

LEGAL NOTICE NO. OF 2022

LESOTHO COMMUNICATIONS AUTHORITY (QUALITY OF SERVICE) RULES, 2022

Pursuant to Section 4 of the Communications Act 2012¹,

LESOTHO COMMUNICATIONS AUTHORITY

makes the following Rules-

Citation and commencement

1. These Rules may be cited as Lesotho Communications Authority (Quality of Service) Rules, 2022 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 that shall be applicable to licensees providing voice, data, postal and courier services.

Definitions

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

“**Authority**” means the Lesotho Communications Authority;

“**consumer**” means a natural person who is or may in future be a user of communications services;

“**customer**” means a retail end user of communications services;

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

“**delivery**” means the act of taking the postal article from the facilities of the licensee to the customer;

“**disposal**” means the action or process of getting rid of a postal item;

“**end-user**” means an entity, other than a licensee, that obtains a communications service;

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

“**investigation**” means any action undertaken by the Authority to establish whether a licensee is committing or has committed a contravention;

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

“**liability**” means the burden extended on the party for non-performance or failure to perform his or her duties according to the terms of the contract.

¹ Act No. 4 of 2012

“licensee” means a person who has been granted a licence by the Authority for the provision of a communication service;

“live mail” means mail in postal custody that is being processed, transported or delivered.

“loss” means financial or material setback suffered by a party due to another party’s wrongful acts or omissions in the Contract.

“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 in these rules;

“parameter” means a measurable characterization of the quality of an aspect of a service;

“postal item” means an addressed article weighing up to thirty (30) kilogrammes which is deposited to the licensee in the final form in which it shall be transported by the postal services provider. Examples include letters, postcards, printed material (newspaper, magazine book, pamphlet, document, etc.) and packages (sample packet, small packet, parcel, merchandise);

“postal service” means conveyance of postal articles in consideration of a payment made by or on behalf of the person for or to whom it is conveyed. This includes the acceptance, collection, clearance, sorting, transportation, delivery and other related ancillary functions of conveying an article;

“prohibited item” means any good or material the carriage of which is prohibited by any law, rule and or regulation a country from or to which the postal item (s) are being delivered.

“proof of delivery” means evidence that an addressee received the items sent by the sender;

“quality of service (QoS)” means the totality of features and characteristics of a product or 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 a licensee or the Authority performs quality of service measurements;

“service level agreement (SLA)” means a part of a service contract where service is formally defined;

“service accessibility” means network ability to grant end-users 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 retainability” means network ability to maintain or retain service upon being successfully accessed until the end-user voluntarily terminates the service

“test mail” means a postal item sent through the Postal network to check whether delivery is made within the scheduled time/standards; and

Objectives

4. These Rules are intended to:
 - (1) Implement a quality of service regulatory framework in which quality of service will be measured, reported and published based on definitions and measurement methodology prescribed in these Rules.
 - (2) Create conditions for customer satisfaction by making known the quality of service which the licensee providing voice, data, postal and courier services is required to provide and the user has a right to expect.
 - (3) Improve the operations and performance of interconnected networks.
 - (4) Make service quality information available to help consumers to make informed choices of service and service provider.

Licensee obligations

5. (1) The licensee shall -
 - (a) ensure that communications services are provided at or exceed the set targets, in the case of data services, ensure that advertised offerings include minimum guaranteed speed;
 - (b) ensure that customers are provided with information regarding the quality of services they purchase in order for them to make informed decisions;
 - (c) establish measurement systems consistent with the framework proposed by the Authority;
 - (d) keep a customer referenced log of faults or complaints reported in relations to any parameter in the Schedules;
 - (e) ensure that service level agreements (SLAs) entered into with customers stipulate targets that are the same or better than those set in these Rules; and
 - (f) provide to the Authority, reports of measurement results for the quality of service parameters as requested by the Authority.

Provision of information

6. (1) The Authority may require a licensee to provide information so as to enable the Authority to monitor and enforce quality of service.
 - (2) Where the Authority requests information under sub-rule (1), the Authority shall provide among other things, detailed specifications of its information request, and applicable response times.
 - (3) The Authority may conduct surveys or other studies to assess customer satisfaction or perception with the quality of service provided by the licensee.
 - (4) The Authority may publish the quality of service measurements on a quarterly basis or as and when required.

