

Applicable Quality of Service Standards

Pursuant to the Telecommunications (Consumer Protection) Regulation No. 19 of 2020, below are the Telecommunications Quality-of-Service (QOS) Standards currently applicable to GTT Inc.

Quality Of Service Standards for Fixed Public Telecommunications Services

Schedule 1

Quality Of Service Parameters	Standard
2. Narrowband Residential (Voice) Access	
% of calls to operator services answered within 10 seconds	95
% of calls to directory enquiry services answered within 10 seconds	95
Number of billing error per 1000 bills	3
% of billing complaints resolved within 2 weeks	90
% of billing complaints resolved within 3 weeks	100
3. Local And National Long-Distance Calls for Residential Customers	
% of calls set up within 5 seconds	90
% of calls set up within 8 seconds	95
% of calls set up within 10 seconds	100
% of calls successfully completed during peak periods	98
4. International Long-Distance Calls For Residential Customers	
% of calls set up within 7 seconds	90
% of calls set up within 10 seconds	95
% of calls successfully completed during peak periods	95
6. Broadband Internet Service for Residential Customers	
Number of billing errors per 1000 bills	3
% of billing complaints resolved within 2 weeks	90
% of billing complaints resolved within 3 weeks	100

Quality Of Service Standards for Mobile Public Telecommunications Services

Schedule 2

Quality Of Service Parameters	Standard
1. Voice Services	
% of calls set up within 5 seconds	90
% of calls set up within 8 seconds	95
% of calls successfully completed during peak periods	95
% of dropped calls per 100 calls	2
% of calls to operated services answered within 10 seconds	95
% of calls to directory enquiry services answered within 10 seconds	95
Number of billing errors per 1000 bills	3
% of billing complaints resolved within 2 weeks	90
% of billing complaints resolved within 3 weeks	100