| | | Mobily QoS for 2014 | | | | | | | | | | | | | | | | | | | |
|-----------------|---------|---------------------|---|--------------------------|--------|--------|--------|---------------|--------|--------|--------|---------------|--------|--------|--------|---------------|--------|--------|--------|------------|-------------------|
| | Service | # | Indicator | CITC Standards | Jan | Feb | Mar | Average Q1 | Apr | May | 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% | 87% | 85% | 87% | 86% | 85% | 84% | 80% | 83% | 80% | 86% | 87% | 84% | 86% | 87% | 89% | 87% | 85% |
| | E1/2 | 2 | Unsuccessful Call Rate | <2% | 0.665% | 0.659% | 0.701% | 1% | 0.860% | 0.870% | 0.860% | 1% | 0.880% | 0.850% | 0.940% | 1% | 0.950% | 0.910% | 0.980% | 0.95% | 0.84% |
| | E1/2 | 3 | Call Drop Rate | <2% | 0.364% | 0.379% | 0.380% | 0% | 0.370% | 0.360% | 0.360% | 0% | 0.350% | 0.350% | 0.380% | 0% | 0.380% | 0.370% | 0.390% | 0.38% | 0.37% |
| | E1/2 | 4 | Voice Quality Standards (Mean Opinion Score) | MOS>3.5 | 3.97 | 3.97 | 3.97 | 3.97 | 4.15 | 4.15 | 4.15 | 4.15 | 4.07 | 4.07 | 4.07 | 4.07 | 3.97 | 3.97 | 3.97 | 3.97 | 4.04 |
| | 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% |