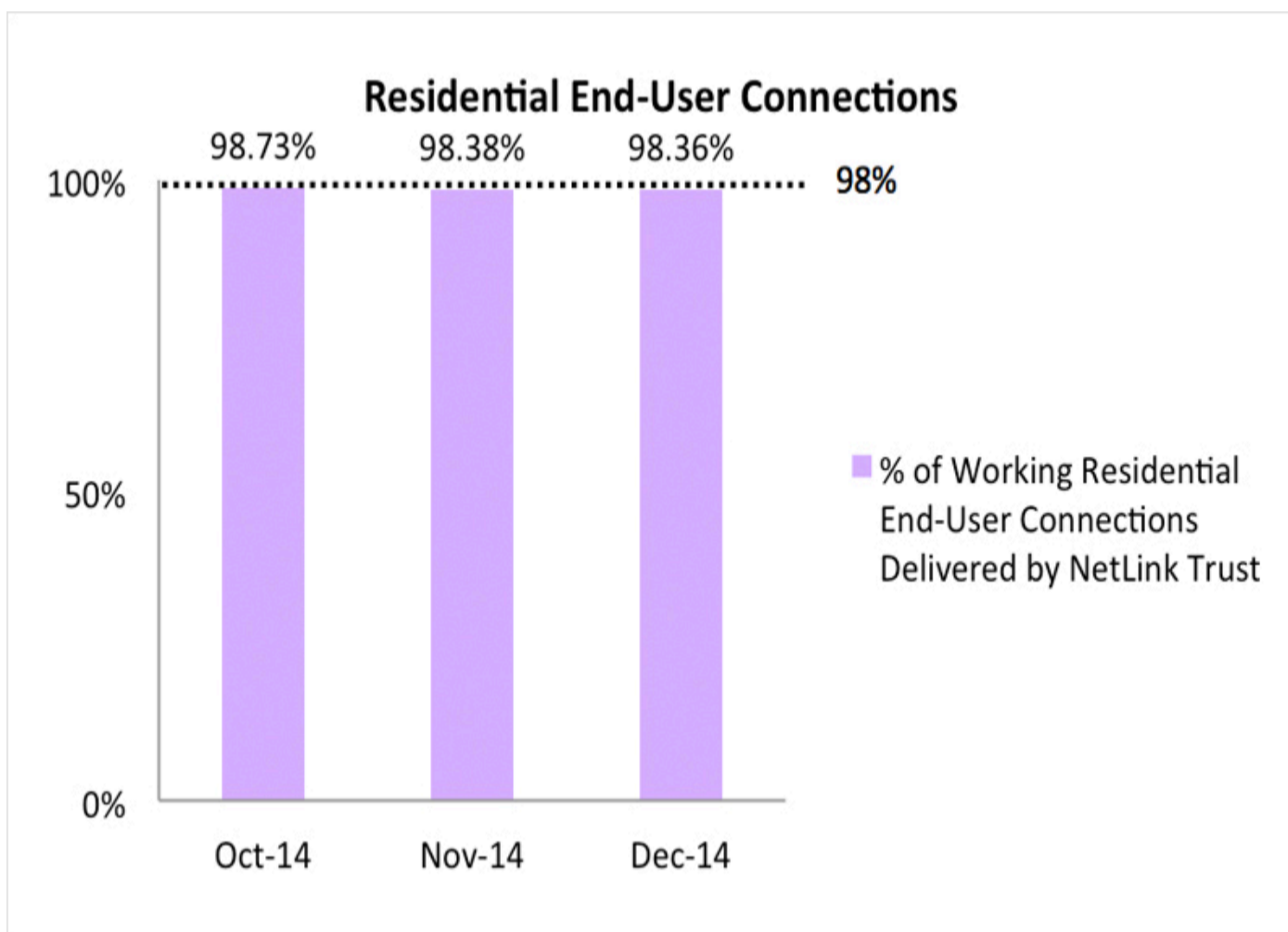


# NetLink Trust's Fibre Connection Service QoS Performance for Q4 2014

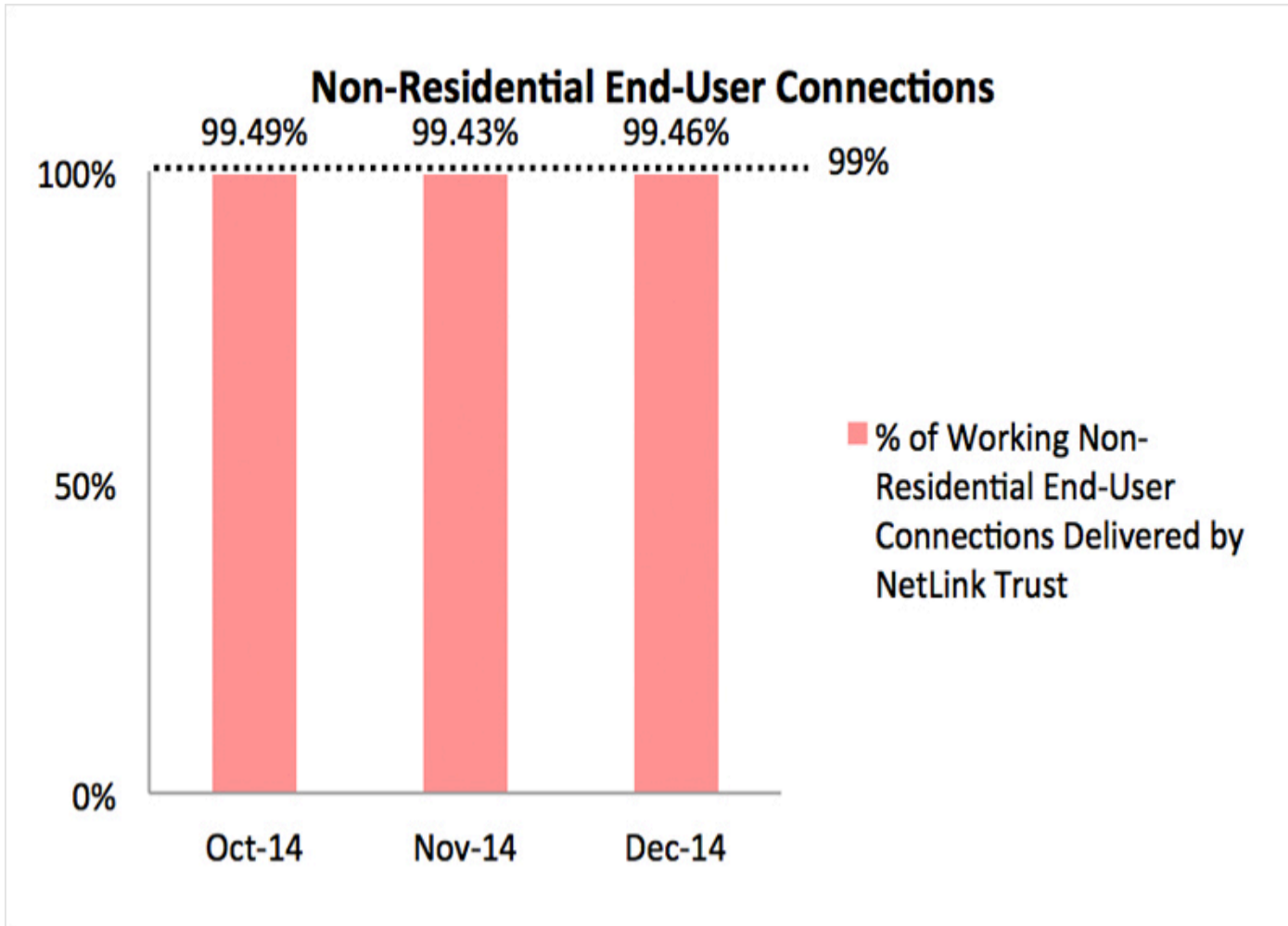
Quality of Service (QoS) Standards for NetLink Trust's  
Fibre Connection Services for the Oct - Dec 2014 Quarter

