

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

MANDATORY PERFORMANCE REQUIREMENTS

Service	ID	Description	Layer	A/N/T	Metric	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%	0.00%	1.02%	0.00%	0.34%											
							Billing	0.00%	0.00%	0.00%	0.00%	0.00%	0.34%	0.00%	0.11%											
							Total	0.36%	0.00%	0.34%	0.23%	0.00%	1.36%	0.00%	0.45%											
	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%											
							Billing	N/A	N/A	N/A	N/A	N/A	100.00%	N/A	100.00%											
							Total	100.00%	N/A	100.00%	100.00%	N/A	100.00%	N/A	100.00%											
	R2	Time to resolve valid complaints (Report for Service Performance Billing and Total per service)	Layer 5	A	Less than 15 working days	= 95%	Performance	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											
							Total	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A											
	R2	Time to resolve valid complaints (Report for Service Performance Billing and Total per service)	Layer 5	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											
Billing							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												
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)												
				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)										
Broadband	R20	Offered Throughput Non-Compliance Indicator	Layer 2	A/N	Less than 4 hours	= 100%	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)											
					Less than 1 hour for outage Service	= 100%	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	ID	Description	Layer	A/N/T	Metric	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				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)	N/A (3)	N/A (3)											
							100%	100%	100%	100%	100%	100%	100%	100%	100%											
R33	Service Availability	Layer 1					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)											
							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