APPENDIX 3

COMPENSATION FOR FAILURES TO COMPLY WITH THE QUALITY OF SERVICE IN THE "REDE ADSL PT" OFFER

Repair of faults

Formulas in the "Rede ADSL PT" offer:

Normal:

$$\frac{HU}{22 \times 8} \times \sum_{n=1}^{k} Ac\_Loc\_Parque\_Classe\_NORMAL(n) \times \Pr e\varsigma o\_Mens\_Classe(n)$$

MAX8HU:

$$\frac{HU}{22 \times 8} \times \sum_{n=1}^{k} Ac\_Loc\_Parque\_Classe\_MAX8HU(n) \times \Pr e\varsigma o\_Mens\_Classe(n)$$

MAX12HL:

$$\frac{HU}{30 \times 24} \times \sum_{n=1}^{k} Ac\_Loc\_Parque\_Classe\_MAX12HL(n) \times \Pr e\varsigma o\_Mens\_Classe(n)$$

where:

- *"HU" is the difference, in working hours, between the maximum time actually accomplished and the level of Quality of Service;*

- *"HL" is the difference, in consecutive hours, between the maximum time actually accomplished and the level of Quality of Service o;*

- *"Ac_Loc_Parque_Classe_NORMAL(n)" corresponds to Local Accesses of the Class (n) in the set in the month in analysis with the "NORMAL" level of service restoration;*

- *"Ac_Loc_Parque_Classe_MAX8HU(n)" corresponds to Local Accesses of the Class (n) in the set in the month in analysis with the "MAX8HU" level of service restoration;*

- *"Ac_Loc_Parque_Classe_ MAX12HL (n)" corresponds to Local Accesses of the Class (n) in the set in the month in analysis with the "MAX12HL" level of service restoration;*

- *"Preço_Mens_Classe(n)" corresponds to the monthly price of a Local Access of the Class (n);*

- *k represents the total number of available Classes.*

Loop availability

Table 18. Compensation for failure to comply with service availability

Level of Quality of Service	Compensation
Availability of NORMAL service	
93% ≤ Availability of service <99%	3% of next monthly billing
Availability of service <93%	5% of next monthly billing
Availability of MAX8HU and MAX12HL service	
93% ≤ Availability of service <99.5%	3% of next monthly billing
Availability of service <93%	5% of next monthly billing