

**Zain 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 (959) Operator Service within 60 Sec	80%	81%	76%	86%	81%	85%	80%	79%	82%	80%	78%	90%	83%	81%	85%	87%	84%	83%		
	E1/2	2	Unsuccessful Call Rate	<2%	1%	1%	1%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	
	E1/2	3	Call Drop Rate	<2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	0%	0%	0%	1%
	E1/2	4	Voice Quality Standards (Mean Opinion Score)	MOS>3.5	90%>4	90%>4	90%>4	90%>4	90%>4	90%>4	90%>4	90%>4	90%>4	90%>4	90%>4	90%>4	90%>4	90%>4	90%>4	90%>4	90%>4	90%>4	90%>4
	E1/2	5	Geographical radio Service Coverage mapping	Updateed at least yearly	88%	88%	88%	88%	89%	89%	89%	89%	89%	89%	89%	89%	89%	89%	89%	90%	89%	89%	