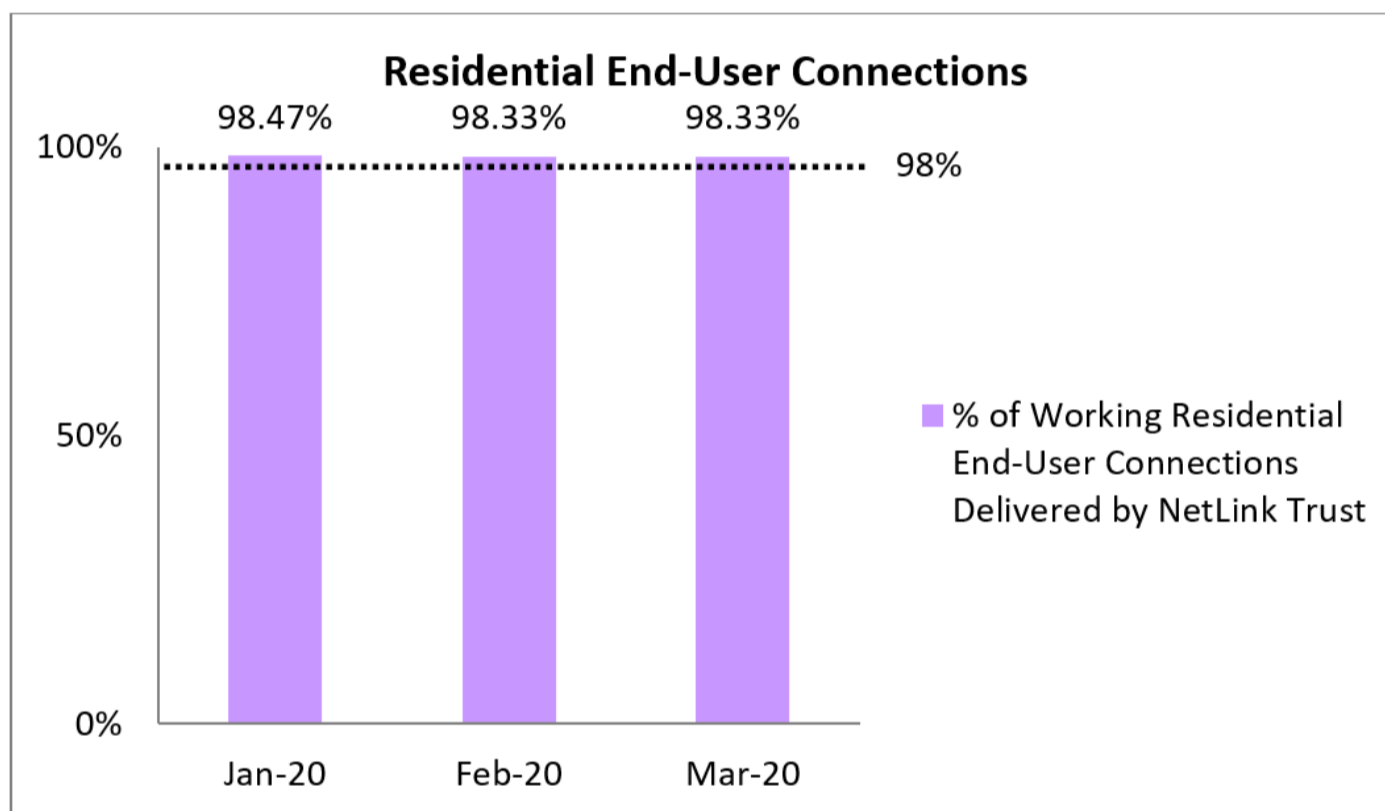


# NetLink Trust's Fibre Connection Service QoS Performance for Q1 2020

## Quality of Service (QoS) Standards for NetLink Trust's Fibre Connection Services for the Jan – Mar 2020 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

