



# LESOTHO

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LEGAL NOTICE NO. 41 OF 2023

**Lesotho Communications Authority (Quality of Service) Rules, 2023**

Pursuant to Section 5(1)(c), 6(1) and 15(1)(a) of the Communications Act, 2012<sup>1</sup>,

**NIZAM GOOLAM**

being the acting Chief Executive of the Lesotho Communications Authority make the following Rules:

**Citation and commencement**

1. These Rules may be cited as Lesotho Communications Authority (Quality of Service) Rules, 2023 and shall come into operation on the date of publication in the Gazette.

**Scope and application of the Rules**

2. These Rules prescribe the minimum standards for quality of services which shall be applicable to licensees providing voice, data, postal and courier services.

**Definitions**

3. In these Rules, unless the context otherwise requires -

“customer” means any person who is or may in future be an end user of communications services;

“delay” means failure to deliver a postal item within the agreed time;

“fault” means a state where the network does not meet the service specifications and some repair action is required;

“inquiry” means a formal hearing held by the Authority;

“measurement” means a numerical value that is obtained by using a measurement method;

“measurement method” means the method of measuring a parameter that is identified in the Schedules of Measurements set out in these Rules;

“parameter” means a measurable characterization of the quality of an aspect of a service as set out in Schedules 1 and 2;

“quality of experience” refers to the consumer perception or experience of the quality of the service offered;

“quality of service” means the totality of characteristics of a communication service that bear on its ability to satisfy stated or implied needs;

“reporting period” means the period of time over which measurements are taken and recorded when the Authority performs quality of service measurements;

“service accessibility” means network ability to grant customers access to the service requested;

“service integrity” means the quality of the transmitted content once the service has been successfully accessed by the end-user;

“service level agreement” means service level agreement which is part of a service contract where a service is formally defined; and

“service retainability” means network ability to maintain or retain service upon being successfully accessed until the customer voluntarily terminates the service.

## **Objectives**

4. (1) The objectives of these Rules are to -
  - (a) implement a quality of service regulatory framework in which the quality of a service will be measured, reported and published based on definitions and measurement methodology prescribed in these Rules;
  - (b) create conditions for customer satisfaction by making known the quality of service which the licensee provid-

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ing voice, data, postal and courier services is required to provide and the customer has a right to expect;

- (c) improve the operations and performance of interconnected networks;
- (d) make information on a quality of service available to help consumers to make informed choices of a service and service provider; and
- (e) protect the interest of consumers of voice, data, postal and courier services.

### **Monitoring**

5. The Chief Executive Officer shall monitor the minimum standards for quality of services provided by a licensee in relation to the following:

- (a) mobile voice service parameters;
- (b) mobile short message services (SMS) parameters;
- (c) data services parameters (web browsing)
- (d) streaming services parameters;
- (e) general services parameters;
- (f) call centre service parameters;
- (g) interconnection parameters;
- (h) customer perception or satisfaction with a quality service provider licence; and
- (i) quality of service for postal and courier services,

as set out in Schedules 1 and 2.

**Licensee obligations**

6. A licensee shall -
- (a) ensure that -
    - (i) communications services offered by a licensee to consumers meet or exceed the targets as set out in Schedules 1 and 2;
    - (ii) advertised offerings, in the case of data services, include minimum guaranteed speed; and
    - (iii) customers are provided with information regarding the quality of services they purchase in order for them to make informed decisions;
  - (b) establish measurement systems consistent with the framework proposed by the Authority;
  - (c) keep a customer referenced log of faults or complaints reported in relations to any parameter as set out in Schedules 1 and 2;
  - (d) ensure that SLAs entered into with customers stipulate targets that are the same or better than those set in these rules;
  - (e) provide to the Chief Executive Officer, reports of measurement results for the quality of service parameters as requested by the Chief Executive Officer; and
  - (f) not submit false or misleading information about its quality of service performance.

**Provision of information**

7. (1) The Chief Executive Officer may require a licensee to provide him with information, for purposes of monitoring and enforcing the quality of service.

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(2) The Chief Executive Officer shall, where it requires information under subrule (1), provide detailed specifications of the required information and applicable response period.

(3) The Chief Executive Officer may conduct surveys or other studies to assess customer satisfaction or perception with the quality of service provided by the licensee.

(4) The Chief Executive Officer may publish the quality of service measurements on a quarterly basis or when required.

### **Investigations and inquiry**

8. (1) The Chief Executive Officer may conduct investigations and inquiries to determine whether a licensee has contravened these rules.

