

CRA QoS Parameters SLA Quarterly Report

(Reported Period: Q4 2024)

Content

- I. **Supply Time (ST)**
- II. **Fault Repair Time (FRT)**

I. Supply Time (ST)

Definition:

ST is defined as Percentage of end to end connections (which excludes the in-building connection at a customer's premise for PON) achieved within 10 working days of receipt of a valid order or by the date agreed with the customer for point to point connections (note: the definition **excludes the in-building connection** at a customer's premise for GPON)

ST Values for the period Q4,2024					
QoS Parameter	Service type	Target	Achieved		
			Oct, 2024	Nov, 2024	Dec, 2024
Supply time (ST)	All connections	10 BD for 95% of the requests	<= 10 BD for 100% of the requests	<= 10 BD for 100% of all requests	<= 10 BD for 100% of all requests

Result: ST had been met during Q4 2024.

II. Fault Repair Time (FRT)

Definition:

Fault Repair Time is the period of time between the instant when the fault is reported and the instant when the fault repair is completed, and the service is fully functional.

Fault Repair Time = t (fault repair completed) – t (fault reported)

Fault Repair Time (FRT) Values for the period Q4,2024					
QoS Parameter	Service type	Target	Achieved		
			Oct, 2024	Nov, 2024	Dec, 2024
Fault Repair Time (FRT)	All Connections	90% in <24 working hours 99% in <48 working hours	Achieved 100% in <24 working hours for all faults	Achieved 100% in <24 working hours for all faults	Achieved 100% in <24 working hours for all faults

Result: FRT had been met during Q4 2024.

Thank You