



ANNEX 4 QOS COMPLIANCE
REPORT- Q2 2024



Introduction

This report analyzes complaint rates and response times for service performance and billing issues across various customer relations (R1,R2, etc.) for the period of April 1 to June 30, 2024. The data aims to identify areas for improvement in customer service response and resolution.

Data Analysis

Complaint Rates: The table shows the complaint rate (percentage) for service performance and billing for each customer relation. We can analyze if there are any specific customer relations with consistently high complaint rates.

Response Times: The table shows response times (working days) for resolving valid complaints regarding service performance and billing. We can assess if response times meet any pre-defined service level agreements (SLAs) and identify any customer relations with consistently slow resolution times.

ANNEX 4 QoS COMPLIANCE REPORT

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SERVICE	#	Name	Layer	A / N / T	Target	2024																	
						Jan	Feb	Mar	Q1	Apr	May	Jun	Q2	Jul	Aug	Sep	Q3	Oct	Nov	Dec	Q4		
MANDATORY PERFORMANCE REQUIREMENTS																							
SATELLITE	Customer Relation & Billing (all services)	R1	Complaint rate (Report for Service Performance)	Layer 5	A	Including Residential and Businesses	<	2%	0	0	0	0	0	0	0	0							
			Complaint rate (Report for Serviv Billing)						0	0	0	0	0	0	0	0							
			Complaint rate (Total per service)						0	0	0	0	0	0	0								
		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	N/A	N/A	N/A	N/A							
									Time to resolve valid complaints (Report for Billing)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A						
									Time to resolve valid complaints (Total per service)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A						
			Time to resolve valid complaints (Report for Service Performance)	Layer 5	A	Less than 15 working days	=	95%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A							
									Time to resolve valid complaints (Report for Billing)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A						
									Time to resolve valid complaints (Total per service)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A						
			Time to resolve valid complaints (Report for Service Performance)	Layer 5	A	Less than 25 working days	=	99%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A							
									Time to resolve valid complaints (Report for Billing)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A						
									Time to resolve valid complaints (Total per service)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A						
	R19	Time to respond to network issues	Layer 2	A	Less than 4 hours	=	100%	N/A	N/A	N/A	N/A	N/A	N/A	N/A									
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									
							0	0	0	0	0	0	0	0									
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							
									Less than 6 working hours	=	99%	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	100	100									