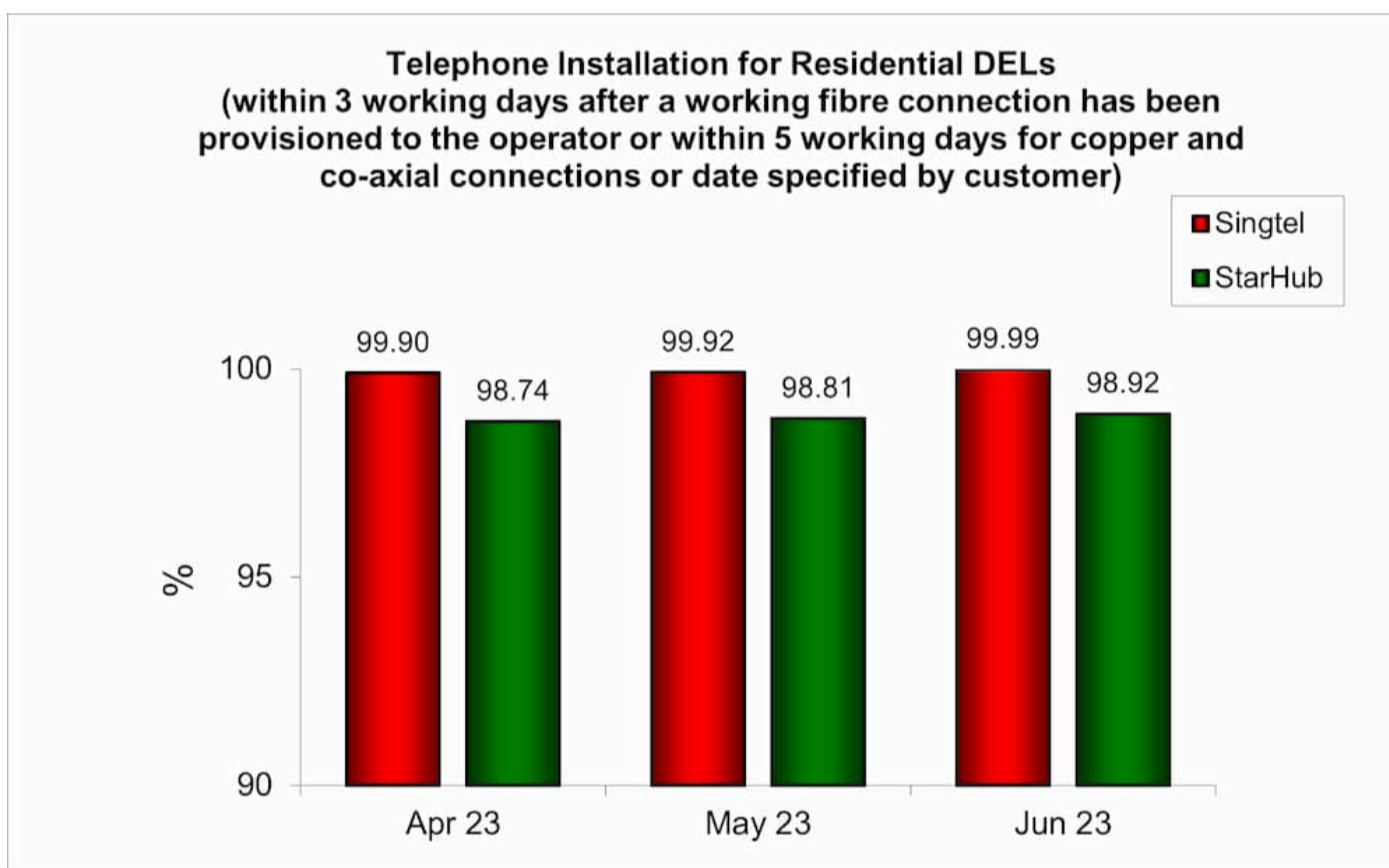


# Basic Telecommunications Services QoS Performance for Q2 2023

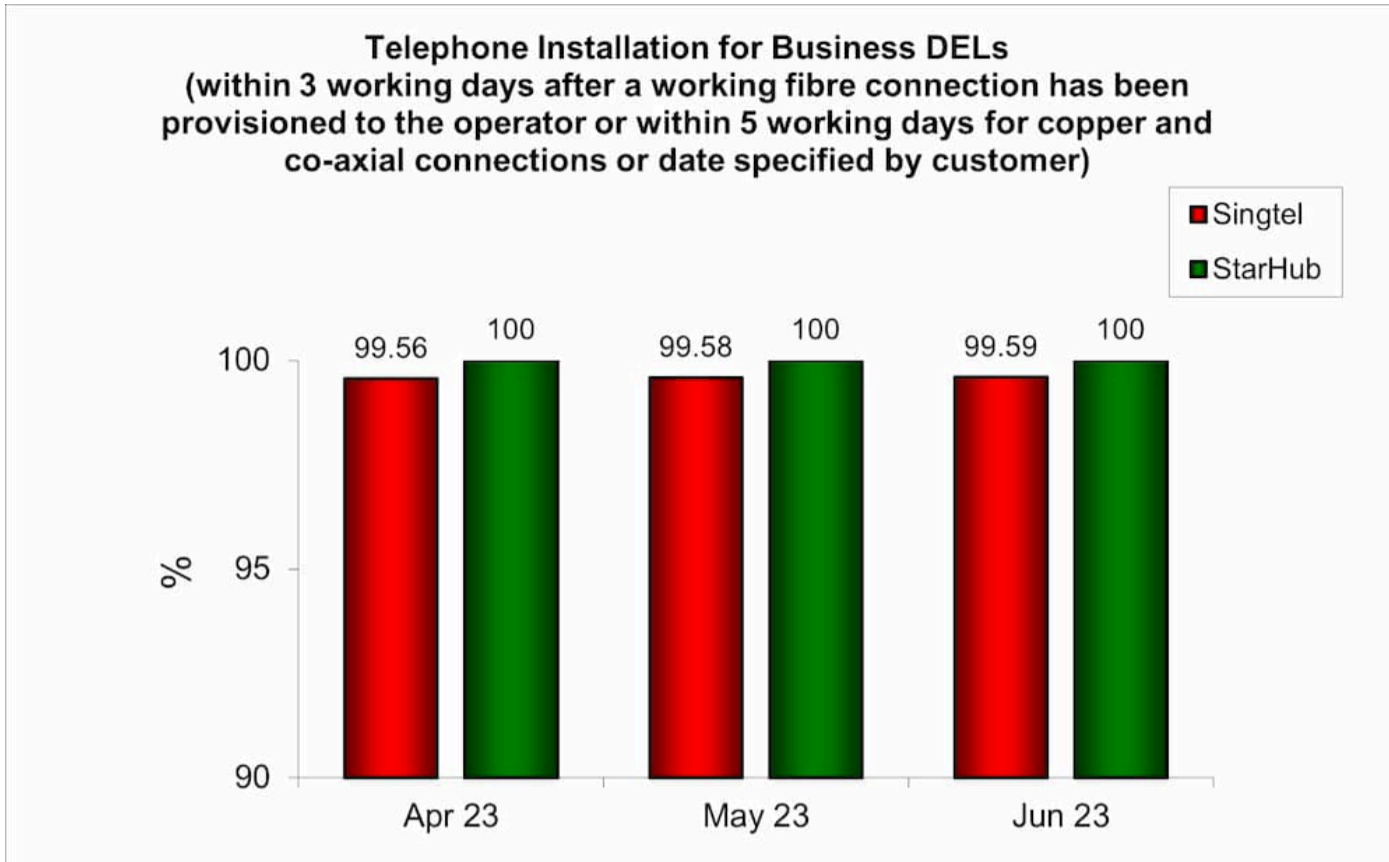
## Quality of Service (QoS) Standards for Public Basic Telecommunication Services for the Apr – Jun 2023 Quarter

**1. Telephone installation for DELs within 3 working days after a working fibre connection has been provisioned to the operator or within 5 working days for copper and co-axial connections or date specified by customer (Residential)**