(2) The Chief Executive Officer shall afford the licensee an opportunity to make representations on the findings of the investigation and inquiry process in order to enable the Chief Executive Officer to make an informed decision.

(3) Where an inquiry is held in public, appropriate arrangements shall be made to allow reasonable access to the inquiry.

(4) The Chief Executive Officer may publish findings of an investigation and inquiry.

### **Sanctions**

9. (1) Where the Chief Executive Officer determines upon investigation, inspection or inquiry that there has been a contravention of any provision of these Rules, the Chief Executive Officer may -

- (a) direct the licensee to take corrective measures against the contravention within a specified period;
- (b) direct a licensee to issue a public apology;
- (c) apply the following sanctions individually or concurrently, direct a licensee to -

- (i) make compensation;
- (ii) refund affected customers; or
- (iii) pay a penalty not exceeding **Two Million Maloti**.

(2) In the case where the Chief Executive Officer determines that a licensee is unable to meet the targets set in the quality of service parameters as set out in Schedules 1 and 2, the Chief Executive Officer may -

- (a) reduce the licence term; or
- (b) suspend or revoke the licence.

### **Determination of sanctions**

10. In determining the applicable sanctions, the Chief Executive Officer shall consider the following factors:

- (a) the nature and seriousness of the non-compliance, including -
  - (i) duration and frequency of the non-compliance;
  - (ii) undue gains from the non-compliance;
  - (iii) extent to which the quality of service delivered by licensee departs from the set targets;
  - (iv) the impact of the non-compliance on consumers; and
  - (v) the loss or risk of loss caused to consumers.
- (b) the conduct of the licensee after the non-compliance, including -
  - (i) the degree of co-operation with the Authority provided during the investigations of the non-



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compliance; and

- (ii) remedial steps taken since the non-compliance was identified;
- (c) previous record of the licensee, particularly -
  - (i) whether the licensee has previously been requested to take remedial action; and
  - (ii) general compliance history of the licensee.

### **Customer complaints**

11. (1) These Rules shall not take away the right of a customer to have their complaints dealt with and obtain redress where appropriate.

(2) The complaints shall be dealt with in accordance with these Rules and the complaints procedures prescribed by the Chief Executive Officer.

### **Reconsideration**

12. (1) A licensee may request reconsideration, by the Chief Executive Officer, of any decision that makes a determination or imposes a sanction in terms of these Rules.

(2) The request shall be in writing and made within thirty days after the Chief Executive Officer has made a decision.

(3) The Chief Executive Officer shall, within thirty days of the request, make a final decision to grant or deny such request either in part or in whole and state reasons for its final decision.

### **Repeal**

13. The Lesotho Communications Authority (Quality of Service) Rules, 2016<sup>2</sup> are repealed.

**DATED: 11TH APRIL, 2023**

**NIZAM GOOLAM  
CHIEF EXECUTIVE OFFICER (a.i)  
LESOTHO COMMUNICATIONS AUTHORITY**

**NOTE**

1. Act No. 4 of 2012
2. L.N. No. 100 of 2016

**SCHEDULE 1**  
**QUALITY OF SERVICE FOR VOICE AND DATA SERVICES**

**(Rule 6 (a)(i) and (c))**

**1.1 Mobile Voice Service Parameters**

Parameters	Service Category	Reference	Formula	Measurement	Target	Sanction
<b>1.1.1 Call setup time</b> The time period starting from when a call is made to a complete destination (target telephone number) to the time of receiving a ring back or busy tone.	Service Accessibility	ITU-T Recommendation E.807 & ETSI EG 202 057-2	Time call alerting – Dial time	test stations or real traffic	Not more than 8 seconds	Rule 9(1)- - (a), (b), (c) (i) or (ii) up to 9 seconds; or - (c)(iii)- M20,000 per each additional second beyond 9 seconds)
<b>1.1.2 Unsuccessful Call Ratio</b> The ratio of unsuccessful calls to the number of calls attempted in a measurement period.	Service Accessibility	ITU Recommendation E.804 & ETSI EG 202 057-3	Number of unsuccessful calls Total call attempts	Test stations or real traffic	Not more than 2 % of attempted calls	Rule 9(1)- - (a), (b), (c) (i) or (ii) up to 3%; or - (c)(iii)- (M20,000 per each 0.5% above 3%)
<b>1.1.3 Call drop ratio</b> The proportion of successfully established calls that were dropped or ended by the network before they can be ended by the users.	Service Retainability	ITU Recommendation E.804 & ETSI EG 202 057-3	Number of calls terminated unwillingly Total of successfully established calls	Test stations or real traffic	Not more than 2% of successfully established calls	Rule 9(1)- - (a), (b), (c) (i) or (ii) up to 2.5%; or - (c)(iii)- (M20,000 per each 0.5% above 2.5%)
<b>1.1.4 Network availability</b> The ratio of time the network resources have been available to the customer to the total time of the measurement period.	Network Availability	ITU-T Recommendation E.804	$[1 - (T/T)] \times 100$	Test stations or real traffic	Not less than 99.99 % for MSC/core/Evolved Packet Core (EPC) & Not less than 95% for	Rule 9(1)- - (a), (b), (c) (i) or (ii) down to 99.89%; or - (c)(iii)- (M20,000 for each 0.01 % below 99.89% for MSC/ core/ EPC) &

