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

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

Reporting period	from:	1/1/2024	until:	6/30/2024

Q1-I Time for the realisation of internet access

Period of data collection	Completed requests	Duration of internet access (in calendar days)			
		Physical 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%				
Fourth quarter	50%				
	95%				
	99%				

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%	22	
Third quarter				(1) There was no downtime in this period.
	95%			
Fourth quarter				
	95%			

Q3-I Speed of data transmission

Period of data collection	Speed of data transmission (in kbit/s)									
	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	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										
Forth quarter										

(1) Service is fully sychronous

(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)%	
	B	C	D	E	
First quarter	17	17	0	0%	
Second quarter	22	22	0	0%	
Third quarter					
Forth quarter					

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

Period of data collection	Number of necessary obsservations	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	22	22	22	100%	
Third quarter					
Forth 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 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				
Forth 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				
Forth quarter				