

Saudi Telecom Quality Report 2008

Service	#	Indicator	CITC Standards	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
PSTN	1	Time of Initial Connection (No. of working Days 3)	90%	87.70%	64%	75%	86.00%	83.20%	73%	90.00%	90%	92%	61.00%	84%	83%
	2	Fault Repairs with in Objective Time (Within 24 Hours)	90%	72.50%	48%	73%	87.00%	95%	92%	95.00%	91%	93%	88.00%	87%	94%
	3	Response Time for (907) Operator Service (Within 20Sec)	90%	92%	91%	91%	90%	90%	92%	93%	90%	94%	91%	91%	90%
	4	Response Time for (905) Directory Assistance Service (Within 15Sec)	92%	97%	84%	65%	66%	88%	22%	92%	92%	45%	35%	66%	87%
	5	Call Set-up Time (3 Sec)	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	6	Unsuccessful Call-Rate Local %	1%	0.60%	0.54%	0.41%	0.36%	0.40%	0.20%	0.20%	0.18%	0.22%	0.19%	0.32%	0.24%
	7	Unsuccessful Call-Rate National %	1%	0.49%	0.78%	0.96%	0.59%	0.50%	0.30%	0.20%	0.20%	0.70%	0.21%	0.43%	0.18%
	8	Unsuccessful Call-Rate International %	2%	1.67%	1.85%	1.60%	1.45%	1.10%	1.10%	1.00%	0.87%	1.09%	0.06%	1.48%	1.12%
	9	Bill Accuracy (valid accuracy-related complaints per 1000 Bills)	3	1.59	2.5	0.88	1.2	1.2	1	1	0.01	3	1.77	1.66	1.3
Mobile	1	Mobile Service Provisioning (within 6 hours)	98.5%	98.50%	98.50%	98.50%	98.50%	98.50%	99.50%	99.50%	99.10%	98.50%	99.00%	99.50%	99.00%
	2	Response Time for (902) Operator Service (Within 20Sec)	90%	95%	95%	97%	99%	96%	97%	97%	90%	95%	95%	95%	97%
	3	Call Block Rate	2%	0.41%	0.53%	0.40%	0.44%	0.33%	0.37%	0.30%	0.50%	1.40%	0.66%	0.91%	1.81%
	4	Call Drop Rate	2%	0.75%	0.76%	0.77%	0.79%	0.74%	0.76%	0.72%	0.70%	0.78%	0.27%	0.65%	0.73%
	5	Bill Accuracy (valid accuracy-related complaints per 1000 Bills)	3	1	1	1	1	1	1	1	1	1	1	1	1
Data Services Including Leased Lines	1	Connection Completed within agreed time	95%	95.84%	97.36%	95.10%	95.10%	99.00%	95.70%	97.50%	95.60%	96.10%	97.43%	95.12%	96.96%
	2	Provisioning Interval (Avg. # of Days)	Reporting	8	7.48	6.83	8.3	8.5	8.7	6.68	9.95	7.98	6.12	8.12	5.47
	3	Service Reliability	99.70%	99.97%	99.76%	99.77%	99.70%	99.70%	99.70%	99.74%	99.74%	99.64%	99.75%	99.73%	99.73%