

Mobily QoS for 2010

		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
MOBILE VOICE	E1/2	1	Response Time for (1100) Operator Service within 60 Sec	80%	72%	73%	84%	77%	85%	86%	84%	85%	87%	87%	92%	89%	90%	83%	65%	80%	83%	
	E1/2	2	Unsuccessful Call Rate	<2%	0.802%	0.750%	0.728%	0.760%	0.791%	0.786%	0.753%	0.780%	0.726%	0.672%	0.755%	0.718%	1.11%	1.00%	1.15%	1.08%	0.84%	
	E1/2	3	Call Drop Rate	<2%	0.438%	0.455%	0.461%	0.451%	0.477%	0.449%	0.433%	0.450%	0.428%	0.430%	0.427%	0.428%	0.40%	0.41%	0.39%	0.40%	0.43%	
	E1/2	4	Voice Quality Standards (Mean Opinion Score)	MOS>3.5	4.00	4.00	4.00	4.00	3.80	3.90	3.80	3.80	3.60	3.70	3.80	3.70	3.60	3.70	3.70	3.70	3.65	3.80
	E1/2	5	Geographical radio Service Coverage mapping	Updateed at least yearly	98.80	98.80	98.80	98.90%	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.10	99.10	99.10	99.10%	99.00%