

PARAMETERS FOR THE QUALITY OF SERVICES PROVIDED AND MAINTENANCE OF "INTERSAT" LTD FOR 2025.

Network/ service	Parameter	Measurement	Merna unit	Value
Access to internet; widespread the radio and television and programs	Time for initially connecting to the network	The time it took for the fastest 95% and 99% of requests to be completed	days	1 days
		Percentage of requests completed by the date agreed with the client, and when the percentage is below 80% - average number of days late after the agreed date	% days	99.60%
Access to internet; widespread the radio and television and programs	Time for removal of damage	The time for which the fastest 80% and 95% of the valid access failures are removed	hour	1.00%
		The percentage of those removed malfunctions, at any time, specified by the service provider as a target standard accuracy for keeping appointments for the day and time	%	98.50%
Access to internet; widespread the radio and television and programs	Percentage of complaints regarding correctness on the accounts	Accounts ratio, for the correctness of which complaints have been filed, compared to the total number issued bills	%	0%
Access to internet	Achieved transmission speed of data	Maximum achieved speed data transmission	mbit/s	12
		Minimum achieved speed of data transmission	mbit/s	4
		Average and standard speed deviation data transmission	mbit/s	2.4 +- 0.5
Access to internet	Coefficient of the failed attempts for transmission of data	Percentage of failed attempts for data transmission	%	0.001%
Access to internet	Delay at data transmission (one- way)	Average delay when transmitting data	ms	1.1ms
		Standard deviation of the delay	ms	+- 0.75ms