		Mobily QoS for 2011																			
	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 (1100) Operator Service within 60 Sec	80%	82%	87%	86%	85%	82%	82%	82%	82%	84%	70%	83%	79%	81%	95%	90%	89%	84%
	E1/2	2	Unsuccessful Call Rate	<2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%
	E1/2	3	Call Drop Rate	<2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	E1/2	4	Voice Quality Standards (Mean Opinion Score)	MOS>3.5	3.7	3.8	3.8	3.77	3.84	3.84	3.84	3.84	3.5	3.5	3.5	3.5	3.57	3.57	3.57	3.57	3.67
	E1/2	5	Geographical radio Service Coverage mapping	Updateed at least yearly	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%