		STC QoS for 2018															——			
	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%	90.10%	91.4%	94.9%	92.1%													
	E1/1	Fault Repairs Time within 24 Hours	90%	99.3%	99.8%	98.2%	99.1%													
	E1/1	Response Time for 3 (907) Operator Service within 60 Sec	80%	97.0%	95.0%	96.0%	96.0%													
	E1/1	4 Unsuccessful Call Rate	<2%	0.65%	0.48%	0.45%	0.53%													
	E1/1	5 Call Drop Rate	<2%	0.01%	0.09%	0.25%	0.12%													
	E1/1	Fault Rate per 1000 Lines per Quarter	50 Faults	32.00	24.00	29.00	28.33													
	E1/1	7 Voice Quality Standards (Mean Opinion Score)	MOS>3.5	4.12	4.05	4.10	4.09													
MOBILE VOICE	E1/2	Response Time for 1 (902) Operator Service within 60 Sec	80%	82.0%	90.0%	98.0%	90.0%													
	E1/2	2 Unsuccessful Call Rate	<2%	2G =0.6% 3G=0.3%	2G =0.8% 3G=0.3%	2G =0.8% 3G=0.2%	2G =0.7% 3G=0.2%													
	E1/2	3 Call Drop Rate	<2%	0.25%	0.26%	0.26%	0.26%													
	E1/2	4 Voice Quality Standards (Mean Opinion Score)	MOS>3.5	2G =3.7 3G=3.8	2G =3.7 3G=3.8	2G =3.7 3G=3.8	2G =3.7 3G=3.8													
	E1/2	Geographical radio Service Coverage mapping	Updateed at least yearly	published on STC website	published on STC website	published on STC website														
INTERNET ACCESS	E1/3	Installation Time For Internet (Within 10 working Days)	90%	99.2%	99.8%	99.9%	99.6%													
	E1/3	2 Fault Repairs Time (Within 24 Hours)	90%	94.2%	92.8%	94.4%	93.8%													
	E1/3	Response Time for 3 BroadBand Service (Within 60 Sec)	80%	97.0%	95.0%	96.0%	96.0%													
	E1/3	Fault Rate 50 Faults per 1000 Lines per Quarter	50 Faults	32.00	25.00	29.00	28.6666667													
	E1/3	5 IP Data Transmission throughput measurement	Min 50% of stated best efforts speed	80.0%	80.0%	80.0%	80.00%													
BUSINESS DATA	E1/3	Number of Circuits 1 placed in service in agreed time	95%	99.9%	99.9%	100.0%	99.90%													
	E1/3	2 Service Availability	99.70%	99.9%	99.9%	99.9%	99.91%													