

**Statistical characteristics of a quality of communications, 2010 year.**

- Average time for providing service to client (time started from order receiving up to physical connection providing. Counted only 95% of fastest issues) – **9 days**
- Registered **0.01** 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) – **40 minutes**