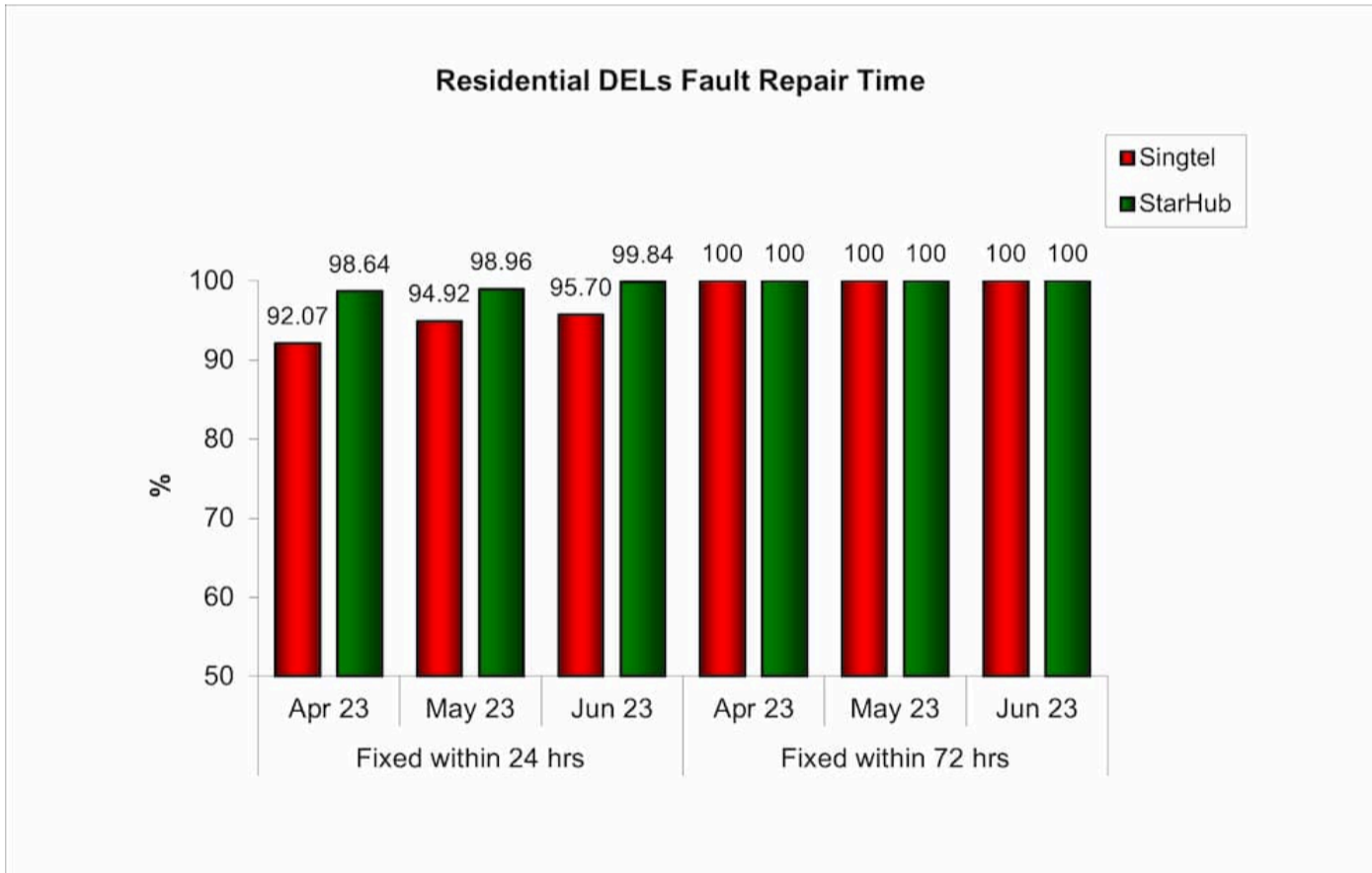
Results are rounded off to two decimal places. Therefore, a result of “100%” does not necessarily reflect that all DELs were installed within 3 working days after a working fibre connection has been provisioned to the operator or within 5 working days for copper and co-axial connections or date specified by customers in that month.

