

SERVICE	#	NAME	LAYER	A/ N/T	Target	2025											
						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	2025																	
						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	0.00%	0.00%	0.00%	0.00%													
						Billing	0.00%	0.00%	0.00%	0.00%													
						Total	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	N/A	N/A	N/A	N/A													
						Billing	N/A	N/A	N/A	N/A													
						Total	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 15 working days = 95%	Performance	N/A	N/A	N/A	N/A													
						Billing	N/A	N/A	N/A	N/A													
						Total	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													
Billing						N/A	N/A	N/A	N/A														
Total						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)															
				Less than 1 hour for outage Service = 100%	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)														
					Less than 1 hour for outage Service = 100%	N/A (2)	N/A (2)	N/A (2)	N/A (2)														

MONITORING PERFORMANCE REQUIREMENTS

SERVICE	#	NAME	LAYER	A/ N/T	Target	2025														
						Jan	Feb	Mar	Q-I	Apr	May	Jun	Q-II	Jul	Aug	Sep	Q-III	Oct	Nov	Dec
Satellite	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)											
					Less than 6 working hours = 99%	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%											

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