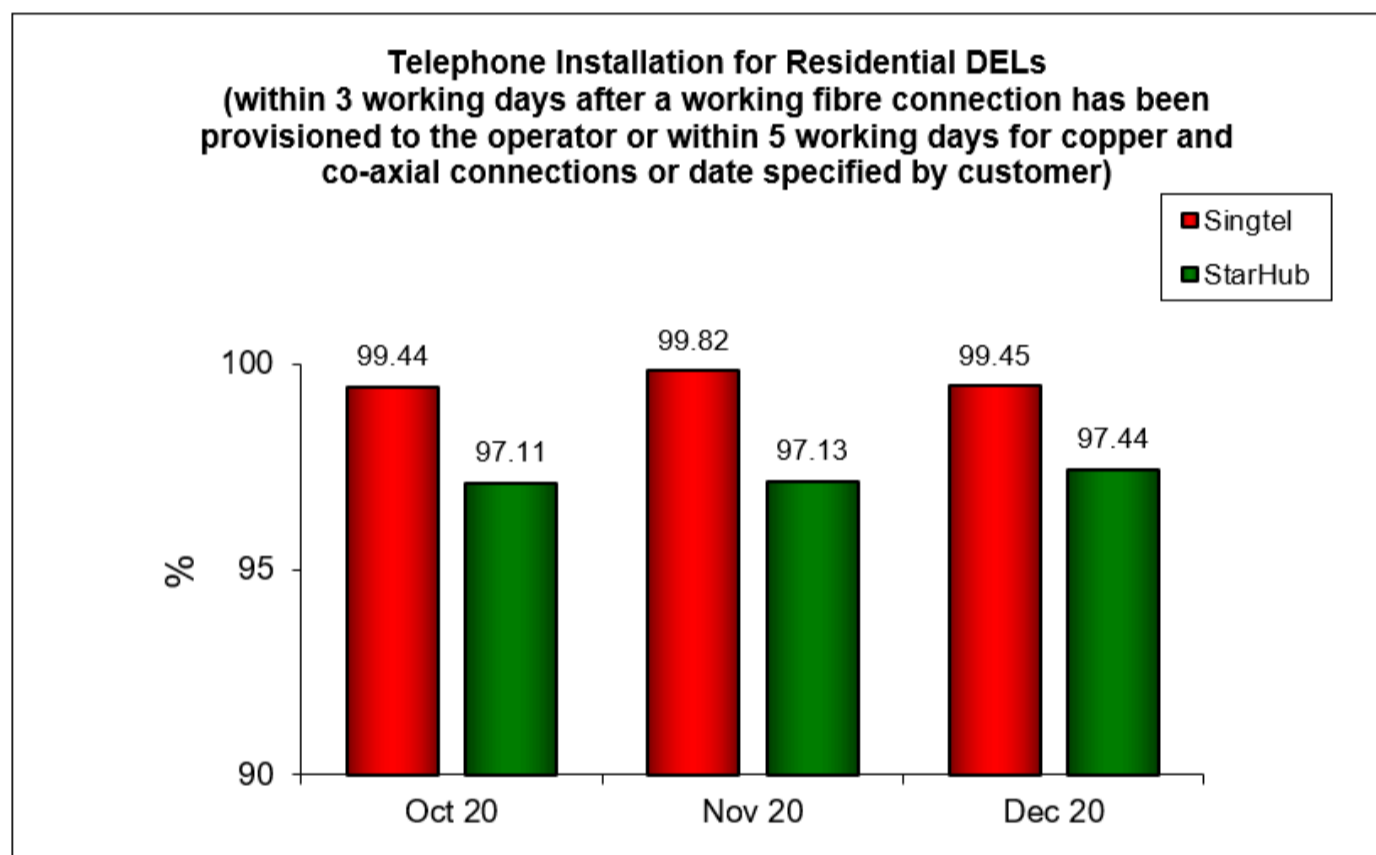


# Basic Telecommunications Services QoS Performance for Q4 2020

## Quality of Service (QoS) Standards for Public Basic Telecommunication Services for the Oct – Dec 2020 Quarter

### Telephone Installation - Residential

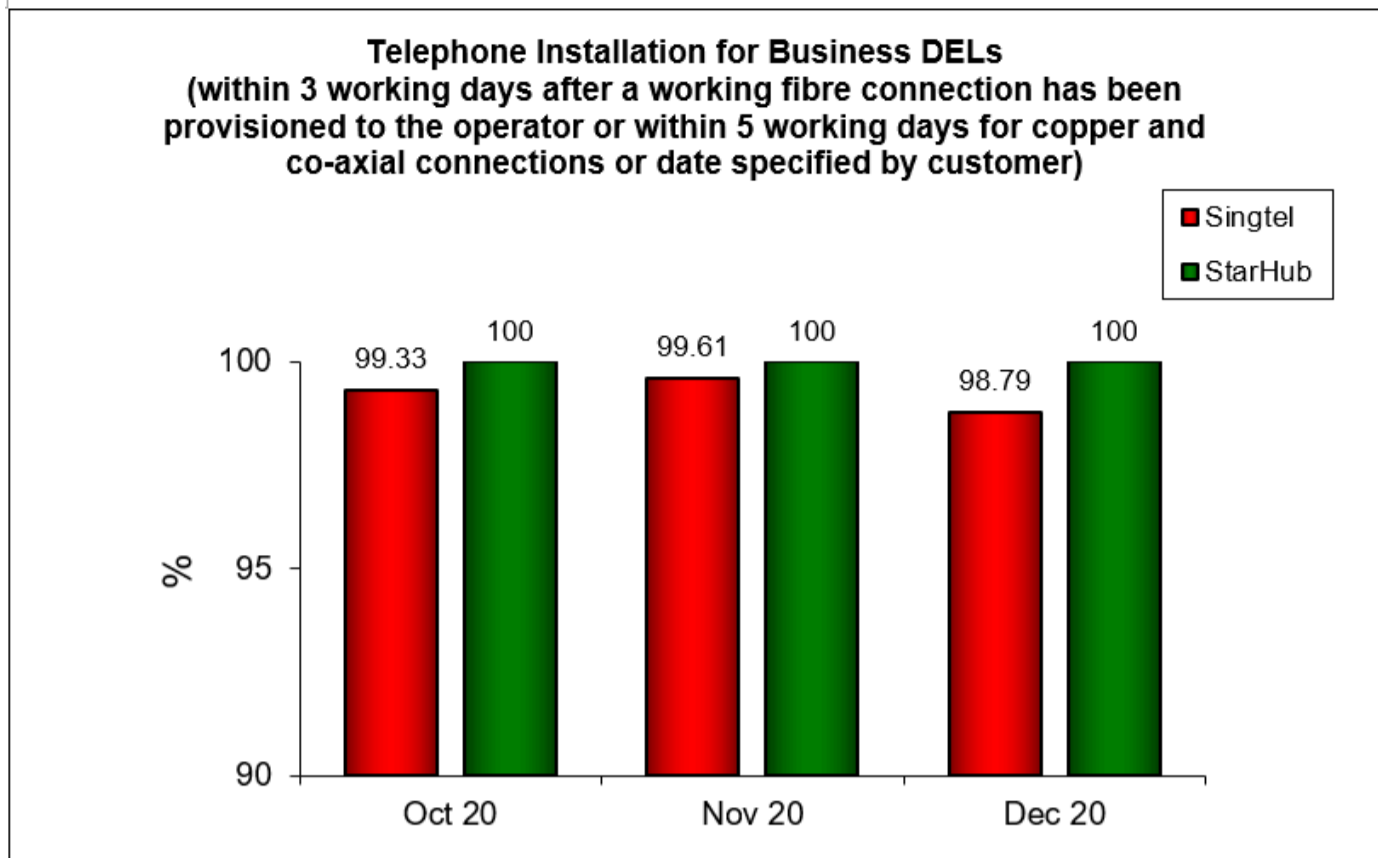
1. Telephone Installation for DELs Within 3 Working Days After a Working Fibre Connection Has Been Provisioned to the Operator or Within 5 Working Days for Copper and Co-axial Connections or Date Specified by Customer (Residential)



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.

