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

MANDATORY PERFORMANCE REQUIREMENTS

SERVICE	#	NAME	LAYER	A/N/T	Target			Jan	Feb	Mar	Q-I	Apr	May	Jun	Q-II	Jul	Aug	Sep	Q-III	Oct	Nov	Dec	Q-IV
Satellite — Customer Relation & Billing (all services)	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%	0.00%	1.02%	0.00%	0.34%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
							Billing	0.00%	0.00%	0.00%	0.00%	0.00%	0.34%	0.00%	0.11%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
							Total	0.36%	0.00%	0.34%	0.23%	0.00%	1.36%	0.00%	0.45%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	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%	N/A	100.00%	100.00%	N/A	100.00%	N/A	100.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
							Billing	N/A	N/A	N/A	N/A	N/A	100.00%	N/A	100.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
							Total	100.00%	N/A	100.00%	100.00%	N/A	100.00%	N/A	100.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
					Less than 15 working days	= 95%	Performance	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
							Billing	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
							Total	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
					Less than 25 work ing days	= 99%	Performance	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
							Billing	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
							Total	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	R19	Time to respond to network issues	Layer 2	A	Less than 4 hours	= 100%		N/A (1)	N/A (1)	N/A (1)	N/A (1)	N/A (1)	N/A (1)	N/A (1)	N/A (1)	N/A (1)	N/A (1)	N/A (1)	N/A (1)	N/A (1)	N/A (1)	N/A (1)	N/A (1)
					Less than 1 hour for outage Service	= 100%		N/A (1)	N/A (1)	N/A (1)	N/A (1)	N/A (1)	N/A (1)	N/A (1)	N/A (1)	N/A (1)	N/A (1)	N/A (1)	N/A (1)	N/A (1)	N/A (1)	N/A (1)	N/A (1)
Broadband	R20	Offered Throughput Non-Compliance Indicator	Layer 2	A/N		< 2%		N/A (2)	N/A (2)	N/A (2)	N/A (2)	N/A (2)	N/A (2)	N/A (2)	N/A (2)	N/A (2)	N/A (2)	N/A (2)	N/A (2)	N/A (2)	N/A (2)	N/A (2)	N/A (2)

MONITORING PERFORMANCE REQUIREMENTS

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

(1) No Network issues
(2) Customers are using BW less than the contracted BW
(3) No Suspensions