	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%	75%	73%	94%	81%	93%	83%	69%	82%	81%	80%	93%	84%	84%	92%	93%	90%	84%
	E1/2	2	Unsuccessful Call Rate	<2%	0.34%	0.40%	0.30%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	E1/2	3	Call Drop Rate	<2%	0.40%	0.41%	0.41%	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	3.7	3.7	3.7	3.7	3.7	3.7	3.7	3.7	من 90% العينات أكبر من 4	3.7	3.7	3.7	من 90% العينات أكبر من 4	90%>4
	E1/2	5	Geographical radio Service Coverage mapping	Updateed at least yearly	91.06%	91.06%	91.06%	91.06%	92.43%	92.43%	92.43%	92.43%	92.60%	92.60%	92.60%	92.60%	93.73%	93.73%	93.73%	94%	92%

Zain QoS for 2013