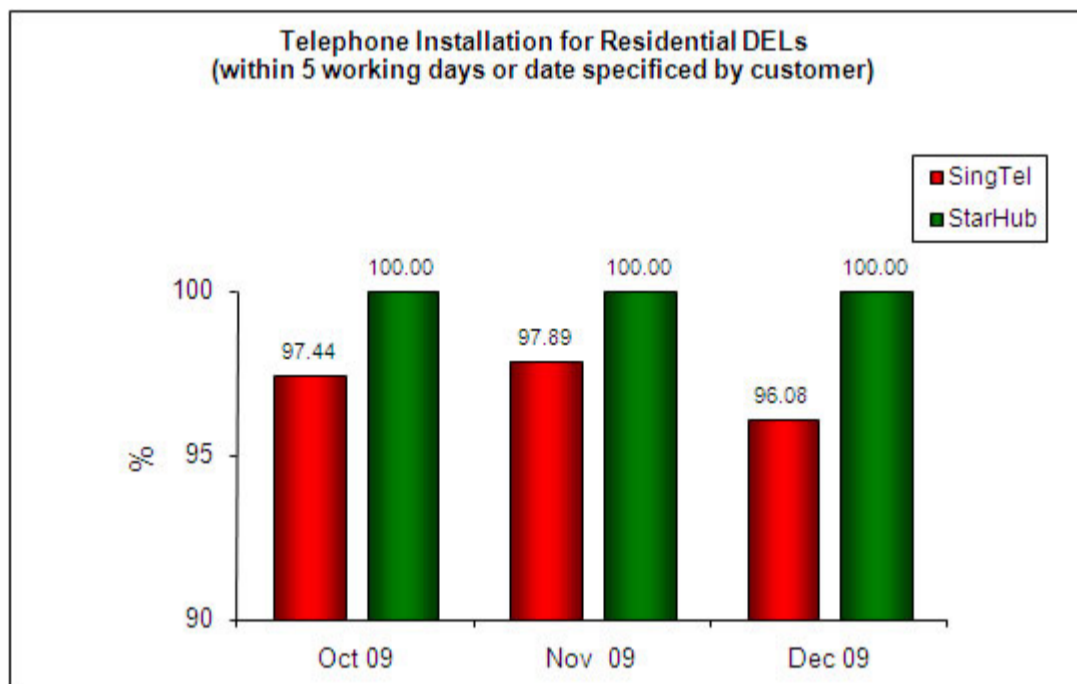


# Basic Telecommunications Services QoS Performance for Q4 2009

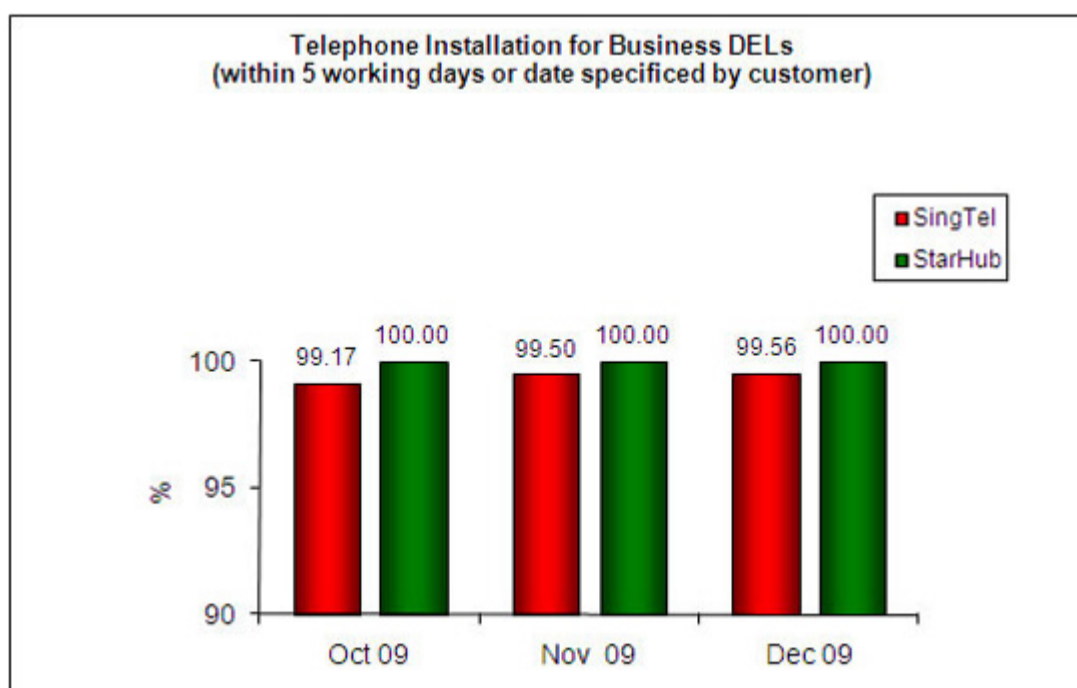
## Basic Telecommunications Services QoS Performance for Q4 2009

