

Fixed Telephony QoS performance Report Form

Fixed Telephony

Quality of Service Performance Report

Authorised Service Provider: GO P.L.C.

Covering Period: 1st January 2019 – 31st December 2019

PARAMETER	MEASURE	STATISTIC
Supply time for initial connection	Average	<u>19.82</u> days
Fault rate per access line	Report per 100 lines	<u>1.98</u> reports
Fault repair time	Average fault removal time	<u>74.5</u> hours*
Response time for operator services	Meant time to answer	<u>13</u> seconds**
Response time for directory enquiry services	Mean time to answer	<u>53</u> seconds**
Proportion of coin and card operated public pay telephones in working order	% in full working order	<u>99.66</u> %

*Calendar hours – including major cable faults

**Queued time + ringing time