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																							
	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