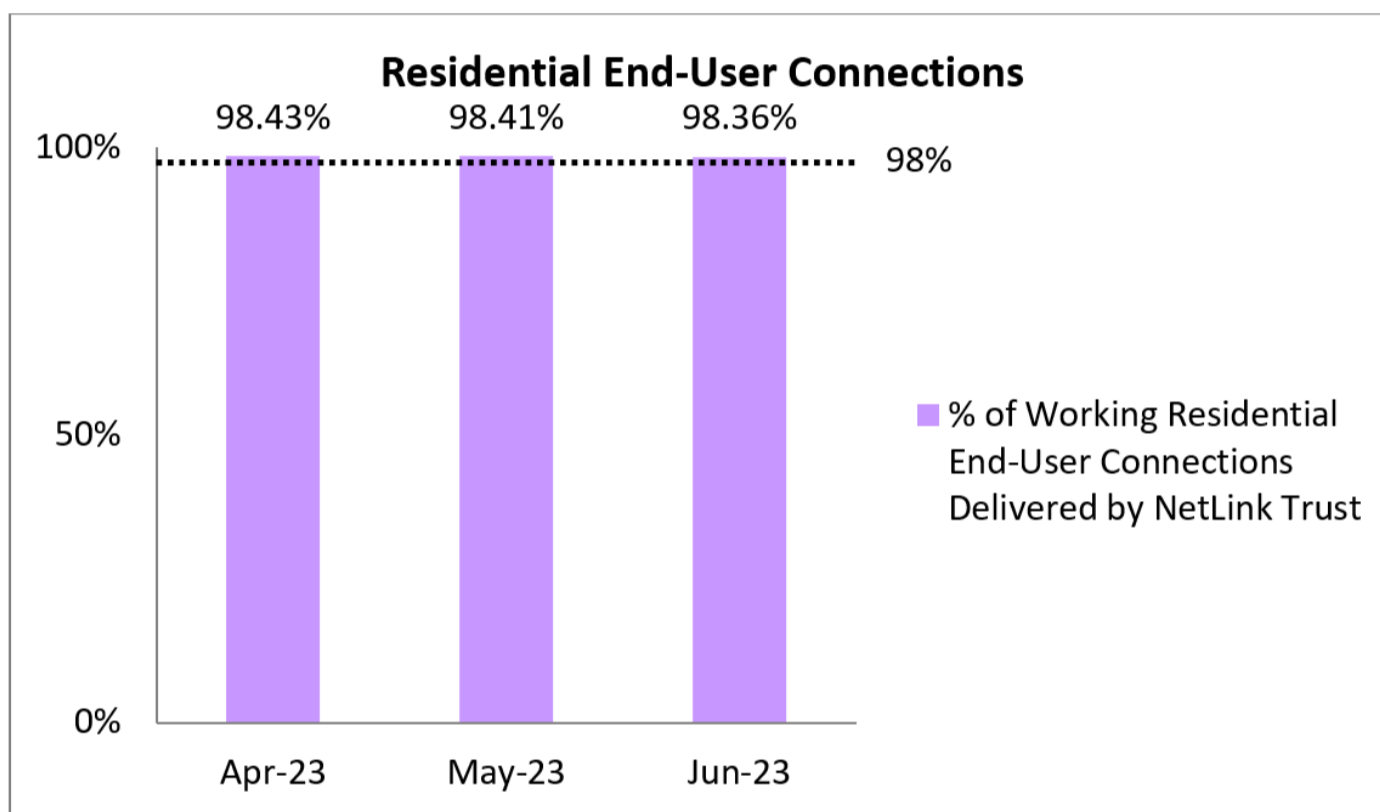


NetLink Trust's Fibre Connection Service QoS Performance for Q2 2023

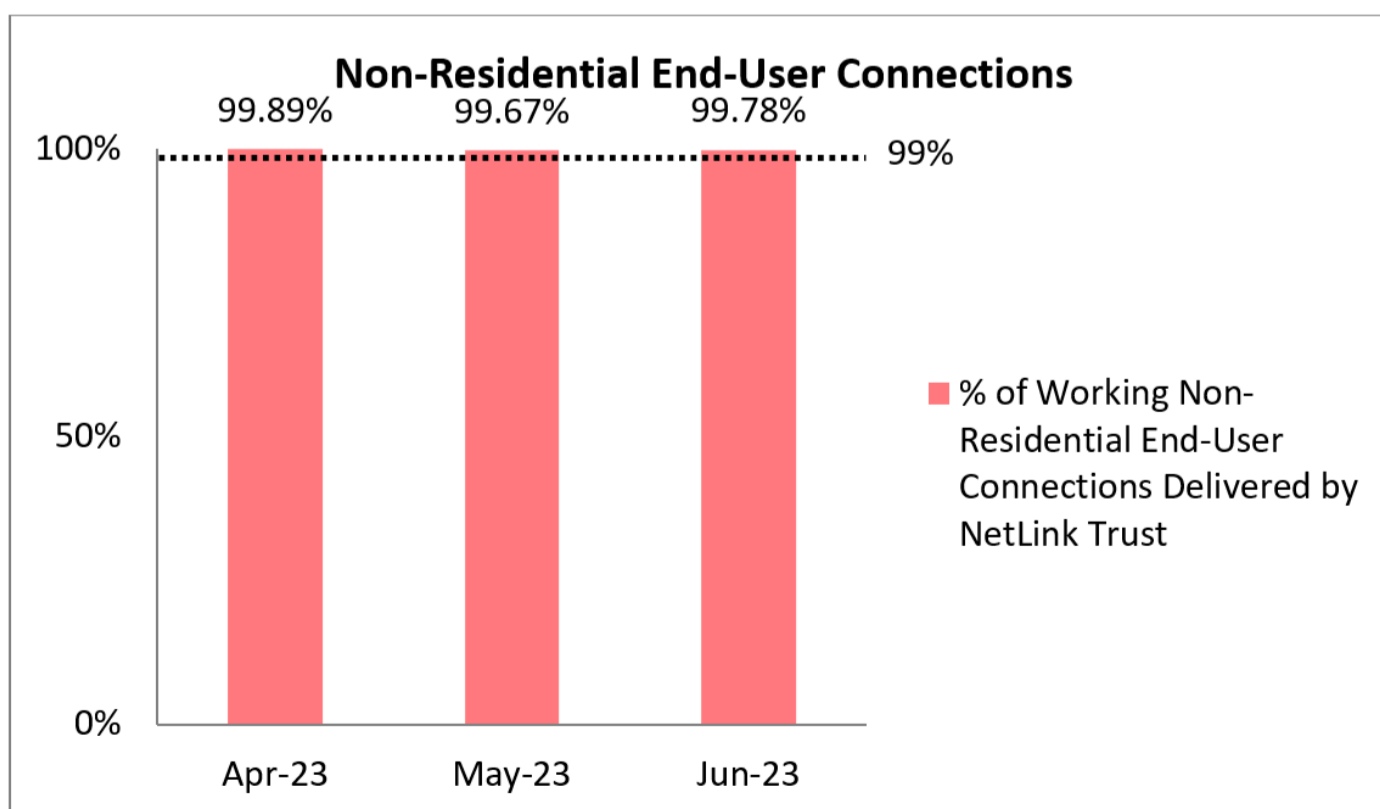
Quality of Service (QoS) standards for NetLink Trust's fibre connection services for the Apr – Jun 2023 quarter