Parameters	Service Category	Reference	Formula	Measurement	Target	Sanction
<b>1.1.3 Voice quality</b> The quality of received speech signal with respect to the original speech signal.	Service Integrity	ITU-T Recommendation P.863	Mean opinion score (MOS) Or POLQA	Test stations	All calls better than 3 on MOS or POLQA	Rule 9(1) - (a);(b), (c)(i) or (ii) for call clarity less than 3 on the score.  - (a);(b), (c)(i) or (ii) down to 94.5%; or - (c)(ii)- (M)20,000 per each 0.5% below 94.5% for BTS/NB/eNB)
<b>1.1.6 Network Coverage</b> Signal level received by the reference antenna at the distance from the transmitting antenna.	Service Availability	ETSI TS 125 123	power measured by distant receiver	Test stations	<b>For 2G</b>  Rx Level more than -96 dbm outdoor  <b>For 3G</b> RSRP more than -100 dbm & -10 dB Ec/No outdoor  <b>For 4G</b> RSRP more than -100 dbm & -10dB RSRQ outdoor	Rule 9(1) - (a);(b), (c)(i) or (ii) for all areas declared to have coverage.
<b>1.1.7 Call Release Delay</b> The time interval from the instant the DISCONNECT message is passed by the terminal which initiated the call to the signalling system until the RELEASE message is received by the same terminal.	Service integrity	ETSI TS 102 024-9	Time RELEASE – Time DISCONNECT	Test stations	Not more than 1 second for calling & called parties	Rule 9(1)- (a), (b), (c)(i) or (ii) up to 2 seconds; or -9(1)(c)(ii)-(M)20,000 per additional second beyond 2 seconds)

## 1.2 Mobile Short Message Services (SMS) Parameters

Parameters	Service Category	Reference	Formula	Measurement	Target	Sanction
<b>1.2.1 End to end SMS delivery time</b> The time period starting from when an SMS is sent to the time of receiving the same SMS by the intended recipient.	Service Integrity	ITU-T Recommendation E.804 & ETSI EG 202 057-2	Time SMS received - Time SMS sent	Test stations or real traffic	Not more than 7 seconds	Rule 9(1)- (a), (b), (c)(i) or (ii) up to 8 seconds; or (c)(iii)- (M20,000 per each additional second beyond 8 seconds)
<b>1.2.2 SMS completion ratio</b> The ratio of successfully delivered SMS to the recipients to the total number of successfully delivered SMSes.	Service Accessibility	ITU Recommendation E.804 & ETSI EG 202 057-2	Number of successfully sent SMSes Total number of sent SMSes	Test stations or real traffic	Not less than 99 % of sent SMSes	Rule 9(1)- (a), (b), (c)(i) or (ii) down to 98% or (c)(iii)- M20,000 per each 0.5% below 98%

## 1.3 Data Services Parameters (web browsing)

**Prerequisites:** Packet Switched (PS) attached and the respective Packet Data Protocol (PDP) context activated / default Evolved Packet System (EPS) bearer context activated/data radio bearer context activated.

