	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%	96%	89%	85%	90%	91%	85%	90%	89%	80%	88%	82%	83%	81%	89%	87%	86%	87%
	E1/2	2	Unsuccessful Call Rate	<2%	1.06%	1.10%	1.12%	1%	1.06%	0.98%	0.97%	1%	2%	2%	1%	2%	1%	2%	2%	2%	1%
	E1/2	3	Call Drop Rate	<2%	0.40%	0.38%	0.41%	0%	0.40%	0.39%	0.39%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	E1/2	4	Voice Quality Standards (Mean Opinion Score)	MOS>3.5	3.70	3.70	3.70	3.7	3.7	3.7	3.7	3.7	3.7	3.7	3.7	3.7	3.7	3.7	3.7	3.7	90%>4
	E1/2	5	Geographical radio Service Coverage mapping	Updateed at least yearly	93.80%	93.80%	93.80%	93.80%	93.80%	93.80%	93.80%	93.80%	93.80%	93.80%	93.80%	93.80%	93.80%	93.80%	93.80%	94%	94%

Zain QoS for 2014