

ANNEX 4 QoS COMPLIANCE REPORT

LICENSEE: RigNet Qatar W.L.L

SERVICE	#	Name	Layer	A / N / T	Target	2024											
						Jan	Feb	Mar	Q1	Apr	May	Jun	Q2	Jul	Aug	Sep	Q3

MANDATORY PERFORMANCE REQUIREMENTS

SATELLITE	SERVICE	#	Name	Layer	A / N / T	Target	36%	50%	26%	37%	86%	43%	43%	57%													
							Jan	Feb	Mar	Q1	Apr	May	Jun	Q2	Jul	Aug	Sep	Q3	Oct	Nov	Dec	Q4					
	Customer Relation & Billing (all services)	R1	Complaint rate (Report for Service Performance)*	Layer 5	A	Including Residential and Businesses < 2%	36%	50%	26%	37%	86%	43%	43%	57%													
			Complaint rate (Report for Servicing Billing)**				0	0	0	0%	0	0	0	0%													
			Complaint rate (Total per service)				36%	50%	26%	37%	86%	43%	43%	57%													
		R2	Time to resolve valid complaints (Report for Service Performance)	Layer 5	A	Less than 5 working days = 70%	100%	100%	100%	100%	8%	18%	17%	14%													
			Time to resolve valid complaints (Report for Billing)				0	0	0	0%	0	0	0	0%													
			Time to resolve valid complaints (Total per service)				100%	100%	100%	100%	8%	18%	17%	14%													
			Time to resolve valid complaints (Report for Service Performance)****				N/A	N/A	N/A	#DIV/0!	69%	100%	100%	90%													
			Time to resolve valid complaints (Report for Billing)				0	0	0	0%	0	0	0	0%													
			Time to resolve valid complaints (Total per service)				0%	0%	0%	0%	69%	100%	100%	90%													
			Time to resolve valid complaints (Report for Service Performance)				N/A	N/A	N/A	#DIV/0!	100%	100%	100%	100%													
			Time to resolve valid complaints (Report for Billing)				0	0	0	0%	0	0	0	0%													
			Time to resolve valid complaints (Total per service)				0%	0%	0%	0%	100%	100%	100%	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%												
							Less than 1 hour for outage Service = 100%	100%	100%	100%	100%	100%	100%	100%													
		R20	Offered Throughput Non-Compliance Indicator	Layer 2	A / N	Less than 25 working days = 99%	N/A	N/A	N/A	#DIV/0!	N/A	N/A	N/A	#DIV/0!													

MONITORING PERFORMANCE REQUIREMENTS

SATELLITE	SERVICE	#	Name	Layer	A / N / T	Target	N/A	N/A	N/A	#DIV/0!	N/A	N/A	N/A									
							Jan	Feb	Mar	Q1	Apr	May	Jun	Q2	Jul	Aug	Sep	Q3	Oct	Nov	Dec	Q4
	Customer Relation & Billing (all services)	R22	Time to Reconnection and Activation of Service after resolution of cause of suspension *****	Layer 5	A	Less than 3 working hours ≥ 90%	N/A	N/A	N/A	#DIV/0!	N/A	N/A	N/A									
			Less than 6 working hours = 99%			N/A	N/A	N/A	#DIV/0!	N/A	N/A	N/A										
		R33	Service Availability	Layer 1	N	Over a calendar month > 99.5%	100%	100%	100%	100%	99.95	99.95	100									

* Include customer support request
 ** No Customer billing related issue
 *** Class III is provider of closed user group VSAT, not authorized to provide broadband services
 ***** No customer Suspicion issues