Parameters	Service Category	Reference	Formula	Measurement	Target	Sanction
<b>1.3.1 HTTP IP Service Setup time</b> The time needed to establish an IP connection to the server of a service, from sending the initial query to a server to the point of time when the content is sent or received.	Service Accessibility	ITU-T Recommendation E.804 & ETSI TS 102 250 -2	Time service access successful - Time service access start	Test stations or real traffic	Not more than 8 seconds	Rule 9(1)- (a), (b), (c)(i) or (ii) up to 9 seconds; or (c)(iii)- (M20,000 per each additional second beyond 9 seconds)
<b>1.3.2 HTTP Drop rate</b> The proportion of incomplete data transfers (web page) and transfers that were started successfully.	Service Reliability	ITU-T Recommendation E.804	Number of incomplete data transfers Successfully started	Test stations or real traffic	Not more than 2%	Rule 9(1)- (a), (b), (c)(i) or (ii) up to 3%; or (c)(iii)- (M20,000 per each 0.5%

Parameters	Service Category	Reference	Formula	Measurement	Target	Sanction
<b>1.3.3 HTTP Mean data rate (download)</b> The average data transfer rate measured throughout the entire session of the service.	Service Integrity	ITU-T & ETSI TS 102 250 -2	data transfers	Test stations or real traffic	Not less than 72Kb/sec for EDGE, 5Mb/sec for 3G and 25Mb/sec for 4G	Rule 9(1)- - (a), (b), (c)(i) or (ii): or - (c)(iii): (M20,000 per 10 Kb/sec below 72Kb/sec for EDGE and)20,000 per 100Kb/sec below 5Mb/sec for 3G and below 25Mb/sec for 4G)
<b>1.3.4 HTTP IP Service access failure ratio</b> The probability that a subscriber would not be able to establish an IP connection to the server of a service successfully.	Service Accessibility	ITU-T Recommendation E.804 & ETSI TS 102 250 -2	Unsuccessful attempts to establish IP connection All attempts to establish IP connection	Test stations or real traffic	Not more than 2%	Rule 9(1)- - (a), (b), (c)(i) or (ii) up to 3% or - (c)(iii): (M20,000 per each 0.5% above 3%)
<b>1.3.5 Data Packet Delay (latency)</b> The amount of time it takes, in milliseconds (ms), for a data packet to reach the receiving end-point after being transmitted from the sending end-point.	Service Integrity	ITU-T Recommendation Y.1540	Latency = (Packet received - Packet sent) / (ms)	Test stations or real traffic	Not more than 100 ms (Local IXP)	Rule 9(1)- - (a), (b), (c)(i) or (ii) down to 90ms or - (c)(iii): (M20,000 per each 10 ms below 90 ms)
<b>1.3.6 Data Packet Loss</b> Packet Loss is the ratio of dropped packets to all packets sent from the source to Destination over a given period of time.	Service Integrity	ITU-T Y.1540	(packet sent/packet received) * 100	Test stations or real traffic	Not more than 1%	Rule 9(1)- - (a), (b), (c)(i) or (ii) up to 2% or - (c)(iii): (M20,000 per each 0.1% beyond 2%)

## 1.4 Streaming Services Parameters

Parameters	Service Category	Reference	Formula	Measurement	Target	Sanction
<b>1.41 Web radio reproduction setup time</b> The time period from request of audio stream from server to reception of first packet of audio content.	Service Accessibility	ITU-T Recommendation E.804 & ETSI TS 102 250 -2	Time reception of 1st data – Time-stream reproduction	test stations or real traffic	Not more than 8 seconds	Rule 9(1)- - (a), (b), (c)(i) or (ii) up to 9 seconds; or - (c)(iii)-(M)20,000 per each additional second beyond 9 seconds)
<b>1.42 Web radio reproduction tune-in drop ratio</b> The percentage that a subscriber cannot successfully complete stream reproduction from a given web radio station for a given period of time.	Service Reliability	ITU-T Recommendation E.804 & ETSI TS 102 250 -2	Number of unsuccessful listening attempts Total attempts	Test stations or real traffic	Not more than 2 %	Rule 9(1)- - (a), (b), (c)(i) or (ii) up to 3%; or - (c)(iii)-(M)20,000 per each 0.5% above 3%)
<b>1.43 Web radio reproduction setup failure ratio</b> The probability that a subscriber cannot successfully start listening to a given web radio station.	Service Accessibility	ITU-T Recommendation E.804 & ETSI TS 102 250 -2	Number of unsuccessful reproduction attempts All reproduction attempts	Test stations or real traffic	Not more than 2 %	Rule 9(1)- - (a), (b), (c)(i) or (ii) up to 3%; or - (c)(iii)-(M)20,000 per each 0.5% above 3%)
<b>1.44 Video streaming Access time</b> The time duration of a service access from requesting the stream until the reception of the first stream data packet at the user equipment.	Service Accessibility	ITU-T Recommendation E.804 & ETSI TS 102 250 -2	T reception of 1st data packet – T stream request Unintentionally	Test stations or real traffic	Not more than 8 seconds	Rule 9(1)- - (a), (b), (c)(i) or (ii) up to 9 seconds; or - (c)(iii) - (M)20,000 per each additional second beyond 9 seconds)
<b>1.45 Video streaming reproduction drop rate</b>	Service	ITU-T	Unintentionally	Test stations or	Not more than 2 %	Rule 9(1)- - (a), (b), (c)(i) or (ii) up to

