APPENDIX 1

QUALITY OF SERVICE IN 2010 AND 1ST QUARTER OF 2011

LINE SETUP TIMES:

			OSP A		1	OSP	R	1	OSP C			OSP D			OSP E		ı	OSP F		1	OSP G			OSP I		GI	RUPO PT A		G	RUPO PT B
1st Quarter 2010	Objective		Achi	ound			Achieved		Achiev	nd			chieved		Achie	auad			chieved			ieved	-		Achieved	0	Achiev	ınd	01	Achieved
ist Qualter 2010	(days)	Amount	Jan Fe		Amount		Feb Mar	Amount	Jan Feb		Amount		Feb Mar	Amount	Jan Fe		Amount		Feb Mar	Amount		eb Ma	Amount			Amount		Mar	Amount	Jan Feb Ma
Leased lines (end-to-end and partial ¹)			Jan F	eb Mar		Jan	reb Mar		Jan Feb	Ivial		Jan	reb Mar		Jan Fe	in in in		Jan	reb Mar		Jan F	eb ivia	r	Jan	reb Mar		Jan Feb	IVIAI	l .	Jan Feb Ma
64 kbps	33					1											<10									>10; <50				
N x 64 kbps	37	<10			<10									>100			>50; <10			<10			>10; <50			>10, <50			<10	
2 Mbps	37	<10			<10									>10; <50			>100			<10			>10; <50			>50; <100			>10; <50	
34 Mbps	62	<10			<10	1								>10, <30			>100			<10			>10, <30			>50, < 100			>10, <30	
				_		-					 										-		+			-40				
155 Mbps	59 37			-		+					1			. 40 50							-		-			<10		+		
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OSP - Grupo PT	37										1																			
OSP - OSP	22																													
Submarine cable access lines	22										<u> </u>							1 1												
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155 Mbps	59				1	<u> </u>		l	\perp	1				i .			l	1					1	1					l	
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2nd Quarter 2010	Objective			ieved	1		Achieved		Achiev	nod.	 		chieved		Achie	au od			chieved			ieved	1		Achieved	GI	Achiev	und.	GI	Achieved
Zna Quarter 2010	Objective	Amount	Apr M		Amount			Amount	Apr May		Amount			Amount			Amount		May Jun	Amount			Amount			Amount	Apr May		Amount	
			Apr M	ay Jun		Apr	May Jun		Apr May	Jun		Apr	May Jun		Apr Ma	ay Jun		Apr	May Jun		Apr N	lay Ju	ו	Apr	May Jun		Apr May	/ Jun		Apr May Ju
Leased lines (end-to-end and partial ¹)					1			ı			1 1					_							1							
64 kbps	33										.			<10			<10						-			<10				
N x 64 kbps	37				<10						.			>100			>10; <50						>10; <50			>50; <100			<10	
2 Mbps	37	<10			<10									>10; <50			>100						>50; <100			>10; <50			>10; <50	
34 Mbps	62													<10			<10									<10				
155 Mbps	59																						<10			<10				
Traffic interconnection lines	37																									<10				
Traffic interconnection internal extensions																														
OSP - Grupo PT	37																													
OSP - OSP	22																													
Submarine cable access lines																												,		
2 Mbps	37																													
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<u> </u>			OSP A			OSP		ļ	OSP C			OSP D			OSP E		ļ	OSP F			OSP G			OSPI		GI	RUPO PT A		GF	RUPO PT B
3rd Quarter 2010	Objective	Amount	Achi		Amount		Achieved	Amount	Achiev		Amount		chieved	Amount	Achie		Amount		chieved	Amount		ieved	Amount		Achieved	Amount	Achiev		Amount	Achieved
			Jul A	ug Sep		Jul	Aug Sep		Jul Aug	Sep		Jul	Aug Sep		Jul Au	ıg Sep		Jul	Aug Sep		Jul A	ug Se	Р	Jul	Aug Sep		Jul Aug	Sep	l	Jul Aug Se
Leased lines (end-to-end and partial ¹)				-		,						-																		
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N x 64 kbps	37	<10			<10				\vdash	+				>100			>10; <50					_	<10			>50; <100			<10	
2 Mbps	37	<10				1	$\perp \perp$			1				>10; <50			>100						>50; <100			>10; <50			<10	
34 Mbps	62	<10				1	$\perp \perp$		\perp	1															$\sqcup \sqcup \sqcup$					
155 Mbps	59					<u> </u>		 		1							 								$\sqcup \sqcup \sqcup$	<10				
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OSP - Grupo PT OSP - OSP Submarine cable access lines 2 Mbps 34 Mbps	22 37 62																													
OSP - Grupo PT OSP - OSP Submarine cable access lines 2 Mbps	22 37																													

