

## APPENDIX 1

### QUALITY OF SERVICE AT RETAIL LEVEL

#### Voice service

Determination of 30.03.2006 established the quality of service parameters applicable to the provider of the universal services and the corresponding performance targets<sup>102</sup>. With respect to the levels associated with the repair of faults, on the local network as well as other faults, the following is established (annex 3 of the cited determination):

**Table 10.** Fault rate per access line (PQS2) – targets and performance

Indicator	Annual Target	2008
Fault rate per access line	0.10	0.13

**Table 11.** Fault repair time (PQS3) - targets and performance

Indicator	Target	2008
(a1) Time to repair faults of the local access network which corresponds to 80% percentile value of the swifter repairs	72	74
(a2) Time to repair faults of the local access network which corresponds to 95% percentile value of the swifter repairs (hours)	165	139
(b1) Time to repair other type of faults, which corresponds to 80% percentile value of the swifter repairs (hours)	47	44
(b2) Time to repair other type of faults, which corresponds to 95% percentile value of the swifter repairs (hours)	108	93
(c) Rate of repairs carried out within the repair time limit established by the universal service provider, intended to be offered to consumers (%)	80	68

#### Broadband Internet access service and IP-TV service

The information provided in the following table was obtained from PTC's customer service line (16200) on 15.06.2009:

**Table 12.** Repair times for broadband Internet access service and IP-TV service obtained from PTC's customer service line (16200)

Service	Guarantee of repair given to end-user
Broadband Internet access (Sapo)	48 consecutive hours
IP-TV (Meo)	48 consecutive hours

<sup>102</sup>Both the definitions and the measurement methods (which follow version 1.1.1 of the document ETSI EG 201 769-1) conform with the quality regulation applicable to the telephone service at a fixed location with the required adaptations resulting from the telephone service at a fixed location, with the scope of the universal service, covering only analogue accesses.