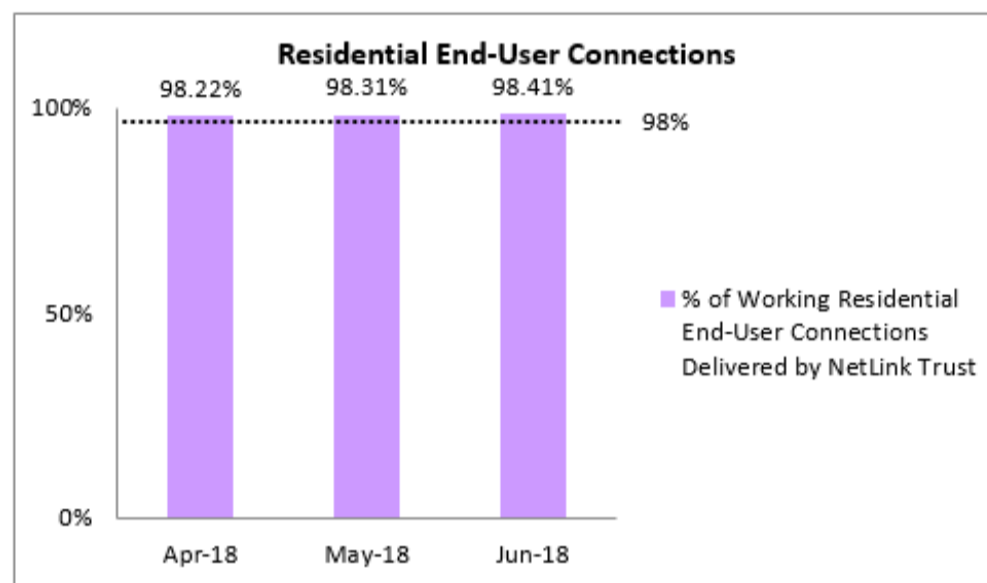


# NetLink Trust's Fibre Connection Service QoS Performance for Q2 2018

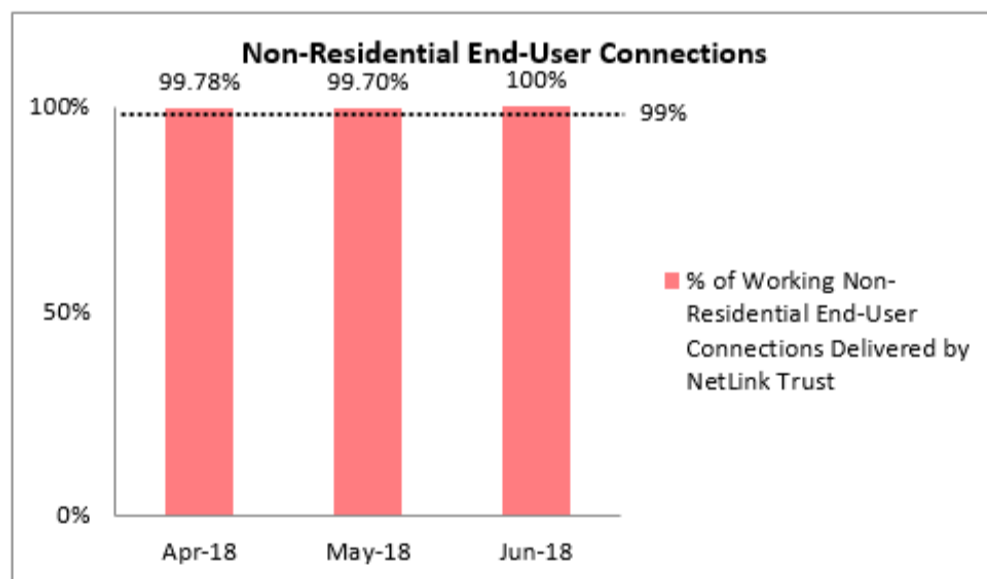
## Quality of Service (QoS) Standards for NetLink Trust's Fibre Connection Services for the Apr - Jun 2018 Quarter

