

# ANNEX 4 QoS COMPLIANCE REPORT

LICENSEE: RigNet Qatar W.L.L

SERVICE	#	Name	Layer	A / N / T	Target	2026																
						Jan	Feb	Mar	Q1	Apr	May	Jun	Q2	Jul	Aug	Sep	Q3	Oct	Nov	Dec	Q4	
<b>MANDATORY PERFORMANCE REQUIREMENTS</b>																						
<b>SATELLITE</b>		Complaint rate (Report for Service Performance)	Layer 5	A	Including Residential and Businesses	<	2%	0%	0%	0%	0%											
								0%	0%	0%	0%											
		Complaint rate (Report for Servic Billing)																				
		Complaint rate (Total per service)																				
		Time to resolve valid complaints (Report for Service Performance)	Layer 5	A				Less than 5 working days	=	70%	100%	100%	100%	100%								
		Time to resolve valid complaints (Report for Billing)									100%	100%	100%	100%								
	Time to resolve valid complaints (Total per service)	100%			100%	100%	100%															
	Time to resolve valid complaints (Report for Service Performance)	N/A			N/A	N/A	N/A															
	Time to resolve valid complaints (Report for Billing)	N/A			N/A	N/A	N/A															
	Time to resolve valid complaints (Total per service)	N/A			N/A	N/A	N/A															
	R2	Time to resolve valid complaints (Report for Service Performance)	Layer 5	A	Less than 15 working days	=	95%	N/A	N/A	N/A	N/A											
								N/A	N/A	N/A	N/A											
N/A								N/A	N/A	N/A												
R2	Time to resolve valid complaints (Report for Service Performance)	Layer 5	A	Less than 25 working days	=	99%	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%												
				Less than 1 hour for outage Service	=	100%	100%	100%	100%													
Broadband	R20	Offered Throughput Non-Compliance Indicator	Layer 2	A / N		<	2%	N/A	N/A	N/A	N/A											
<b>MONITORING PERFORMANCE REQUIREMENTS</b>																						
<b>SATELLITE</b>	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	N/A										
	R22	Less than 6 working hours	=	99%	N/A	N/A	N/A	N/A														
R33	R33	Service Availability	Layer 1	N		Over a calendar month	>	99.5%	100%	100%	100%	100%										