Parameters	Service Category	Reference	Formula	Measurement	Target	Sanction
	Reliability	Recommendation E.804 & ETSI TS 102 250 -2	Terminated streams All successfully started streams	real traffic		3%, or (c)(iii) - (M)20,000 per each 0.5% above 3%)
<b>1.4.6 Video streaming start failure ratio</b> The probability that the first packet of stream cannot be received by the user equipment when requested by the user.	Service Accessibility	ITU-T Recommendation E.804 & ETSI TS 102 250 -2	Unsuccessful stream requests attempts All stream request attempts	Test stations or real traffic	Not more than 2 %	Rule 9(1)- - (a), (b), (c)(i) or (ii) up to 3%; or - (c)(iii) - (M)20,000 per each 0.5% above 3%)
<b>1.4.7 Streaming Rebuffering time</b> Time duration between a stream doing into rebuffering mode and continuation of the stream afterwards.	Service Accessibility	ETSI TS 102 250 -2	Time stream continuation - Time rebuffering msg appears	Test station or real traffic	Not more than 1 second	Rule 9(1)- - (a), (b), (c)(i) or (ii) up to 2 seconds; or - (c)(iii)-(M)20,000 per each second above 2 seconds)

**1.5 General Services Parameters**

The mean, standard deviation and 95th percentile of the distribution of data collected for general parameters (time parameters) stated below should be provided as measurements.

Parameters	Reference	Formula	Measurement method	Target	Sanction
<b>1.5.1 Account/Bill complaint rate</b> The proportion of bills or prepaid accounts resulting in a customer complaint about the correctness of a given bill or prepaid credit.	ETSI EG 202 057-1	Number of prepaid acc or bill complaints reported Average number of prepaid accounts or bills issue	Measurements should include all account/bill complaints received during the reporting period regardless of the validity of the complaint and the extent to which the complaint repeats an earlier one.	Not more than 2% of customers in the reporting period.	Rule 9(1)- - (a), (b), (c)(i) or (ii) up to 3% of customers; or - (c)(iii)-(M)20,000 per each 0.5% above 3%)



Parameters	Reference	Formula	Measurement method	Target	Sanction
<b>1.5.2 Account/Bill Complaint Resolution Time</b> Time taken to resolve account/bill complaints.	ETSI EG 202 057-1	Time resolve complaint - Time register complaint	Resolution shall be deemed to mean to the customer's satisfaction, such that no further communications on the issue is made between the two parties. The mean, standard deviation and 95 <sup>th</sup> percentile of the distribution of times to resolve complaints should be provided as measurements.	(i) 95% complaints to be resolved within 2 working days.  (ii) 100% of registered complaints to be resolved within 20 days.	Rule 9(1) - - (a), (b), (c) (i) or (ii) for resolution rate less than 95% within 2 working days,  Rule 9(1) - - (c) (ii) - (M20,000 per each unresolved complaint after 20 days)
<b>1.5.3 Disconnection Complaint Rate</b> A disconnection is any way of preventing a customer from using a service; it may not require physical unplugging of connections. A disconnection complaint is a statement by the customer querying an unjustified disconnection.	ETSI EG 202 057-1	Number of disconnection complaints reported  Average number of customers	Measurements should include all disconnection complaints received during the reporting period regardless of the extent to which the complaint repeats an earlier one, and the dates of disconnections or any other occurrences that are the subject of the complaint.	Not more than 2% of customers in the reporting period.	Rule 9(1) - - (a), (b), (c) (i), (c) (ii) up to 3%, or - (c) (iii) - M20,000 per each 0.5% above 3%
<b>1.5.4 Disconnection Complaint Resolution time</b> Time taken to resolve a disconnection complaint; measured from when the complaint is received by an operator to when the complaint has been resolved.	ETSI EG 202 057-1	Time resolve complaint - Time register complaint	The mean, standard deviation and 95 <sup>th</sup> percentile of the distribution of times to resolve disconnection complaints should be provided as measurements.	i) 95% complaints to be resolved within 2 working days.  ii) 100% of registered complaints should be resolved within 20 days	Rule 9(1) - - (a), (b) (c) (i) or (ii) for resolution rate less than 95% within 2 working days  Rule 9(1) - - (c) (iii) - (M20,000 per each unresolved complaint after 20 days)
<b>1.5.5 Order Completion time</b> Time taken to provide a service in locations where the service is offered.	ETSI EG 202 057-1	Time service provided - Time apply for service	Order completion/service supply time should be measured as the elapsed time (working time) from when a service request is accepted by an operator to when a service is provided. Service requests that cannot be fulfilled because the operator does not offer that particular service in the requested location are excluded.	i) Fixed services & ISP: 95% to be completed within seven working days.  ii) Mobile services: 95% to be completed within one working day.	Rule 9(1) - - (a), (b) (c) (i) or (ii) for completion rate less than 95% within one working day, or to both