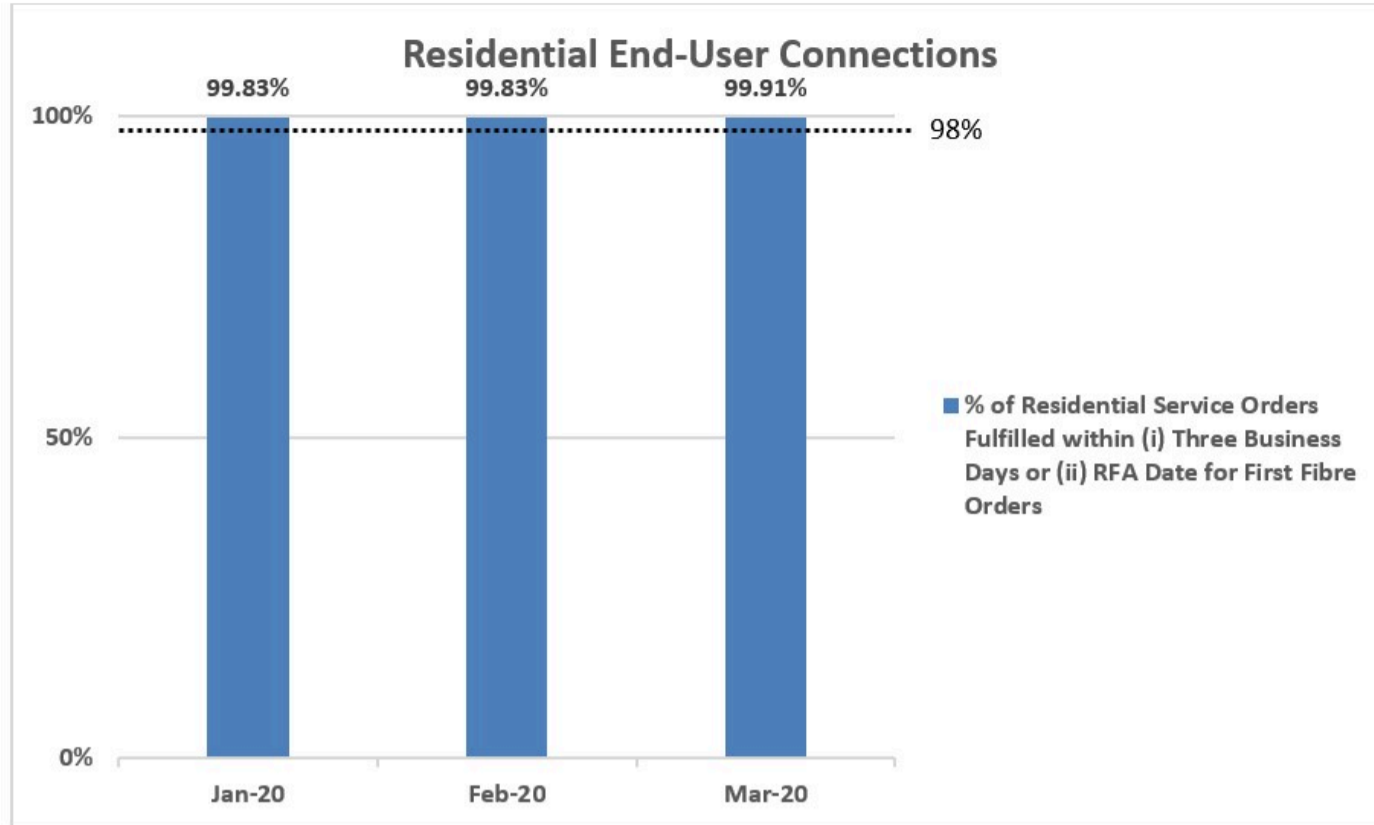


#### 2. Percentage of Non-Residential End-User Connections Delivered to NetLink Trust's Requesting Licensees in Working Condition

