

# ANNEX 4 QoS COMPLIANCE REPORT

LICENSEE: RigNet Qatar W.L.L

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																						
SATELLITE	Customer Relation & Billing (all services)	R1	Complaint rate (Report for Service Performance)*	Layer 5	A	Including Residential and Businesses	<	2%	0%	0%	0%	0%	0%	0%	0%							
			Complaint rate (Report for Servc Billing)**						0%	0%	0%	0%	0%	0%	0%							
			Complaint rate (Total per service)						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%							
			Time to resolve valid complaints (Report for Billing)						0%	0%	0%	0%	0%	0%	0%							
			Time to resolve valid complaints (Total per service)						100%	100%	100%	100%	100%	100%	100%							
			Time to resolve valid complaints (Report for Service Performance)						100%	100%	100%	100%	100%	100%	100%							
			Time to resolve valid complaints (Report for Billing)			Less than 15 working days	=	95%	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							
			Time to resolve valid complaints (Report for Service Performance)						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							
			Time to resolve valid complaints (Total per service)						N/A	N/A	N/A	N/A	N/A	N/A	N/A							
			Time to respond to network issues	Layer 2	A	Less than 4 hours	=	100%	100%	100%	100%	100%	100%	100%	100%							
			Time to respond to network issues			Less than 1 hour for outage Service	=	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							
MONITORING PERFORMANCE REQUIREMENTS																						
SATELLITE	Customer Relation & Billing (all services)	R22	Time to Reconnection and Activation of Service after resolution of cause of suspension *****	Layer 5	A	Less than 3 working hours	≥	90%	N/A	N/A	N/A	N/A	N/A	N/A	N/A							
						Less than 6 working hours	=	99%	N/A	N/A	N/A	N/A	N/A	N/A	N/A							
		R33	Service Availability	Layer 1	N	Over a calendar month	>	99.5%	100%	100%	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