	Mobily QoS for 2015																				
	Service	#	Indicator	CITC Standards	Jan	Feb	Mar	Average Q1	Apr	May	Jun	Average Q2	Jul	Aug	Sep	Average Q3	Oct	Nov	Dec	Averag e Q4	Average Yearly
MOBILE VOICE	E1/2	1	Response Time for (1100) Operator Service within 60 Sec	80%	87%	94%	92%	91%	92%	81%	75%	83%	82%	87%	87%	85%	73%	71%	63%	69%	81.95%
	E1/2	2	Unsuccessful Call Rate	<2%	0.994%	1.010%	0.996%	1.00%	0.944%	0.918%	0.863%	0.91%	0.899%	0.914%	1.015%	0.94%	0.882%	0.892%	0.859%	0.88%	0.93%
	E1/2	3	Call Drop Rate	<2%	0.374%	0.370%	0.363%	0.37%	0.338%	0.331%	0.315%	0.33%	0.320%	0.325%	0.344%	0.33%	0.319%	0.317%	0.315%	0.32%	0.34%
	E1/2	4	Voice Quality Standards (Mean Opinion Score)	MOS>3.5	3.76	3.76	3.76	3.76	3.57	3.57	3.57	3.57	3.67	3.67	3.67	3.67	3.84	3.84	3.84	3.84	3.71
	E1/2	5	Geographical radio Service Coverage mapping	Updateed at least yearly		99.4%	99.4%	99.4%	99.4%	99.4%	99.4%	99.4%	99.4%	99.4%	99.4%	99.4%	99.4%	99.4%	99.4%	99.4%	99.4%