

Zain QoS for 2016

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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 (959) Operator Service within 60 Sec	80%	81.0%	85.0%	83.8%	83.3%	83.0%	85.0%	81.0%	83.0%	86.0%	87.0%	80.0%	84.3%	80.0%	81.0%	80.0%	80.3%	82.73%
	E1/2	2	Unsuccessful Call Rate	<2%	1.49%	1.30%	0.90%	1.23%	0.94%	0.98%	0.92%	0.95%	1.4%	1.1%	0.9%	1.1%	0.5%	0.5%	0.4%	0.5%	0.93%
	E1/2	3	Call Drop Rate	<2%	0.42%	0.42%	0.41%	0.42%	0.43%	0.46%	0.42%	0.44%	0.42%	0.41%	0.39%	0.41%	0.27%	0.26%	0.29%	0.27%	0.38%
	E1/2	4	Voice Quality Standards (Mean Opinion Score)	MOS>3.5	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.8	3.8	3.8	3.75	3.8	3.8	3.8	3.75	3.75
	E1/2	5	Geographical radio Service Coverage mapping	Updateed at least yearly	94.00%	94.00%	94.00%	94.00%	94.00%	94.00%	94.00%	94.00%	94.00%	94.00%	94.00%	94.00%	95.00%	95.00%	95.00%	95%	94.3%