### Telephone Installation - Business

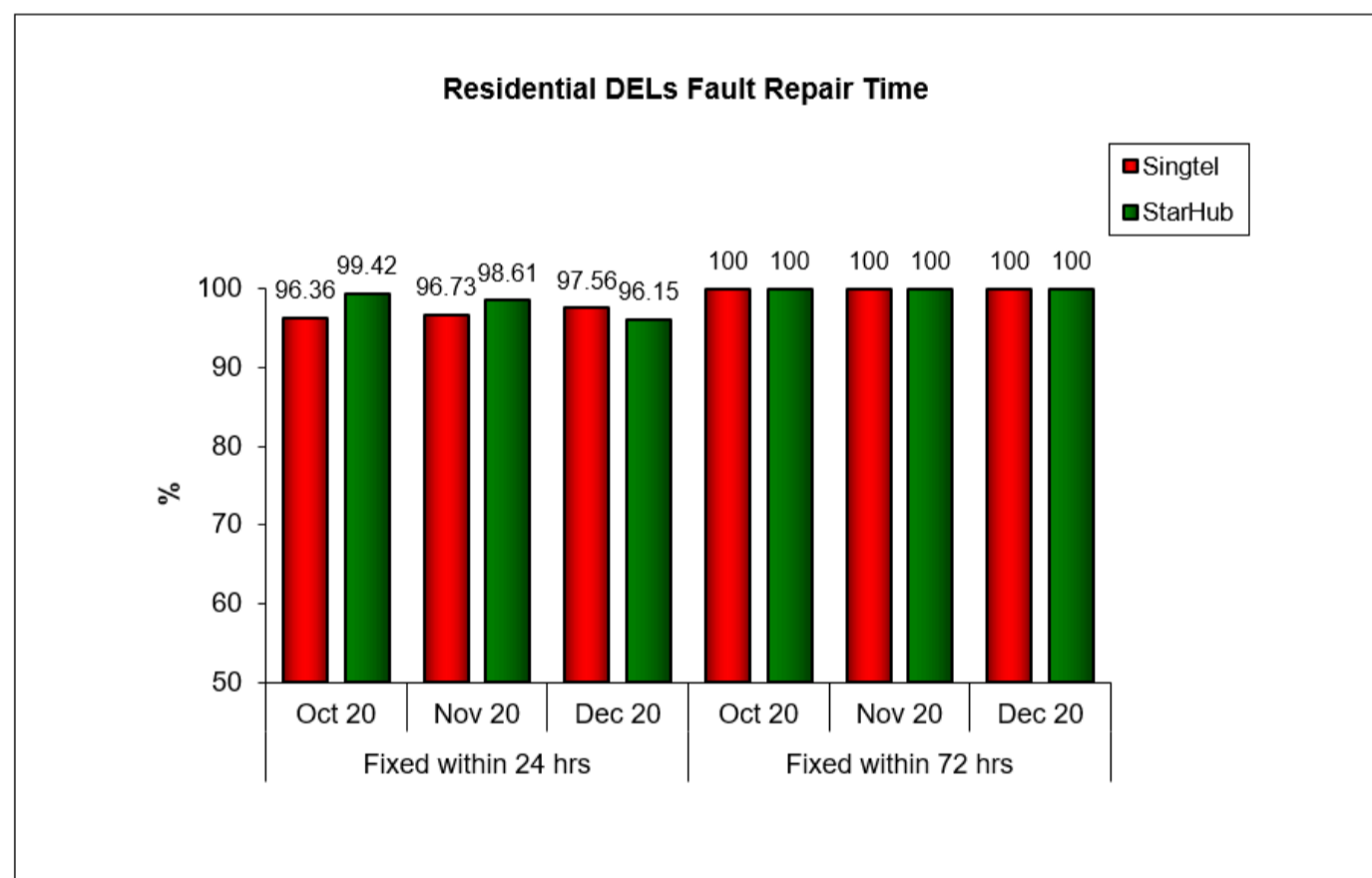
2. Telephone Installation for DELs Within 3 Working Days After a Working Fibre Connection Has Been Provisioned to the Operator or Within 5 Working Days for Copper and Co-axial Connections or Date Specified by Customer (Business)



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.