Investigations and inquiry

7. (1) The Authority may conduct investigations and inquiries to determine whether a licensee has contravened these Rules.
 - (2) The Authority shall afford the licensee an opportunity to make representations during the process in order to enable the Authority 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.

Contravention

8. (1) A licensee contravenes these Rules if it –
 - (a) fails to meet any of the targets set in the quality of service parameters as specified in the Schedules.
 - (b) submits false or misleading information about its quality of service performance.
- (2) The Authority may publish findings of an investigation or inquiry and the applicable sanctions.

Sanctions

9. (1) Where the Authority determines upon investigation or inquiry that there has been a contravention, the Authority 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-
 - (i) Direct a licensee to make compensation;
 - (ii) Direct a licensee to refund affected customers;
 - (iii) Pay a fine not exceeding **M 2,000,000.00**.
- (2) In the case where the Authority determines that the licensee is unable to meet the targets set in the quality of service parameters as specified in the Schedules, the Authority may take any other measure which it regards as reasonable in the circumstances.

Determination of sanctions

10. In determining the applicable sanctions, the Authority shall consider the following factors-

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

Individual complaints

- 11.** These Rules shall not oust the right of individual customer to have their complaints dealt with and obtaining redress where appropriate. Such complaints shall be dealt with in accordance with these Rules and the complaints procedures prescribed by the Authority.

Reconsideration

- 12.** (1) A licensee may request reconsideration by the Authority of any decision that makes a determination or imposes a sanction in terms of this Rules.
- (2) The request shall be in writing and be made within 30 days of such decision.
- (3) The Authority shall, within 30 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.

SCHEDULE I – Quality of Service for Voice and Data Services

1.1 Mobile Voice Service Parameters

While the sanctions are specified for different parameters, the Authority may decide to apply sanctions in 9 differently, depending on the circumstances surrounding the contravention

Parameters	Service Category	Reference	Formula	Measurement	Target	Sanction
1.1.1 Call setup time 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	9(1)(a), (b) and/or 9(1)(c)(iii) M20,000 per each additional second beyond 8 seconds
1.1.2 Unsuccessful Call Ratio 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	$\frac{\text{\# of unsuccessful calls}}{\text{Total call attempts}}$	Test stations or real traffic	Not more than 2 % of attempted calls	9(1)(a), (b) and/or 9(1)(c)(iii) M20,000 per each 0.5% above 2%
1.1.3 Call drop ratio 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	$\frac{\text{\# of calls terminated unwillingly}}{\text{Total of successfully established calls}}$	Test stations or real traffic	Not more than 2% of successfully established calls	9(1)(a), (b) and/or 9(1)(c)(iii) M20,000 per each 0.5% above 2%
1.1.4 Network availability 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	$[1 - (T_i/T_t)] \times 100$	Test stations or real traffic	Not less than 99.99 % for MSC/core/Evolved Packet Core (EPC) & Not less than 95% for BTS/NB/eNB	9(1)(a), (b) and/or 9(1)(c)(iii) M20,000 for each 0.01% below 99.99% for MSC/core/EPC & 9(1)(a), (b) and/or 9(1)(c)(iii) M20,000 per each 0.5% below 95% for BTS/NB/eNB
1.1.5 Voice quality The quality of received speech signal with respect to the original 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	9(1)(a) and/or (b) for call clarity less than 3 on the score

Parameters	Service Category	Reference	Formula	Measurement	Target	Sanction
1.1.6 Network Coverage 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	For 2G RxLevel more than -96 dBm outdoor For 3G RSCP more than -100 dBm & -10 dB Ec/No outdoor For 4G RSRP more than -100 dBm & -10dB RSRQ outdoor	9(1)(a) and/or (b) for all areas declared to have coverage
1.1.7 Call Release Delay 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	$\text{Time}_{\text{RELEASE}} - \text{Time}_{\text{DISCONNECT}}$	Test stations	Not more than 1 second for calling & called parties	9(1)(c)(iii) M20,000 per additional second beyond 1 second

