

STC QoS for 2009 Quarter 3 & 4												
Service	#	Indicator	CITC Standards	Jul	Aug	Sep	Average Q3	Oct	Nov	Dec	Average Q4	
FIXED VOICE	E1/1	1	Installation Time within 5 working Days	90%	96%	95%	92%	94%	96%	90%	93%	93%
	E1/1	2	Fault Repairs Time within 24 Hours	90%	93%	87%	92%	91%	90%	90%	82%	87%
	E1/1	3	Response Time for (907) Operator Service within 60 Sec	80%	82%	86%	85%	84%	81%	87%	80%	83%
	E1/1	4	Unsuccessful Call Rate	<2%	0.57%	0.59%	0.66%	0.61%	0.30%	0.20%	0.26%	0.25%
	E1/1	5	Call Drop Rate	<2%	0.64%	0.03%	0.05%	0.24%	0.11%	0.11%	0.07%	0.10%
	E1/1	6	Fault Rate per 1000 Lines per Quarter	50 Faults				10				13.3
	E1/1	7	Voice Quality Standards (Mean Opinion Score)	MOS>3.5	STC will start reporting starting from 1Q2010				STC will start reporting starting from 1Q2010			
MOBILE VOICE	E1/2	1	Response Time for (902) Operator Service within 60 Sec	80%	32%	34%	60%	42%	70%	61%	80%	70%
	E1/2	2	Unsuccessful Call Rate	<2%	0.24%	0.32%	0.95%	0.50%	0.22%	0.91%	0.32%	0.48%
	E1/2	3	Call Drop Rate	<2%	0.64%	0.71%	0.72%	0.69%	0.67%	0.82%	0.74%	0.74%
	E1/2	4	Voice Quality Standards (Mean Opinion Score)	MOS>3.5	STC will start reporting starting from 1Q2010				STC will start reporting starting from 1Q2010			
	E1/2	5	Geographical radio Service Coverage mapping	Updated at least yearly				98.50%				98.50%
INTERNET ACCESS	E1/3	1	Installation Time For Internet (Within 10 working Days)	90%	99%	98%	94%	97%	94%	93%	97%	95%
	E1/3	2	Fault Repairs Time (Within 24 Hours)	90%	95%	91%	93%	93%	93%	91%	88%	91%
	E1/3	3	Response Time for BroadBand Service (Within 60 Sec)	80%	85%	82%	80%	82%	80%	80%	81%	80%
	E1/3	4	Fault Rate 50 Faults per 1000 Lines per Quarter	50 Faults				90				71
	E1/3	5	IP Data Transmission throughput measurement	Min 50% of stated best efforts speed	STC is studying presently the best method to provide CITC with an accurate indicator for this item				STC is studying presently the best method to provide CITC with an accurate indicator for this item			
	E2/2	6	Bandwidth utilization for national Internet links	Max 90% for 3 consecutive months								
	E2/2	7	Bandwidth utilization for international Internet links	Max 90% for 3 consecutive months	45.20%	45.80%	46.80%	45.93%	47.70%	48.70%	53.40%	49.90%
BUSINESS DATA	E1/3	1	Number of Circuits placed in service in agreed time	95%	99.02%	97.10%	98.53%	98.22%	97.74%	98.52%	98.52%	98.26%
	E1/3	2	Service Availability	99.70%	99.80%	99.81%	99.78%	99.80%	99.88%	99.92%	99.92%	99.91%