## 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

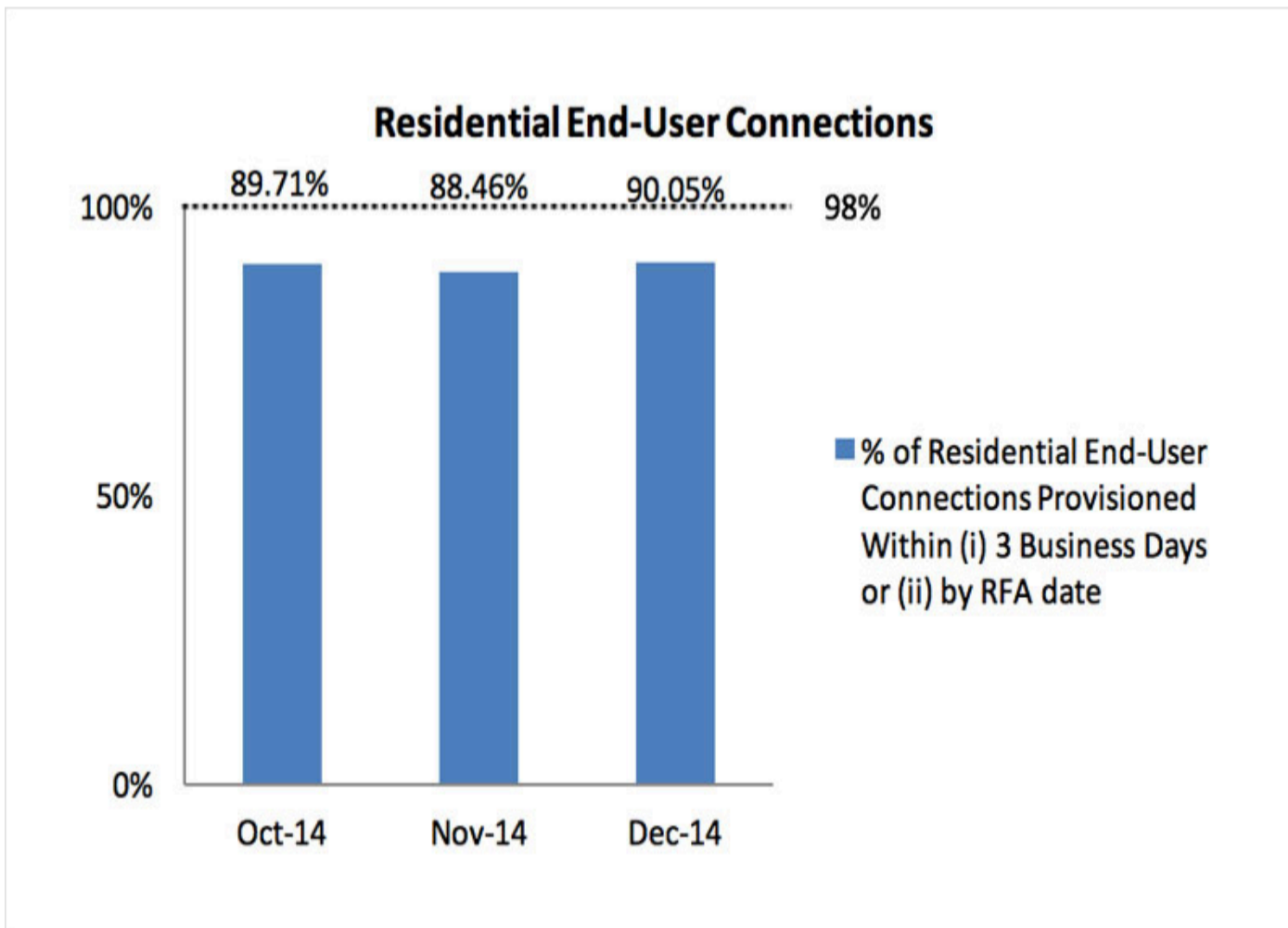


2. Percentage of Non-Residential End-User Connections Delivered to NetLink  
Trust's Requesting Licensees in Working Condition