### NetLink Trust's QoS Performance for Installation-Related Service Levels

1. Percentage of Residential End-User Connections Delivered to NetLink Trust's Requesting Licensees in Working Condition

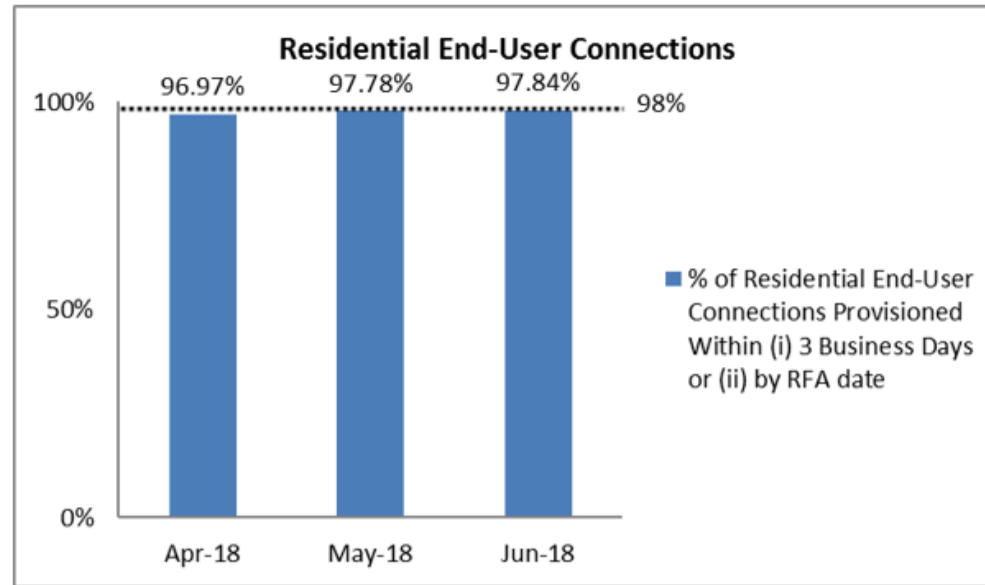


1. Percentage of Non-Residential End-User Connections Delivered to NetLink Trust's Requesting Licensees in Working Condition

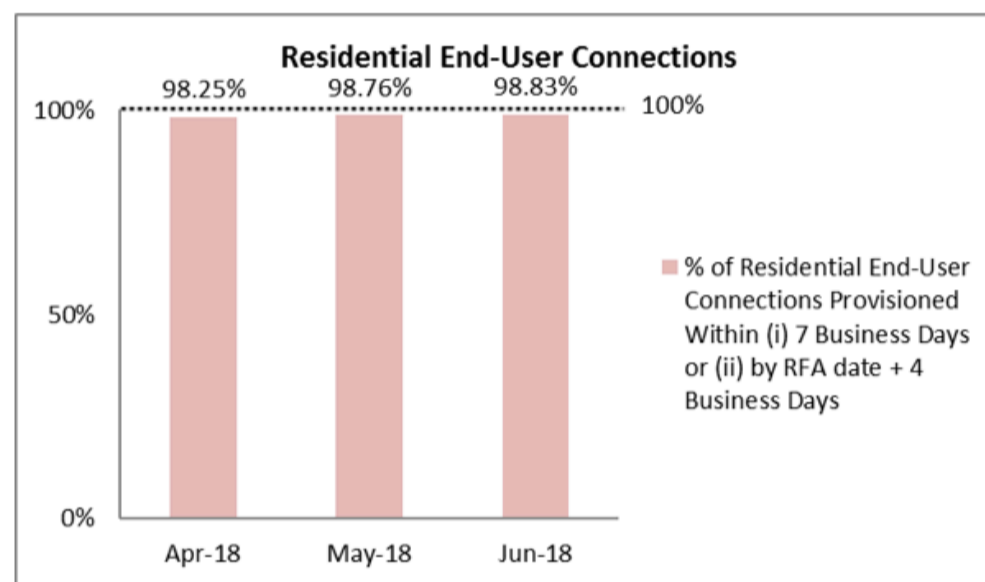


### NetLink Trust's QoS Performance for Timeframe in the Provisioning of End-User Connection Services

1. Percentage of Residential End-User Connections Provisioned within (i) Three Business Days ("BD") of the Date of the Service Order or (ii) by Request For Activation ("RFA")<sup>1</sup> Date



2. Percentage of Residential End-User Connections Provisioned within (i) Seven Business Days of the Date of the Service Order or (ii) by RFA Date + 4 Business Days



3. Percentage of Non-Residential End-User Connections Provisioned within Four or Eight Calendar Weeks from the Date of the Service Order

