

**PARAMETERS FOR THE QUALITY OF THE PROVIDED SERVICES AND SERVICE
OF "INTERSAT" Ltd. FOR 2020.**

Network / service	Parameter	Measurement	Measure unit	Value
Access to Internet; widespread of radio and television and programs	Time for initially connect to the network	The time for which the most fast 95% and 99% of requests	days	1 days
		Percentage of requests fulfilled up to the date agreed with the client, a when the percentage is below 80% - average number of days late after the agreed date	% days	99.60 %
	Time for Remove the damage	The time for which the fastest 80 % and 95% of the valid ones access faults are removed	time	1.00%
The percentage of those removed malfunctions, at any time, specified by the service provider as a target standard accuracy for compliance with the stipulations for day and time		%	98.50%	
Access to Internet; widespread of radio and television and programs	Percentage of complaints on correctness on the accounts	Ratio of accounts for the correctness of which they are filed complaints, relative to the total number issued invoices	%	0%
Access to Internet	Achieved speed on the transmission of data	Maximum achieved speed of Data Transmission	mbit / s	12
		Minimum achieved speed of Data Transmission	mbit / s	4
		Average and standard speed deviation of Data Transmission	mbit / s	2.4 + - 0.5
Access to Internet	Coefficient of failed attempts to transmit to data	Percentage of failed attempts for Data Transmission	%	0.001%
Access to Internet	Delay at Data Transmission (one way)	Average delay value when transmitting data	ms	1.1ms
		Standard deviation of the delay	ms	+ - 0.75ms