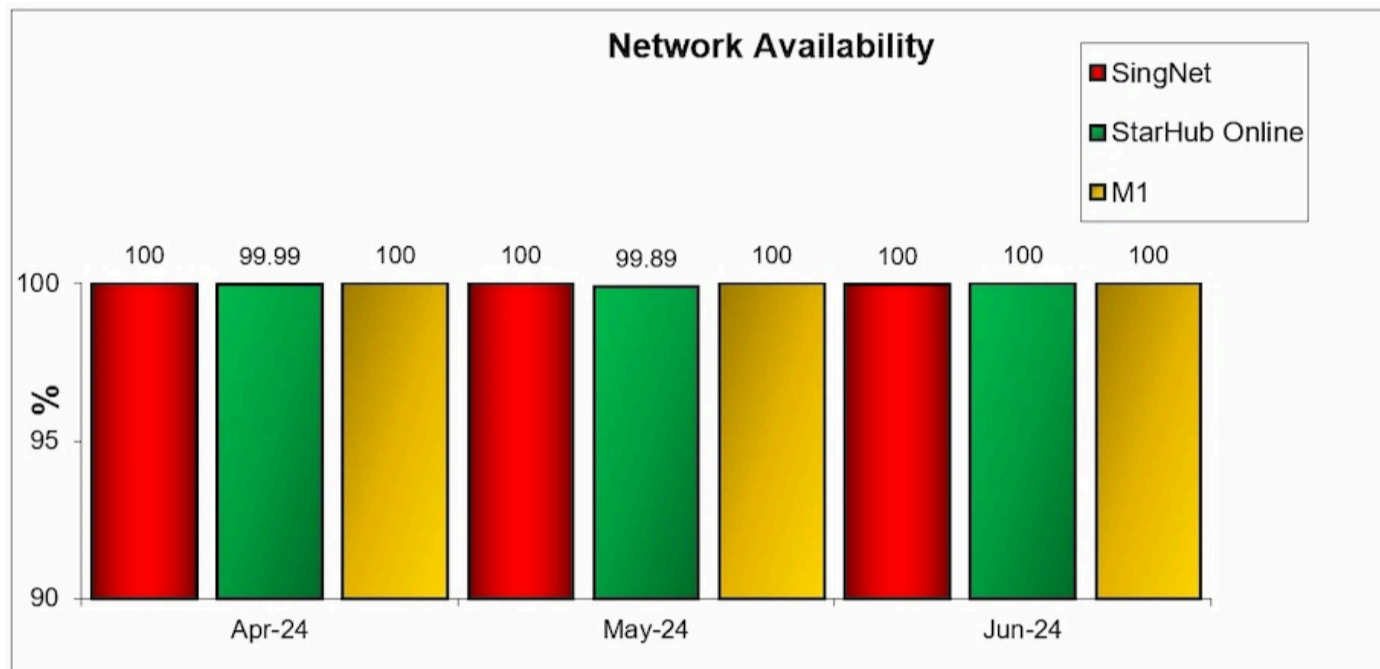


Fibre Broadband QoS Performance for Q2 2024

Quality of Service (QoS) Standards for Fibre Broadband Services for Apr- Jun Quarter

1. Network Availability



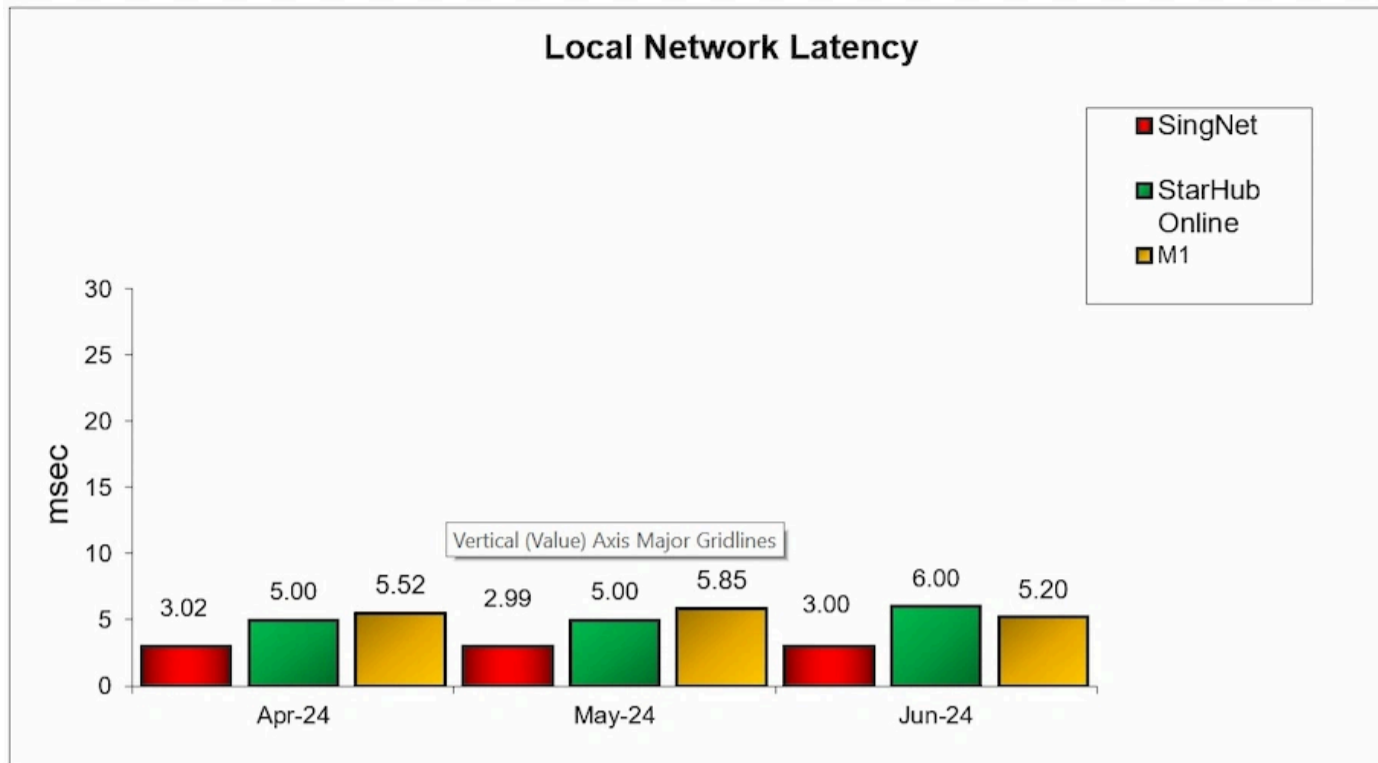
Network Availability is the measure of the degree to which the network is operable and not in a state of failure or outage at any point of time. It measures the total downtime of the network, including the Optical Line Termination (OLT), multiplexers, routers, email facilities (if provided) and connection to Internet Exchanges and/or Internet backbone over a month. All scheduled downtime for the purposes of maintenance and upgrading of the network system will be excluded from the calculation. However, all access network operators must keep their users informed of such maintenance times.

