



ANNEX 4 QOS COMPLIANCE  
REPORT- Q4 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 October 1 to December 31, 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.

