SERVICE	#	NAME	IAVER	A/ N/T	Target				2024																
DERVICE		WAINE	LATER	~, IV, I	raiget				Jan	Feb	Mar	Q-I	Apr	May	Jun	Q-II	Jul	Aug	Sep	Q-III	Oct	Nov	Dec	Q-IV	
MANDATORY PERFORMANCE REQUIREMENTS																									
	R1	Complaint rate (Report for Service Performance, Billing and Total per service)				25 <	2%	Performance	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
			Layer 5	Α	Including Residential and Businesses Fixed Line			Billing	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
								Total	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
		Time to resolve valid complaints (Report for Service Performance Billing and Total per service)			Less than 5 working days		70%	Performance	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
						=		Billing	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
								Total	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Relation &								Performance	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Billing (all services)	R2		Layer 5	Α	Less than 15 working days	= 95%	95%	Billing	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
								Total	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
								Performance	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
					Less than 25 work ing days	=	99%	Billing	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
								Total	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	R19	Time to respond to network issues	Layer 2	А	Less than 4 hours	=	100%		100%	100%	97%	99%	100%	98%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%	
	Billing (all	Customer Relation & Billing (all	Customer Relation & Billing (all services) R2 Time to resolve valid complaints (Report for Service Performance Billing and Total per service)	Customer Relation & Billing (all services) R2 Time to resolve valid complaints (Report for Service Performance Billing and Total per service) Layer 5 Layer 5	Customer Relation & Billing (all services) R2 Time to resolve valid complaints (Report for Service Performance Billing and Total per service) Layer 5 A Layer 5 A	Customer Relation & Billing (all services) R2 Time to resolve valid complaints (Report for Service Performance Billing and Total per service) Layer 5 A Including Residential and Businesses Fixed Line Layer 5 A Less than 5 working days Less than 15 working days Less than 15 working days Less than 15 working days Less than 25 work ing days	Customer Relation & Billing all services) R1 Complaint rate (Report for Service Performance, Billing and Total Layer 5 A Less than 5 working days = Less than 15 working days = Less than 25 work ing days = Less than 25 work ing days = Less than 4 hours = Less than 5 working days = Less than 6 working days = Less than 7 working days = Less than 8 working days = Less than 9 working days = Less than 15 working days =	Customer Relation & Billing and Total per service) R1 Complaint rate (Report for Service Performance, Billing and Total per service) R2 Time to resolve valid complaints (Report for Service Performance Billing and Total per service) R3 Less than 15 working days = 95% Less than 15 working days = 95% Less than 25 work ing days = 99%	Customer Relation & Billing and Total services B	R1 Complaint rate (Report for Service Performance, Billing and Total per service) R2 Performance Relation & Billing and Total per service) R4 R4 Performance Relation & Billing and Total per service) R5 R4 R6 Performance Relation & Billing and Total per service) R6 Performance Relation & Billing and Total per service) R6 Performance Relation & Billing and Total per service) R6 Performance Relation & Billing and Total per service) R6 Performance Billing and Total per service) R7 Performance Billing and Total per service) Performance Billing and Total per service) R7 Performance Billing and Total per service) Performance Billing and Total pe	Rat	MANDATORY PERFORMANCE REQUIREMENTS	MANDATORY PERFORMANCE REQUIREMENTS	RI Complaint rate (Report for Service) Fare Feb Mary Complaint (Report for Service) Fixed Line Fixed Line	May May	Manual Pelanta Manu	Rank Layer 5 A Layer 5	Manual Complement Manu	MANDATORY PERFORMANCE REQUIREMENTS MANDATORY	Review Review Review Report for Service Performance, Billing and Total per service) Layer S Robins Review Performance Robins Rediction Services Report for Service Performance Layer S A Less than 15 working days Services Relations Review In Services Relations Review In Services Relations Review Rel	Mark Mark	The result of th	Target T	The large The	

Less than 1 hour for outage Service

A/N

Layer 2

100%

100%

0%

100%

100%

0%

100%

0%

100%

0%

0%

100%

0%

100%

100%

0%

100%

100%

0%

MACAUTODING DEDECORMANICE DECLUDERATRITS
MONITORING PERFORMANCE REQUIREMENTS
mornio i zin omin moz negomenio

100%

100%

0%

100%

0%

100%

2%

Customer Relation & Billing (all	R22	Time to reconnection and Activation of Service after resolution of		Less than 3 working hours	>	90%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	NZZ	cause of suspension	Layer 5	Less than 6 working hours	Ш	99%	i l	N/A															
services)	R33	Service Availability	Layer 1	Over a calendar month	>	99.5%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

R20

Offered Throughput Non-Compliance Indicator