LINE SETUP TIMES:

			OSP A			OSPI	В		OSP C			OSP D			OSP E			OSP F	:		OSP	3			OSP H	4	G'	RUPO PT A		(GRUPO) PT B
4th Quarter 2010	Objective		Achieved	d			Achieved		Achiev	red		Ad	chieved		Achie	eved		1	Achieved		Τ.	Achieved			-	Achieved		Achie	eved	1	1	Achieved
		Amount	Oct Nov	Dec	Amount	Oct	Nov Dec	Amount	Oct Nov	Dec	- Amount -	Oct	Nov Dec	Amount	Oct No	ov Dec	Amount	Oct	Nov Dec	Amount	Oct	Nov [Dec	Amount	Oct	Nov Dec	Amount	Oct No	v Dec	Amount	Oct	t Nov Dec
Leased lines (end-to-end and partial ¹)					I.			1			1			1		1																
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34 Mbps	62	V10										-		>10, <50			<10				1		+ŕ	10, <50			710, <50			V10		
155 Mbps	59																<10				1									+	-	
Traffic interconnection lines	37																	1			+					+		+-	+-	+	-	
Traffic interconnection lines Traffic interconnection internal extensions	37										1							1		1									—		-	
OSP - Grupo PT	37	1						1	1 1	1	1 1			1		_	1	1		1	1							$\overline{}$	$\overline{}$		1	
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2 Mbps	37													1			1	-		-	-	-				\longrightarrow			-	+	-	
34 Mbps	62																				-					\longrightarrow		₩			-	
45 Mbps	62																			-	-					\longrightarrow		\vdash	-		-	
155 Mbps	59													<u> </u>							1					шШ		ـــــــــــــــــــــــــــــــــــــــ				
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	Objective		OSP A			OSP			OSP C			OSP D			OSP E			OSP F			OSP				OSP F		GF	RUPO PT A		G	GRUPO	
1st Quarter 2011	(days)	Amount	Achieved	_	Amount		Achieved	Amount	Achiev		Amount		chieved	Amount	Achie		Amount		Achieved	Amount		Achieved		Amount		Achieved	Amount	Achie		Amount		Achieved
			Jan Feb	Mar		Jan	Feb Mar		Jan Feb	Mar		Jan	Feb Mar		Jan F∈	b Mar		Jan	Feb Mar		Jan	Feb 1	Mar		Jan	Feb Mar		Jan Feb	D Mar		Jan	Feb Mar
Leased lines (end-to-end and partial ¹)	_							1		1						_																
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N x 64 kbps	37				<10			<10						>50; <100			>50; <100							<10			>10; <50			<10		
2 Mbps	37	<10												>10; <50			>100						>	10; <50			<10			<10		
34 Mbps	62																										<10					
155 Mbps	59																													<10		
Traffic interconnection lines	37													>50; <100																		
Traffic interconnection internal extensions																																
OSP - Grupo PT	37																															
OSP - OSP	22																															
Submarine cable access lines																																
2 Mbps	37																															
34 Mbps	62																															
45 Mbps	62																															
155 Mbps	59																															
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			OSP A			OSPI	В		OSP C			OSP D			OSP E			OSP F			OSP (3			OSP H	4	G'	RUPO PT A		(GRUPO) PT B
2nd Quarter 2011	Objective		Achieved	d			Achieved		Achiev	red		Ad	chieved		Achie	eved		- /	Achieved		Ι.	Achieved			F	Achieved		Achie	ved	1.		Achieved
		Amount	Apr May	Jun	Amount	Apr	May Jun	Amount	Apr May	Jun	- Amount -	Apr	May Jun	Amount	Apr Ma	ay Jun	Amount	Apr	May Jun	Amount	Apr	May .	Jun	Amount	Apr	May Jun	Amount	Apr Ma	ay Jun	Amount	Apr	r May Jun
Leased lines (end-to-end and partial1)	•	•																									-					
64 kbps	33													<10									>	10; <50			>10; <50					
N x 64 kbps	37				<10			<10						>100			>50; <100				1		>	10; <50			>10; <50				1	
2 Mbps	37	<10							1 1		<10			>10; <50			>50; <100				1		>5	0; <100			>10; <50			<10		
34 Mbps	62													.,							†											
155 Mbps	59	†						1		+	† †	\rightarrow		1		_	t	1		1	1				\vdash	\vdash		\vdash	+	>10; <50	1	
Traffic interconnection lines	37	†						1		+	1 1			1		+	>50; <100				1		-		Н	\vdash		\vdash	+	1	+	
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OSP - Grupo PT	37									1	1			1			1	T		I	1					$\overline{}$		$\overline{}$	\top	$\overline{}$	1	
OSP - OSP	22						+		+		l	-+		 			l	+			+		-		H	++		\vdash	+	+	1	+
Submarine cable access lines		1			1	l		1		1	i			·				1		1	1										1	1 1
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2 Mbps 34 Mbps	62	1	+			-		1	+ +	+	+ +	-+	_	1	\vdash	+	1	1		1	+	\vdash	-+		\vdash	+++		\vdash	+	+	+	+
	62	1			ļ	-	\vdash	1	+ +	+	1			_			1	1		1	+	-			<u> </u>	\vdash		\vdash	+	+	-	+
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FAULT REPAIR TIMES:

