

**RAPORTIMI I TREGUESVE TE CILESISE SE SHERBIMIT (QOS)**  
**PER AKSESIN NE RRJETIN TELEFONIK PUBLIK TE LEVIZSHEM (PLMN)**  
**(Q1M-Q8M)**

Periudha e raportimit

nga:

1.1.2022

deri:

31.12.2022

|                                                |                                          |                                                                 |                                                                     |                                                              |                                                      |                   |
|------------------------------------------------|------------------------------------------|-----------------------------------------------------------------|---------------------------------------------------------------------|--------------------------------------------------------------|------------------------------------------------------|-------------------|
| Q1-M<br>Raporti<br>i thirrjeve te<br>deshtuara | Matje ne trafik real                     |                                                                 |                                                                     |                                                              |                                                      |                   |
|                                                | Periudha<br>e mbledhjes<br>se te dhenave | Tentativa kapje<br>te Kanalit te<br>Trafikut<br>per nje thirrje | Kapje<br>suksesshme<br>te<br>Kanalit<br>Trafikut<br>per nje thirrje | Raporti<br>i thirrjeve<br>te deshtuara<br>[(B-<br>C)/B]x100% | Lloji i Sherbimit                                    |                   |
|                                                | A                                        | B                                                               | C                                                                   | D                                                            | E                                                    |                   |
|                                                | Tremujori I                              | 1102079903                                                      | 1100939569                                                          | 0.10                                                         | Sherbim Direkt                                       |                   |
|                                                | Tremujori II                             | 1192918593                                                      | 1191559744                                                          | 0.11                                                         | Sherbim Direkt                                       |                   |
|                                                | Tremujori III                            | 1057378535                                                      | 1057203065                                                          | 0.02                                                         | Sherbim Direkt                                       |                   |
|                                                | Tremujori IV                             | 1053143999                                                      | 1052885351                                                          | 0.02                                                         | Sherbim Direkt                                       |                   |
|                                                | Matje nepermjet thirrjeve test           |                                                                 |                                                                     |                                                              |                                                      |                   |
|                                                | Periudha<br>e mbledhjes<br>se te dhenave | Numri<br>i vezhgimeve<br>te perdorura                           | Kufiri i sigurise<br>absolute per 95%<br>te besueshmerise           | Numri<br>i thirrjeve<br>te deshtuara                         | Raporti<br>i thirrjeve<br>te deshtuara<br>(D/B*100)% | Lloji i Sherbimit |
|                                                | A                                        | B                                                               | C                                                                   | D                                                            | E                                                    | F                 |
|                                                | Tremujori I                              |                                                                 |                                                                     |                                                              |                                                      | Sherbim Direkt    |
|                                                | Tremujori II                             |                                                                 |                                                                     |                                                              |                                                      | Sherbim Direkt    |
|                                                | Tremujori III                            |                                                                 |                                                                     |                                                              |                                                      | Sherbim Direkt    |
|                                                | Tremujori IV                             |                                                                 |                                                                     |                                                              |                                                      | Sherbim Direkt    |
| Matje ne trafik real                           |                                          |                                                                 |                                                                     |                                                              |                                                      |                   |

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| Q2-M<br>Raporti<br>i renies se<br>thirrjeve | Periudha<br>e mbledhjes<br>se te dhenave | Thirrje<br>te suksesshme              | Thirrje<br>te nderprera                                   | Raporti<br>i renies<br>se thirrjeve<br>(C/B*100)% | Lloji i Sherbimit                                         |                   |
|                                             | A                                        | B                                     | C                                                         | D                                                 | E                                                         |                   |
|                                             | Tremujori I                              | 1100939569                            | 2304424                                                   | 0.21                                              | Sherbim Direkt                                            |                   |
|                                             | Tremujori II                             | 1191559744                            | 2730767                                                   | 0.23                                              | Sherbim Direkt                                            |                   |
|                                             | Tremujori III                            | 1172107676                            | 2765622                                                   | 0.24                                              | Sherbim Direkt                                            |                   |
|                                             | Tremujori IV                             | 1168676259                            | 2613039                                                   | 0.22                                              | Sherbim Direkt                                            |                   |
|                                             | Matje nepermjet thirrjeve test           |                                       |                                                           |                                                   |                                                           |                   |
|                                             | Periudha<br>e mbledhjes<br>se te dhenave | Numri<br>i vezhgimeve<br>te perdorura | Kufiri i sigurise<br>absolute per 95%<br>te besueshmerise | Numri<br>i thirrjeve<br>te suksesshme             | Raporti<br>i thirrjeve<br>te deshtuara [(B-<br>D)/D]x100% | Lloji i Sherbimit |
|                                             | A                                        | B                                     | C                                                         | D                                                 | E                                                         | F                 |
|                                             | Tremujori I                              |                                       |                                                           |                                                   |                                                           | Sherbim Direkt    |
|                                             | Tremujori II                             |                                       |                                                           |                                                   |                                                           | Sherbim Direkt    |
|                                             | Tremujori III                            |                                       |                                                           |                                                   |                                                           | Sherbim Direkt    |
|                                             | Tremujori IV                             |                                       |                                                           |                                                   |                                                           | Sherbim Direkt    |

