

SERVICE	#	NAME	LAYER	A/ N/T	Target	2026															
						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%								
									Billing	1%	1%	1%	1%	0%	0%	0%	0%							
									Total	1%	1%	1%	1%	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%	Performance	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A							
									Billing	95%	95%	95%	95%	N/A	N/A	N/A	N/A							
									Total	95%	95%	95%	95%	N/A	N/A	N/A	N/A							
						Less than 15 working days	=	95%	Performance	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A							
									Billing	95%	95%	95%	95%	N/A	N/A	N/A	N/A							
									Total	95%	95%	95%	95%	N/A	N/A	N/A	N/A							
						Less than 25 work ing days	=	99%	Performance	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A							
									Billing	100%	100%	100%	100%	N/A	N/A	N/A	N/A							
									Total	100%	100%	100%	100%	N/A	N/A	N/A	N/A							
	R19	Time to respond to network issues	Layer 2	A	Less than 4 hours	=	100%		100%	100%	100%	100%	100%	100%	100%									
					Less than 1 hour for outage Service	=	100%		100%	100%	100%	100%	100%	100%	100%									
Broadband	R20	Offered Throughput Non-Compliance Indicator	Layer 2	A/N		<	2%		0%	0%	0%	0%	0%	0%	0%									