Parameters	Reference	Formula	Measurement method	Target	Sanction
<b>1.5.6 Customer Reported Faults</b> The proportion of valid fault reports received by an operator reporting period		Number of valid fault complaints reported Average number of customers	The number of valid fault reports received during the reporting period should be divided by the average number of customers for the service during the same period. The averaging is necessary because the number of services may vary during the data collection period. The result should be provided as a percentage.	(iii) All orders should be completed within 20 days.  Not more than 2 % of customers in the reporting period.	Rule 9(1) - - (c) (iii) - (M)20,000 per each unresolved complaint after 20 days  Rule 9(1) - - (a), (b) (c) (i), or (i) up to 3% of customers; or - (c) (iii) - (M)20,000 per each 0.5% above 3%
<b>1.5.7 Fault Repair Time for fixed line access</b> Amount of time taken to resolve a fault from the time a customer reports the fault.	ETSI EG 202 057 1	Time fault repaired - Time fault reported	The mean, standard deviation and 95 <sup>th</sup> percentile of the distribution of fault repair times shall be provided as measurements. The measurements should include all faults cleared during the reporting period. The statistics should be based on faults cleared in the data collection period, irrespective of when they are reported.	95% complaints to be resolved within 5 working days.  100% of registered complaints be resolved within 20 days.	Rule 9(1) - - (a), (b) (c) (i) or (i) - for repair rate less than 95% complaints resolved within 5 working days,  - Rule 9(1) (c) (iii) - (M)20,000 per each unresolved complaint after 20 days)

## 1.6 Call centre service parameters

Parameters	Reference	Formula	Measurement	Target	Sanction
<b>1.6.1 Interactive Voice response Time</b> The duration of the announcement of the entire IVR options before a customer can make a choice.	ETSI ES 202 057-1	Time (for entire IVR options - Time IVR stated	real traffic	Not more than 30 seconds	Rule 9(1) - - (a), (b); or - (c) (iii) - (M)20,000 for each 1 second beyond 30 seconds)
<b>1.6.2 Customer Assistance Operator Access Time</b> The duration of waiting after the option to a Customer Care Assistant has been chosen by the Customer.	ETSI ES 202 057-1	Time option to speak to agent - Time call stated	real traffic	Not more than 3 minutes	Rule 9(1) - - (a), (b); or - (c) (iii) - (M)20,000 for each minute beyond 3 minutes)

### 1.7 Interconnection Parameters

Parameters	Reference	Formula	Measurement	Target	Sanction
<b>1.7.1 Mean Time-to-Repair (MTTR) Interconnection Link</b> Duration of the instant a fault has been notified by a licensee to the published point of contact of the other licensee to the instant where the service has been restored to the normal working order.	ETSI ES 202 057-1	Time taken to restore service - Time fault reported	real traffic/data	Not more than 2 hours	Rule 9(1)- - (a), (b); or - (c)(iii)-(M20,000 for each 30 minutes beyond 2 hours)
<b>1.7.2 Interconnection Link Utilisation</b> The amount of transmission capacity utilised with respect to the total transmission capacity provided for interconnection.	ETSI ES 202 057-1	$\frac{\text{Amount of transmission capacity utilised}}{\text{Total interconnection capacity}}$	real traffic	Not more than 80%	Rule 9(1)- - (a), (b); or - (c)(iii)-(M20,000 for each 1 % above 80%)

### 1.8 Customer perception/satisfaction with Quality of Service provided by Licensee

A licensee shall be subjected to customer satisfaction surveys in respect of the following Quality of Experience benchmarks.

