

## ANNEX

### **FACT SHEET: QUALITY OF SERVICE FRAMEWORK FOR NETLINK TRUST'S PROVISIONING OF RESIDENTIAL AND NON-RESIDENTIAL END-USER CONNECTION SERVICES**

1. The QoS framework for NetLink Trust's provisioning of residential and non-residential end-user connection services was implemented on 1 January 2013.
2. The objective of the QoS framework is to ensure that NetLink Trust provides a minimum acceptable level of quality of service in delivering residential and non-residential end-user connection services to its customers.
3. The QoS standards for residential end-user connection services are set out in the table below.

Indicator For Compliance	QoS Standard
Percentage of residential end-user connection service orders provisioned within 3 business days of the date of service order or by RFA date	98%
Percentage of residential end-user connection service orders provisioned within 7 business days of the date of service order or by RFA date + 4 business days	100%

4. The QoS standards for non-residential end-user connection services are set out in the table below.

Indicator For Compliance	QoS Standard
Percentage of non-residential end-user connection service orders provisioned within 4 calendar weeks of the date of service order or by RFA date	80%
Percentage of non-residential end-user connection service orders provisioned within 8 calendar weeks of the date of service order or by RFA date + 4 calendar weeks	100%