

**Mobily QoS for 2009 Quarter 3 & 4**

<b>Mobily QoS for 2009 Quarter 3 &amp; 4</b>												
	<b>Service</b>	<b>#</b>	<b>Indicator</b>	<b>CITC Standards</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Average Q3</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Average Q4</b>
MOBILE VOICE	E???	1	Response Time for (1100) Operator Service within 60 Sec	80%	83%	83%	82%	83%	85%	87%	84%	85%
	E???	2	Unsuccessful Call Rate	<2%	1.33%	1.01%	0.86%	1.23%	0.81%	0.92%	0.86%	0.86%
	E???	3	Call Drop Rate	<2%	0.43%	0.41%	0.43%	0.46%	0.41%	0.45%	0.45%	0.44%
	E???	4	Voice Quality Standards (Mean Opinion Score)	MOS>3.5	<b>Mobily will start reporting starting from Quarter4, 2009</b>				4.40	4.40	4.40	4.40
	E???	5	Geographical radio Service Coverage mapping	Updateed at least yearly	97.80	97.80	97.80	97.80	98.00	98.00	98.00	98.00%