Quality of Service (QoS) Standards for Public Basic Telecommunication Services for the Oct - Dec 2009

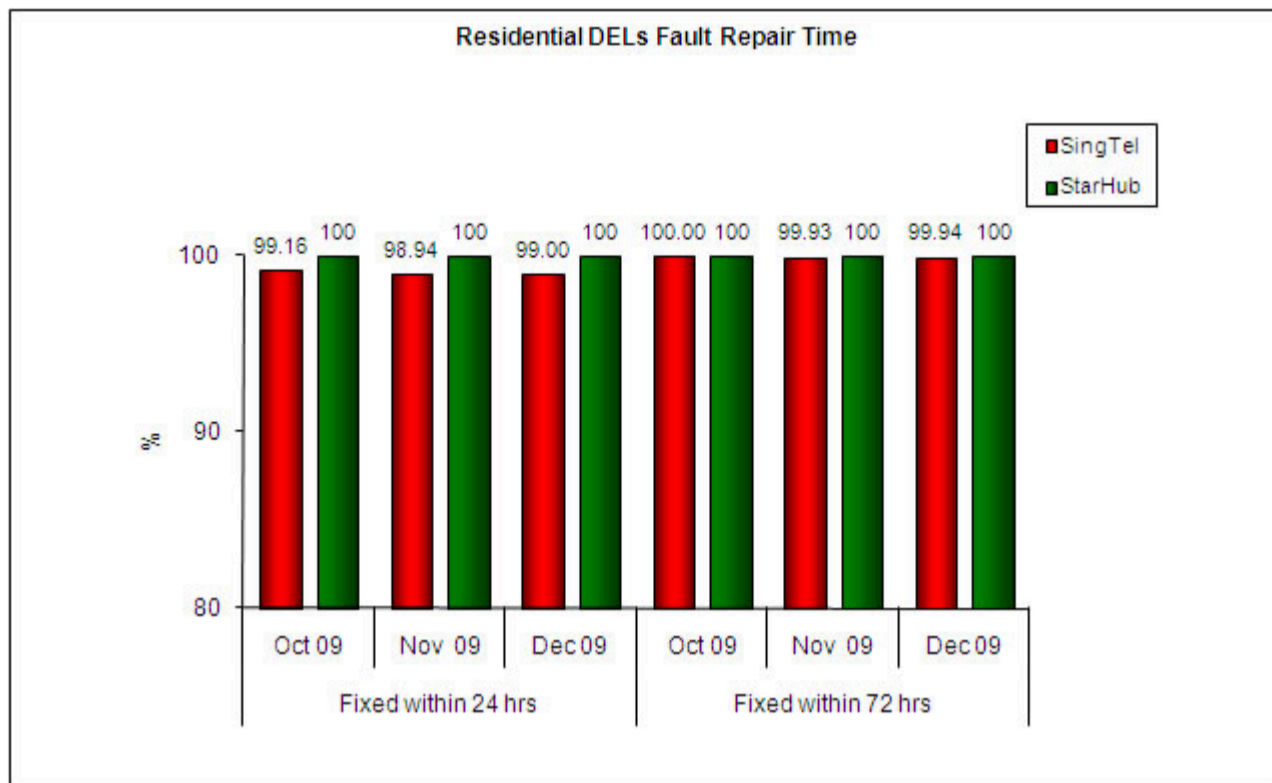
### 1. Telephone Installation for DELs Within 5 Working Days or Date Specified by Customer (Residential)



