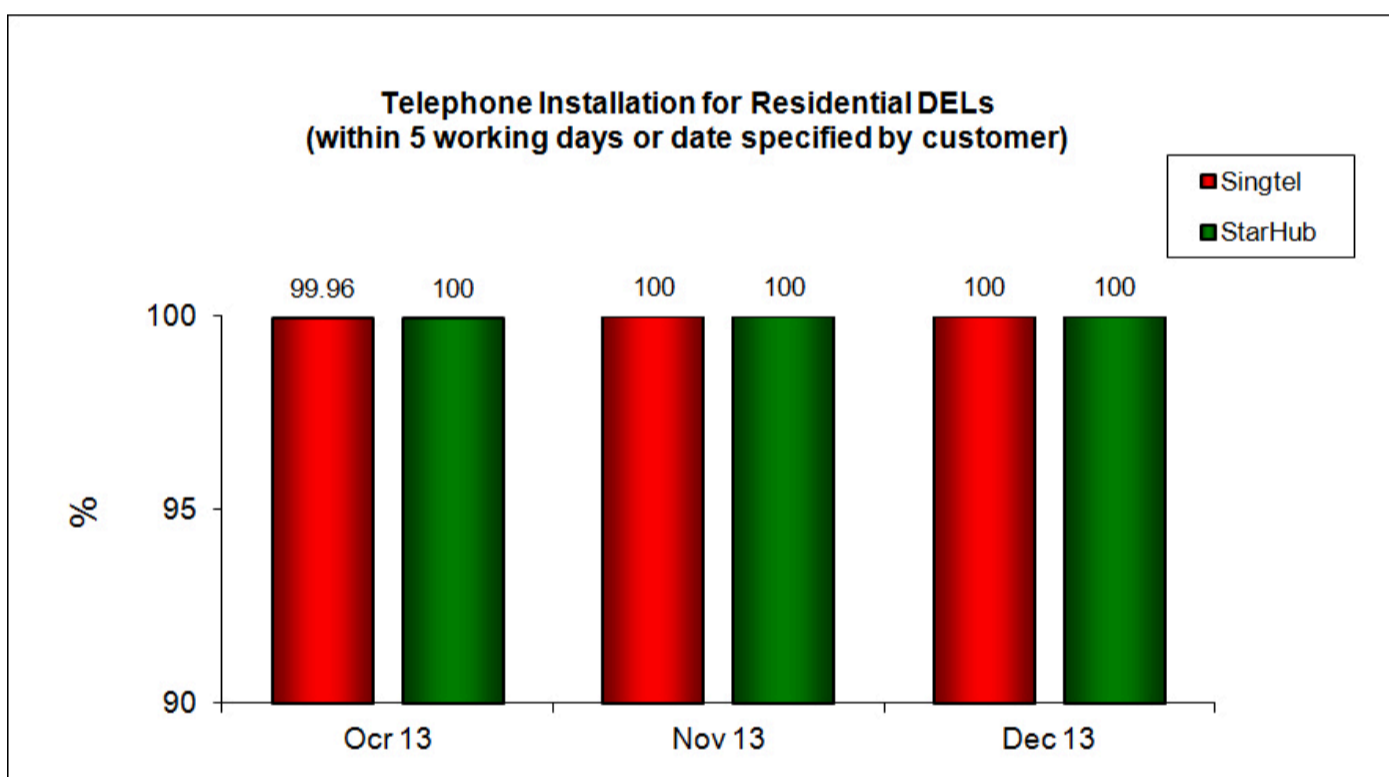


Basic Telecommunications Services QoS Performance for Q4 2013

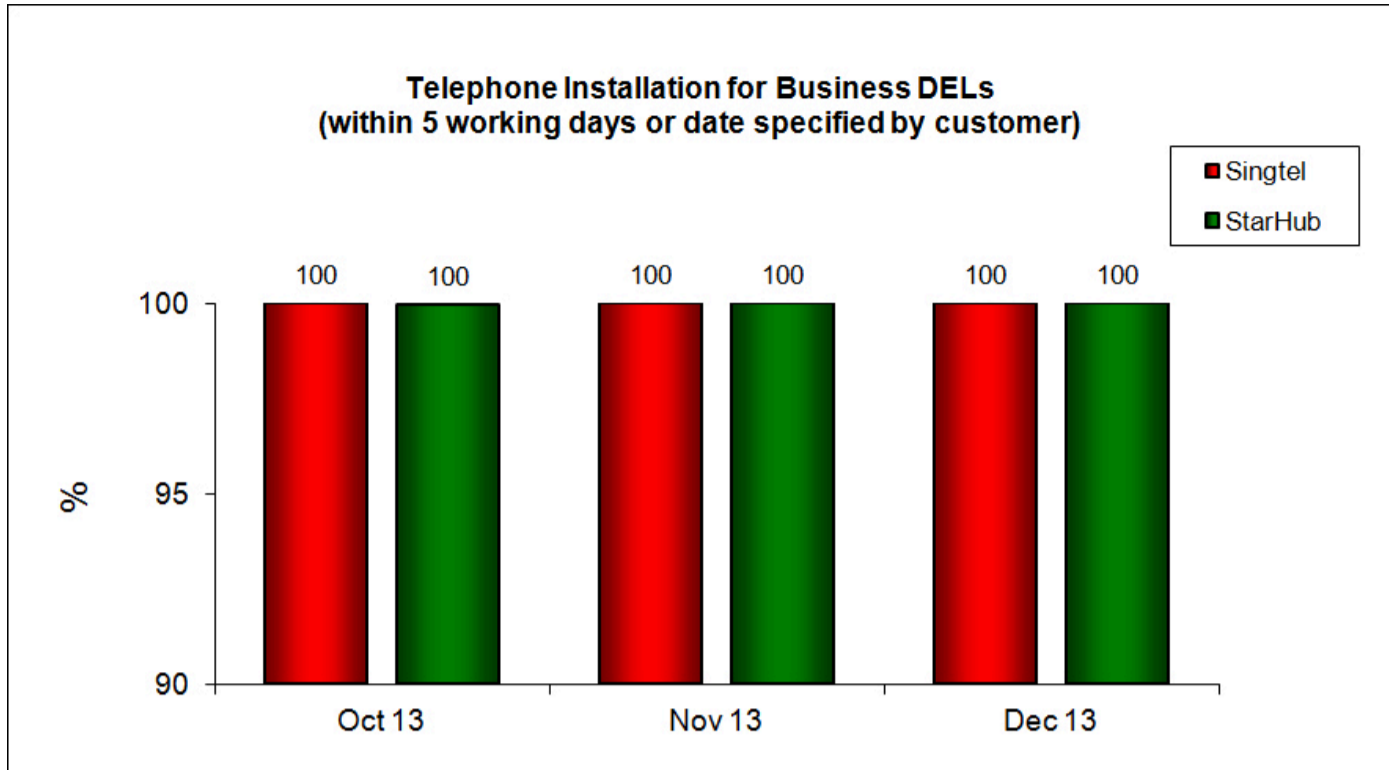
Quality of Service (QoS) Standards for Public Basic Telecommunication Services for the Oct- Dec 13 Quarter

