



QoS Parameters of Telecommunication Services

EETT's Decision 480/017/13-5-2008 (Official Gazette Issue 1153/B/24-6-2008) defined the Quality of Service (QoS) parameters for the telecommunication services offered to the public.

The QoS parameters will be published on providers' as well as EETT's websites. The QoS parameters will facilitate consumers to compare the quality of services offered by providers, as well as to confirm the quality of services that they already receive.

The processes of measurement and extraction of the results for the QoS parameters, specified by EETT's Decision, are in compliance with international standards and recommendations as well as international experience. The QoS parameters that providers are obliged to measure per type of services are:

- a. Fixed Telephony Services: (F01) Unsuccessful call ratio, (F02) Proportion of public pay telephone services in working order, (F03) Voice transmission quality, (F04) Supply time for initial connection, (F05) Fault rate per access line, (F06) Fault repair time.
- b. Mobile Telephony Services: (M01) Network availability – radio coverage, (M02) Blocking probability for voice calls, (M03) Disconnection probability for voice calls, (M04) Voice transmission quality, (M05) Voice calls set-up time, (M06) Blocking probability for videotelephony calls, (M07) Disconnection probability for videotelephony calls, (M08) Voice transmission quality for videotelephony calls, (M09) Video transmission quality for videotelephony calls, (M10) Videotelephony calls set-up time, (M11) Unsuccessful http data transfer ratio, (M12) Average rate of http data transfer.

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- c. Broadband Services and VoIP Services: (B01) Data transfer rate in the concentration section of the access network and the backbone network, (B02) Interconnection capacity, (B03) Unsuccessful VoIP calls ratio, (B04) Voice transmission quality for VoIP calls, (B05) Supply time for initial connection, (B06) Fault rate per access line, (B07) Fault repair time, (B08) Limitations of use, (B09) Provision of guaranteed quality of service/ ability to join SLAs, (B10) Provision of residential fault repair services.
- d. Customer Care Services: (H1) Availability of helpdesk, (H2) Charging of helpdesk services, (H03) Ratio of unanswered calls to the helpdesk telephone lines, (H04) Average response time for the helpdesk telephone lines, (H05) Percentage of end users complaints solved, (H6) Bill correctness complaints.
- e. Directory Services: (K1) Response time for directory enquiry services.

Furthermore, EETT's Decision specifies the following:

- i) The measurement methodology as well as the content and form of information to be published so as to ensure that

the consumers have access to complete, comparable and easy to use information.

- ii) The ways of QoS parameters publication.
- iii) The timeline of QoS parameters publication.
- iv) Provider's obligation to submit to EETT a copy of the recorded measurements as well as the QoS parameters before their publication.

Furthermore, the providers are obliged to:

- a. Publish QoS parameters (along with pertinent references to explanatory texts) in a clear and easy to understand manner, at an easily accessible and well defined part of their website, while always keeping the QoS parameters updated.
- b. Provide without any charge, following a pertinent request by the consumers, a printout of the content of their website where the QoS parameters are published.
- c. Provide without any charge to each new subscriber, along with the contractual terms, a printout of the content of their website where the QoS parameters are published

Moreover, EETT will publish at an easily accessible part of EETT's website comparative tables of QoS parameters for all providers. The first QoS parameters are expected to be published within July of 2008.