

SERVICE	#	NAME	LAYER	A/ N/T	Target	2025															
						Jan	Feb	Mar	Q-I	Apr	May	Jun	Q-II	Jul	Aug	Sep	Q-III	Oct	Nov	Dec	Q-IV

MANDATORY PERFORMANCE REQUIREMENTS

Satellite	Customer Relation & Billing (all services)	R1	Complaint rate (Report for Service Performance, Billing and Total per service)	Layer 5	A	Including Residential and Businesses Fixed Line	<	2%	Performance	0%	0%	0%	0%															
		R2	Time to resolve valid complaints (Report for Service Performance Billing and Total per service)	Layer 5	A	Less than 5 working days	=	70%	Billing	0%	0%	0%	0%															
									Total	0%	0%	0%	0%															
									Performance	N/A	N/A	N/A	N/A															
						Less than 15 working days	=	95%	Billing	N/A	N/A	N/A	N/A															
									Total	N/A	N/A	N/A	N/A															
									Performance	N/A	N/A	N/A	N/A															
	Less than 25 work ing days	=	99%	Billing	N/A	N/A	N/A	N/A																				
				Total	N/A	N/A	N/A	N/A																				
				Performance	N/A	N/A	N/A	N/A																				
Broadband	R19	Time to respond to network issues	Layer 2	A	Less than 4 hours	=	100%		100%	100%	100%	100%																
	R20	Offered Throughput Non-Compliance Indicator	Layer 2	A/N	Less than 1 hour for outage Service	=	100%		100%	100%	100%																	
						<	2%		0%	0%	0%	0%																

MONITORING PERFORMANCE REQUIREMENTS

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