

SERVICE		#	Name	%			2025							
							Jan	Feb	Mar	Q1	Apr	May	Jun	Q2
MANDATORY PERFORMANCE REQUIREMENTS														
FIXED LINE	Customer Relation & Billing (all services)	R1	Complaint rate (Report for Service Performance, Billing and Total per service)	Including Residential and Businesses Fixed Line	< 2%		0.99%	1.00%	0.97%	0.99%	0.87%	0.83%	0.94%	0.88%
			Complaint rate (Report for Service Performance)			0.99%	0.99%	0.96%	0.98%	0.86%	0.82%	0.93%	0.87%	
			Complaint rate (Report for Billing)			0.000%	0.004%	0.013%	0.01%	0.01%	0.00%	0.01%	0.01%	
		R2	Time to resolve valid complaints (Report for Service)	Less than 5 working days	= 70%	96%	97%	96%	97%	97%	96%	96%	96%	
				Less than 15 working days	= 95%	100%	100%	100%	100%	100%	100%	100%	100%	
				Less than 25 working days	= 99%	100%	100%	100%	100%	100%	100%	100%	100%	
			Time to resolve valid complaints (Report for Service)	Less than 5 working days	= 70%	96%	97%	97%	97%	96%	96%	97%		
				Less than 15 working days	= 95%	100%	100%	100%	100%	100%	100%	100%		
				Less than 25 working days	= 99%	100%	100%	100%	100%	100%	100%	100%		
		R4	Time to resolve valid complaints (Report for Billing)	Less than 5 working days	= 70%	100%	100%	80%	85%	80%	60%	45%	62%	
				Less than 15 working days	= 95%	100%	100%	100%	100%	100%	100%	100%	100%	
				Less than 25 working days	= 99%	100%	100%	100%	100.00%	100%	100%	100%	100%	
			Response time by customer support centre – phone call	Less than 60 seconds	= 70%	94%	92%	88%	91.44%	92%	90%	90%	90.67%	
				Less than 2 minutes	= 80%	97%	96%	93%	95.40%	96%	95%	95%	95.33%	
				Less than 3 minutes	= 100%	99%	98%	96%	97.53%	98%	97%	97%	97.33%	
	Voice / Broadband	R5	Supply time	of telephone lines installed (from the date a valid order is received) within 5 working days or a reasonable date specified by the Licensee.	= 95%	96%	96%	96%	96.00%	97%	97%	97%	97.00%	
				of telephone lines installed (from the date a valid order is received) with 4 days after the specified above.	= 99%	99%	99%	99%	99.00%	99%	99%	99%	99.00%	
				of broadband lines installed (from the date a valid order is received) within 10 working days or a reasonable date specified by the Licensee.	= 95%	99%	99%	99%	99.00%	99%	99%	99%	99.00%	
				of broadband lines installed (from the date a valid order is received) within 5 days after the time specified above.	= 99%	99%	99%	99%	99.00%	99%	99%	99%	99.00%	
		R6	Fault repair time TOTAL	Less than 24 working hours	= 90%	100%	100%	100%	100.00%	100%	100%	100%	100.00%	
				Less than 48 working hours	= 99%	100%	100%	100%	100.00%	100%	100%	100%	100.00%	
			Fault repair time Residential	Less than 24 working hours	= 90%	100%	100%	100%	100.00%	100%	100%	100%	100.00%	
				Less than 48 working hours	= 99%	100%	100%	100%	100.00%	100%	100%	100%	100.00%	
			Fault repair time Business	Less than 24 working hours	= 90%	100%	100%	100%	100.00%	100%	100%	100%	100.00%	
				Less than 48 working hours	= 99%	100%	100%	100%	100.00%	100%	100%	100%	100.00%	
			Fault repair time FTTH	Less than 24 working hours	= 90%	100%	100%	100%	100.00%	100%	100%	100%	100.00%	
				Less than 48 working hours	= 99%	100%	100%	100%	100.00%	100%	100%	100%	100.00%	
		R7	Unsuccessful call attempt	For national call	< 1%	0.63%	0.66%	0.70%	0.66%	0.66%	0.41%	0.37%	0.48%	
			R15	Leased Line (LL) Provisioning time	For Local and National	≥ 95%	100%	100%	100%	100.00%	100%	100%	100%	100.00%
		International			100%		100%	100%	100.00%	100%	100%	100%	100.00%	
				Less than 8 hours	> 95%		100%	100%	100%	100.00%	100%	100%	100%	100.00%
		R16	LL Fault repair time	Less than 24 hours	= 99%	100%	100%	100%	100.00%	100%	100%	100%	100.00%	
