

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%	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%	1%		
		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%	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%	1%		
									Total	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%	1%			
									Performance	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	94%	95%	N/A	95%		
						Billing	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	95%	90%	N/A	93%					
						Total	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	95%	93%	N/A	94%					
						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	96%	95%	N/A	96%				
						Billing	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	97%	94%	N/A	96%					
						Total	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	97%	95%	N/A	96%					
						Performance	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100%	100%	N/A	100%					
		Billing	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100%	100%	N/A	100%									
		Total	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100%	100%	N/A	100%									
		R19	Time to respond to network issues	Layer 2	A	Less than 4 hours	=	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
						<	2%		0%	0%	0%	0%	0%	0%	0%	0%	0%	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	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	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	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A			
						Over a calendar month	>	99.5%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%					