| Q3-M<br>Koha<br>per vendosjen<br>e thirrjes | Thirrje Kombetare                        |                                       |                                                           |                                                                                          |                   |
|---------------------------------------------|------------------------------------------|---------------------------------------|-----------------------------------------------------------|------------------------------------------------------------------------------------------|-------------------|
|                                             | Periudha<br>e mbledhjes<br>se te dhenave | Numri<br>i vezhgimeve<br>te perdorura | Vlera mesatare<br>e vendosjes<br>se thirrjes<br>(ne sek.) | Koha<br>e vendosjes<br>se thirrjes per<br>95% te thirrjeve<br>me te shpejta<br>(ne sek.) | Lloji i Sherbimit |
|                                             | Tremujori I                              | 698,324,306                           | 3.782                                                     | 6.375                                                                                    | Sherbim Direkt    |
|                                             |                                          |                                       |                                                           |                                                                                          | Sherbim Indirekt  |
|                                             | Tremujori II                             | 734,494,424                           | 3.804                                                     | 6.065                                                                                    | Sherbim Direkt    |
|                                             |                                          |                                       |                                                           |                                                                                          | Sherbim Indirekt  |
|                                             | Tremujori III                            | 665,294,652                           | 3.860                                                     | 6.032                                                                                    | Sherbim Direkt    |

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|  | Tremujori III                      |                                 |                                                  |                                                                           | Sherbim Indirekt  |
|  | Tremujori IV                       | 683,799,359                     | 3.848                                            | 6.012                                                                     | Sherbim Direkt    |
|  |                                    |                                 |                                                  |                                                                           | Sherbim Indirekt  |
|  | <b>Thirrje Nderkombetare</b>       |                                 |                                                  |                                                                           |                   |
|  | Periudha e mbledhjes se te dhenave | Numri i vezhgimeve te perdorura | Vlera mesatare e vendosjes se thirrjes (ne sek.) | Koha e vendosjes se thirrjes per 95% te thirrjeve me te shpejta (ne sek.) | Lloji i Sherbimit |
|  | Tremujori I                        | 1,558,602                       | 4.714                                            | 7.562                                                                     | Sherbim Direkt    |
|  |                                    |                                 |                                                  |                                                                           | Sherbim Indirekt  |
|  | Tremujori II                       | 1,595,108                       | 4.350                                            | 7.320                                                                     | Sherbim Direkt    |
|  |                                    |                                 |                                                  |                                                                           | Sherbim Indirekt  |
|  | Tremujori III                      | 2,612,817                       | 4.340                                            | 6.985                                                                     | Sherbim Direkt    |
|  |                                    |                                 |                                                  |                                                                           | Sherbim Indirekt  |
|  | Tremujori IV                       | 1,441,933                       | 4.615                                            | 7.217                                                                     | Sherbim Direkt    |
|  |                                    |                                 |                                                  |                                                                           | Sherbim Indirekt  |

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| <b>Q4-M<br/>Raporti<br/>i SMS-ve te<br/>suksesshme</b> | Periudha e mbledhjes se te dhenave | Numri i vezhgimeve te perdorura | Kufiri i sigurise absolute per 95% te besueshmerise | Numri i SMS-ve derguar ne menyre te suksesshme | Raporti i SMS-ve derguar ne menyre te suksesshme (D/B*100)% |   |
|                                                        | A                                  | B                               | C                                                   | D                                              | E                                                           | F |
|                                                        | Tremujori I                        | 2000                            |                                                     | 1997                                           | 99.9%                                                       |   |
|                                                        | Tremujori II                       | 2000                            |                                                     | 1998                                           | 99.9%                                                       |   |
|                                                        | Tremujori III                      | 2000                            |                                                     | 1998                                           | 99.9%                                                       |   |
|                                                        | Tremujori IV                       | 2000                            |                                                     | 1999                                           | 99.95%                                                      |   |