1.2 Mobile Short Message Services Parameters

Parameters	Service Category	Reference	Formula	Measurement	Target	Sanction
1.2.1 End to end SMS delivery time 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	$\text{Time}_{\text{SMS received}} - \text{Time}_{\text{SMS sent}}$	Test stations or real traffic	Not more than 5 seconds	9(1)(c)(iii) M20,000 per each additional second beyond 5 seconds
1.2.2 SMS completion ratio 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	$\frac{\text{number of successfully sent SMSes}}{\text{Total \# of send SMSes}}$	Test stations or real traffic	Not less than 99 % of sent SMSes	9(1)(c)(iii) M20,000 per each 0.5% below 99%

1.3 Data Services Parameters (web browsing)

Preconditions: 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
1.3.1 HTTP IP Service Setup time 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	$\text{Time}_{\text{service access successful}} - \text{Time}_{\text{service access start}}$	Test stations or real traffic	Not more than 8 seconds	9(1)(a), (b) and/or 9(1)(c)(iii) M20,000 per each additional second beyond 8 seconds
1.3.2 HTTP Drop rate The proportion of incomplete data transfers (web page) and transfers that were started successfully.	Service Retainability	ITU-T Recommendation E.804 & ETSI TS 102 250 - 2	$\frac{\# \text{ of Incomplete data transfers}}{\text{Successfully started data transfers}}$	Test stations or real traffic	Not more than 2%.	9(1)(a), (b) and/or 9(1)(c)(iii) M20,000 per each 0.5% above 2%
1.3.3 HTTP Mean data rate (download) The average data transfer rate measured throughout the entire session of the service.	Service Integrity	ITU-T Recommendation E.804 & ETSI TS 102 250 - 2	$\frac{\text{User data transferred [Mb/sec]}}{(\text{Time data transfer complete} - \text{Time data transfer started})}$	Test stations or real traffic	Not less than 72Kb/sec for EDGE, 5Mb/sec for 3G and 25Mb/sec for 4G	9(1)(a), (b) and/or 9(1)(c)(iii) M20,000 per 10 Kb/sec below 72Kb/sec for EDGE and M20,000 per 100Kb/sec below 5Mb/sec for 3G and below 25Mb/sec for 4G
1.3.4 HTTP IP Service access failure ratio 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	$\frac{\text{Unsuccessful attempts to establish IP connection}}{\text{All attempts to establish IP connection}}$	Test stations or real traffic	Not more than 2%	9(1)(a), (b) and/or 9(1)(c)(iii) M20,000 per each 0.5% above 2%

1.3.5 Data Packet Delay (latency) 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	$\text{Latency} = (t_{\text{packet received}} - t_{\text{packet sent}}) [\text{ms}]$	Test stations or real traffic	Not more than 100 ms (Local IXP)	9(1)(a), (b) and/or 9(1)(c)(iii) M20,000 per each 10 ms above 100 ms
1.3.6 Data Packet Loss 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	$(\text{packet sent}/\text{packet received}) * 100$	Test stations or real traffic	Not more than 1%	9(1)(a), (b) and/or 9(1)(c)(iii) M20,000 per each 0.1% beyond 1%

1.4 Streaming parameters

Parameters	Service Category	Reference	Formula	Measurement	Target	Sanction
1.4.1 Web radio reproduction setup time 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	$\text{Time}_{\text{reception of 1st data}} - \text{Time}_{\text{stream reproduction}}$	test stations or real traffic	Not more than 8 seconds	9(1)(a), (b) and/or 9(1)(c)(iii) M20,000 per each additional second beyond 8 seconds
1.4.2 Web radio reproduction tune-in drop ratio The percentage that a subscriber cannot successfully complete stream reproduction from a given web radio station for a given period of time.	Service Retainability	ITU-T Recommendation E.804 & ETSI TS 102 250 - 2	$\frac{\# \text{ of unsuccessful listening attempts}}{\text{Total attempts}}$	Test stations or real traffic	Not more than 2 %	9(1)(a), (b) and/or 9(1)(c)(iii) M20,000 per each 0.5% above 2%
1.4.3 Web radio reproduction setup failure ratio The probability that a subscriber cannot successfully	Service Accessibility	ITU-T Recommendation E.804	$\frac{\# \text{ of unsuccessful reproduction attempts}}{\text{All reproduction attempts}}$	Test stations or real traffic	Not more than 2 %	9(1)(a), (b) and/or 9(1)(c)(iii) M20,000 per each 0.5% above 2%

