

STC QoS for 2011																						
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		
FIXED VOICE	E1/1	1	Installation Time within 5 working Days	90%	96.50%	98.0%	98.0%	97.5%	96.5%	94.0%	97.0%	97.0%	97.0%	95.0%	96.3%	96.0%	91.0%	96.0%	94.3%	96.0%		
	E1/1	2	Fault Repairs Time within 24 Hours	90%	86.0%	87.0%	83.0%	85.3%	87.0%	89.0%	89.0%	88.3%	90.0%	90.0%	87.0%	89.0%	88.0%	83.0%	86.0%	85.7%	87.1%	
	E1/1	3	Response Time for (907) Operator Service within 60 Sec	80%	82.0%	84.0%	82.0%	82.7%	82.0%	86.0%	87.0%	85.0%	85.0%	87.0%	86.0%	86.0%	92.0%	97.0%	85.0%	91.3%	86.3%	
	E1/1	4	Unsuccessful Call Rate	<2%	0.67%	0.4%	0.61%	0.56%	0.60%	0.59%	0.59%	0.59%	0.72%	1.50%	0.70%	0.97%	0.57%	0.73%	0.62%	0.64%	0.69%	
	E1/1	5	Call Drop Rate	<2%	0.05%	0.70%	0.06%	0.27%	0.03%	0.05%	0.05%	0.04%	0.05%	0.04%	0.04%	0.04%	0.04%	0.04%	0.04%	0.04%	0.10%	
	E1/1	6	Fault Rate per 1000 Lines per Quarter	50 Faults	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	200.00%	200.00%	200.00%	200.00%	200.00%	200.00%	200.00%	200.00%	200.00%	150.00%
	E1/1	7	Voice Quality Standards (Mean Opinion Score)	MOS>3.5	0.00%	0.00%	0.00%	434.00%	420.00%	422.00%	427.00%	423.00%	428.00%	427.50%	400.00%	418.50%	428.00%	406.00%	400.00%	411.33%	421.71%	
MOBILE VOICE	E1/2	1	Response Time for (902) Operator Service within 60 Sec	80%	97.0%	83.0%	80.0%	86.7%	83.0%	87.0%	85.0%	85.0%	80.0%	80.0%	85.0%	81.7%	86.0%	86.0%	81.0%	84.3%	84.4%	
	E1/2	2	Unsuccessful Call Rate	<2%	0.50%	0.60%	0.66%	0.59%	0.18%	0.10%	0.09%	0.12%	1.47%	0.60%	0.09%	0.72%	0.17%	0.28%	0.19%	0.21%	0.41%	
	E1/2	3	Call Drop Rate	<2%	0.80%	0.10%	0.71%	0.54%	0.66%	0.63%	0.64%	0.64%	0.62%	0.64%	0.63%	0.63%	0.61%	0.60%	0.62%	0.61%	0.61%	
	E1/2	4	Voice Quality Standards (Mean Opinion Score)	MOS>3.5	2G = 3.7 3G=3.8	2G = 3.7 3G=3.9	2G = 3.7 3G=3.10	2G=3.7 3G=3.6	2G =3.7 3G=3.8	2G =3.7 3G=3.85	2G =3.73 3G=3.85	2G =3.73 3G=3.85	2G =3.7 3G=3.8	2G=3.7 3G=3.75								
	E1/2	5	Geographical radio Service Coverage mapping	Updateed at least yearly	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
INTERNET ACCESS	E1/3	1	Installation Time For Internet (Within 10 working Days)	90%	97.5%	98.0%	98.0%	97.8%	97.0%	96.0%	97.0%	96.7%	97.0%	95.0%	95.7%	91.0%	92.0%	93.0%	92.0%	95.5%		
	E1/3	2	Fault Repairs Time (Within 24 Hours)	90%	90.0%	91.0%	89.0%	90.0%	91.0%	91.0%	84.0%	88.7%	91.0%	91.0%	91.0%	91.0%	95.0%	94.0%	92.0%	93.7%	90.8%	
	E1/3	3	Response Time for BroadBand Service (Within 60 Sec)	80%	82.0%	84.0%	82.0%	82.7%	82.0%	86.0%	87.0%	85.0%	85.0%	87.0%	86.0%	86.0%	92.0%	97.0%	85.0%	91.3%	86.3%	
	E1/3	4	Fault Rate 50 Faults per 1000 Lines per Quarter	50 Faults	1	1	1	1	1	1	1	1	5	5	5	5	5.9	5.9	5.9	5.9	3.225	
	E1/3	5	IP Data Transmission throughput measurement	Min 50% of stated best efforts speed	31.0%	35.0%	34.0%	33.3%	32.0%	34.0%	33.0%	33.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.6%	
BUSINESS DATA	E1/3	1	Number of Circuits placed in service in agreed time	95%	96.18%	96.85%	95.21%	96.08%	96.00%	96.00%	95.04%	95.68%	95.80%	95.90%	93.30%	95.00%	95.30%	95.90%	93.30%	94.83%	95.40%	
	E1/3	2	Service Availability	99.70%	99.83%	99.85%	99.83%	99.84%	99.84%	99.80%	99.89%	99.84%	99.80%	99.85%	99.87%	99.84%	99.87%	99.87%	99.84%	99.86%	99.85%	