# cases dependent on the 3rd party & force majeure	n/a			n/a	0	0	1	1	1	0	2			
MOBILE	Customer Relation & Billing (all services)	R1	Complaint rate (Report for Service Performance, Billing and Total per service)	Including Residential and Businesses Fixed Line	< 2%		0.04%	0.04%	0.04%	0.04%	0.04%	0.04%	0.03%	0.04%
			Complaint rate (Report for Service Performance)			0.03%	0.03%	0.02%	0.03%	0.03%	0.03%	0.03%	0.03%	
			Complaint rate (Report for Billing)			0.01%	0.005%	0.01%	0.01%	0.01%	0.01%	0.005%	0.006%	
		R2	Time to resolve valid complaints (Report for Service)	Less than 5 working days	= 70%	98%	96%	96%	96.8%	95.9%	97.2%	96.0%	96.3%	
				Less than 15 working days	= 95%	100%	100%	99%	99.4%	99%	100%	99%	99.4%	
				Less than 25 working days	= 99%	100%	100%	100%	100.00%	100%	100%	100%	100%	
			Time to resolve valid complaints (Report for Service)	Less than 5 working days	= 70%	98%	96%	96%	96.7%	96%	98%	96%	97%	
				Less than 15 working days	= 95%	100%	99%	98%	99.17%	99%	100%	99%	99.56%	
				Less than 25 working days	= 99%	100%	100%	100%	100.00%	100%	100%	100%	99.89%	
		R3	Time to resolve valid complaints (Report for Billing)	Less than 5 working days	= 70%	100%	97%	93%	96.63%	93%	95%	94%	93.98%	
				Less than 15 working days	= 95%	100%	100%	100%	100.00%	98%	100%	98%	98.85%	
				Less than 25 working days	= 99%	100%	100%	100%	100.00%	99%	100%	100%	99.71%	
		R4	Time to respond to complaints on Coverage (TTRCC)	Less than 15 working days	= 90%	83%	95%	93%	90.00%	93%	100%	93%	95.33%	
				Less than 3 months	= 95%	99%	100%	100%	100.00%	100%	100%	100%	100.00%	
				Less than 6 months	= 99%	100%	100%	100%	100.00%	100%	100%	100%	100.00%	
	R11	Response time by customer support centre – phone call	Less than 60 seconds	= 70%	95%	93%	87%	91.69%	91%	90%	91%	90.67%		
			Less than 2 minutes	= 80%	98%	97%	94%	96.25%	96%	95%	96%	95.67%		
			Less than 3 minutes	= 100%	99%	98%	97%	98.01%	98%	97%	98%	97.67%		
Voice	R11	Call Setup Success Rate	≥ 98%	99.69%	99.83%	99.25%	99.10%	99.86%	99.89%	99.74%	99.72%			
	R12	Network Availability	= 100%	99.96	99.93	99.92	99.93666667	99.91%	99.90%	99.87%	99.89%			
	R13	Dropped Call Rate	< 2%	0.14%	0.13%	0.18%	0.209%	0.131%	0.159%	0.145%	0.175%			
MONITORING PERFORMANCE REQUIREMENTS														
FIXED LINE	Customer Relation & Billing (all services)	R21	Rate of complaints related to number portability		≤ 10%	1%	1%	3%	1.80%	4%	5%	3%	4%	
		R22	Time to Reconnection and Activation of	Less than 3 working hours	≥ 90%	99.99%	100.00%	99.96%	100%	99.83%	100.00%	99.98%	100%	
	Voice	R24	Faults report rate total	Less than 6 working hours	= 99%	100.00%	100.00%	100.00%	100%	100.00%	100.00%	100.00%	100%	
			Faults report rate Business		= 1%	0.013%	0.010%	0.017%	0.013%	0.26%	0.24%	0.25%	0.25%	
			Faults report rate Residential		= 1%	0.015%	0.022%	0.049%	0.029%	0.14%	0.18%	0.22%	0.18%	
			Faults report rate FTTH		= 1%	0.012%	0.007%	0.010%	0.010%	0.29%	0.25%	0.26%	0.27%	
			Faults report rate Third Party		= 1%	0.013%	0.010%	0.017%	0.013%	0.26%	0.24%	0.25%	0.25%	
					= 1%	NA	NA	NA	NA	NA	NA	NA	NA	
	Leased Line (LL)	R31	Leased Line (LL) Fault rate	# cases dependent on the 3rd party & force majeure	< 1%	0.00%	0.08%	0.04%	0.040%	0.00%	0.00%	0.037%	0.012%	
					n/a	N/A	0.00%	0.00%	0.04%	0.013%	0.04%	0.00%	0.013%	
MOBILE	Customer Relation & Billing (all services)	R21	Rate of complaints related to number portability		≤ 10%	0.82%	0.16%	0.09%	0.35%	0.95%	0.50%	0.72%	0.7%	
		R22	Time to Reconnection and Activation of	Less than 3 working hours	≥ 90%	99.99%	100.00%	100.00%	100%	99.84%	100.00%	99.99%	100%	
	Voice	R26	Network Quality	Less than 6 working hours	= 99%	100.00%	100.00%	100.00%	100%	100.00%	100.00%	100.00%	100%	