

**REPORTING ON QUALITY OF SERVICE KPIs FOR INTERNET ACCESS  
(Q1I-Q7I)**

Reporting period

from:

01-07-20

to:

31-12-20

Q1-I Time for achieving internet access	Period	Completed requests	Time for achieving internet access (in days)		
			Physical access time	Logical access time	Total time (physical access + logical access)
Quarter I	50%	0.001332	0.001539	0.002871	
	95%	0.002522	0.00236	0.004882	
	99%	0.00298	0.00355	0.00653	
Quarter II	50%	0.001349	0.001506	0.002855	
	95%	0.002518	0.002348	0.004866	
	99%	0.002994	0.003562	0.006556	
Quarter III	50%	0.001341306	0.00153848	0.002862284	
	95%	0.002512617	0.002373673	0.004929144	
	99%	0.003001803	0.003554359	0.006554309	
Quarter IV	50%	0.001348185	0.001491218	0.002860567	
	95%	0.002511603	0.002367847	0.004843352	
	99%	0.002991508	0.00354202	0.006511629	

Q2-I Login time	Period	Realization of connections (in %)	Time for realizing a connection (in sec)	Number of observations
Quarter I	95%	0.95	5826	
	80%	0.74	5711	
Quarter II	95%	1.03	5711	
	80%	0.74	5512	
Quarter III	95%	0.99	5512	
	80%	0.75	5801	
Quarter IV	95%	0.98	5801	

Q3-I Speed reached during data transfer	Period	Speed reached during data transfer (in kbit/s)	
		Download	Upload

		Number of observations	Highest speed for transfer of 95% of the data	Lowest speed reached for transfer of 5% of the data	Average speed for data transfer	Standard deviation	Number of observations	Highest speed for transfer of 95% of the data	Lowest speed reached for transfer of 5% of the data	Average speed for data transfer	Standard deviation
	Quarter I	2950	192136	15091	106755	63234	2951	57351	5073	32941	15649
	Quarter II	1094	197901	18926	108545	69071	1094	58109	6371	34100	14090
	Quarter III	1087	187946	16054	98302	64498.68	1080	55083	6609	33201	14829
	Quarter IV	1790	209630	18502	116223	73215.26	1790	57787	6411	34811	16118

Q4-I Ratio of failed data transfer	Period	Number of necessary observations	Sum of data transfer attempts	Sum of failed data transfers	Ratio of failed data transfers (D/C*100)%
	A	B	C	D	E
	Quarter I	2950	2948	2	0.07%
	Quarter II	1094	1094	0	0.00%
	Quarter III	1087	1087	0	0.00%
	Quarter IV	1790	1790	0	0.00%

Q5-I Ratio of successful log-in connections	Period	Number of necessary observations	Total number of connection attempts	Total number of successful connections	Ratio of successful connections (log-in) (D/C*100)%
	A	B	C	D	E
	Quarter I	2948	2948	2947	99.97%
	Quarter II	1094	1094	1091	99.73%
	Quarter III	1087	1087	1087	100.00%
	Quarter IV	1790	1790	1790	100.00%

Q6-I Delay (one direction transfer time)	Period	Number of necessary observations	Average time of delay (in msec.)	Standard deviation of delay (in msec.)
	A	B	C	D
	Quarter I	10200	17.08	3.08

	<b>Quarter II</b>	8800	17.14	3.21	
	<b>Quarter III</b>	5000	17.1	4.01	
	<b>Quarter IV</b>	10000	17.2	3.65	

<b>Q7-I Level of complaints per user</b>	<b>Period</b>	<b>Average number of users</b>	<b>Number of user complaints</b>	<b>Number of complaints per user (C/B*100)%</b>	<b>Comment</b>
	A	B	C	D	
	<b>Quarter I</b>	827919	691	0.000834623	
	<b>Quarter II</b>	776700	786	0.001011974	
	<b>Quarter III</b>	867688	651	0.00075027	
	<b>Quarter IV</b>	876547	585	0.000667391	