

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

|                       |      |          |       |           |
|-----------------------|------|----------|-------|-----------|
| Periudha e raportimit | nga: | 1.1.2026 | deri: | 30.6.2026 |
|-----------------------|------|----------|-------|-----------|

| 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<br>(ne dite kalendarike) |                               |                                                                  |  |
|------------------------------------------------------------|------------------------------------------|------------------------------|-------------------------------------------------------------------|-------------------------------|------------------------------------------------------------------|--|
|                                                            |                                          |                              | 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-I<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%                               | 4                                                 | 280                   |  |
|                                      |                                          | 95%                               | 5                                                 | 280                   |  |
|                                      | Tremujori II                             | 80%                               | 4                                                 | 300                   |  |
|                                      |                                          | 95%                               | 5                                                 | 300                   |  |
|                                      | 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 vezhigimeve | Shuma<br>e tentativave per<br>transmetim | Shuma<br>e 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                              | 280                                   | 280                                      | 1                                        | 0.36                                                                      |  |
|                                                                     | Tremujori II                             | 300                                   | 300                                      | 1                                        | 0.34                                                                      |  |
|                                                                     | 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 vezhigimeve | 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                              | 280                                   | 280                                          | 279                                         | 99.64                                                         |  |
|                                                            | Tremujori II                             | 300                                   | 300                                          | 299                                         | 99.66                                                         |  |
|                                                            | Tremujori III                            |                                       |                                              |                                             |                                                               |  |
|                                                            | Tremujori IV                             |                                       |                                              |                                             |                                                               |  |

| Q6-I<br>Vonesa<br>(koha e<br>transmetimit nje<br>drejtimsh) | Periudha<br>e mbledhjes<br>se te dhenave | Numri<br>i nevojshem<br>i vezhigimeve | Vlera mesatare<br>e voneses<br>(ne msek.) | Devijimi<br>standard<br>i voneses<br>(ne msek.) |  |
|-------------------------------------------------------------|------------------------------------------|---------------------------------------|-------------------------------------------|-------------------------------------------------|--|
|                                                             | A                                        | B                                     | C                                         | D                                               |  |
|                                                             | Tremujori I                              | 280                                   | 4                                         | 1                                               |  |
|                                                             | Tremujori II                             | 300                                   | 4                                         | 1                                               |  |
|                                                             | 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                              | 982                               | 14                                    | 1.42                                               |  |
|                                               | Tremujori II                             | 980                               | 15                                    | 1.53                                               |  |
|                                               | Tremujori III                            |                                   |                                       |                                                    |  |
|                                               | Tremujori IV                             |                                   |                                       |                                                    |  |

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