Quality of Service (QoS) Standards for Public Basic Telecommunication Services for the Oct- Dec 13 Quarter

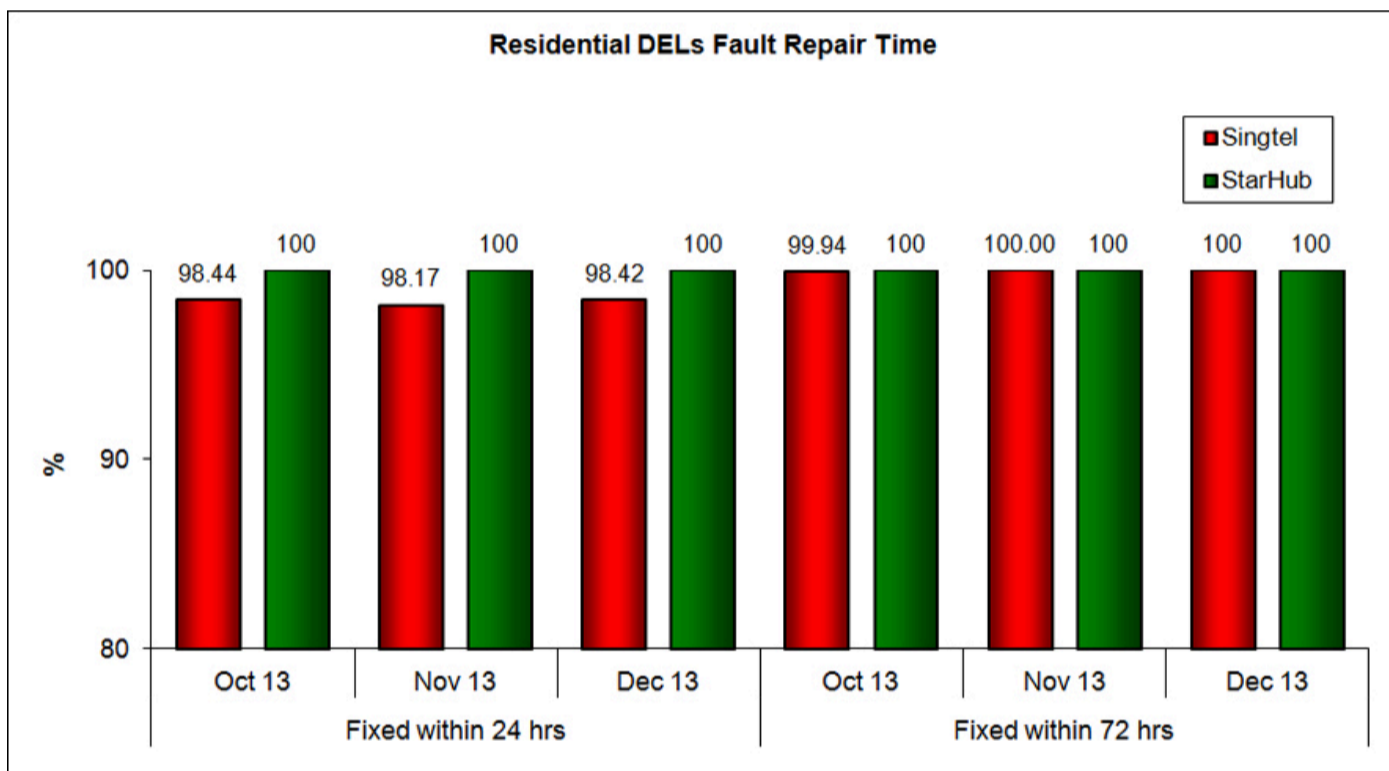
1. Telephone Installation for DELs Within 5 Working Days or Date Specified by Customer (Residential)



