



## 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 July 1 to September 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 predefined service level agreements (SLAs) and identify any customer relations with consistently slow resolution times.



## **ANNEX 4 QoS COMPLIANCE REPORT**

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| ERVICE  | #   | Name   | Layer     | A/N/T    | Target  |     |              |                   | Feb               | Mar        | Q1         | Apr        | May               | Jun        | 2024<br>Q2 |            | Aug   | Sep | Q3                | Oct      | Nov       | Dec       |
|---|-----|--|-----------|----------|---|-----|--------------|-------------------|-------------------|------------|------------|------------|-------------------|------------|------------|------------|-------|-----|-------------------|----------|-----------|-----------|
|   |     | ľ  | /ANDA     | TORY PE  | RFORMANCE REQUIREME                                   | NTS |              |                   |                   |            |            |            |                   |            |            |            |       |     |                   |          |           |           |
|   | R1  | Complaint rate (Report for Service Performance) Complaint rate (Report for Servic Billing) Complaint rate (Total per service)  | Layer 5   | А        | Including Residential and Businesses                  | <   | 2%           | 0 0               | 0 0 0             | 0 0 0      | 0 0 0      | 0 0 0      | 0 0 0             | 0 0 0      | 0          | 0 0        | 0 0 0 | 0 0 | 0 0               |          |           | $\exists$ |
| Customer<br>Relation &<br>Billing (all<br>services) |     | Time to resolve valid complaints (Report for Service Performance) Time to resolve valid complaints (Report for Billing) Time to resolve valid complaints (Total per service) | Layer 5   |          | Less than 5 working days                              | =   | 70%          | N/A<br>N/A<br>N/A | N/A<br>N/A<br>N/A | N/A        | N/A        | N/A        | N/A<br>N/A<br>N/A | N/A        | N/A N      | I/A        | N/A   | N/A | N/A<br>N/A<br>N/A |          | $\exists$ |           |
|   | R2  | Time to resolve valid complaints (Report for Service Performance) Time to resolve valid complaints (Report for Billing) Time to resolve valid complaints (Total per service) |           | А        | Less than 15 working days                             | =   | 95%          | N/A<br>N/A<br>N/A | N/A<br>N/A        | N/A<br>N/A | N/A<br>N/A | N/A<br>N/A | N/A               | N/A<br>N/A | N/A N      | I/A        | N/A   | N/A | N/A<br>N/A<br>N/A |          | $\equiv$  |           |
|   | L   | Time to resolve valid complaints (Report for Service Performance) Time to resolve valid complaints (Report for Billing) Time to resolve valid complaints (Total per service) |           |          | Less than 25 working days                             | =   | 99%          | N/A<br>N/A<br>N/A | N/A<br>N/A        | N/A        | N/A        | N/A        | N/A<br>N/A        | N/A<br>N/A | N/A N      | I/A<br>I/A | N/A   | N/A | N/A<br>N/A<br>N/A |          |           |           |
|   | R19 | Time to respond to network issues  | Layer 2   | А        | Less than 4 hours Less than 1 hour for outage Service | =   | 100%<br>100% | N/A<br>N/A        | N/A<br>N/A        |            | _          |            |                   | _          | N/A N      | _          | _     |     | N/A<br>N/A        | $\vdash$ | $\dashv$  |           |
| Broadband   | R20 | Offered Throughput Non-Compliance Indicator  | Layer 2   | A/N      |   | <   | 2%           | 0                 | 0                 | 0          | 0          | 0          | 0                 | 0          | 0          | 0          | 0     | 0   | 0                 |          | $\Box$    |           |
|   |     | n  | ONITO     | ORING PE | RFORMANCE REQUIREME                                   | NTS |              |                   |                   |            |            |            |                   |            |            |            |       |     |                   |          |           |           |
| Customer<br>Relation &<br>Billing (all<br>services) | R22 | Time to Reconnection and Activation of Service after resolution of cause of suspension   | n Layer 5 | А        | Less than 3 working hours                             | 2   | 90%          | N/A               | N/A               | N/A        | N/A        | N/A        | N/A               | N/A        | N/A N      | I/A        | N/A   | N/A | N/A               |          | П         |           |
|   |     |  |           |          | Less than 6 working hours                             | =   | 99%          | N/A               | N/A               | N/A        | N/A        | N/A        | N/A               | N/A        | N/A N      | I/A        | N/A   | N/A | N/A               | $\sqcup$ | $\dashv$  | $\dashv$  |
|   | R33 | Service Availability   | Layer 1   | N        | Over a calendar month                                 | >   | 99.5%        | 100               | 100               | 100        | 100        | 100        | 100               | 100        | 100 1      | .00        | 100   | 100 | 100               |          |           |           |