

## Fixed Telephony QoS Performance Report Form

### Fixed Telephony

#### Quality of Service Performance report

Authorised Service Provider: **GO plc**

Covering Period: **January 2018 till December 2018**

<b>PARAMETER</b>	<b>MEASURE</b>	<b>STATISTIC</b>
Supply time for initial connection	Average	<b><u>12.95</u></b> days
Fault rate per access line	Reports per 100 lines	<b><u>1.73</u></b> reports
Fault repair time	Average fault repair time	<b><u>115.25</u></b> hours*
Response time for operator services	Mean time to answer	<b><u>12.25</u></b> seconds**
Response time for directory enquiry services	Mean time to answer	<b><u>28.67</u></b> seconds **
Proportion of coin and card operated public pay telephones in working order	% in full working order	<b><u>99.72</u></b> %

\* Calendar hours - including also major cable faults

\*\* Queued time + ringing time