Network Availability = $[(\text{Total Operational minutes} - \text{Total minutes of service downtime}) / \text{Total operational minutes}] \times 100\%$

Results are rounded off to two decimal places. Therefore, a result of “100%” does not necessarily reflect that there was no service downtime in that month.

StarHub Online’s QoS performance of 99.89% in May 2024 is below IMDA’s QoS standard of 99.9%, due to the service difficulty incident on 30 May 2024 incident. IMDA is currently investigating this incident.

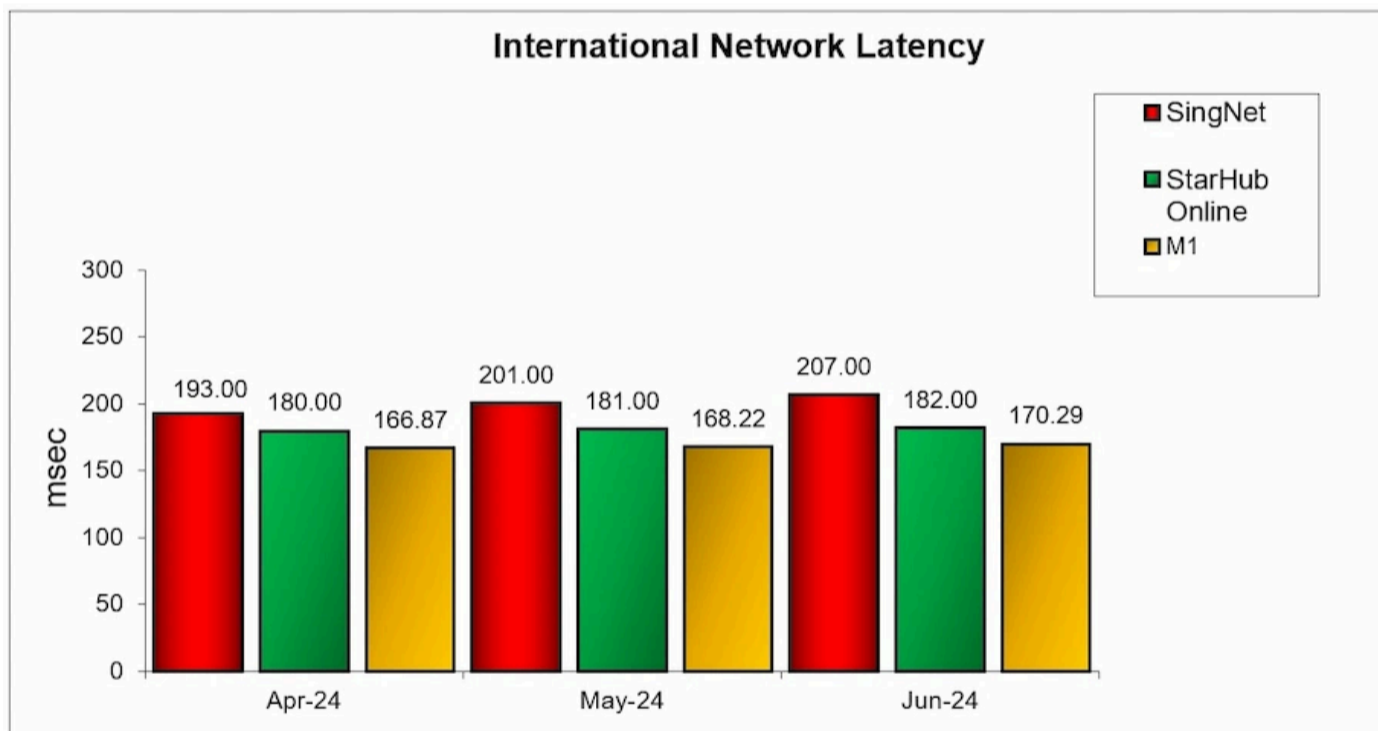
2. Local Network Latency



Local latency measures the round-trip time for PING packets to travel between the test clients in Singapore and the Broadband Access Service Provider’s (“BASP’s”) test node(s) in its local Point-of-Presence (“PoP”).

Results are rounded off to two decimal places.

3. International Network Latency



International latency measures the round-trip time for PING packets to travel between the test clients in Singapore and the BASP’s test node(s) in its first US PoP.

Results are rounded off to two decimal places.