Item	Parameter name	Target
1.8.1	% of Customers satisfied with Call Centre/complaint handling (e.g. resolution of queries)	≥ 90%
1.8.2	% of customers satisfied with billing performance (e.g. prepaid balances, bills)	≥ 95%
1.8.3	% of customers satisfied with service availability (e.g. network availability for voice & data)	≥ 90%
1.8.4	% of customers satisfied with service accessibility (e.g. unsuccessful call ratio (blocked calls, Internet access failures)	≥ 90%
1.8.5	% of customers satisfied with service retainability (e.g. dropped calls, dropped internet sessions)	≥ 90%
1.8.6	% of customers satisfied with service integrity (e.g. voice quality, download speed)	≥ 90%
1.8.7	% of customers satisfied with the overall service quality	≥ 90%

## SCHEDULE 2

## Rule 6 (a)(i) and (b)

## QUALITY OF SERVICE FOR POSTAL AND COURIER SERVICES

Table 1 - Quality of Service Parameters (QSP) and Indicators – DELIVERY SUCCESS RATE

Quality parameters	Indicators <sup>1</sup>			Target (%)
QSP 1 Transit time Frequency of Monitoring: <i>QUARTERLY</i>	QSI-1	Defined as the average percentage of letters and parcels sent to any location of the national territory as standard mail that reach their destination within 3 working days of being deposited at a mail reception point, taking as reference the total amount of letters and parcels conveyed.	Transit time for standard mail	(D+3) 100
	QSI-2	Defined as the average percentage of letters and parcels sent to any location of the national territory as priority mail that reach their destination within 3 working days of being deposited at a mail reception point, taking as reference the total amount of letters and parcels conveyed.	Transit time for priority mail	(D+3) 100
	QSI-5	Defined as the average percentage of documents and parcels sent to any location of the national territory, which reach their destination within 3 working days of being deposited at a mail reception point, taking as reference the total amount of items conveyed.	Transit time for documents and parcels	(D+3) 100
	QSI-6	Defined as the average percentage of cross-border letters and parcels, sent to and from Lesotho as international first-class mail, which reach their destination within 3 working days of being deposited at a mail reception point, taking as reference the total amount of letters or parcels conveyed.	Transit time for cross-border mail	(D+3) 85
QSI-9	Defined as the average percentage of letters sent to any location of the national territory as registered mail delivered that reach their destination (delivery at the address of the addressee, or where it is impossible to perform the delivery, on the date of the first attempt to perform the delivery, and placing of a delivery notice)	Transit time for registered mail – Local	(D+1) 80	

<sup>1</sup>The definitions apply to each quality of service indicator (QSI). It must be referred that indicators on standard mail, priority mail, registered mail, cross-border mail and parcels concern only single piece mail, and do not take bulk mail into consideration.

Quality parameters	Indicators			Target (%)
		within 1 working day of being deposited at any mail reception point, taking as reference the total amount of registered letters conveyed as registered mail delivered.		
	<b>QSI10</b>	Defined as the average percentage of letters sent to any location internationally as registered mail delivered that reach their destination (delivery at the address of the addressee, or where it is impossible to perform the delivery, on the date of the first attempt to perform the delivery, and placing of a delivery notice) within 5 working days of being deposited at any mail reception point, taking as reference the total amount of registered letters conveyed as registered mail delivered.	Transit time for registered mail – International	<b>(D+5)</b>  100
<b>QSP 2</b> <b>(Loss or substantial delay - Reliability)</b> <b>Frequency of Monitoring: QUARTERLY</b>	<b>QSI-3</b>	Defined as the number of letters or parcels sent to any location of the national territory as standard mail, which are not returned and which do not reach their destination within 15 working days of being deposited at a mail reception point, per one thousand letters or parcels conveyed.	Standard mail not delivered within <b>15 working days</b> (per one thousand letters)	100
	<b>QSI-4</b>	Defined as the number of letters or parcels sent to any location of the national territory as priority mail, which are not returned and which do not reach their destination within 10 working days of being deposited at a mail reception point, per one thousand letters conveyed.	Priority mail not delivered within <b>10 working days</b> (per one thousand letters)	100
	<b>QSI-7</b>	Defined as the average percentage of regional and international letters and parcels, sent to and from Lesotho as international first-class mail, which reach their destination within 5 working days of being deposited at a mail reception point, taking as reference the total amount of letters or parcels conveyed.	Transit time for regional and international mail as well as parcels	<b>(D+5)</b>  95
<b>QSP 3</b> <b>Waiting time</b> <b>Frequency of Monitoring: QUARTERLY</b>	<b>QSI-8</b>	Defined as the average percentage of customer service operations performed at the various types of postal establishments, namely, post stations and post offices, the waiting time of which does not exceed ten minutes. The waiting time is measured from the moment the customer starts waiting in a queue until he/she is actually served, over the whole period during which front-desk points are opened.	Waiting time at post establishments (% of cases <b>up to 10 minutes</b> )	100
<b>QSP 4</b> <b>Overall quality parameter</b> <b>Frequency of Monitoring: ANNUALLY</b>	<b>QSI-11</b>	The overall quality of service indicator is calculated, in each year, according to the levels of quality of service achieved for each of the referred QSI in force in each year. First, each of the defined QSI is given a score, according to the quality achieved	Overall Quality of Service Indicator <b>(O)</b>	95

