

The information is also available in Anacom's Internet website in:

<http://www.anacom.pt/template31.jsp?categoryId=235522>

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Determination de 21.4.2006

## **ANNEX TO THE DETERMINATION ON OBJECT AND FORM OF PUBLIC DISCLOSURE OF THE CONDITIONS OF PROVISION AND USE OF ELECTRONIC COMMUNICATION SERVICES**

### **Quality Parameters of Electronic Communication Services Suggested by ANACOM to Assist Operators in Defining Quality Levels**

- a) **Maximum service start-up time**, measured in consecutive calendar days/hours, from the moment the customer submits a valid request for the service up to the moment the service is actually made available. Maximum service start-up times for changes to service modes/features, change of customer address and the installation of additional services must also be taken into account.
  
- b) **Maximum service interruption/suspension time**  
Maximum monthly service interruption/suspension time, measured in hours per month from the moment the customer presents the complaint up to the moment the service is restored, where the responsibility falls on the entity providing the service or on the electronic communications network operator supporting the service.  
If the service has not been restored by the end of the month, the time calculation restarts on the first day of the following month.
  
- c) **Maximum repair time for faults**, measured in consecutive hours, from the instant the customer reports a valid fault to the services of the providing company, which entails the creation and register of a claim number, to the instant where the service has been restored to full normal working order, that is, where the initial situation that existed before the fault occurred has been restored.

- d) **Maximum time to disconnect/deactivate services**, measured in consecutive hours from the moment a valid service termination request is received from the customer up to the moment the service is actually disconnected. Valid request means any request attaching the necessary documents.
  
- e) **Maximum response time for customer claims and information requests**, measured in calendar days from the date the providing company is presented with the claim/information request, up to the date the claim decision is notified to the claimer/date the information request is sent by the company.
  
- f) **Guaranteed minimum access speeds** (applies to the Internet service), measured in bits per second (bps), which refers to the guaranteed minimum data transfer speed achieved by the user when accessing the Internet, broken down as regards uploads or downloads.
  
- g) **Maximum time to meet a request for number portability**, measured by the number of working days from the date the portability request is submitted by the customer to the service provider up to the date the portability is carried out.
  
- h) **Maximum time to meet a pre-selection order**, measured by the number of working days from the date the pre-selection request is submitted by the customer up to the date it is actually made available.