Parameters	Service Category	Reference	Formula	Measurement	Target	Sanction
start listening to a given web radio station		& ETSI TS 102 250 - 2				
1.4.4 Video streaming Access time The time duration of a service access from requesting the stream until the reception of the first stream data packet at the UE.	Service Accessibility	ITU-T Recommendation E.804 & ETSI TS 102 250 - 2	$T_{\text{reception of 1st data packet}} - T_{\text{stream request}}$	Test stations or real traffic	Not more than 8 seconds	9(1)(a), (b) and/or 9(1)(c)(iii) M20,000 per each additional second beyond 8 seconds
1.4.5 Video streaming reproduction drop rate The probability that a successfully started stream reproduction is ended unintentionally by the user	Service Retainability	ITU-T Recommendation E.804 & ETSI TS 102 250 - 2	<u>Unintentionally terminated streams</u> All successfully started streams	Test stations or real traffic	Not more than 2 %	9(1)(a), (b) and/or 9(1)(c)(iii) M20,000 per each 0.5% above 2%
4.4.6 Video streaming start failure ratio The probability that the first packet of stream cannot be received by the UE when requested by the user.	Service Accessibility	ITU-T Recommendation E.804 & ETSI TS 102 250 - 2	<u>Unsuccessful stream requests attempts</u> All stream request attempts	Test stations or real traffic	Not more than 2 %	9(1)(a), (b) and/or 9(1)(c)(iii) M20,000 per each 0.5% above 2%
4.4.6 Streaming Rebuffering time Time duration between a stream doing into rebuffering mode and continuation of the stream afterwards.	Service Accessibility	ETSI TS 102 250 -2	$\text{Time}_{\text{stream continuation appears}} - \text{Time}_{\text{rebuffering msg}}$	Test station or real traffic	Not more than 1 sec	9(1)(a), (b) and/or 9(1)(c)(iii) M20,000 per each second above 1 second

1.5 Digital financial services (DFS) parameters

Parameters	Service Category	Reference	Formula	Measurement	Target	Sanction
1.5.1 Money transfer time	Service Accessibility		$\text{Time}_{\text{SMS Notice received}} - \text{Time}_{\text{SMS Notice sent}}$	Test stations or real traffic	Not more than 5 seconds	9(1)(a), (b) and/or

The time taken to transfer mobile money from the sender to the intended recipient.		ITU-DSTR-DFSMR (2019)				9(1)(c)(iii) M20,000 per each additional second beyond 5 seconds
1.5.2 Money transfer success rate The ratio of money transfers that are received by the intended recipients	Service integrity	ITU- DSTR-DFSMR (2019)	$\frac{\text{\# of money transfers received by intended recipients}}{\text{Total \# of money transfers sent}}$	Test stations or real traffic	Not less than 99.9%	9(1)(a), (b) and/or 9(1)(c)(iii) M20,000 per each 0.1% below 99.9%
1.5.3 Money transfer failed transaction resolution time Time from when a deducted money wallet is credited after reporting a failed transaction.	Service integrity	ITU- DSTR-DFSMR (2019)	$\text{Time}_{\text{Mobile money credited}} - \text{Time}_{\text{failed transaction reported}}$	Test stations or real traffic	95% of the reported failed transactions to be resolved within less than 3 hours	9(c)(i), 9(c)(ii)

1.6 General 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
1.6.1 Account/Bill complaint rate 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	$\frac{\text{Number of prepaid a/c or bill complaints reported}}{\text{Average number of prepaid accounts or bills issued}}$	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	9(1)(a), (b) and/or 9(1)(c) (i), (ii) and/or (iii) M20,000 per each 0.5% above 2%
1.6.2 Account/Bill Complaint Resolution Time Time taken to resolve account/bill complaints.	ETSI EG 202 057-1	$\text{Time}_{\text{resolve complaint}} - \text{Time}_{\text{register complaint}}$	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 th percentile of the distribution of times to resolve complaints should be provided as measurements.	(i) 95% complaints to be resolved within two working days.	9(1)(a), (b) and/or 9(1)(c) (i), (ii)
				(ii) 100% of registered complaints to be resolved within 20 days.	9(1)(c) (i), (ii) and/or (iii) M20,000 per each unresolved complaint after 20 days