Table 2: Quality of service parameters and indicators – Mail delivery within and between Districts

NUMBER	DISTRICT	D+1	D+3	D+5
		From Main Post Office to District Post Offices	From District POs to POs within Districts	From District POs to other Districts Post Offices
1.	Berea	Teyateyaneng	All POs	All POs
2.	Botha Bothe	Botha Bothe	All POs	All POs
3.	Leribe	Hlotse	All POs	All POs
4.	Matieleng	Matieleng	All POs	All POs
5.	Maseru	Maseru	All POs	All POs
6.	Mohale's Hoek	Mohale's Hoek	All POs	All POs
7.	Mokhotlong	Mokhotlong	All POs	All POs
8.	Qacha's Nek	Qacha's Nek	All POs	All POs
9.	Quthing	Quthing	All POs	All POs
10.	ThabaTseka	ThabaTseka	All POs	All POs
	<b>TARGETS</b>	<b>80%</b>	<b>95%</b>	<b>100%</b>
(1) D+0	Minimum 85% of the mail volume			
(2) D+1	Minimum 80% of the mail volume			
(3) D+2	Minimum 90% of the mail volume			
(4) D+3	Minimum 95% of the mail volume			
(5) D+4	Minimum 85% of the mail volume			
(6) D+5	100% of the mail volume			

**Note:**

- (1) D represents "Day of posting", i.e. 85% of within and between Districts mail needs to be delivered to the destination office or customer on the same day;
- (2) UPU standards for cross-border mail: Minimum D+5 for all post offices and agencies for 85% of mail volumes;
- (3) Minimum percentage allows for fall out margins in case of road blocks and default mail vans

Table 3: Quality of Service and Customer Experience Parameters and Indicators

	DEFINITION	LICENSEE REQUIRED ACTION	CRITERIA	STANDARD	TARGET
1. Customer satisfaction – <i>ANNUALLY</i>	Measurement that determines how well a company's services meet customer expectations.	Number of served customers and number of complainants	The proportion of customers' complaints to the customer base.	<ul style="list-style-type: none"> <li>• Availability of Service</li> <li>• Courtesy</li> <li>• Consistency in service</li> <li>• Accuracy (providing correct information to customers)</li> <li>• Responsiveness</li> <li>• Efficiency</li> </ul>	80%
2. Complaint resolution/ inquiry handling – <i>QUARTERLY</i>	A documented process on how customers' complaints on loss, missing items, damage or delay of a Postal and Courier article while in conveyance. Complainants/ inquiries resolved	Complainants/ inquiry register. (record time of complaint and all necessary actions taken until resolved.)	Time in which a registered complaint or inquiry is officially responded to customer. Cases resolved/total cases recorded.	Local registered mail - Response given in 5 working days after its receipt 2. International registered mail - Response given in 3 working days after its receipt	100%
3. Service Accessibility – <i>ANNUALLY</i>	Presence of pick and drop off points set out by a licensee or an appointed agent.	Number of operational service outlets as submitted by each licensee.	Offices operational/ No. of offices inspected × 100	Availability of service points	95%
4. Licensee Disclosure – <i>ANNUALLY</i>	Information displayed at each operational outlet to support a customer's purchase decision.	Availability of information at licensee outlet	Number of offices with full information operational/ No. of offices inspected × 100	<ul style="list-style-type: none"> <li>• Tariffs</li> <li>• Operational Hours and conditions of carriage</li> <li>• Liability policy</li> <li>• Delivery timeliness</li> <li>• Prohibited goods</li> <li>• Contact information</li> </ul>	95%
5. Speed and Reliability – <i>QUARTERLY</i>	The time it takes to deliver a Postal and Courier service against what is promised by the licensee.	Tracking system	Average transmission time (in days) taken between posting and delivery of documents and parcels.	All documents and parcels delivered within 72 hours.	85%