

Zain QoS for 2012

		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%	88%	87%	78%	84%	93%	95%	89%	82%	77%	96%	90%	88%	81%	79%	57%	72%	82%	
	E1/2	2	Unsuccessful Call Rate	<2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	E1/2	3	Call Drop Rate	<2%	0%	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	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	89.65%	89.65%	89.65%	89.65%	89.80%	89.80%	89.80%	89.80%	89.90%	89.95%	90.10%	89.98%	91.10%	91.10%	91.10%	91.10%	91%	90%