Parameters	Reference	Formula	Measurement method	Target	Sanction
1.6.3 Disconnection Complaint Rate 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	$\frac{\text{number of disconnection complaints reported}}{\text{Average number of customers}}$	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	9(1)(a), (b) and/or 9(1)(c) (i), (ii) and/or (iii) M20,000 per each 0.5% above 2%
1.6.4 Disconnection Complaint Resolution time 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	$\text{Time}_{\text{resolve complaint}} - \text{Time}_{\text{register complaint}}$	The mean, standard deviation and 95 th percentile of the distribution of times to resolve disconnection complaints should be provided as measurements	i) 95% complaints to be resolved within two working days.	9(1)(a), (b) and/or 9(1)(c) (i), (ii)
				ii) 100% of registered complaints should be resolved within 20 days	9(1)(c) (i), (ii) and/or (iii) M20,000 per each unresolved complaint after 20 days
1.6.5 Order Completion time Time taken to provide a service in locations where the service is offered.	ETSI EG 202 057-1	$\text{Time}_{\text{service provided}} - \text{Time}_{\text{apply for service}}$	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.	9(1)(a), (b) and/or 9(1)(c) (i), (ii)
				ii) Mobile services: 95% to be completed within one working day.	9(1)(a), (b) and/or 9(1)(c) (i), (ii)
				iii) All orders completed within 20 days.	9(1)(c) (i), (ii) and/or (iii) M20,000 per each unresolved complaint after 20 days
1.6.6 Customer Reported Faults The proportion of valid fault reports received by an operator reporting period		$\frac{\text{number of valid fault complaints reported}}{\text{Average number of customers}}$	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	Not more than 2 % of customers in the reporting period	9(1)(a), (b) and/or 9(1)(c) (i), (ii) and/or (iii) M20,000 per each 0.5% above 2%

Parameters	Reference	Formula	Measurement method	Target	Sanction
			data collection period. The result should be provided as a percentage		
1.6.7 Fault Repair Time for fixed line access 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 th 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 five working days.	1.6.1. 9(1)(a), (b) and/or 9(1)(c) (i), (ii)
				100% of registered complaints be resolved within 20 days.	9(1)(c) (i), (ii) and/or (iii) M20,000 per each unresolved complaint after 20 days

1.7 Call centre service parameters

Parameters	Reference	Formula	Measurement	Target	Sanction
1.7.1 Interactive Voice response Time 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 started}	real traffic	Not more than 30 seconds	9(1)(a), (b) and/or 9(1)(c)(iii) M20,000 for each 1 second beyond 30 seconds
1.7.2 Customer Assistance Operator Access Time 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 started}	real traffic	Not more than 3 minutes	9(1)(a), (b) and/or 9(1)(c)(iii) M20,000 for each minute beyond 3 minutes

1.8 Interconnection Parameters

Parameters	Reference	Formula	Measurement	Target	Sanction
1.8.1 Mean Time-to-Repair (MTTR) interconnection link Duration of the instant a fault has been notified by a	ETSI ES 202 057-1	Time _{taken to restore service} - Time _{fault reported}	real traffic/data	Not more than 2 hours	9(1)(a), (b) and/or 9(1)(c)(iii) M20,000 for each 30 minutes beyond 2 hours

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.					
1.8.2 Interconnection Link Utilisation The amount of transmission capacity utilised with respect to the total transmission capacity provided for interconnection	ETSI ES 202 057-1	<u>Amount of transmission capacity utilised</u> Total interconnection capacity	real traffic	Not more than 80%	9(1)(a), (b) and/or 9(1)(c)(iii) M20,000 for each 1 % above 80%

