



ANNEX 4 QOS COMPLIANCE REPORT- Q1 2025



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 January 1 to March 31, 2025. 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

LICENSEE:

QSAT COMMUNICATIONS

SERVICE	#	Name	Layer	A / N / T	Target	2025															
						Jan	Feb	Mar	Q1	Apr	May	Jun	Q2	Jul	Aug	Sep	Q3	Oct	Nov	Dec	Q4

MANDATORY PERFORMANCE REQUIREMENTS

[illegible]

MONITORING PERFORMANCE REQUIREMENTS

[illegible]