**2. Telephone installation for DELs within 3 working days after a working fibre connection has been provisioned to the operator or within 5 working days for copper and co-axial connections 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 3 working days after a working fibre connection has been provisioned to the operator or within 5 working days for copper and co-axial connections or date specified by customers in that month.

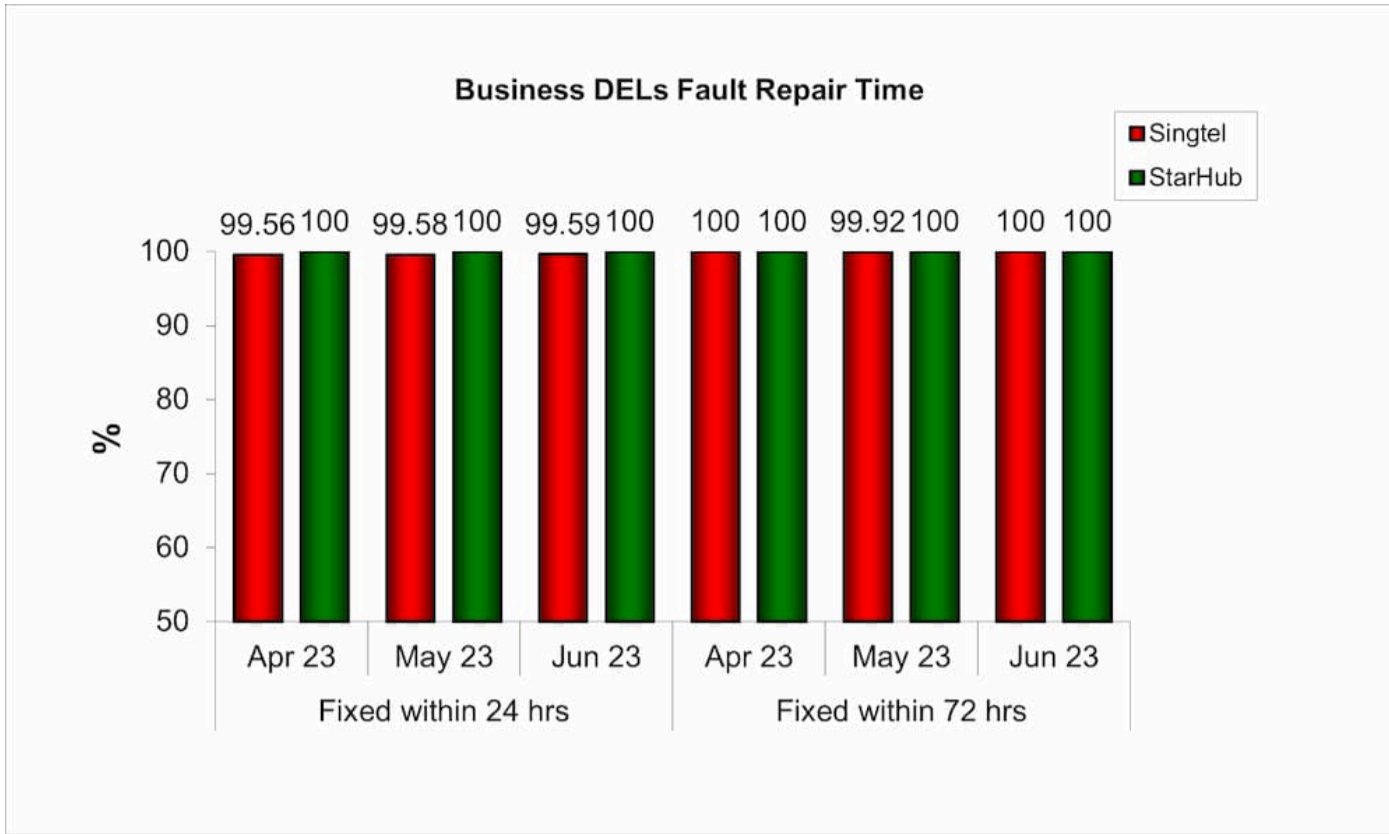
**3. Fault repair time - % of faults fixed (Residential)**



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.

