REPORT OF THE INTERNET ACCESS SERVICE QUALITY INDICATORS OF
(Q1I-Q7I)

During the Fourth Quarter 2023, Cogent Albania had Five Customers with Eighteeen (18) Internet Access Circuits.

Reporting period	from:	1/1/2023	until:	12/30/2023

Q1-I Time for the realisation of internet access

Period of data collection	Completed requests	Duration of internet access (in calendar days)				
		Physical acess	Logical access	Physical and logical acess togather		
First quarter	50%					
	95%					
	99%	90	90	90		*Customer service remained active the entire period.
Second quarter	50%					
	95%					
	99%	90	90	90		*Customer service remained active the entire period.
Third quarter	50%					
	95%					
	99%	90	90	90		*Customer service remained active the entire period.
Fourth quarter	50%					
	95%					
	99%	90	90	90		*Customer service remained active the entire period.

Q2-I Connection time (login)

Period of data collection	Connections made (in percentage)	Connection time (in seconds)	Number of observations	
First quarter	80%			
	95%	100%	18	(1) There was no downtime in this period.
Second quarter	95%	100%	18	(1) There was no downtime in this period.
Third quarter	95%	100%	18	(1) There was no downtime in this period.
Fourth quarter	95%	100%	18	(1) There was no downtime in this period.

Q3-I Speed of data transmission

Speed of data transmission (in kbit/s)

Period of data collection	In download					In upload				
	Number of obeservations	Highest speed achieved for 95% of data transmissions	Lowest speed achieved for 5% of data transmissions	Avarage 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	Avarage speed of data transmissions	Standart deviation
First quarter	17	10 Gbit/s	10 Gbit/s	10 Gbit/s	N/A	17	10 Gbit/s	10 Gbit/s	10 Gbit/s	N/A
Second 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
Third 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
Forth 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

(1) Service is fully sychronous

(2) Customers have the full bandwidth available. One customer with four 10Gbit/s connections, one customer with five 10 Gbit/s connection; one customer with three 10 Gbit/s connections, one customer with one 10 Gbit/s connection and one customer with five 7Gbit/s connection

Q4-I Report of failed data transmissions

Period of data collection	Number of necessary obeservations	Amount of transmission connections	Amount of failed transmissions	Report of failed data transmissions (D/C*100)%	
	B	C	D	E	
First quarter	17	17	0	0%	
Second quarter	18	18	0	0%	
Third quarter	18	18	0	0%	
Forth quarter	18	18	0	0%	

Q5-I Report of successful connections (log-in)

Period of data collection	Number of necessary obeservations	Total amount of connection attempts	Total amont of succesful connections	Report of succesful connections (log-in) (D/C*100)%	
A	B	C	D	E	
First quarter	17	17	17	100%	
Second quarter	18	18	18	100%	
Third quarter	18	18	18	100%	
Forth quarter	18	18	18	100%	

(1) Customers have the full bandwidth available. One customer with four 10Gbit/s connections, one customer with five 10 Gbit/s connection; one customer with three 10 Gbit/s connections, one customer with one 10 Gbit/s connection and one customer with five 7Gbit/s connection

Q6-I Delays (time of unidirectional transmission)

Period of data collection	Number of necessary obeservations	Avarage delay value (in miliseconds)	Standart delay deviation (in miliseconds)	
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	
Forth quarter	N/A	N/A	N/A	

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	
Forth quarter	0	0	0	