

Saudi Telecom Quality Report 2004

CITC																
Service	#	Indicator	Standards	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	
PSTN	1	Time of Initial Connection (No. of working Days 4)	90.00%	92.20%	94.30%	96.70%	94.00%	90.40%	90.00%	90.37%	93.50%	93.60%	92.60%	93.90%	93.50%	
	2	Fault Repairs with in Objective Time (Within 24 Hours)	85.00%	89.80%	97.90%	96.50%	94.70%	92.90%	96.90%	92.86%	97.70%	97.00%	96.90%	97.60%	97.00%	
	3	Response Time for (907) Operator Service (Within 30Sec)	90.00%	98.00%	98.00%	97.00%	98.00%	97.00%	99.00%	97.00%	94.00%	92.00%	95.00%	96.00%	95.00%	
	4	Response Time for (905) Directory Assistance Service (Within 30Sec)	90.00%	98.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%
	5	Call Set-up Time (3 Sec)	98.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	6	Unsuccessful Call-Rate (Local/National/International) %	3.00%	1.73%	1.78%	1.50%	1.69%	1.40%	1.63%	1.60%	1.74%	1.50%	1.54%	1.42%	1.21%	
	7	Bill Accuracy (valid accuracy-related complaints per 1000 Bills)	5	2.16	3.44	2.28	2.64	2.73	2.33	2.73	2.73	3.53	1.66	3.4	3.71	
Mobile	1	Mobile Service Provisioning (within 6 hours)	98.00%	96.30%	98.00%	90.00%	99.00%	99.00%	99.70%	98.00%	99.40%	99.48%	99.40%	98.09%	98.13%	
	2	Response Time for (902) Operator Service (Within 30Sec)	90.00%	84.00%	93.00%	89.00%	90.00%	90.00%	93.00%	90.00%	93.00%	89.00%	90.00%	93.00%	90.00%	
	3	Call Block Rate	3.00%	0.87%	1.40%	1.30%	1.30%	0.95%	1.06%	1.03%	1.03%	1.14%	1.57%	1.43%	1.39%	
	4	Call Drop Rate	3.00%	0.88%	0.92%	0.82%	0.98%	0.98%	1.01%	0.97%	0.93%	0.95%	1.04%	1.09%	0.95%	
	5	Bill Accuracy (valid accuracy-related complaints per 1000 Bills)	5	2	1	2	1.12	1.36	1.16	2	2.3	2.6	2.4	2.4	1.9	
Data Services Including Leased Lines	1	Connection Completed within agreed time	Reporting	58.00%	49.00%	61.00%	87.30%	70.50%	77.30%	85.40%	84.00%	79.80%	87.20%	80.50%	90.50%	
	2	Provisioning Interval (Avg. # of Days)	Reporting	24.68	18.54	23.27	23.1	24.05	29.41	29.7	21.68	23.92	22.76	33.08	14.62	
	3	Service Reliability	99.20%	99.38%	99.29%	99.23%	99.23%	99.30%	99.23%	99.28%	99.28%	99.20%	99.24%	99.35%	99.06%	