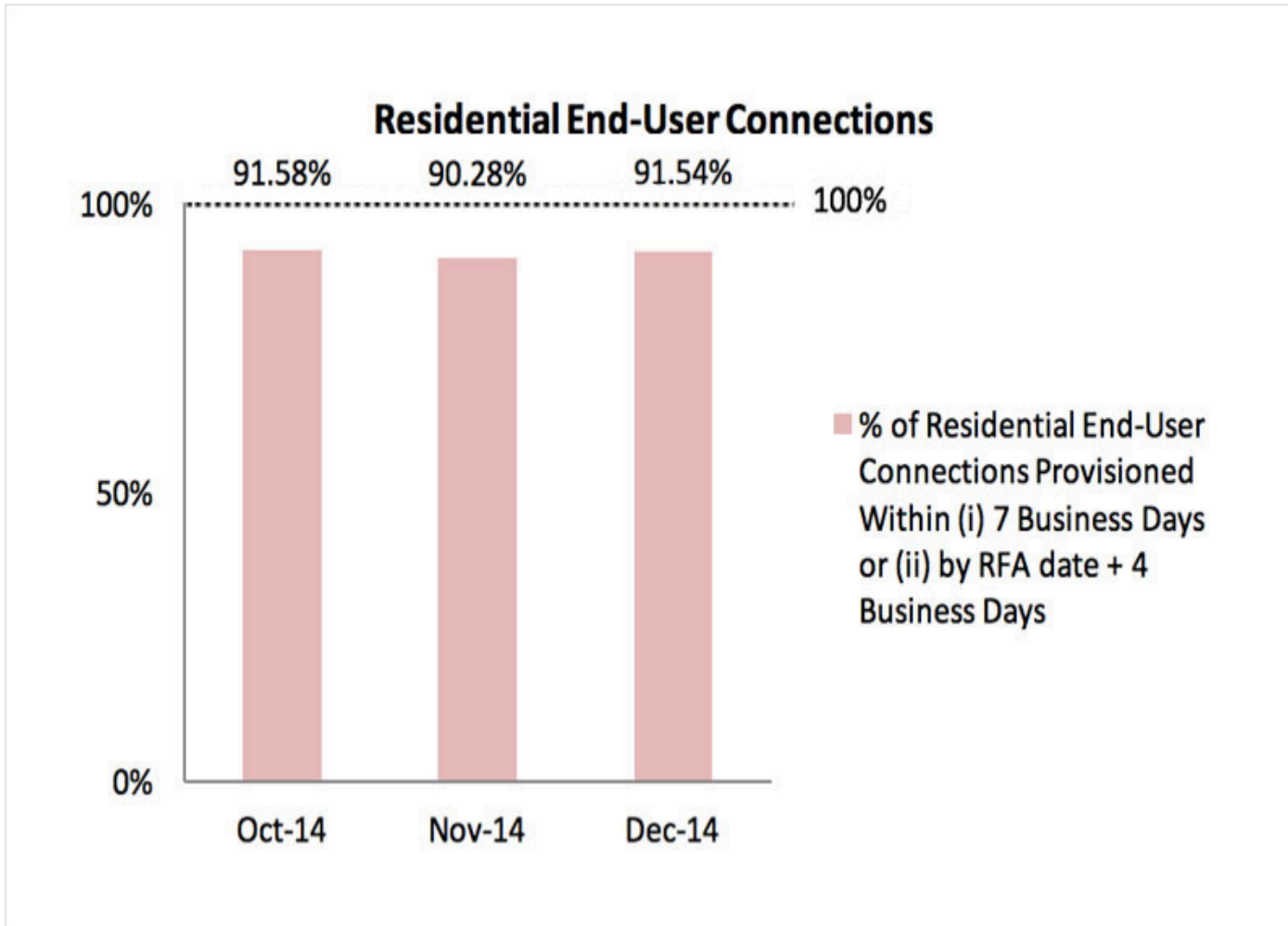


## NetLink Trust's QoS Performance for Timeframe in the Provisioning of End-User Connection Services

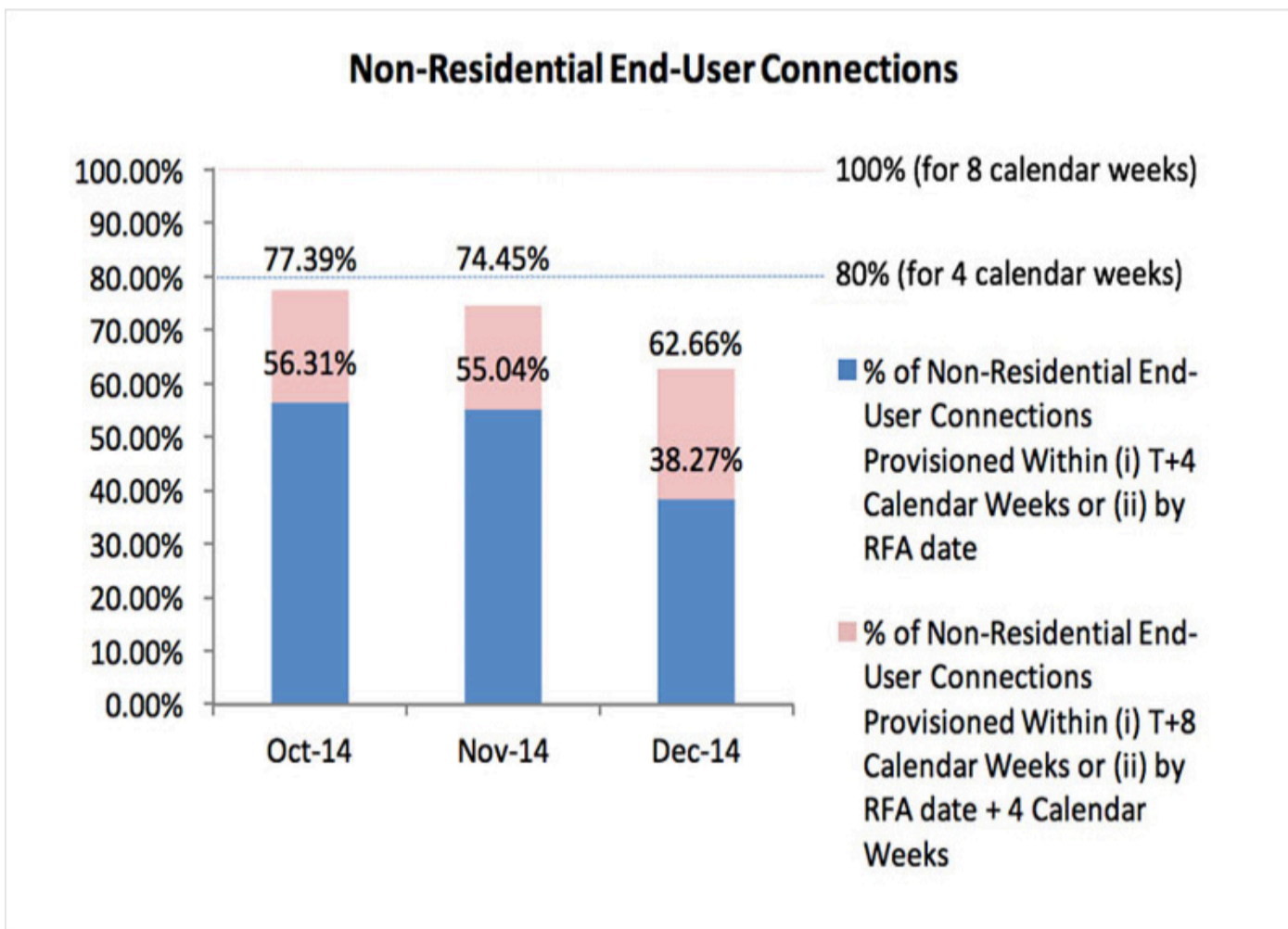
1. Percentage of Residential End-User Connections Provisioned within (i) Three Business Days ("BD") of the Date of the Service Order or (ii) by Request For Activation ("RFA")<sup>1</sup> Date



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



<sup>1</sup> The RFA date refers to the date requested by Requesting Licensees beyond the service provisioning timeframes stated in the QoS framework despite slots being available within the said period.