

ANNEX 4 QoS COMPLIANCE REPORT

LICENSEE: RigNet Qatar W.L.L

SERVICE	#	Name	Layer	A / N / T	Target	Jan	Feb	Mar	Q1	Apr	May

MANDATORY PERFORMANCE REQUIREMENTS

SATELLITE	SERVICE	#	Name	Layer	A / N / T	Target	Jan	Feb	Mar	Q1	Apr	May
	Customer Relation & Billing (all services)	R1	Complaint rate (Report for Service Performance)*	Layer 5	A	Including Residential and Businesses < 2%	36%	50%	26%	37%		
			Complaint rate (Report for Servicing Billing)**				0	0	0	0%		
			Complaint rate (Total per service)				36%	50%	26%	37%		
		R2	Time to resolve valid complaints (Report for Service Performance)	Layer 5	A	Less than 5 working days = 70%	100%	100%	100%	100%		
			Time to resolve valid complaints (Report for Billing)				0	0	0	0%		
			Time to resolve valid complaints (Total per service)				100%	100%	100%	100%		
			Time to resolve valid complaints (Report for Service Performance)****			Less than 15 working days = 95%	N/A	N/A	N/A	N/A		
			Time to resolve valid complaints (Report for Billing)				0	0	0	0%		
			Time to resolve valid complaints (Total per service)				0%	0%	0%	0%		
			Time to resolve valid complaints (Report for Service Performance)			Less than 25 working days = 99%	N/A	N/A	N/A	N/A		
			Time to resolve valid complaints (Report for Billing)				0	0	0	0%		
			Time to resolve valid complaints (Total per service)				0%	0%	0%	0%		
		R19	Time to respond to network issues	Layer 2	A	Less than 4 hours = 100%	100%	100%	100%	100%		
						Less than 1 hour for outage Service = 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	

MONITORING PERFORMANCE REQUIREMENTS

SATELLITE	SERVICE	#	Name	Layer	A / N / T	Target	Jan	Feb	Mar	Q1	Apr	May
	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		
						Less than 6 working hours = 99%	N/A	N/A	N/A	N/A		
		R33	Service Availability	Layer 1	N	Over a calendar month > 99.5%	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
- **** 100% of incident resolved in less than 5 days
- ***** No customer Suspension issues

