

Statistical characteristics of a quality of communications, 2008 year.

- Average time for providing service to client (time started from order receiving up to physical connection providing. Counted only 95% of fastest issues) – **7 days**
- Registered **0.02** trouble-ticket per one end customer

- Average problem resolving time (time started from trouble-ticket receiving up to problem resolving. Counted only 95% of fastest issues) – **1 hour**