| | | Mobily QoS for 2013 | | | | | | | | | | | | | | | | | | | |
|-----------------|---------|---------------------|---|--------------------------|--------|--------|--------|---------------|--------|--------|--------|---------------|--------|--------|--------|---------------|--------|--------|--------|------------|-------------------|
| _ | 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% | 86% | 92% | 87% | 93% | 88% | 84% | 88% | 84% | 80% | 84% | 83% | 86% | 86% | 85% | 86% | 86% |
| | E1/2 | 2 | Unsuccessful Call Rate | <2% | 0.609% | 0.578% | 0.641% | 1% | 0.631% | 0.561% | 0.582% | 1% | 0.538% | 0.588% | 0.594% | 1% | 0.679% | 0.618% | 0.554% | 1% | 1% |
| | E1/2 | 3 | Call Drop Rate | <2% | 0.334% | 0.347% | 0.354% | 0% | 0.367% | 0.364% | 0.358% | 0% | 0.363% | 0.366% | 0.371% | 0% | 0.380% | 0.370% | 0.357% | 0% | 0% |
| | E1/2 | 4 | Voice Quality Standards (Mean Opinion Score) | MOS>3.5 | 3.97 | 3.97 | 3.97 | 3.97 | 4.02 | 4.02 | 4.02 | 4.02 | 4.07 | 4.07 | 4.07 | 4.07 | 3.97 | 3.97 | 3.97 | 3.97 | 4.01 |
| | 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% |