Zain QoS for 2015																				
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%	86.1%	88.6%	83.8%	86.2%	85.0%	90.0%	82.0%	85.7%	80.0%	81.0%	85.0%	82.0%	88.0%	80.0%	80.0%	82.7%	84.12%
E1/2	2	Unsuccessful Call Rate	<2%	1.95%	1.88%	1.82%	2%	1.90%	1.87%	1.50%	1.8%	1.7%	1.4%	1.6%	1.5%	1.3%	1.2%	1.2%	1.2%	1.61%
E1/2	3	Call Drop Rate	<2%	0.52%	0.59%	0.59%	1%	0.54%	0.57%	0.51%	0.54%	0.50%	0.52%	0.52%	0.51%	0.50%	0.48%	0.41%	0.46%	0.52%
E1/2	4	Voice Quality Standards (Mean Opinion Score)	MOS>3.5	3.75	3.75	3.75	3.8	3.8	3.8	3.8	3.8	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	93.85%	93.85%	93.85%	93.85%	93.85%	93.85%	93.85%	93.85%	93.85%	93.85%	93.85%	93.85%	93.88%	93.88%	93.88%	94%	93.9%