

**REPORT OF THE INTERNET ACCESS SERVICE QUALITY INDICATORS OF
(Q1-Q7)**

*During the Third Quarter 2024, Cogent Albania had Five Customers with Twenty-two (22) Internet Access Circuits.

Reporting period		from:	1/1/2024	until:	9/30/2024
Q1-I Time for the realisation of internet access	Period of data collection	Completed requests	Duration of internet access (in calendar days)		
			Physical access	Logical access	Physical and logical access together
	First quarter	50%			
		95%			
		99%	90	90	90
	Second quarter	50%			
		95%			
		99%	90	90	90
	Third quarter	50%			
		95%			
		99%	90	90	90
	Fourth quarter	50%			
		95%			
		99%			

*Customer service remained active the entire period.

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Q2-I Connection time (log-in)	Period of data collection	Connections made (in percentage)	Connection time (in seconds)	Number of observations	
	First quarter	80%			
		95%	100%	18	
	Second quarter	80%			
		95%	100%	22	
	Third quarter	80%			
		95%	100%	22	
	Fourth quarter	80%			
		95%			

(1) There was no downtime in this period.

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Q3-I Speed of data transmission	Period of data collection	Speed of data transmission (in kbit/s)									
		In download					In upload				
		Number of observations	Highest speed achieved for 95% of data transmissions	Lowest speed achieved for 5% of data transmissions	Average speed of data transmissions	Standart deviation	Number of observations	Highest speed achieved for 95% of data transmissions	Lowest speed achieved for 5% of data transmissions	Average speed of data transmissions	Standart deviation
	First quarter	18	10 Gbit/s	10 Gbit/s	10 Gbit/s	N/A	18	10 Gbit/s	10 Gbit/s	10 Gbit/s	N/A
	Second quarter	22	10 Gbit/s	10 Gbit/s	10 Gbit/s	N/A	22	10 Gbit/s	10 Gbit/s	10 Gbit/s	N/A
	Third quarter	22	10 Gbit/s	10 Gbit/s	10 Gbit/s	N/A	22	10 Gbit/s	10 Gbit/s	10 Gbit/s	N/A
	Fourth quarter										

(1) Service is fully synchronous

(2) Customers have the full bandwidth available. One customer with four 10Gbit/s connections, one customer with eight 10 Gbit/s connection; one customer with three 10 Gbit/s connections, one customer with one 10 Gbit/s connection and one customer with four 8Gbit/s connections and two 9Gbit/s connections

Q4-I Report of failed data transmissions	Period of data collection	Number of necessary observations	Amount of transmission connections	Amount of failed transmissions	Report of failed data transmissions (D/C*100)%	
	First quarter	17	17	0	0%	
	Second quarter	22	22	0	0%	
	Third quarter	22	22	0	0%	
	Fourth quarter					

Q5-I Report of successful connections (log-in)	Period of data collection	Number of necessary observations	Total amount of connection attempts	Total amount of successful connections	Report of succesful connections (log- in) (D/C*100)%	
	First quarter	17	17	17	100%	
	Second quarter	22	22	22	100%	
	Third quarter	22	22	22	100%	
	Fourth quarter					

(1) Customers have the full bandwidth available. One customer with four 10Gbit/s connections, one customer with eight 10 Gbit/s connection; one customer with three 10 Gbit/s connections, one customer with one 10 Gbit/s connection and one customer with four 8Gbit/s connections and two 9Gbit/s connections

Q6-I Delays (time of unidirectional transmission)	Period of data collection	Number of necessary observations	Avarage delay value (in milliseconds)	Standart delay deviation (in milliseconds)	
	A	B	C	D	
	First quarter	N/A	N/A	N/A	
	Second quarter	N/A	N/A	N/A	
	Third quarter	N/A	N/A	N/A	
	Fourth quarter				

Q7-I User complaints	Period of data collection	Avarange number of users	Number of user complaints	Number of complaints per user (C/B*100)%	
	A	B	C	D	
	First quarter	0	0	0	
	Second quarter	0	0	0	
	Third quarter	0	0	0	