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

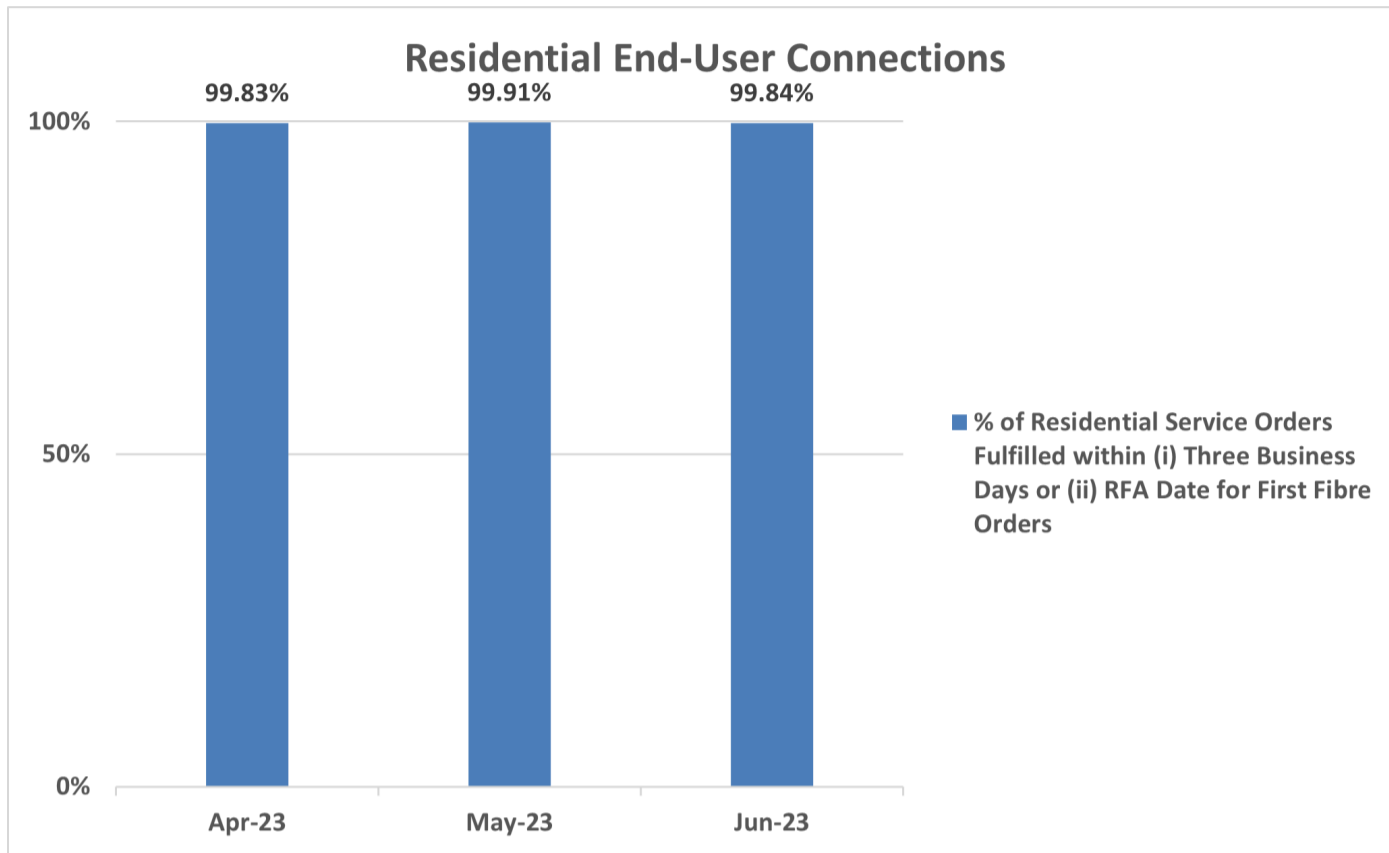


2. Percentage of non-residential end-user connections delivered to NetLink Trust's requesting licensees in working condition



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

1. Percentage of Residential Service Orders Fulfilled within (i) Three Business Days of the Date of the Service Order or (ii) by Request For Activation ("RFA") Date for First Fibre Orders



When both first and second fibre orders are aggregated together, between April to June 2023, NetLink Trust has fulfilled 99.69% to 99.78% of orders within three business days or RFA date, and 99.94% to 99.98% of orders within seven business days or RFA date + 4 business days.