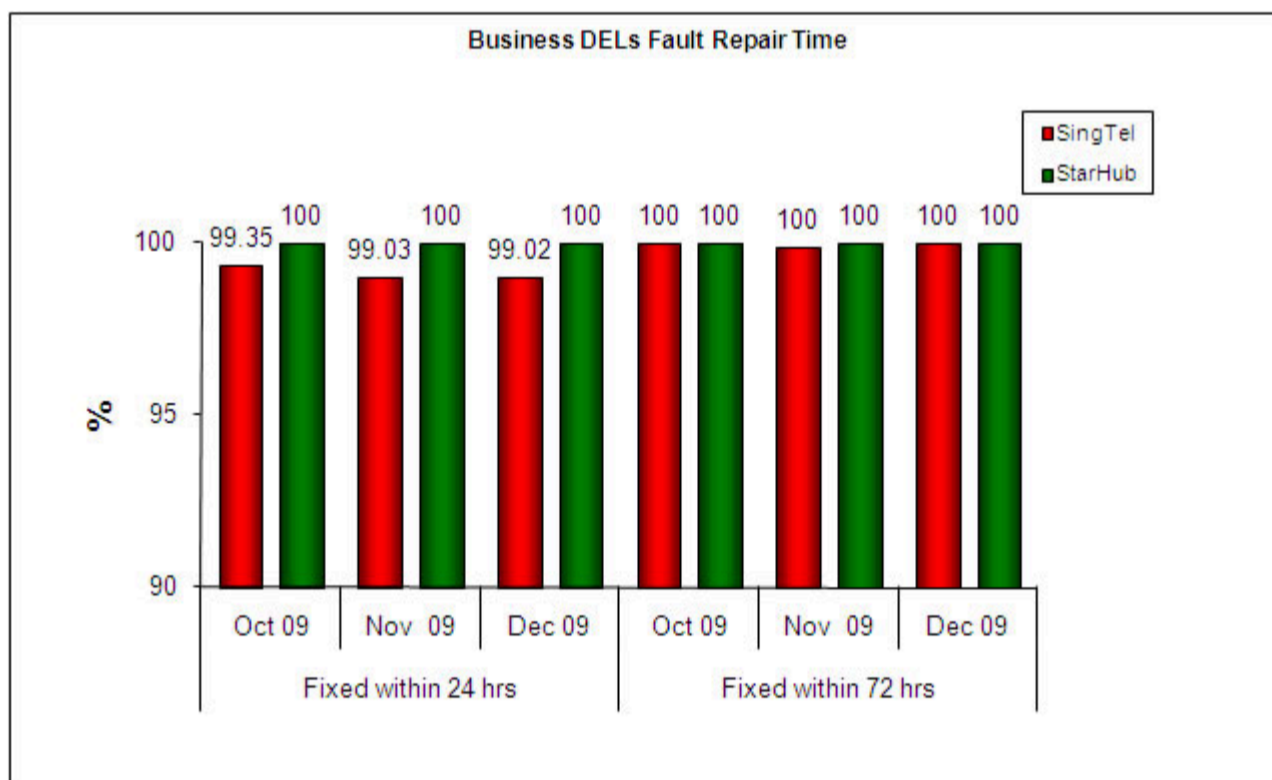
### 2. Telephone Installation for DELs Within 5 Working Days or Date Specified by Customer (Business)



### 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.