

Electronic Communication Service Quality Parameters Suggested by ANACOM to Assist Operators in Defining Quality Levels to be Included in Adhesion Contracts

- a) **Maximum service start-up time**, measured in calendar days/hours beginning at the moment the customer submits a valid order for the service and ending at the moment the service is made available. Maximum service start-up times for changes to service modes/features, change of customer address and the installation of additional services should also be taken into account.

- b) **Maximum service interruption/suspension time**
Maximum monthly service interruption/suspension time, measured in hours per month beginning at the moment the customer submits a claim and ending at the moment service is restored, where responsibility falls under the service provider or electronic communications network operator supporting the service.
If service has not been restored by the end of the month, the time count will begin again on the first day of the following month.

- c) **Maximum repair time for faults**, measured in hours beginning at the moment a customer submits a valid service request to the service provider (with a corresponding claim number generated and recorded) and ending at the moment service is completely restored, i.e. when the conditions existing prior to the fault have been re-established.
A footnote referring to the first indicator above should also be taken into consideration, duly adjusted to the circumstances of repairing faults.

- d) **Maximum time to disconnect/deactivate services**, measured in hours beginning at the moment a valid service termination order is received from the customer and ending at the moment the service is actually disconnected. "Valid order" is defined as any request in accordance with documented instructions.

- e) **Maximum response time to customer claims and information requests**, measured in calendar days beginning on the date the service provider is presented with the claim/information request and ending on the date of notification of the claim decision/date of response to the information request.

- f) **Guaranteed minimum access speeds** (applies to Internet service).

- g) **Maximum time to fill number portability orders**, measured in the number of working days between the date the customer's portability order is received by the service provider and the date the portability is carried out.

- h) **Maximum time to fill pre-selection orders**, measured in the number of working days between the date the customer's pre-selection order is presented and the date pre-selection is made available.