ANNEX 4 QoS COMPLIANCE REPORT

LICENSEE:

SERVICE	#	Name	Layer	A / N / T	Target			2024																2025											
								Jan	Feb	Mar	Q1	Apr	May	Jun	Q2	Jul	Aug	Sep	Q3	Oct	Nov	Dec	Q4	Jan	Feb	Mar	Q1	Apr	May	Jun	Q2	Jul	Aug	Sep	Q3	Oct	Nov	Dec	Q4
MANDATORY PERFORMANCE REQUIREMENTS																																			
	R5	Supply Time	Layer 5	A	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%	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%	100%	100%	100%	100%	100%	100%	100%	100%
					Number of Third-party dependant cases		**N/A**																	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	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%	100%	100%	100%	100%	100%	100%	100%	100%
					Less than 48 working hours	=	**99%**																	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
					Third party cases		**N/A**																	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil