

SERVICE	#	NAME	LAYER	A/ N/T	Target	2024											
						Jan	Feb	Mar	Q-I	Apr	May	Jun	Q-II	Jul	Aug	Sep	Q-III

MANDATORY PERFORMANCE REQUIREMENTS

SERVICE	#	NAME	LAYER	A/ N/T	Target	2024																					
						Jan	Feb	Mar	Q-I	Apr	May	Jun	Q-II	Jul	Aug	Sep	Q-III	Oct	Nov	Dec	Q-IV						
Satellite	R1	Complaint rate (Report for Service Performance, Billing and Total per service)	Layer 5	A	Including Residential and Businesses Fixed Line	<	2%	Performance	0.36%	0.00%	0.34%	0.23%															
								Billing	0.00%	0.00%	0.00%	0.00%															
								Total	0.36%	0.00%	0.34%	0.23%															
	R2	Time to resolve valid complaints (Report for Service Performance Billing and Total per service)	Layer 5	A	Less than 5 working days	=	70%	Performance	100.00%	100.00%	100.00%	100.00%															
								Billing	100.00%	100.00%	100.00%	100.00%															
					Total	100.00%	100.00%	100.00%	100.00%																		
					Less than 15 working days	=	95%	Performance	100.00%	100.00%	100.00%	100.00%															
								Billing	100.00%	100.00%	100.00%	100.00%															
					Total	100.00%	100.00%	100.00%	100.00%																		
	Less than 25 work ing days	=	99%	Performance	100.00%	100.00%	100.00%	100.00%																			
Billing				100.00%	100.00%	100.00%	100.00%																				
Total	100.00%	100.00%	100.00%	100.00%																							
R18	Latency times of a packet of data	Layer 2	T	Less than 800ms			C (1)	C (1)	C (1)	C (1)																	
				100% (2)	100% (2)	100% (2)	100% (2)																				
R19	Time to respond to network issues	Layer 2	A	Less than 4 hours	=	100%	100% (2)	100% (2)	100% (2)	100% (2)																	
				Less than 1 hour for outage Service	=	100%	100% (2)	100% (2)	100% (2)	100% (2)																	
R20	Offered Throughput Non-Compliance Indicator	Layer 2	A/N				0% (3)	0% (3)	0% (3)	0% (3)																	

MONITORING PERFORMANCE REQUIREMENTS

SERVICE	#	NAME	LAYER	A/ N/T	Target	2024																			
						Jan	Feb	Mar	Q-I	Apr	May	Jun	Q-II	Jul	Aug	Sep	Q-III	Oct	Nov	Dec	Q-IV				
Satellite	R22	Time to reconnection and Activation of Service after resolution of cause of suspension	Layer 5			Less than 3 working hours	>	90%	100% (4)	100% (4)	100% (4)	100% (4)													
						Less than 6 working hours	=	99%	100% (4)	100% (4)	100% (4)	100% (4)													
						Over a calendar month	>	99.5%	100%	100%	100%	100%													
R33	Service Availability	Layer 1							100%	100%	100%	100%													

- (1) C (Compliant): the latency is less than 800ms (our monitoring system is currently recording the latency only if it exceeds 800ms)
- (2) No Network issues
- (3) Customers are using BW less than the contracted BW
- (4) No Suspensions