		Mobily QoS for 2012																			
	Service	#	Indicator	CITC Standards	Jan	Feb	Mar	Average Q1	Apr	Мау	Jun	Average Q2	Jul	Aug	Sep	Average Q3	Oct	Nov	Dec	Average Q4	Average Yearly
MOBILE VOICE	E1/2	1	Response Time for (1100) Operator Service within 60 Sec	80%	88%	88%	87%	88%	92%	91%	88%	90%	80%	80%	81%	80%	83%	83%	83%	83%	85%
	E1/2	2	Unsuccessful Call Rate	<2%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	E1/2	3	Call Drop Rate	<2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	E1/2	4	Voice Quality Standards (Mean Opinion Score)	MOS>3.5	3.68	3.68	3.68	3.68	3.9	3.9	3.9	3.9	3.91	3.92	3.9	3.91	3.84	3.84	3.84	3.84	3.83
	E1/2	5	Geographical radio Service Coverage mapping	Updateed at least yearly	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%