ANNEX 4 QoS COMPLIANCE REPORT

LICENSEE:

SERVICE		#	Name	Layer	A / N / T	Target			2025																
									Jan	Feb	Mar	Q1	Apr	May	Jun	Q2	Jul	Aug	Sep	Q3	Oct	Nov	Dec	Q4
MANDATORY PERFORMANCE REQUIREMENTS																									
FIXED LINE	Customer Relation & Billing (all services)	R1	Complaint rate (Report for Service Performance)	Layer 5	A	Including Residential and Businesses Fixed Line	<	2%																	
			Complaint rate (Report for Servic Billing)																						
			Complaint rate (Total per service)																						
		R2	Time to resolve valid complaints (Report for Service Performance)	Layer 5	A	Less than 5 working days	=	70%																	
			Time to resolve valid complaints (Report for Billing)																						
			Time to resolve valid complaints (Total per service)																						
			Time to resolve valid complaints (Report for Service Performance)			Less than 15 working days	=	95%																	
			Time to resolve valid complaints (Report for Billing)																						
			Time to resolve valid complaints (Total per service)																						
			Time to resolve valid complaints (Report for Service Performance)			Less than 25 working days	=	99%																	
			Time to resolve valid complaints (Report for Billing)																						
			Time to resolve valid complaints (Total per service)																						
		R4	Response time by customer support centre – phone call	Layer 5	A	Less than 60 seconds	=	70%																	
						Less than 2 minutes	=	80%																	
						Less than 3 minutes	=	100%																	
	Voice / Broadband	R5	Supply time	Layer 5	A	of telephone lines installed (from the date a valid order is received) within 5 working days or a reasonable date specified by the Licensee.	=	95%																	
						of telephone lines installed (from the date a valid order is received) with 4 days after the specified above.	=	99%																	
						of broadband lines installed (from the date a valid order is received) within 10 working days or a reasonable date specified by the Licensee.	=	95%	100%	100%	100%	100%	100%	100%	100%	100%								
						of broadband lines installed (from the date a valid order is received) within 5 days after the time specified above.	=	99%	100%	100%	100%	100%	100%	100%	100%	100%								
						Number of Third-party dependant cases		N/A	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil								
		R6	Fault repair time	Layer 5	A	Less than 24 working hours	=	90%	100%	100%	100%	100%	100%	100%	100%	100%								
							=	90%																	
							=	90%																	
						Less than 48 working hours	=	99%	100%	100%	100%	100%	100%	100%	100%	100%								
							=	99%																	
							=	99%																	
						Third party cases		N/A	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil								
		R7	Unsuccessful call attempt	Layer 3	N	For national call	<	1%																	
	Leased Line (LL)	R15	Leased Line (LL) Provisionning time (Local)	Layer 5	A	For Local and National	≥	95%																	
			Leased Line (LL) Provisionning time (National))																						
			Leased Line (LL) Provisionning time (International)			For International		N/A																	
		R16	LL Fault repair time	Layer 5	A	Less than 8 hours	>	95%																	
						Less than 24 hours	=	99%																	
						Number of Third-party dependant cases		N/A																	
MOBILE	Customer Relation & Billing (all services)	R1	Complaint rate (Report for Service Performance)	Layer 5	A	Including Residential and Businesses Fixed Line	<	2%																	
			Complaint rate (Report for Servic Billing)																						
			Complaint rate (Total per service)																						
		R2	Time to resolve valid complaints (Report for Service Performance)	Layer 5	A	Less than 5 working days	=	70%																	
			Time to resolve valid complaints (Report for Billing)																						
			Time to resolve valid complaints (Total per service)																						
			Time to resolve valid complaints (Report for Service Performance)			Less than 15 working days	=	95%																	
			Time to resolve valid complaints (Report for Billing)																						
			Time to resolve valid complaints (Total per service)																						
			Time to resolve valid complaints (Report for Service Performance)			Less than 25 working days	=	99%																	
			Time to resolve valid complaints (Report for Billing)																						
			Time to resolve valid complaints (Total per service)																						
		R3	Time to respond to complaints on Coverage (TTRCC)	Layer 5	A	Less than 15 working days	=	90%																	
						Less than 3 months	=	95%																	

						Less than 6 months	=	**99%**
		R4	Response time by customer support centre – phone call	Layer 5	A	Less than 60 seconds	=	**70%**
						Less than 2 minutes	=	**80%**
						Less than 3 minutes	=	**100%**
	Voice	**R11**	Call Setup Success Rate	Layer 3	N		≥	**98%**
		R12	Network Availability	Layer 3	N		=	**99.95%**
		R13	Dropped Call Rate	Layer 3	N		<	**1.5%**
SATELLITE	Customer Relation & Billing (all services)	**R1**	Complaint rate (Report for Service Performance)	Layer 5	A	Including Residential and Businesses Fixed Line	<	**2%**
			Complaint rate (Report for Servic Billing)					
			Complaint rate (Total per service)					
		R2	Time to resolve valid complaints (Report for Service Performance)	Layer 5	A	Less than 5 working days	=	**70%**
			Time to resolve valid complaints (Report for Billing)					
			Time to resolve valid complaints (Total per service)					
			Time to resolve valid complaints (Report for Service Performance)			Less than 15 working days	=	**95%**
			Time to resolve valid complaints (Report for Billing)					
			Time to resolve valid complaints (Total per service)					
			Time to resolve valid complaints (Report for Service Performance)			Less than 25 working days	=	**99%**
			Time to resolve valid complaints (Report for Billing)					
			Time to resolve valid complaints (Total per service)					
		R19	Time to respond to network issues	Layer 2	A	Less than 4 hours	=	**100%**
						Less than 1 hour for outage Service	=	**100%**
	Broadband	**R20**	Offered Throughput Non-Compliance Indicator	Layer 2	A / N		<	**2%**

MONITORING PERFORMANCE REQUIREMENTS

FIXED LINE	Customer Relation & Billing (all services)	**R21**	Rate of complaints related to number portability	Layer 5	A		≤	**10%**
		R22	Time to Reconnection and Activation of Service after resolution of cause of suspension	Layer 5	A	Less than 3 working hours	≥	**90%**
						Less than 6 working hours	=	**99%**
	Voice	**R24**	Faults report rate (Business)	Layer 5	A		=	**0.5%**
			Faults report rate (Residential)					
			Faults report rate (FTTH)					
			Faults report rate			Force majeure cases		**N/A**
	Leased Line (LL)	**R31**	Leased Line (LL) Fault rate	Layer 5	A		<	**0.5%**
						Force majeure cases / Thirda Party Cases		**N/A**
MOBILE	Customer Relation & Billing (all services)	**R21**	Rate of complaints related to number portability	Layer 5	A		≤	**10%**
		R22	Time to Reconnection and Activation of Service after resolution of cause of suspension	Layer 5	A	Less than 3 working hours	≥	**90%**
						Less than 6 working hours	=	**99%**
	Voice	**R26**	Network Quality	Layer 3	N		≥	**95%**
SATELLITE	Customer Relation & Billing (all services)	**R22**	Time to Reconnection and Activation of Service after resolution of cause of suspension	Layer 5	A	Less than 3 working hours	≥	**90%**
						Less than 6 working hours	=	**99%**
		R33	Service Availability	Layer 1	N	Over a calendar month	>	**99.5%**