

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	
MANDATORY PERFORMANCE REQUIREMENTS																							
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	0.00%	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							
						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							
						Less than 25 working 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							
Broadband		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)											
		R20	Offered Throughput Non-Compliance Indicator	Layer 2	A/N		<	2%	N/A (2)	N/A (2)	N/A (2)	N/A (2)											
MONITORING PERFORMANCE REQUIREMENTS																							
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)											
						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