## Residential Fault Repair Time

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

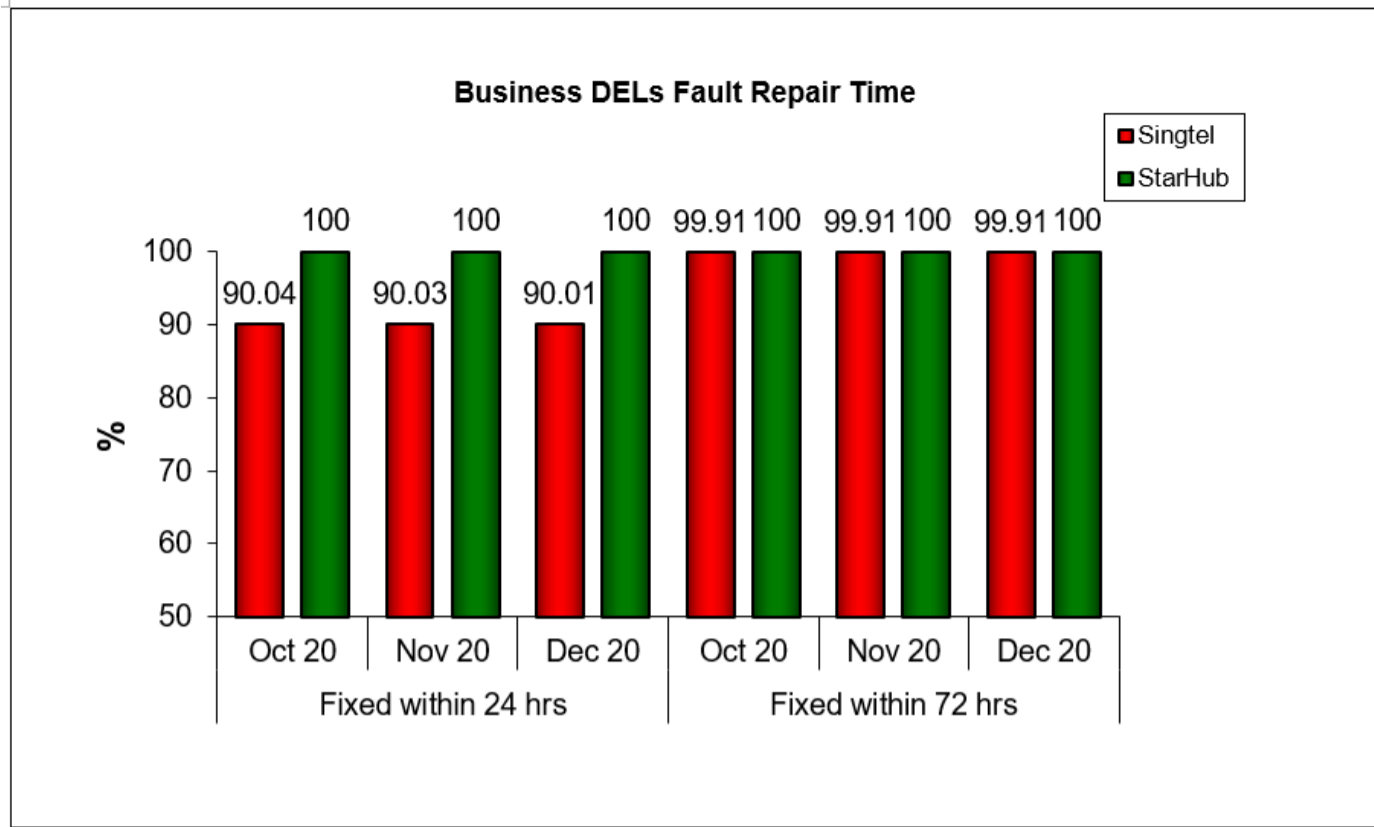


Results are rounded off to two decimal places. Therefore, a result of “100%” does not necessarily reflect that all faults were repaired within 24 hrs or 72 hrs in that month.

## Business Fault Repair Time

### 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.

