

APPENDIX 2

QUALITY OF SERVICE AT WHOLESALE LEVEL

"Rede ADSL PT" Wholesale offer

Table 13. Fault repair levels established in the "Rede ADSL PT" offer

Service	Defined level		
	Normal	MAX8HU	MAX12HL
Average fault repair time (100% of cases)	8 w.hrs	4 w.hrs	6 c.hrs
Maximum fault repair time (95% of cases)	28 w.hrs	8 w.hrs.	12 c.hrs
Additional monthly charge	€ 0	€ 2.50	€ 5.00
Additional activation	€ 0	€ 12.47	€ 12.47
Availability of service	99.00%	99.5%	99.5%

Nota: c.hrs. = consecutive hours and w.hrs. = working hours.

Table 14. PTC practice in terms of quality of service in 4th quarter 2008¹⁰³

Service	Accomplished levels - 2008		
	October	November	December
Quantity of faults (% average set)	1.20%	1.04%	0.91%
Average linear time	43.7	41.6	59.4
Average working time	11.3	10.7	12.3
Availability	99.93%	99.94%	99.93%

Local loop unbundling offer (LLU)

Table 15. Target and accomplished levels of service with respect to the repair and availability of loops

RUO parameter	Target	Occurrence (%)	Accomplished levels
			4th Qtr 2008
IQSL1 – Repair time	10 w.hrs	90%	5.7
IQSL2 – Loop availability	99.50%	100%	99.96%

¹⁰³ Data is not available separated by quality of service level. The data presented refers to all accesses provided through the "Rede ADSL PT" offer, irrespective of the contracted level of quality of service. Despite there being more recent wholesale data, it was decided to present all data up until the end of 2008, in order to provide comparability with the retail data.

Leased Lines reference Offer (LLRO)

Table 16. PQS2 – Fault repair times

Contract type	Circuit type		Target	Occurrence
Base	Leased lines (end-to-end and part circuits)		6 hours	80%
	Lines for traffic interconnection	Interconnection Lines	6 hours	80%
		Internal extensions for interconnection	4 hours	80%
	Lines for access to submarine cables	<155 Mbps	6 hours	80%
		155 Mbps	4 hours	90%
Line network	Leased lines (end-to-end and part circuits)	<155 Mbps	6 hours	80%
		155 Mbps	4 hours	90%
	Lines for traffic interconnection	Interconnection Lines	6 hours	80%
		Internal extensions for interconnection	4 hours	80%
	Lines for access to submarine cables	<155 Mbps	6 hours	80%
		155 Mbps	4 hours	90%
	Large line network	Leased lines (end-to-end and part circuits)	<155 Mbps	4 hours
24 hours				98%
155 Mbps			24 hours	90%
Lines for traffic interconnection (Interconnection Lines and internal extensions for traffic interconnection)		4 hours	90%	
		12 hours	98%	
Lines for access to submarine cables		<155 Mbps	6 hours	80%
		155 Mbps	4 hours	90%

Table 17. PQS3 - Degree of availability of service

Contract type	Circuit type		Target
Base	Leased lines (end-to-end and part circuits)		99.00%
	Lines for traffic interconnection		99.90%
	Lines for access to submarine cables		99.50%
Line network	Leased lines (end-to-end and part circuits)	<155 Mbps	99,50%
		155 Mbps	99,99%
	Lines for traffic interconnection		99.90%
	Lines for access to submarine cables		99.50%
Large line network	Leased lines (end-to-end and part circuits)	<155 Mbps	99,85%
		155 Mbps	99,99%
	Lines for traffic interconnection		99.90%
	Lines for access to submarine cables		99.85%