***“QUALİTY PARAMETERS OF FIXED TELEPHONE SERVICES IN TURKEY"***

**Abstract:**

Turkish National Regulatory Authority (NRA) has regulated a procedures and principles criteria and target values of service quality of fixed telephone operators in 2011. This regulation imposed obligations on some parameters such as “supply time”, “response time” and “fault repair time”. As it is known by all, these quality of service parameters that will be mentioned in this presentation are closely followed by all NRAs, as well.

However, the main goal of this presentation will be to bring up whether “Fault Repair Time for people with disabilities” parameter which is only followed by Turkish NRA should be an international standard or not.