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SAUDI TELECOM

SAUDI TELECOM COMPANY

Reference Offer for Data Access (RODA)

Annex I

Quality of Service Measures

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TABLE OF CONTENTS

Clause **Page number**

1 Service Level Requirements 4

1.1 Provision of Service 4

1.2 Quality of Service 4

1.3 Target Service Levels 4

1.4 Service Level Attributes 5

1.5 Delays 5

1.6 Quality of Service Reporting 5

2 Delivery Lead Times 5

2.1 Delivery of Wholesale Bit Stream Service 6

2.2 Delivery of Local Loop Sharing Service 6

2.3 Delivery of ADSL DSLAM Site Sharing Service for Line Sharing 6

2.4 Delivery of Bit Stream Access Link Service for Bit Stream and Wholesale Backhaul Service for Line Sharing 7

3 Performance 7

3.1 Availability of Wholesale Bit Stream Service 7

3.2 Availability of Local Loop Sharing Service 8

3.3 Availability of Bit Stream Access Link Service and Wholesale Backhaul Service for Line Sharing 8

3.4 Bit Stream Access Link Service and Wholesale Backhaul Service for Line Sharing Fault Repair 8

3.5 Wholesale Bit Stream Service Fault Repair 9

3.6 Local Loop Sharing Service Fault Repair 9

3.7 Repair Times 9

1 SERVICE LEVEL REQUIREMENTS

1.1 Provision of Service

STC will provide Data Access Services as set out in Annex G (*Service Schedules)* to the Other Licensed Operator at the same level of quality as for its own customers.

1.2 Quality of Service

Both STC and the Other Licensed Operator will be responsible for regularly measuring and monitoring the Quality of Service. STC and the Other Licensed Operator will work jointly to achieve this goal in accordance with general standards and methods specified by ITU and the processes outlined below.

1.3 Target Service Levels

This Annex sets out the target service levels by which the Data Access Services provided by STC to the Other Licensed Operator will be measured and assessed. It also sets out the Quality of Service Measures to which STC commits for the provision and maintenance of Data Access Services under a Data Access Services Agreement formed pursuant to this Reference Offer for Data Access (RODA). Targets are set for a number of specific service level attributes.

1.3.1 Delivery Lead Times:

- Wholesale Bit Stream Service
- Local Loop Sharing Service
- ADSL DSLAM Site Sharing Service for Line Sharing
- Bit Stream Access Link Service
- Wholesale Backhaul Service for Line Sharing

1.3.2 Performance:

- Wholesale Bit Stream Service
- Bit Stream Access Link Service
- Wholesale Backhaul Service for Line Sharing

1.3.3 Fault repair time for:

- Wholesale Bit Stream Service
- Local Loop Sharing Service
- Bit Stream Access Link Service
- Wholesale Backhaul Service for Line Sharing

1.4 Service Level Attributes

The service level attributes listed in Clause 1.3 above will apply except in the circumstances defined in Clause 18 (Force Majeure) of the Primary Document. For the avoidance of doubt, STC will make all reasonable efforts to comply with the terms of the service level attributes.

1.5 Delays

Any unreasonable delay caused by the Other Licensed Operator's non-fulfilment of its obligations arising out of the Data Access Services Agreement will result in the non-applicability of all or part of STC's undertakings contained in these Quality of Service Measures. Such obligations include, but are not limited to, access to sites for survey or provision of information required for service provisioning or fault resolution.

1.6 Quality of Service Reporting

STC will provide Quality of Service reports upon request from CITC, in accordance with its Licence obligations.

2 DELIVERY LEAD TIMES

STC's commitment to deliver within the lead times outlined below, will only apply to services ordered in accordance with the procedure for ordering and provisioning as set out in Annex H (*Operations and Maintenance Manual*), and within the forecast provided by the Other Licensed Operator under the procedure set out in Annex E (*Forecasting).*

2.1 Delivery of Wholesale Bit Stream Service

2.1.1 The table below details the delivery lead times applicable to Wholesale Bit Stream Service ordered within the agreed forecast by the Other Licensed Operator, starting from the end of the order negotiating period:

Order Type	***Delivery Lead Time***
Wholesale Bit Stream Service	5 Business Days
Request for Change of Speed	48 hours

2.2 Delivery of Local Loop Sharing Service

2.2.1 The table below details the delivery lead times applicable to an existing metallic pair in the Copper Access Network which is to be used for Local Loop Sharing Service ordered within the agreed forecast by the Other Licensed Operator, starting from the end of the order negotiating period:

Order Type	***Delivery Lead Time***
Local Loop Sharing Service	
Order acceptance	1 – 2 Business Days
Local Loop Test	2 - 5 Business Days
Local Loop acceptance / rejection	5 - 10 Business Days
Service Activation	2 – 5 Business Days
Total provision lead time	10 – 22 Business Days

2.3 Delivery of ADSL DSLAM Site Sharing Service for Line Sharing

2.3.1 Delivery lead times will depend on the outcome of the Initial Survey and the full professional survey, and will therefore be determined on a site-by-site basis.

