

QOS STANDARDS FOR FIXED NETWORK TELECOMMUNICATION SERVICE (PUBLIC BASIC TELEPHONE SERVICE)

This is applicable to **Facilities-Based Operators (FBO) providing basic telephone services using number level “6”.**

	Performance Indicators (For Compliance Unless Otherwise Indicated¹)	QoS Standard
(A)	Availability	
(1)	Availability of Telephone Exchange Equipment²	≥ 99.99%
(2)	Availability of Access Network³	> 99.85%
(B)	Direct Exchange Lines (DELs) (to be separately measured for residential and business DELs)	
(1)	Telephone Installation and Activation for DELs⁴ - % of phones installed:	
(a)	Within 5 working days or date specified by customers	≥ 95%
(b)	Within 4 working days after time specified in (a)	100%
(2)	Telephone Fault Repair Time: % of faults fixed (from time of fault reported to fault fixed) within:	
(a)	24 hours	≥ 90%
(b)	72 hours	≥ 99.9%
(3)	No. of Faults Reported per 100 DELs	< 0.5
(4)	Telephone Fault Reporting Service	
(a)	% of total calls handled	≥ 95%
(b)	Average Waiting Time	For monitoring
(5)	% of Trouble Reports within 30 days of Installation and Activation	For monitoring

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- ¹ For each instance of non-compliance, a financial penalty of S\$5,000 per standard per month may be imposed.
- ² A telephone exchange equipment is unavailable when there are exchange faults such as those related to switching or transmission. Availability calculation is based on inputs obtained from all local switches only. Outage time includes software and hardware faults.
{ Sum [(Per local switch in-service minutes in a month) / (per local switch in-service minutes in a month + per local switch out-service minutes in a month)] } x 100%
- ³ Measures the availability of the distribution circuits from the exchange to the distribution point, including the fibre, copper, access multiplexers and any other access equipment where applicable. For the avoidance of doubt, please refer to IDA's Code of Practice for Infocomm Facilities in Building for the terminology used in telecommunication facilities.
{ Sum [(Per distribution circuit in-service minutes in a month) / (per distribution circuit in-service minutes in a month + per distribution circuit out-service minutes in a month)] } x 100%
- ⁴ Computed from the date the application is received to the date the service is activated.