

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		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%	54%	88%	89%	77%						
				Complaint rate (Report for Servicing Billing)**						0	0	0	0%	0	0	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%	54%	88%	89%	77%						
	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%	100%	100%	100%	100%	100%	100%	100%	100%	52%	84%						
								Time to resolve valid complaints (Report for Billing)	0	0	0	0%	0	0	0	0%	0	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%	100%	100%	100%	100%							
								Time to resolve valid complaints (Report for Service Performance)	N/A	N/A	N/A	N/A	69%	100%	100%	90%	0%	0%	0%	0%	100%	100%	100%	100%							
								Time to resolve valid complaints (Report for Billing)	0	0	0	0%	0	0	0	0%	0	0	0	0%	0	0	0	0%	0	0	0	0	0		
								Time to resolve valid complaints (Total per service)	100%	100%	100%	100%	69%	100%	100%	90%	100%	100%	100%	100%	100%	100%	100%	100%							
								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%	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%	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%	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	N/A	N/A	N/A	N/A	N/A								

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	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	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	N/A	N/A		
			R33	Service Availability	Layer 1	N	Over a calendar month	>	99.5%	100%	100%	100%	100%	100	99.95	100	99.967	100%	100%	100%	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 Suspension issues