

Quality parameters – 2025

Access to an electronic communications network				
For services provided via:	Parameter	Measurement	Unit	Standardization document
Fixed Network Internet Access	Supply time for initial connection)	The time by which the fastest 95% and 99% of requests are completed	95%=6 days, 99%=9 days	ETSI EG 202 057-1
		Percentage of requests completed by the date agreed with the customer, and, where the percentage of orders completed by the date agreed with the customer is below 80 %, the average number of days, for the late orders, by which the agreed date is exceeded.	99.00%	
Fixed Network	Fault rate per access line	Relation between the number of link failures and average number of total customer links	0.95%	
Fixed Network	Fault repair time	Time to repair the fastest 80% and 95% of all customer links failures	80%=2.1 and 95%=2.9 hours	ETSI EG 202 057-1
		Percentage of failures, repaired within the maximum term, defined in the customer contract	99.50%	
For providers of interpersonal communication services and internet access services				
For services provided via:	Parameter	Measurement	Unit	Standardization document
Fixed voice service	Bill correctness complaints	Relation between the number of the bills for which complaints have been filed, and the total number of bills issued	0.00%	ETSI EG 202 057-1
Mobile voice service		%	
Internet access via			0.00%	

fixed network				
Internet access via mobile network		%	
Internet access via fixed network	(Delay)	The time between the first bit sent into the network by the user and the first bit received by the user through the network	3.0ms	ITU-T Y.2617
Internet access via fixed network	Колѐбание на закъснението (Delay variation/Jitter)	Variation between the maximum and minimum delay over a given period of time	0.25ms	ITU-T Y.2617
Internet access via fixed network	(Packet loss)	Ratio of the number of lost packets to the total number of transmitted packets over a given period of time	0.00%	ITU-T Y.2617