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

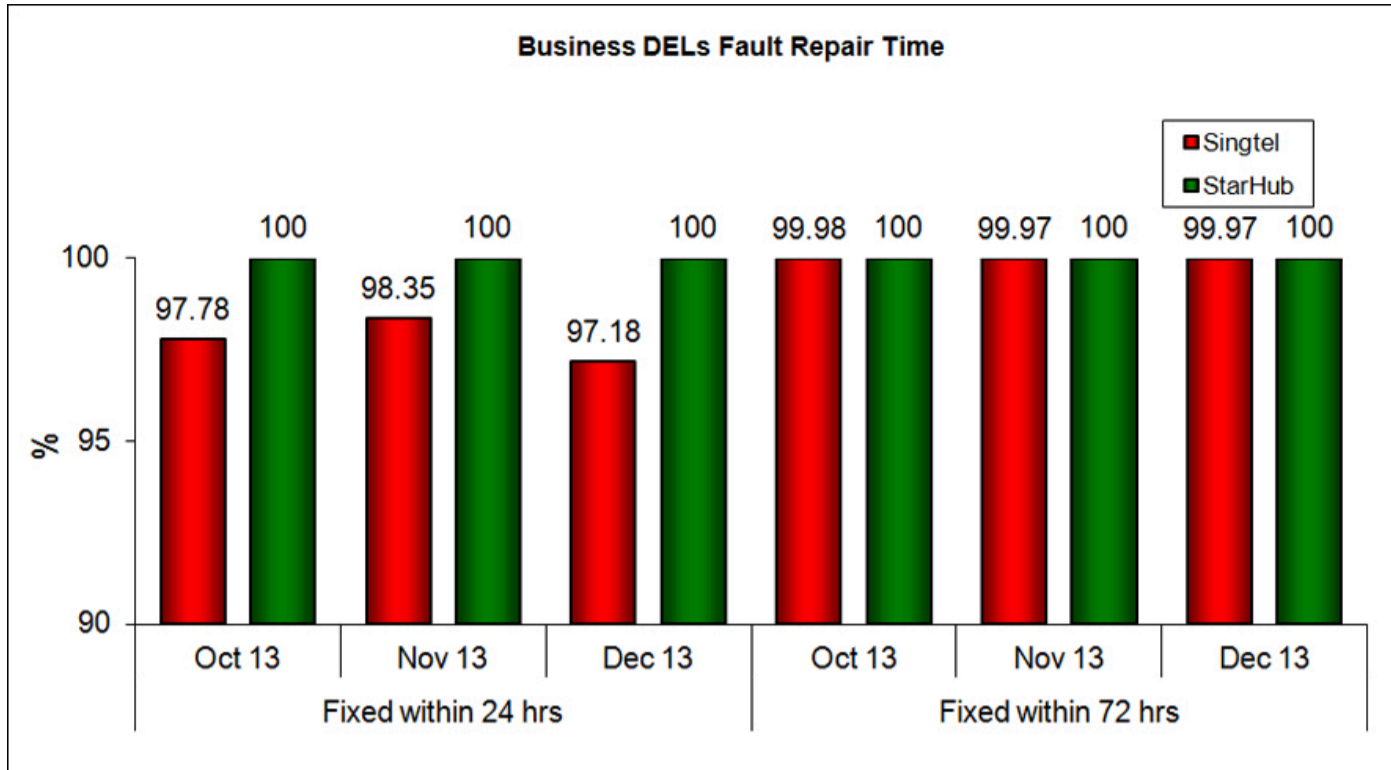


3. Fault Repair Time - % of Faults Fixed (Residential)



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





Note:

1. Figures are rounded up to 2 decimal places.

