

**RAPORTIMI I TREGUESVE TE CILESISE SE SHERBIMIT (QOS)  
PER AKSESIN NE INTERNET  
(Q11-Q71)**

Periodha e raportimit nga: 01.01.2025 deri: 30.06.2025

| Q1-I<br>Koha<br>per realizimin<br>e aksesit<br>ne Internet | Periudha<br>e mbledhjes<br>se te dhenave | Kerkesa<br>te<br>kompletuara | Koha e realizimit te aksesit ne Internet (ne) |                               |                                                                  |  |
|------------------------------------------------------------|------------------------------------------|------------------------------|-----------------------------------------------|-------------------------------|------------------------------------------------------------------|--|
|                                                            |                                          |                              | Sigurimi<br>i aksesit fizik                   | Sigurimi<br>i aksesit llogjik | Sigurimi<br>i aksesit fizik<br>dhe llogjik<br>te marra se bashku |  |
|                                                            | Tremujori I                              | 50%                          | 1                                             | 1                             | 1                                                                |  |
|                                                            |                                          | 95%                          | 2                                             | 1                             | 2                                                                |  |
|                                                            |                                          | 99%                          | 2                                             | 1                             | 2                                                                |  |
|                                                            | Tremujori II                             | 50%                          | 1                                             | 1                             | 1                                                                |  |
|                                                            |                                          | 95%                          | 2                                             | 1                             | 2                                                                |  |
|                                                            |                                          | 99%                          | 2                                             | 1                             | 2                                                                |  |
|                                                            | Tremujori III                            | 50%                          |                                               |                               |                                                                  |  |
|                                                            |                                          | 95%                          |                                               |                               |                                                                  |  |
|                                                            |                                          | 99%                          |                                               |                               |                                                                  |  |
|                                                            | Tremujori IV                             | 50%                          |                                               |                               |                                                                  |  |
|                                                            |                                          | 95%                          |                                               |                               |                                                                  |  |
|                                                            |                                          | 99%                          |                                               |                               |                                                                  |  |

| Q2-1<br>Koha<br>e lidhjes<br>(login) | Periudha<br>e mbledhjes<br>se te dhenave | Realizimi<br>i lidhjeve<br>(ne %) | Koha<br>per realizimin<br>e lidhjeve<br>(ne sek.) | Numri<br>i vezhgimeve |  |
|--------------------------------------|------------------------------------------|-----------------------------------|---------------------------------------------------|-----------------------|--|
|                                      | Tremujori I                              | 80%                               | 6                                                 | 180                   |  |
|                                      |                                          | 95%                               | 7                                                 | 180                   |  |
|                                      | Tremujori II                             | 80%                               | 6                                                 | 190                   |  |
|                                      |                                          | 95%                               | 7                                                 | 190                   |  |
|                                      | Tremujori III                            | 80%                               |                                                   |                       |  |
|                                      |                                          | 95%                               |                                                   |                       |  |
|                                      | Tremujori IV                             | 80%                               |                                                   |                       |  |
| 95%                                  |                                          |                                   |                                                   |                       |  |

[illegible]

| Q4-I<br>Raporti<br>i transmetimeve<br>te deshtuara<br>te te dhenave | Periudha<br>e mbledhjes<br>se te dhenave | Numri<br>i nevojshem<br>i veshigimeve | Shuma<br>e tentativave per<br>transmetim | Shuma<br>transmetimeve<br>te deshtuara | Raporti<br>i transmetimeve<br>te deshtuara<br>te te dhenave<br>(D/C*100)% |  |
|---------------------------------------------------------------------|------------------------------------------|---------------------------------------|------------------------------------------|----------------------------------------|---------------------------------------------------------------------------|--|
|                                                                     | A                                        | B                                     | C                                        | D                                      | E                                                                         |  |
|                                                                     | Tremujori I                              | 180                                   | 180                                      | 0                                      | 0                                                                         |  |
|                                                                     | Tremujori II                             | 190                                   | 190                                      | 0                                      | 0                                                                         |  |
|                                                                     | Tremujori III                            |                                       |                                          |                                        |                                                                           |  |
|                                                                     | Tremujori IV                             |                                       |                                          |                                        |                                                                           |  |

| Q5-I<br>Raporti<br>i lidhjeve<br>(log-in)<br>te suksesshme | Periudha<br>e mbledhjes<br>se te dhenave | Numri<br>i nevojshem<br>i veshigimeve | Shuma totale<br>e tentativave<br>te lidhjeve | Shuma totale<br>e lidhjeve<br>te suksesshme | Raporti<br>i lidhjeve (log-in)<br>te suksesshme<br>(D/C*100)% |  |
|------------------------------------------------------------|------------------------------------------|---------------------------------------|----------------------------------------------|---------------------------------------------|---------------------------------------------------------------|--|
|                                                            | A                                        | B                                     | C                                            | D                                           | E                                                             |  |
|                                                            | Tremujori I                              | 180                                   | 180                                          | 180                                         | 100                                                           |  |
|                                                            | Tremujori II                             | 190                                   | 190                                          | 190                                         | 100                                                           |  |
|                                                            | Tremujori III                            |                                       |                                              |                                             |                                                               |  |
|                                                            | Tremujori IV                             |                                       |                                              |                                             |                                                               |  |

| Q6-I<br>Vonesa<br>(koha e<br>transmetimit nje<br>drejtimshje) | Periudha<br>e mbledhjes<br>se te dhenave | Numri<br>i nevojshem<br>i veshigimeve | Vlera mesatare<br>e voneses<br>(ne msek.) | Devijimi<br>standard<br>i voneses<br>(ne msek.) |  |
|---------------------------------------------------------------|------------------------------------------|---------------------------------------|-------------------------------------------|-------------------------------------------------|--|
|                                                               | A                                        | B                                     | C                                         | D                                               |  |
|                                                               | Tremujori I                              | 180                                   | 5                                         | 2                                               |  |
|                                                               | Tremujori II                             | 190                                   | 5                                         | 2                                               |  |
|                                                               | Tremujori III                            |                                       |                                           |                                                 |  |
|                                                               | Tremujori IV                             |                                       |                                           |                                                 |  |

| Q7-I<br>Niveli<br>i ankesave per<br>perdorues | Periudha<br>e mbledhjes<br>se te dhenave | Numri<br>mesatar<br>i perdoruesve | Numri<br>i ankesave<br>te perdoruesve | Numri<br>i ankesave<br>per perdorues<br>(C/B*100)% |  |
|-----------------------------------------------|------------------------------------------|-----------------------------------|---------------------------------------|----------------------------------------------------|--|
|                                               | A                                        | B                                 | C                                     | D                                                  |  |
|                                               | Tremujori I                              | 0                                 | 0                                     | 0                                                  |  |
|                                               | Tremujori II                             | 100                               | 2                                     | 2                                                  |  |
|                                               | Tremujori III                            |                                   |                                       |                                                    |  |
|                                               | Tremujori IV                             |                                   |                                       |                                                    |  |