

STC 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	
FIXED VOICE	E1/1	1	Installation Time within 5 working Days	90%	98%	95%	97%	97%	98%	97%	97%	97%	95%	97%	93%	95%	94%	90%	97%	94%	96%	
	E1/1	2	Fault Repairs Time within 24 Hours	90%	89%	92%	94%	92%	92%	91%	91%	91%	92%	89%	88%	90%	86%	87%	89%	88%	90%	
	E1/1	3	Response Time for (907) Operator Service within 60 Sec	80%	86%	89%	90%	88%	82%	80%	84%	82%	84%	90%	90%	89%	82%	89%	82%	84%	86%	
	E1/1	4	Unsuccessful Call Rate	<2%	0.29%	0.54%	0.52%	0.45%	0.54%	0.59%	0.57%	0.57%	0.75%	0.59%	0.60%	0.65%	0.54%	0.64%	0.52%	0.57%	0.56%	
	E1/1	5	Call Drop Rate	<2%	0.06%	0.06%	0.06%	0.06%	0.06%	0.10%	0.07%	0.08%	0.05%	0.06%	0.05%	0.05%	0.06%	0.06%	0.08%	0.07%	0.07%	
	E1/1	6	Fault Rate per 1000 Lines per Quarter	50 Faults				16					16.3				14.7				14.90	15.48
	E1/1	7	Voice Quality Standards (Mean Opinion Score)	MOS>3.5				4.34					4.34				4.34				4.34	4.34
MOBILE VOICE	E1/2	1	Response Time for (902) Operator Service within 60 Sec	80%	78%	72%	75%	75%	80%	84%	81%	82%	89%	84%	84%	86%	85%	83%	87%	85%	82%	
	E1/2	2	Unsuccessful Call Rate	<2%	0.30%	0.37%	0.11%	0.26%	0.22%	0.11%	0.11%	0.15%	1.42%	0.15%	0.29%	0.62%	0.91%	0.73%	0.05%	0.56%	0.40%	
	E1/2	3	Call Drop Rate	<2%	0.73%	0.72%	0.67%	0.71%	0.70%	0.68%	0.67%	0.68%	0.60%	0.71%	0.70%	0.67%	0.85%	0.30%	0.61%	0.59%	0.66%	
	E1/2	4	Voice Quality Standards (Mean Opinion Score)	MOS>3.5																		
	E1/2	5	Geographical radio Service Coverage mapping	Updateed at least yearly																		
INTERNET ACCESS	E1/3	1	Installation Time For Internet (Within 10 working Days)	90%	98.0%	99.5%	99.0%	98.8%	99%	99%	99%	99%	98%	99%	93%	97%	97%	95%	98%	97%	98%	
	E1/3	2	Fault Repairs Time (Within 24 Hours)	90%	85.0%	94.0%	95.0%	91%	95%	94%	94%	94%	94%	92%	92%	93%	90%	91%	92%	91%	92%	
	E1/3	3	Response Time for BroadBand Service (Within 60 Sec)	80%	75.0%	81.0%	80.0%	79%	88%	85%	84%	86%	84%	90%	90%	88%	82%	89%	82%	84%	84%	
	E1/3	4	Fault Rate 50 Faults per 1000 Lines per Quarter	50 Faults				70					91				87				91	84.75
	E1/3	5	IP Data Transmission throughput measurement	Min 50% of stated best efforts speed																		
BUSINESS DATA	E1/3	1	Number of Circuits placed in service in agreed time	95%	97.55%	96.81%	97.40%	97.25%	98.40%	97.99%	98.32%	98.24%	96.96%	98.29%	96.78%	97.34%	95.18%	97.31%	95.11%	95.86%	97.17%	
	E1/3	2	Service Availability	99.70%	99.98%	99.90%	99.92%	99.93%	99.70%	99.89%	99.82%	99.80%	99.87%	99.87%	99.90%	99.88%	99.90%	99.87%	99.86%	99.80%	99.85%	