

## Saudi Telecom Quality Report 2007

Service	#	Indicator	CITC Standards	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
PSTN	1	Time of Initial Connection (No. of working Days 3)	90%	82.10%	90.00%	93.90%	90.00%	94.70%	98.20%	95.00%	91.00%	92.00%	91.90%	90.00%	84.00%
	2	Fault Repairs with in Objective Time (Within 24 Hours)	90%	91.59%	92.08%	93.29%	90.00%	92.80%	87.00%	86.00%	81.00%	88.00%	90.00%	91.90%	91.90%
	3	Response Time for (907) Operator Service (Within 20Sec)	90%	96%	99%	98%	95.00%	98.00%	96.00%	99.00%	99.00%	94.00%	90.00%	91.00%	94.00%
	4	Response Time for (905) Directory Assistance Service (Within 15Sec)	92%	97.70%	98.00%	98.20%	97.30%	97.60%	96.00%	90.00%	93.00%	91.00%	90.00%	89.00%	90.00%
	5	Call Set-up Time (3 Sec)	99%	100%	99%	99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	6	Unsuccessful Call-Rate Local %	1%	0.54%	0.58%	0.53%	0.52%	0.39%	0.51%	0.88%	0.44%	0.36%	0.76%	0.38%	0.74%
	7	Unsuccessful Call-Rate National %	1%	0.66%	0.31%	0.30%	0.68%	0.31%	0.46%	0.51%	0.86%	1.00%	1.51%	0.64%	1.57%
	8	Unsuccessful Call-Rate International %	2%	1.02%	1.33%	1.40%	1.60%	1.55%	0.48%	0.85%	0.48%	1.79%	2.15%	1.54%	2.34%
	9	Bill Accuracy (valid accuracy-related complaints per 1000 Bills)	3	2.41	2.71	2.91	1.62	2.62	1.82	2.29	2.1	2.76	3	3	3
Mobile	1	Mobile Service Provisioning (within 6 hours)	98.5%	99.80%	99.90%	99.90%	99.90%	98.80%	99.70%	99.00%	99.50%	99.50%	98.50%	99.50%	98.50%
	2	Response Time for (902) Operator Service (Within 20Sec)	90%	92.00%	94.00%	97.00%	96%	96%	92%	97.00%	97.00%	99.00%	97.00%	94.00%	92.00%
	3	Call Block Rate	2%	0.75%	0.77%	0.76%	0.50%	0.32%	0.30%	0.31%	0.63%	1.02%	1.06%	0.54%	1.06%
	4	Call Drop Rate	2%	0.93%	0.80%	0.86%	0.66%	0.63%	0.72	0.70%	0.68%	0.61%	0.93%	0.81%	0.81%
	5	Bill Accuracy (valid accuracy-related complaints per 1000 Bills)	3	1	1	1	1	1	1	1	1	1	1	1	1
Data Services Including Leased Lines	1	Connection Completed within agreed time	95%	96.14%	96.64%	95.00%	96.10%	97.96%	95.24%	95.67%	95.37%	95.35%	95.10%	97.54%	96.67%
	2	Provisioning Interval (Avg. # of Days)	Reporting	7.70	8.30	9.20	10.20	7.58	9.70	9.80	9.80	10.20	10.70	7.50	10.90
	3	Service Reliability	99.70%	99.74%	99.72%	99.72%	99.70%	99.71%	99.74%	99.74%	99.70%	99.71%	99.74%	99.80%	99.83%