

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	2024																			
							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%	68%	34%	34%	45%	26%	38%	63%	42%								
			Complaint rate (Report for Servicing Billing)**				0	0	0	0%	0	0	0	0%	0	0	0	0%	0	0	0	0%				
			Complaint rate (Total per service)				36%	50%	26%	37%	68%	34%	34%	45%	26%	38%	63%	42%								
		Time to resolve valid complaints (Report for Service Performance)	100%	100%	100%	100%	8%	18%	17%	14%	100%	100%	100%	100%												
		Time to resolve valid complaints (Report for Billing)	0	0	0	0%	0	0	0	0%	0	0	0	0%												
		Time to resolve valid complaints (Total per service)	100%	100%	100%	100%	8%	18%	17%	14%	100%	100%	100%	100%												
	R2	Time to resolve valid complaints (Report for Service Performance)****	Layer 5	A	Less than 5 working days = 70%	N/A	N/A	N/A	N/A	69%	100%	100%	90%	0	0	0	0%									
		Time to resolve valid complaints (Report for Billing)				0	0	0	0%	0	0	0	0%	0	0	0	0%									
		Time to resolve valid complaints (Total per service)				0%	0%	0%	0%	69%	100%	100%	90%	0%	0%	0%	0%									
		Time to resolve valid complaints (Report for Service Performance)				N/A	N/A	N/A	N/A	100%	100%	100%	100%	0	0	0	0%									
		Time to resolve valid complaints (Report for Billing)				0	0	0	0%	0	0	0	0%	0	0	0	0%									
		Time to resolve valid complaints (Total per service)				0%	0%	0%	0%	100%	N/A	N/A	100%	0%	0%	0%	0%									
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%									
				Less than 1 hour for outage Service = 100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%											
Broadband ***	R20	Offered Throughput Non-Compliance Indicator	Layer 2	A / N	< 2%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A									

MONITORING PERFORMANCE REQUIREMENTS

SATELLITE	SERVICE	#	Name	Layer	A / N / T	Target	2024															
							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	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A					
						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					
	R33	Service Availability	Layer 1	N	Over a calendar month > 99.5%	100%	100%	100%	100%	99.95	99.95	100	99.967	100%	100%	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