Order Type	***Delivery Lead Time***
Response to Preliminary Survey Request.	15 Business Days
Final Survey Report	2 to3 months
ADSL DSLAM Site Sharing Service construction	Needed Construction Period based on Final Site Survey and Engineering Designs & Work Schedules.

2.4 Delivery of Bit Stream Access Link Service for Bit Stream and Wholesale Backhaul Service for Line Sharing

2.4.1 The table below details the delivery lead times applicable to the Bit Stream Access Link Service and Wholesale Backhaul for Line Sharing Services ordered within the agreed forecast by the Other Licensed Operator, starting from the end of the order negotiating period;

Order Type	***Delivery Lead Time***
Per STM1 Link where capacity is available	12 Weeks
Per STM1 Link where capacity is required at one or both ends but not involving civil engineering work.	24 Weeks

3 PERFORMANCE

3.1 Availability of Wholesale Bit Stream Service

3.1.1 Each Wholesale Bit Stream Service will have a target availability of 99%, which is the amount of time over one quarter (that is to say three (3) Calendar Months in the Hijra calendar) during which the circuit is fully functional and available for the provision of broadband services.

3.2 Availability of Local Loop Sharing Service

3.2.1 Each Shared Local Loop Service will have a target availability of 98%, which is the amount of time over one quarter (that is to say three (3) Calendar Months in the Hijra calendar) during which the unbundled spectrum of the loop is fully available for the provision of broadband services.

3.3 Availability of Bit Stream Access Link Service and Wholesale Backhaul Service for Line Sharing

3.3.1 Each Bit Stream Access Link Service and Wholesale Backhaul Service for Line Sharing will have a target availability of 99%, which is the amount of time over one quarter (that is to say three (3) Calendar Months in the Hijra calendar) during which the link is fully functional and available for the transmission of broadband services.

3.4 Bit Stream Access Link Service and Wholesale Backhaul Service for Line Sharing Fault Repair

3.4.1 STC or the Other Licensed Operator will report to the other party any fault related to Bit Stream Access Link Service and Wholesale Backhaul Service for Line Sharing, in accordance with the procedure described in Annex H (*Operations and Maintenance Manual*).

3.4.2 In the event of the Other Licensed Operator's failure to report a fault in accordance with the appropriate procedure, STC will not be bound by the terms of this Annex I, including the target repair time and any applicable penalties.

3.4.3 Both STC and the Other Licensed Operator will co-operate in any investigation and follow up action required for the resolution of the fault.

3.5 Wholesale Bit Stream Service Fault Repair

3.5.1 STC or the Other Licensed Operator will report to the other party any fault related to Wholesale Bit Stream Services, in accordance with the procedure described in Annex H (*Operations and Maintenance Manual*).

3.5.2 In the event of the Other Licensed Operator's failure to report a fault in accordance with the appropriate procedure, STC will not be bound by the terms of this Annex I, including the target repair time and any applicable penalties.

3.5.3 Both STC and the Other Licensed Operator will co-operate in any investigation and follow up action required for the resolution of the fault.

3.6 Local Loop Sharing Service Fault Repair

3.6.1 STC or the Other Licensed Operator will report to the other party any fault related to Local Loop Sharing Services, in accordance with the procedure described in Annex H (*Operations and Maintenance Manual*).

3.6.2 In the event of the Other Licensed Operator's failure to report a fault in accordance with the appropriate procedure, STC will not be bound by the terms of this Annex I, including the target repair time and any applicable penalties.

3.6.3 Both STC and the Other Licensed Operator will co-operate in any investigation and follow up action required for the resolution of the fault.

3.7 Repair Times

3.7.1 Repair times are dependent on the nature of the fault (Service-Affecting or Non-Service-Affecting).

3.7.2 In the case of Local Loop Sharing Service, the repair time for a fault identified as being caused by interference between DSL services will be dependent upon the adopted procedure as described in Annex H (*Operations and Maintenance Manual*).

3.7.3 When a fault has been reported and both Parties agree that the fault is electrical and Service Affecting in accordance with the terms of Annex H (*Operations and Maintenance Manual*), STC will address Service-Affecting faults as priority.

3.7.4 STC will address reported faults for the Bit Stream Access Link Service and Wholesale Backhaul Service for Line Sharing and the Local Loop Sharing Service within the timescales as detailed in the table below:

Type of fault	***Target Repair Time***
Service-affecting fault	85% within 10 hours of receipt of Fault Report
Non-service-affecting fault	85% within 36 hours of receipt of Fault Report

3.7.5 STC will address reported faults for the Wholesale Bit Stream Service within the timescales as detailed in the table below:

Type of fault	***Target Repair Time***
Service-affecting fault	80% within 24 hours of receipt of Fault Report
Non-service-affecting fault	80% within 36 hours of receipt of Fault Report