

Fixed Network Services	
QoS/Network Performance Parameter	Target Level
Availability of Telephone Exchange Equipment	$\geq 99.99\%$
Call Set Up Time (Post dialling delay to ring tone)	≤ 3 seconds national at busy hour ≤ 8 seconds for international at busy hour
Billing Accuracy (valid accuracy-related complaints)	≤ 3 complaints per 1000 bills
Unsuccessful Call Ratio (% of call attempts)	$\leq 1\%$ On-Net National at busy hour $\leq 2\%$ International at busy hour
Supply Time for Connection	90% within 3 working days
Fault Rate per Access Line	≤ 3 failures per 100 lines per month
Fault Repair Time (except for outages reports outlined in Article 11)	95% within 72 hours
Response Time for Operator Services (Time to answer from last digit dialled)	90% within 15 seconds