

## **QUALITY OF SERVICE STANDARDS**

The telecommunications (Consumer Protection) Regulations 2020 Schedule 1 and 2 provides for service providers that offer the fixed and mobile public services identified below, comply with the following quality of service standards.

### **QUALITY OF SERVICE STANDARDS FOR FIXED PUBLIC TELECOMMUNICATIONS SERVICES**

#### **Public Payphones**

<b>Quality of Service parameter</b>	<b>Standards</b>
% of coin and card operated public telephones in working order	98

#### **Residential narrowband (voice) access**

<b>Quality of Service Parameter</b>	<b>Standard</b>
Supply time for initial connection (urban)	5 days
Supply time for initial connection (rural)	14 days
% of unreported faults cleared within 2 hours	80
% of unreported faults cleared within 6 hours	90
% of unreported faults cleared within 12 hours	98
% of unreported faults cleared within 24 hours	100
% of reported faults cleared within 2 hours	75
% of reported faults cleared within 6 hours	85
% of reported faults cleared within 12 hours	98
% of reported faults cleared within 24 hours	100

% of calls to operator services answered within 10 seconds	95
% of calls to directory enquiry services answered within 10 seconds	95
Number of billing errors per 1000 bills	3
% of billing complaints resolved within 2 weeks	90
% of billing complaints resolved within 3 weeks	100

**Local and national long distance calls for residential customers**

<b>Quality of Service Parameter</b>	<b>Standard</b>
% of calls set up within 5 seconds	90
% of calls set up within 8 seconds	95
% of calls set up within 10 seconds	100
% of calls successfully completed during peak periods	98

**International long distance calls for residential customers**

<b>Quality of Service Parameter</b>	<b>Standard</b>
% of calls set up within 7 seconds	90
% of calls set up within 10 seconds	95
% of calls successfully completed during peak periods	95

**Broadband internet services for residential customers**

<b>Quality of Service Parameter</b>	<b>Standard</b>
Supply time for Initial connection (urban)	6 days
Supply time for initial connection (rural)	20 days
% of technical complaints resolved within 12 hours	85

% of technical complaints resolved within 24 hours	95
% of technical complaints resolved within 36 hours	99
Number of billing errors per 1000 bills	3
% of billing complaints resolved within 2 weeks	90
% of billing complaints resolved within 3 weeks	100

**QUALITY OF SERVICE STANDARDS FOR MOBILE PUBLIC TELECOMMUNICATIONS SERVICES**

**Voice Services**

<b>Quality of Service Parameter</b>	<b>Standard</b>
% of calls set up within 5 seconds	90
% of calls set up within 8 seconds	95
% of calls successfully completed during peak periods	95
% of dropped calls per 100 calls	2
% of calls to operator services answered within 10 seconds	95
% of calls to directory enquiry services answered within 10 seconds	95
Number of billing errors per 1000 bills	3
% of billing complaints resolved within 2 weeks	90
% of billing complaints resolved within 3 weeks	100