

## QoS parameters - 2022

Network /Service	Parameter	Measurement	Unit	Value
Fixed Network Internet Access	Supply time for access	The time by which the fastest 95% and 99% of requests are completed	days	6
		Percentage of requests completed by the date agreed with the customer, and, where the percentage of orders completed by the date agreed with the customer is below 80 %, the average number of days, for the late orders, by which the agreed date is exceeded.	%	95 %
Fixed Network Internet Access	Fault rate per access line	Relation between the number of link failures and average number of total customer links	%	3.81 %
	Fault repair time	Time to repair the fastest 80% and 95% of all customer links failures	hours	2.15 and 8.6 hours
		Percentage of failures, repaired within the maximum term, defined in the customer contract	%	98.98 %
Fixed Network Internet Access	Bill correctness complaints	Relation between the number of the bills for which complaints have been filed, and the total number of bills issued	%	0%
Fixed Network Internet Access	Data transmission speed achieved	The maximum data transmission speed achieved	kbit/s	975126
		The minimum data transmission speed achieved	kbit/s	517634
		The mean value and standard deviation of transmission rate.	kbit/s	952637; 21468
Fixed Network Internet Access	Coefficient of unsuccessful data transmission	Percentage of unsuccessful data transmissions	%	< 0.01%
Fixed Network Fixed Network	Delay (two way transmission time)	The mean value of delay in data transmission	ms	3.2 ms
	Delay variation / Jitter	Standard deviation of delay	ms	0.404 ms