

ANNEX 4 QoS COMPLIANCE REPORT

LICENSEE: RigNet Qatar W.L.L

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	R1	Complaint rate (Report for Service Performance)*	Layer 5	A	Including Residential and Businesses	<	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		
		Complaint rate (Report for Servicing Billing)**						0	0	0	0%	0	0	0	0%	0	0	0	0%	0	0	0	0
		Complaint rate (Total per service)						0%	0%	0%	0%	0%	0%	0%	0%	0%	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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
		Time to resolve valid complaints (Report for Billing)						0	0	0	0%	0	0	0	0%	0	0	0	0%	0	0	0	0
		Time to resolve valid complaints (Total per service)						100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		Time to resolve valid complaints (Report for Service Performance)						N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	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	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	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)						N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	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	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	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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			
	Less than 1 hour for outage Service			=	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%					
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	N/A	N/A	N/A	N/A	N/A			

MONITORING PERFORMANCE REQUIREMENTS																				
SATELLITE	R22	Time to Reconnection and Activation of Service after resolution of cause of suspension *****	Layer 5	A		≥	90%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
								N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	R23	Service Availability	Layer 1	N	Over a calendar month	>	99.5%	100%	100%	100%	100%	100	99.95	100	99.967	100%	100%	100%	100%	100%

* Updated to Include complaints Only
 ** No Customer billing related issue
 *** ClassIII is provider of closed user group VSAT, not authorized to provide broadband services
 ***** No customer Suspension issues