 Percentage of NonResidential EndUser Connections Delivered to NetLink Trusts

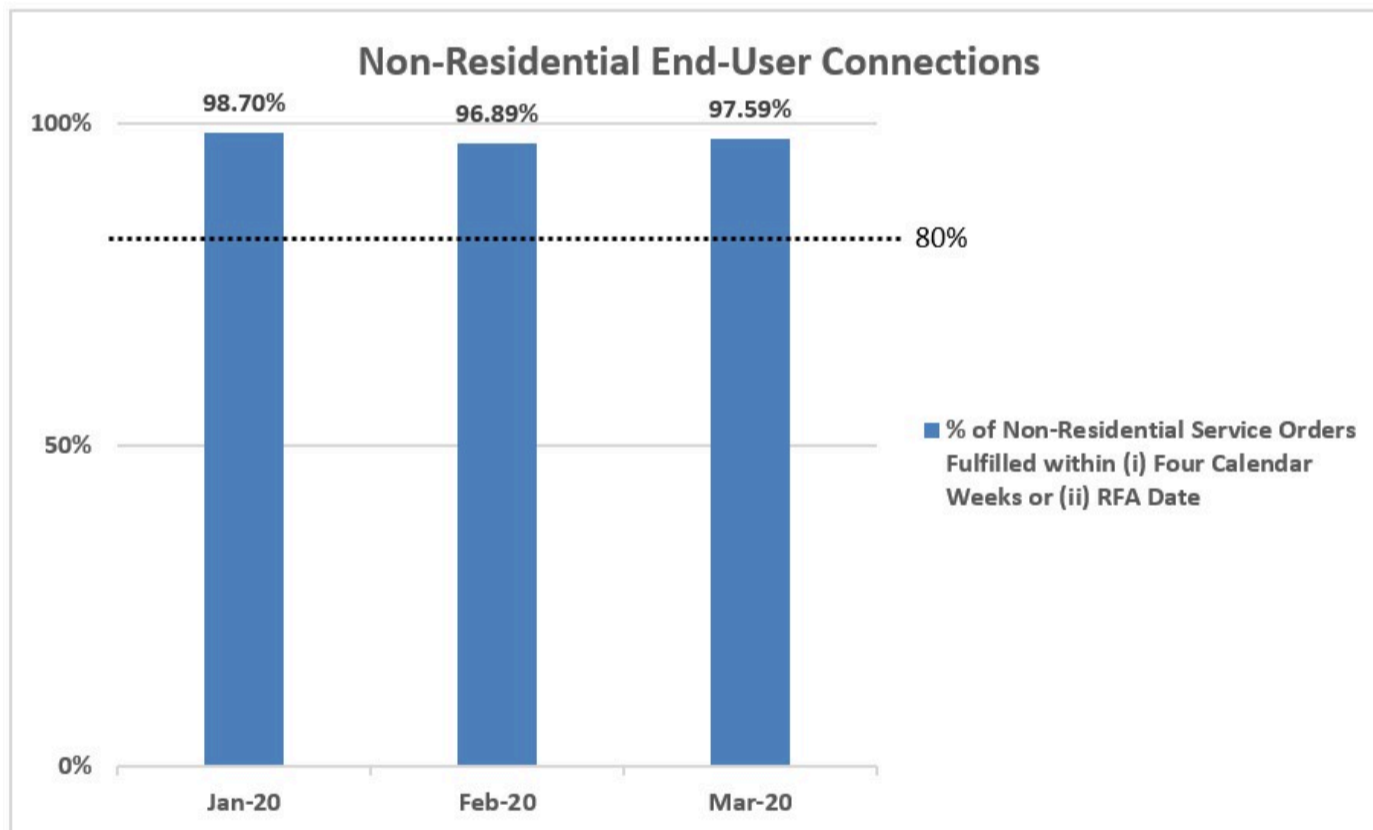
### NetLink Trust's QoS Performance for Timeframe in the Provisioning of End-User Connection Services

#### 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 January to March 2020, NetLink Trust has fulfilled 99.17% to 99.27% of orders within three business days or RFA date, and 99.60% to 99.68% of orders within seven business days or RFA date + 4 business days.

## 2. Percentage of Non-Residential Service Orders Fulfilled within Four Calendar Weeks from the Date of the Service Order



NetLink Trust has fulfilled 99.03% to 99.63% of orders within eight calendar weeks or RFA date + 4 calendar weeks in January to March 2020.