

International Voice Services	
QoS/Network Performance Parameter	Target Level
Call Set Up Time (Post dialling delay to ring tone)	≤ 5 seconds for international
Echo Cancellers Usage at the Central Office	≥ 99.9% of each International Gateway Switch is using Echo Cancellor for each Speech connection
Total delay in International Calls	≤ 250 ms
Unsuccessful Call Ratio (% of call attempts)	≤ 2% International at busy hour
Resolution time of International Gateway fault impacting traffic (except for outages reports outlined in Article 11)	Within 1 hour