STC 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	Average Q4	Average Yearly
FIXED VOICE	E1/1	1	Installation Time within 5 working Days	90%	94.00%	96.0%	93.0%	94.3%	91.0%	93.0%	95.0%	93.0%	88.0%	94.0%	94.0%	92.0%	92.0%	90.0%	94.0%	92.0%	92.8%
	E1/1	2	Fault Repairs Time within 24 Hours	90%	97.0%	97.0%	96.0%	96.7%	90.0%	91.0%	90.0%	90.3%	98.0%	95.0%	90.0%	94.3%	90.0%	93.0%	90.0%	91.0%	93.1%
	E1/1	3	Response Time for (907) Operator Service within 60 Sec	80%	98.0%	97.0%	97.0%	97.3%	96.0%	90.0%	90.0%	92.0%	93.0%	88.0%	92.0%	91.0%	90.0%	91.0%	93.0%	91.3%	92.9%
	E1/1	4	Unsuccessful Call Rate	<2%	0.95%	0.81%	0.89%	0.88%	1.87%	0.62%	1.37%	1.29%	1.01%	0.52%	0.74%	0.76%	0.58%	0.58%	0.82%	0.66%	0.90%
	E1/1	5	Call Drop Rate	<2%	0.03%	0.03%	0.30%	0.12%	0.04%	0.04%	0.01%	0.03%	0.02%	0.00%	0.02%	0.01%	0.01%	0.02%	0.02%	0.02%	0.04%
	E1/1	6	Fault Rate per 1000 Lines per Quarter	50 Faults	2.60	2.60	2.60	2.60	5.00	5.00	5.00	5.00	4.90	4.90	4.90	4.90	6.90	6.90	6.90	6.90	4.85
	E1/1	7	Voice Quality Standards (Mean Opinion Score)	MOS>3.5	4.17	4.16	4.17	4.17	4.04	4.02	4.07	4.04	4.06	4.08	4.09	4.08	4.06	4.03	4.04	4.04	4.08
MOBILE VOICE	E1/2	1	Response Time for (902) Operator Service within 60 Sec	80%	91.0%	91.0%	92.0%	91.3%	81.0%	84.0%	84.0%	83.0%	88.0%	88.0%	92.0%	89.3%	94.0%	94.0%	91.0%	93.0%	89.17%
	E1/2	2	Unsuccessful Call Rate	<2%	0.40%	0.25%	0.22%	0.29%	0.10%	0.13%	0.22%	0.15%	0.43%	0.20%	0.20%	0.28%	0.25%	0.08%	0.11%	0.15%	0.22%
	E1/2	3	Call Drop Rate	<2%	0.59%	0.57%	0.58%	0.58%	0.52%	0.50%	0.54%	0.52%	0.49%	0.56%	0.50%	0.52%	0.55%	0.49%	0.42%	0.49%	0.53%
	E1/2	4	Voice Quality Standards (Mean Opinion Score)	MOS>3.5	2G = 3.8 3G = 3.9	2G = 3.7 3G = 3.8	2G = 3.7 3G = 3.8	2G =3.7 3G=3.8	2G =3.6 3G=3.8	2G =3.7 3G=3.8	2G=3.7 3G=3.8	2G =3.7 3G=3.8	2G =3.7 3G=3.8	2G =3.7 3G=3.8	2G =3.7 3G=3.8	2G =3.7 3G=3.8	2G =3.7 3G=3.8	2G =3.7 3G=3.8	2G =3.7 3G=3.8	2G =3.7 3G=3.8	2G=3.7 3G=3.81
	E1/2	5	Geographical radio Service Coverage mapping	Updateed at least yearly	published on STC website	published on STC website	published on STC website		published on STC website	published on STC website	published on STC website		published on STC website	published on STC website	published on STC website		published on STC website	published on STC website	published on STC website		
INTERNET ACCESS	E1/3	1	Installation Time For Internet (Within 10 working Days)	90%	96.0%	98.0%	96.0%	96.7%	94.0%	96.0%	95.0%	95.0%	92.0%	97.0%	97.0%	95.3%	95.0%	94.0%	97.0%	95.3%	95.6%
	E1/3	2	Fault Repairs Time (Within 24 Hours)	90%	98.0%	97.0%	97.0%	97.3%	90.0%	91.0%	90.0%	90.3%	98.0%	96.0%	88.0%	94.0%	90.0%	92.0%	91.0%	91.0%	93.2%
	E1/3	3	Response Time for BroadBand Service (Within 60 Sec)	80%	98.0%	97.0%	97.0%	97.3%	96.0%	90.0%	92.0%	92.7%	92.0%	80.0%	92.0%	88.0%	92.0%	85.0%	91.0%	89.3%	91.8%
	E1/3	4	Fault Rate 50 Faults per 1000 Lines per Quarter	50 Faults	3.90	3.90	3.90	3.9	4.00	4.00	4.00	4	3.80	3.8	3.8	3.8	3.8	3.8	3.8	3.8	3.875
	E1/3	5	IP Data Transmission throughput measurement	Min 50% of stated best efforts speed	36.0%	37.0%	38.0%	37.00%	36.0%	37.0%	38.0%	37.0%	41.0%	41.0%	41.0%	41.0%	X	X	X	Company can't measure as	Company can't measure as
BUSINESS DATA	E1/3	1	Number of Circuits placed in service in agreed time	95%	95.5%	95.8%	96.0%	95.77%	95.10%	95.20%	95.10%	95.13%	95.30%	95.30%	95.40%	95.33%	95.12%	95.12%	95.12%	95.12%	95.34%
	E1/3	2	Service Availability	99.70%	99.8%	99.7%	99.8%	99.74%	99.71%	99.74%	99.70%	99.72%	99.70%	99.71%	99.72%	99.71%	99.73%	99.73%	99.73%	99.73%	99.73%