| Q5-M<br>Koha per<br>transportimin<br>fund-fund te<br>SMS-ve | Periudha<br>e mbledhjes<br>se te dhenave | Numri<br>i vezhgimeve<br>te perdorura | Vlera mesatare<br>e kohes per<br>dergimin dhe<br>marrjen e SMS-ve<br>(ne sek.) | Koha brenda se<br>ciles dergohen dhe<br>merren 95% e<br>SMS-ve<br>me te shpejta<br>(ne sek.) |  |
|-------------------------------------------------------------|------------------------------------------|---------------------------------------|--------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|--|
|                                                             | Tremujori I                              | 1997                                  | 1.09                                                                           | 1.4                                                                                          |  |
|                                                             | Tremujori II                             | 1998                                  | 1.07                                                                           | 1.39                                                                                         |  |
|                                                             | Tremujori III                            | 1998                                  | 1.07                                                                           | 1.39                                                                                         |  |
|                                                             | Tremujori IV                             | 1999                                  | 1.08                                                                           | 1.39                                                                                         |  |

| Q6-M<br>Raporti<br>i ankesave<br>per perdorues | Periudha<br>e mbledhjes<br>se te dhenave | Numri mesatar<br>i perdoruesve | Numri i ankesave<br>te perdoruesve | Numri<br>i ankesave per<br>perdorues<br>(C/B*100)% | Lloji i Sherbimit              |
|------------------------------------------------|------------------------------------------|--------------------------------|------------------------------------|----------------------------------------------------|--------------------------------|
|                                                | A                                        | B                              | C                                  | D                                                  | E                              |
|                                                | Tremujori I                              | 1530671                        | 5779                               | 0.38%                                              | Sherbim Direkt<br>dhe Indirekt |
|                                                | Tremujori II                             | 1546188                        | 6079                               | 0.39%                                              | Sherbim Direkt<br>dhe Indirekt |
|                                                | Tremujori III                            | 1654760                        | 6158                               | 0.37%                                              | Sherbim Direkt<br>dhe Indirekt |
|                                                | Tremujori IV                             | 1800561                        | 5543                               | 0.31%                                              | Sherbim Direkt<br>dhe Indirekt |

| Q7-M<br>Ankesa per<br>saktesine e<br>faturave te<br>pageses | Periudha<br>e mbledhjes<br>se te dhenave | Numri<br>i perdoruesve | Numri i faturave<br>te ankimuara<br>per saktesine<br>e faturimit | Perqindja<br>e faturave te<br>ankimuara per<br>saktesine e faturimit<br>(C/B*100)% | Lloji i Sherbimit |
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|  | A             | B       | C    | D      | E                |
|  | Tremujori I   | 1524431 | 2067 | 0.136% | Sherbim Direkt   |
|  |               |         |      |        | Sherbim Indirekt |
|  | Tremujori II  | 1567944 | 2178 | 0.139% | Sherbim Direkt   |
|  |               |         |      |        | Sherbim Indirekt |
|  | Tremujori III | 1741575 | 2541 | 0.146% | Sherbim Direkt   |
|  |               |         |      |        | Sherbim Indirekt |
|  | Tremujori IV  | 1859547 | 1842 | 0.099% | Sherbim Direkt   |
|  |               |         |      |        | Sherbim Indirekt |

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| Q8-M<br>Raporti<br>i procedurave<br>te bartjes se<br>numrit me<br>probleme | Periudha<br>e mbledhjes<br>se te dhenave | Numri total<br>i kerkesave per<br>bartje te numrit | Numri i kerkesave<br>per bartje<br>numrit me<br>shmangie nga<br>procedura normale | Perqindja<br>kerkesave per bartje<br>te numrit me<br>shmangie nga<br>procedura normale<br>(C/B*100)% | Lloji i Sherbimit |
|                                                                            | A                                        | B                                                  | C                                                                                 | D                                                                                                    | E                 |
|                                                                            | Tremujori I                              | 9836                                               | 5140                                                                              | 52.26%                                                                                               | Sherbim Direkt    |
|                                                                            | Tremujori II                             | 9209                                               | 6178                                                                              | 67.09%                                                                                               | Sherbim Direkt    |
|                                                                            | Tremujori III                            | 7069                                               | 4285                                                                              | 67.09%                                                                                               | Sherbim Direkt    |
|                                                                            | Tremujori IV                             | 23661                                              | 15042                                                                             | 67.09%                                                                                               | Sherbim Direkt    |