



## Compensation Scheme

### **Overview:**

QSAT is dedicated to delivering top-tier telecom services to our customers. We acknowledge that unforeseen faults may occur, and we are committed to resolving them promptly. Our compensation scheme aims to address any inconvenience or disruption caused to our customers due to service faults.

### **Compensation:**

QSAT will compensate end-users for faults based on the following terms:

- If the fault is not automatically resolved within 24 hours, the customer will receive a credit equal to one day's QSAT service.
  - If the fault persists beyond 48 hours, the compensation increases to two days' QSAT service.
  - For faults extending beyond 72 hours, the compensation is three days' QSAT service.
  - In the case of prolonged outages lasting 4-6 days, customers will be credited for one week's QSAT service.
  - For faults unresolved within one week, the customer will receive a full refund for that month's QSAT service.
- The validity of such credit notes will be 3 months & can be claimed starting next billing cycle.  
(E.g.: The fault happened in 15-01-2023 and we could not fix within SLA agreed, then the credit is valid for the next billing cycles 30-01-2023, 28-02-2023 & 30-03-2023 and shall expire after this)

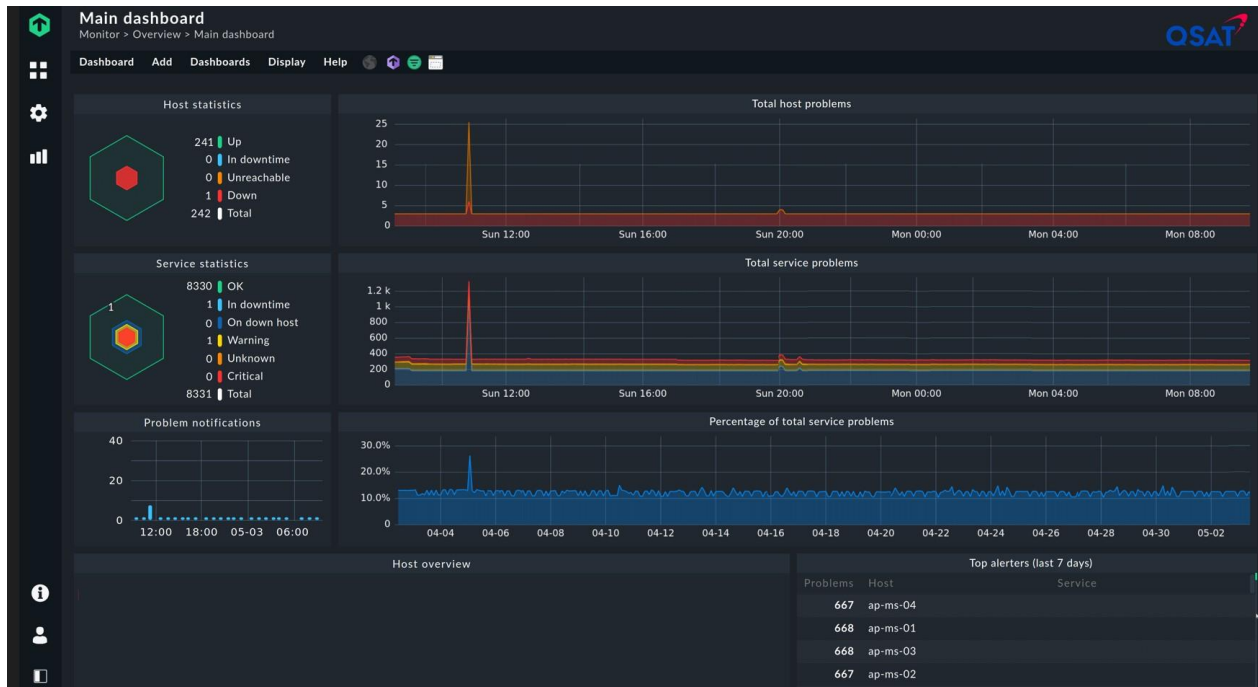
### **Notification:**

QSAT will promptly notify end-users of faults using their preferred communication method (phone, email, or SMS), as well as an online portal for status checks.

### **Monitoring Tools:**

QSAT employs advanced monitoring tools to detect faults swiftly. These tools ensure proactive fault identification and resolution.

Automatic Compensation Scenario (QoS Regulatory Framework): In alignment with the QoS Regulatory Framework issued by the CRA in May 2023, QSAT will automatically compensate customers without requiring their interference if faults are detected through our monitoring tools. Compensation will be based on the predefined terms mentioned above.



### Customer-Raised Complaint Scenario:

If a customer raises a complaint with QSAT, the compensation will be calculated based on the following:

- **Timing:** The compensation calculation starts from the time the customer reports the fault.
- **Reason for Manual Detection:** If QSAT was unable to detect the fault automatically, the compensation will still be provided based on the terms outlined above. The reason for manual detection will be investigated to enhance our monitoring systems.

### How to Claim Compensation:

Customers can contact QSAT customer service, providing their account number and a brief fault description. QSAT will investigate and determine eligibility for compensation based on the nature of the outage, adhering to the compensation model. Alternatively, customers can send email to [support@qsat.co](mailto:support@qsat.co) mentioning the brief nature of fault.

### Why Compensation is Provided:

QSAT compensates customers fully to acknowledge the inconvenience and disruption caused by faults. This reflects our commitment to ensuring customers are not financially impacted by service disruptions.

### Continuous Improvement:

We value customer feedback and continually review our compensation scheme to improve its fairness and relevance. QSAT is dedicated to providing exceptional service while complying with legal and regulatory requirements.