1st Quarter 2010	Objective	Occurrence			C	SP B	0	ISP C	ı	OSP D		OSP	E	08	SP F		OSP G		OSP H		OSF			OSP J	П	OSP			SP M		Set of	OSP	G	rupo P1			po PT		Grur	po PT
			Jan Fe	eb Mar	Jan	Feb Mai	r Jan I	Feb Ma	lar Jan	Feb	Mar Ja	n Feb	Mar .	Jan F	eb Mai	r Jan	Feb M	lar Jar	Feb	Mar J	an Feb	Mar	Jan	Feb 1	∕lar J	n Feb	Mar	Jan	Feb 1	/ar	Jan Fe	b Ma	ır Jan	Feb	Mar	Jan F	Feb I	Mar J	Jan F	eb Ma
Wide Line Network Contracts	4 hours	80%				(a)	т т		1						3			3			3				3 6					-	3								3 E	3 0
Leased lines (end-to-end and partial) - < 155 Mbps	24 hours	98%				ŏŏ				ŏ		jö	ŏ	ŏ	3 0	•			ŏ	ŏ				ŏ						i	5 6	jö	Ö	Ö	ŏ	ŏ	ŏ	ŏ	j	3 Q 3 Q
Leased lines (end-to-end and partial) - 155 Mbps	4 hours	90%					Ш,						Ш				<u> </u>														9	,	_			\dashv			4	
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Submarine cable access lines (< 155 Mbps)	6 hours	80%																			a										@		П							
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Wide Line Network Contracts	Objective	Cocurrence	Apr Ma	ay Jun	Apr	May Jun	Apr I	ISP C May Ju	ın Apr	May	Jun Ar	or May	/ Jun	Apr N	May Jun	Apr	May Ju	un Ap	r May		pr Ma	/ Jun		May .	lun A	OSP or Ma	/ Jun	Apr	SP M May	lun A	Apr Ma	ay Ju	n Apr	May	Jun	Apr 1	May	Jun A	Apr M	po PT May Ju
	4 hours	80%				6				Т	[3			9			6				3					- 1	6						(3)	a	3	3
Leased lines (end-to-end and partial) - < 155 Mbps	24 hours	98%	0		Ö						Ū				3	Ö	ŏ			Ö		O		0			ŏ			Ī			9	Ö			Ŏ		j	jè
Leased lines (end-to-end and partial) - 155 Mbps	4 hours 4 hours	90% 90%				_				+		+	++								3 (3											1 0	μ.			\dashv	_		+	_
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Submarine cable access lines (< 155 Mbps)	6 hours	80%																		6	3										3									
Submarine cable access lines (155 Mbps)	4 hours	90%										I	Ш																							工			\perp	
3rd Quarter 2010	Objective	Occurrence	e OS	ΡΔ		SP B		ISP C		OSP D		OSP		OS	SPF		OSP G		OSP H	Achieve	ed OSP	1		OSP J		OSP			SP M	_	Set of	OSP		rupo P1	гд	Gr.	po PT	B I	Grup	no PT
	Objective	Occurrence	Jul Au	ıg Sep	Jul	Aug Sep	Jul	Aug Se	ep Jul	Aug	Sep Ju	ul Aug	Sep	Jul A	lug Ser	Jul	Aug Si	ep Ju	I Aug	Sep J	lul Aug	Sep	Jul	Aug S	Sep .	ul Aug	Sep	Jul	Aug S	Sep .	Jul Au	ig Se	p Jul	Aug	Sep	Jul	Aug S	Sep .	Jul A	ug Se
Wide Line Network Contracts	1																																						- I	
Leased lines (end-to-end and partial) - < 155 Mbps	4 hours 24 hours	80% 98%			0							16			3 6	0				5 6			ŏ		5 2		0	9			9 (8 9 (8					5			3 6	
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Submarine cable access lines (< 155 Mbps)	6 hours	80%		+			1				_		(4)	-		-					9 0	<u> </u>))			_	_		7	_	+	i i	0	o			_		
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4th Quarter 2010	Objective	Occurrence	Oct No			SP B Nov Dec		SP C		OSP D	Dec Or	OSP			SP F		OSP G Nov D	er Or	OSP H		OSP Oct Nov			OSP J	nec C	OSP			SP M Nov I	nec (Set of			rupo PT	T A Dec	Grut	po PT	B Dec C	Grup	po PT lov De
Wide Line Network Contracts		1	001 11	01 500				1101 50	00 000	11101																	1		1407 1											
