



## 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 predefined 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			2025															
		"			A/N/I				Jan	Feb	Mar	Q1	Apr	May	Jun	Q2	Jul	Aug	Sep	Q3	Oct	Nov	Dec	(
				MAND	ATORY PE	RFORMANCE REQUIREMEN	NTS																	
		R1	Complaint rate (Report for Service Performance)			Including Residential and Businesses	<	2%	0	0	0	0											$\neg$	
			Complaint rate (Report for Servic Billing)	Layer 5	Α .				0	0	0	0												
			Complaint rate (Total per service)						0	0	0	0												
			Time to resolve valid complaints (Report for Service Performance)	Layer 5		Less than 5 working days			N/A	N/A	N/A	N/A												
			Time to resolve valid complaints (Report for Billing)		А		=	70%	N/A	N/A	N/A	N/A												L
	Customer		Time to resolve valid complaints (Total per service)						N/A	N/A	N/A	N/A												
	Relation &		Time to resolve valid complaints (Report for Service Performance)			Less than 15 working days	=		N/A	N/A	N/A	N/A												L
<b>=</b>	Billing (all	R2	Time to resolve valid complaints (Report for Billing)					95%	N/A	N/A	N/A	N/A												L
5	services)	R19	Time to resolve valid complaints (Total per service)						N/A	N/A	N/A	N/A												L
3			Time to resolve valid complaints (Report for Service Performance)			Less than 25 working days	-		N/A	N/A	N/A	N/A												L
			Time to resolve valid complaints (Report for Billing)					99%	N/A	N/A	N/A	N/A												L
			Time to resolve valid complaints (Total per service)						N/A	N/A		N/A												L
				Layer 2	A	Less than 4 hours	=	100%	N/A	N/A		N/A												L
						Less than 1 hour for outage Service	=	100%	N/A	N/A	N/A	N/A											$\rightarrow$	$\perp$
	Broadband	R20	Offered Throughput Non-Compliance Indicator	Layer 2	A/N		<	2%	0	0	0	0											$\Box$	
				MONIT	ORING PE	RFORMANCE REQUIREME	NTS																	
SATELLITE		R22	R22 Time to Reconnection and Activation of Service after resolution of cause of suspension	Layer 5	A	Less than 3 working hours	2	90%	N/A	N/A	N/A	N/A					T					$\neg$	$\neg$	
	Customer Relation &					Less than 6 working hours	-	99%	N/A	N/A	N/A	N/A										$\dashv$	$\exists$	
	Billing (all services)	R33	Service Availability	Layer 1	N	Over a calendar month	>	99.5%	100	100	100	100												