

Mobile Telecommunications Services	
QoS/Network Performance Parameter	Target Level
Supply Time for Connection	On demand for pre paid and within 3 hours for post paid
Call Set Up Time (Post dialling delay to ring tone)	5 seconds On-Net national at busy hour 10 seconds for international at busy hour
Unsuccessful Call Ratio (% of call attempts)	≤ 1% National at busy hour ≤ 2% International at busy hour
Dropped calls Per Cell	1 dropped call per 100 calls per Cell at busy hour
Congestion Factor	5 % of all Cells at busy hour
SMS Mobile Originated/Terminated Delivered	95% Delivered with 24 hours
Average Time to Respond to Customer Calls	85% of calls in less than 35 seconds
Billing accuracy (valid accuracy – related complaints)	≤ 3 complaints per 1000 bills
Fault repair time (except for outages reports outlined in article 11)	95% within 72 hours.