

STC QoS for 2017

| | 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% | 91.00% | 96.0% | 98.0% | 95.0% | 96.8% | 95.7% | 93.4% | 95.3% | 91.5% | 97.4% | 98.3% | 95.7% | 97.3% | 93.8% | 94.9% | 95.3% | 95.3% | |
| | E1/1 | 2 | Fault Repairs Time within 24 Hours | 90% | 99.2% | 98.9% | 91.0% | 96.4% | 98.4% | 97.1% | 97.3% | 97.6% | 99.0% | 98.0% | 92.9% | 96.6% | 90.0% | 93.0% | 91.5% | 91.5% | 95.5% | |
| | E1/1 | 3 | Response Time for (907) Operator Service within 60 Sec | 80% | 93.0% | 92.0% | 96.0% | 93.7% | 99.0% | 98.0% | 98.0% | 98.3% | 95.0% | 94.0% | 89.0% | 92.7% | 96.0% | 96.0% | 93.0% | 95.0% | 94.9% | |
| | E1/1 | 4 | Unsuccessful Call Rate | <2% | 0.69% | 0.57% | 0.84% | 0.70% | 0.51% | 0.53% | 0.68% | 0.57% | 0.77% | 0.76% | 0.72% | 0.75% | 0.45% | 0.46% | 0.68% | 0.53% | 0.64% | |
| | E1/1 | 5 | Call Drop Rate | <2% | 0.04% | 0.03% | 0.03% | 0.03% | 0.03% | 0.03% | 0.03% | 0.03% | 0.03% | 0.02% | 0.02% | 0.02% | 0.02% | 0.03% | 0.03% | 0.03% | 0.03% | 0.03% |
| | E1/1 | 6 | Fault Rate per 1000 Lines per Quarter | 50 Faults | 7.00 | 7.00 | 7.00 | 7.00 | 43.00 | 46.00 | 45.00 | 44.67 | 40.00 | 41.00 | 40.00 | 40.33 | 44.00 | 43.00 | 41.00 | 42.67 | 33.67 | |
| | E1/1 | 7 | Voice Quality Standards (Mean Opinion Score) | MOS>3.5 | 4.04 | 4.01 | 4.01 | 4.02 | 4.02 | 4.01 | 4.02 | 4.02 | 4.02 | 4.01 | 3.97 | 3.97 | 3.98 | 3.99 | 4.00 | 4.12 | 4.04 | 4.01 |
| MOBILE VOICE | E1/2 | 1 | Response Time for (902) Operator Service within 60 Sec | 80% | 92.0% | 93.0% | 92.0% | 92.3% | 98.0% | 99.0% | 94.0% | 97.0% | 94.0% | 94.0% | 92.0% | 93.3% | 88.0% | 89.0% | 69.0% | 82.0% | 91.17% | |
| | E1/2 | 2 | Unsuccessful Call Rate | <2% | 0.05% | 0.06% | 0.06% | 0.06% | 0.21% | 0.06% | 0.07% | 0.11% | 0.10% | 0.10% | 0.10% | 0.10% | 0.90% | 0.90% | 0.90% | 0.90% | 0.29% | |
| | E1/2 | 3 | Call Drop Rate | <2% | 0.29% | 0.39% | 0.42% | 0.37% | 0.31% | 0.29% | 0.28% | 0.29% | 0.29% | 0.29% | 0.29% | 0.29% | 0.28% | 0.28% | 0.28% | 0.28% | 0.31% | |
| | 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 | 2G = 3.7 3G = 3.8 | 2G = 3.7 3G = 3.8 | 2G = 3.7 3G = 3.8 | 2G = 3.7 3G=3.8 | 2G = 3.7 3G = 3.8 | 2G = 3.7 3G = 3.8 | 2G = 3.7 3G = 3.8 | 2G = 3.7 3G=3.8 | 2G = 3.7 3G = 3.8 | 2G = 3.7 3G = 3.8 | 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 | 5 | Geographical radio Service Coverage mapping | Updated at least yearly | published on STC website | published on STC website | published on STC website | | published on STC website | published on STC website | published on STC website | | published on STC website | published on STC website | published on STC website | | published on STC website | published on STC website | published on STC website | | | |
| INTERNET ACCESS | E1/3 | 1 | Installation Time For Internet (Within 10 working Days) | 90% | 92.0% | 96.0% | 97.0% | 95.0% | 96.0% | 94.3% | 92.7% | 94.3% | 93.0% | 98.5% | 98.8% | 96.8% | 97.9% | 95.8% | 91.6% | 95.1% | 95.3% | |
| | E1/3 | 2 | Fault Repairs Time (Within 24 Hours) | 90% | 100.0% | 99.0% | 100.0% | 99.7% | 99.0% | 98.9% | 99.0% | 99.0% | 99.0% | 99.0% | 98.3% | 93.0% | 96.8% | 95.5% | 95.1% | 93.0% | 94.5% | 97.5% |
| | E1/3 | 3 | Response Time for BroadBand Service (Within 60 Sec) | 80% | 94.0% | 94.0% | 93.0% | 93.7% | 91.0% | 86.0% | 89.0% | 88.7% | 97.0% | 98.0% | 87.0% | 94.0% | 97.0% | 93.0% | 76.0% | 88.7% | 91.3% | |
| | E1/3 | 4 | Fault Rate 50 Faults per 1000 Lines per Quarter | 50 Faults | 4.00 | 4.00 | 4.00 | 4 | 4.40 | 4.50 | 3.50 | 4.133333333 | 4.30 | 4.3 | 4.1 | 4.23333333 | 4.1 | 4.4 | 3.8 | 4.1 | 4.1166667 | |
| | E1/3 | 5 | IP Data Transmission throughput measurement | Min 50% of stated best efforts speed | 85.0% | 85.0% | 85.0% | 85.00% | 71.0% | 71.0% | 71.0% | 71.0% | 71.0% | 79.0% | 79.0% | 79.0% | 79.0% | 92.0% | 92.0% | 92.0% | 92.0% | 81.8% |
| BUSINESS DATA | E1/3 | 1 | Number of Circuits placed in service in agreed time | 95% | 95.1% | 95.1% | 95.1% | 95.09% | 98.21% | 98.21% | 98.21% | 98.21% | 99.20% | 99.78% | 99.22% | 99.40% | 99.54% | 99.06% | 99.80% | 99.47% | 98.04% | |
| | E1/3 | 2 | Service Availability | 99.70% | 97.7% | 97.7% | 97.7% | 97.70% | 99.85% | 99.81% | 99.70% | 99.79% | 99.92% | 99.88% | 99.92% | 99.91% | 99.83% | 99.94% | 99.94% | 99.90% | 99.32% | |