Leased lines (end-to-end and partial) - < 155 Mbps	4 hours	80%			<u>@</u>						<u>@</u>			<u> </u>	9 9	<u>@</u>	<u></u>			و او		<u>@</u>	(<u> </u>	<u> </u>		<u>@</u>	9		_ (3 (S		<u>@</u>	<u>@</u>	<u>@</u>	9	<u> </u>	9 [<u> </u>	3 Q 3 Q
Leased lines (end-to-end and partial) - 155 Mbps	24 hours 4 hours	98% 90%																9 6			9 6		3)	9		W	1		-	.					6			9 6	<u> </u>
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Submarine cable access lines (< 155 Mbps)	6 hours	80%			+		\perp			+			++		-			_	+	-	3									_	-	3	-			\dashv	_		_	_
Submarine cable access lines (155 Mbps)	4 hours	90%											ᅶ									_					<u> </u>	<u> </u>					<u>'</u>	ш		ᆣ				ᆣ
1st Quarter 2011	Objective	Occurrence	e OS	РΔ		SP B		ISP C	$\overline{}$	OSP D		OSP	F	05	SPF		OSP G		OSP H	Achieve	ed OSP	_		OSP J	$\overline{}$	OSP		Ξ.	SP M	Ŧ	Set of	OSP	_	rupo P1	гд	Gr.	po PT	B	Gn	po PT
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Wide Line Network Contracts	4 hours	80%		1			т		1	П	[0														3 16					-										
Leased lines (end-to-end and partial) - < 155 Mbps	24 hours	98%			ŏ						ĕ		ŏ	ă		0	ŏ	5 0		ŏ	5 5	Ö		ŏ	5 3	j						i		<u> </u>	Ö		ă	3		3 2
Leased lines (end-to-end and partial) - 155 Mbps	4 hours	90%						_					\bot		T										Ι,					Π.						二	\Box		#	Ŧ
Traffic interconnection lines	4 hours	90%	++		+	-				+		+	++	+				-	++	- 1			H	\vdash	-		-			-			\vdash	\vdash	\vdash	\dashv	\dashv	+	+	+
Submarine cable access lines (< 155 Mbps)	6 hours	80%			t		-		_	+		+	++	+	-	-		1	+	-	- -	_	Н	\vdash	ď	1	H		_	-1°	_	1	+	Н		\dashv	\dashv	\dashv	+	+
Submarine cable access lines (155 Mbps)	4 hours	90%											Ш																							コ			ユ	工
2nd Quarter 2011	Objective	Occurrence	e OSi			SP B May Jun		ISP C		OSP D May	Jun Ar	OSP or May			SP F		OSP G May Ju	un Ap	OSP H		OSP pr May			OSP J May	lun A	OSP pr Ma			SP M May	lun /	Set of	OSP ay Jur	G n Apr	rupo P1	ΓA Jun	Gru	po PT	B Jun A	Gruț Apr N	po PT May Jui
Wide Line Network Contracts										$\overline{}$				_										\equiv	_					_										
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Leased lines (end-to-end and partial) - < 155 Mbps	4 hours	80% 98%	+	+	ŏ									6					1 100								•			1	6			<u> </u>			(3)	6		
Leased lines (end-to-end and partial) - < 155 Mbps Leased lines (end-to-end and partial) - 155 Mbps	4 hours 24 hours 4 hours	80% 98% 90%								+	<u></u>														T					T	9									
	24 hours 4 hours 4 hours	98% 90% 90%			(a)	0 0		<u> </u>							3 0	a	0				3 0	(4)							<u> </u>		3 8				(a)	(2)				
Leased lines (end-to-end and partial) - 155 Mbps Traffic interconnection lines	24 hours 4 hours 4 hours 12 hours	98% 90% 90% 98%			0			9								a						(4)							©		9			(a)						
Leased lines (end-to-end and partial) - 155 Mbps	24 hours 4 hours 4 hours	98% 90% 90%														(a)	0				3 0	(4)							(a)		3 8				9					



DEGREE OF AVAILABILITY:

		_																							-																							
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Legend:
Objective fulfilled
Objective not fulfilled
Not applicable