1.9 Customers perception/satisfaction with Quality of Service provided by Licensee

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

#	Parameter name	Target
1.9.1	% of Customers satisfied with Call Centre/complaint handling (e.g. resolution of queries)	≥ 90%
1.9.2	% of customers satisfied with billing performance (e.g. prepaid balances, bills)	≥ 95%
1.9.3	% of customers satisfied with service availability (e.g. network availability for voice & data)	≥ 90%
1.9.4	% of customers satisfied with service accessibility (e.g. unsuccessful call ratio (blocked calls, Internet access failures)	≥ 90%
1.9.5	% of customers satisfied with service retainability (e.g. dropped calls, dropped internet sessions)	≥ 90%
1.9.6	% of customers satisfied with service integrity (e.g. voice quality, download speed)	≥ 90%
1.9.7	% of customers satisfied with digital financial services (e.g. mobile money transfers)	≥ 95%
1.9.8	% of customers satisfied with the overall service quality	≥ 90%

SCHEDULE II: QUALITY OF SERVICE FOR POSTAL AND COURIER SERVICES

Table 1 - Quality of service parameters and indicators – MAIL DELIVERY SUCCESS RATE

Quality parameters	Indicators		Target (%)
QSP 1 Transit time <i>Frequency of Monitoring: QUARTERLY</i>	QSI-1	Transit time for standard mail – from Main Post Office (D+5)	100
	QSI-2	Transit time for priority mail – from Main Post Office (D+5)	100
	QSI-5	Transit time for documents and parcels (D+5)	100
	QSI-6	Transit time for cross-border mail (D+3)	85
	QSI-9	Transit time for registered mail – Domestic (D+1)	80
	QSI-10	Transit time for registered mail – International (D+5)	100
QSP 2 (Loss or substantial delay - Reliability) <i>Frequency of Monitoring: QUARTERLY</i>	QSI-3	Standard mail not delivered within 15 working days (per one thousand letters)	100
	QSI-4	Priority mail not delivered within 10 working days (per one thousand letters)	100
	QSI-7	Transit time for regional and international mail as well as parcels (D+5)	95
QSP 3 Waiting time <i>Frequency of Monitoring: QUARTERLY</i>	QSI-8	Waiting time at post establishments (% of cases up to 10 minutes)	100
QSP 4 Overall quality parameter <i>Frequency of Monitoring: ANNUALLY</i>	QSI-11	Overall Quality of Service Indicator	95

Notes:

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. The following definitions apply to each quality of service indicator (QSI):

QSI-1. Transit time for standard mail – from Main Post Office (D+5)

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 5 working days of being deposited at a mail reception point, taking as reference the total amount of letters and parcels conveyed.

QSI-2. Transit time for priority mail – from Main Post Office (D+3)

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.

QSI-3. Standard mail not delivered within 15 working days

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.

QSI-4. Priority mail not delivered within 10 working days

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.

QSI-5. Transit time for Documents and Parcels (D+1)

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.

QSI-6. Transit time for Cross-border Mail (D+3)

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.

QSI-7. Transit time for regional and international mail as well as parcels (D+5)

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.

QSI-8. Waiting time at Post Establishments

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.

QSI-9. Transit time for registered mail – Domestic (D+1)

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) 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.

QSI-10. Transit time for registered mail – International (D+5)

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.

QSI-11. Overall Quality of Service Indicator (OI)

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

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

NUMBER	DISTRICT	D+1	D+2	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.	Mafeteng	Mafeteng	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.	Thaba Tseka	Thaba Tseka	All POs	All POs
TARGETS		80%	90%	100%
(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 Distracts 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 parameters and indicators

	DEFINITION	LICENCEE REQUIRED ACTION	CRITERIA	STANDARD	TARGET
1. Customer satisfaction – ANNUALLY	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.	Service Counters – clearly marked	80% to 90%
2. Complaint resolution/ inquiry handling – QUARTERLY	A documented process on how customers' complaints on loss, missing items, damage or delay of a Postal and Courier article while in conveyance. Complaints/ inquiries resolved	Complaints/ 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 – ANNUALLY	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 x100	Operational offices -	95%
4. Licensee Disclosure – ANNUALLY	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 x100	-Tariffs -Operational Hours -Terms and conditions of carriage -Liability policy -Delivery timelines -Prohibited goods -Contact information	95%
5. Speed and Reliability – QUARTERLY	The time it takes to deliver a Postal and Courier service against what is promised by the service provider.	Tracking system	Average transmission time (in days) taken between posting and delivery of test items.	All test items delivered within 48 hours	85%