

REPORT OF THE INTERNET ACCESS SERVICE QUALITY INDICATORS OF
(Q11-Q71)

*During the third Quarter 2025 Cogent Albania had Five Customers with Fifteen (15) Internet Access Circuits.

Reporting period		from:	1/1/2025	until:	9/30/2025	
Q1-1 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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Q2-1 Connection time (down)	Period of data collection	Connections made (in percentage)	Connection time (in seconds)	Number of observations	
		80%	95%	100%	23
	First quarter	80%	95%	100%	23
	Second quarter	95%	100%	15	
	Third quarter	95%	100%	15	
	Fourth quarter	95%	100%	15	

(1) There was no downtime in this period.

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Q3-1 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	Standard 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	Standard deviation
	First quarter	23	10 Gbit/s	10 Gbit/s	10 Gbit/s	N/A	23	10 Gbit/s	10 Gbit/s	10 Gbit/s	N/A
	Second quarter	15	100 Gbit/s	100 Gbit/s	100 Gbit/s	N/A	15	100 Gbit/s	100 Gbit/s	100 Gbit/s	N/A
	Third quarter	15	100 Gbit/s	100 Gbit/s	100 Gbit/s	N/A	15	100 Gbit/s	100 Gbit/s	100 Gbit/s	N/A
	Forth quarter										

(1) Service is fully synchronous

(2) Customers have the full bandwidth available. One customer with one 100Gbit/s connections, one customer with four 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

Q4-1 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	23	23	0	0%	
	Second quarter	15	15	0	0%	
	Third quarter	15	15	0	0%	
	Forth quarter					

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Q5-1 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 successful connections (log-in) (D/C*100)%	
		A	B	C	D	E
	First quarter	23	23	23	100%	
	Second quarter	15	15	15	100%	
	Third quarter	15	15	15	100%	
	Forth quarter					

Q6-1 Delays (time of unidirectional transmission)	Period of data collection	Number of necessary observations	Average delay value (in milliseconds)	Standard 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	
	Forth quarter				

Q7-1 User complaints	Period of data collection	Average 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				