

## Saudi Telecom Quality Report 2009 Q1&Q2

Service	#	Indicator	CITC Standards	Jan	Feb	Mar	Apr	May	June
PSTN	1	Time of Initial Connection (No. of working Days 3)	90%	90%	92%	93%	90%	88%	90%
	2	Fault Repairs with in Objective Time (Within 24 Hours)	90%	94%	95%	95%	88%	85%	86%
	3	Response Time for (907) Operator Service (Within 20Sec)	90%	93%	98%	91%	92%	95%	95%
	4	Response Time for (905) Directory Assistance Service (Within 15Sec)	92%	90%	86%	90%	81%	85%	80%
	5	Call Set-up Time (3 Sec)	99%	100%	100%	100%	100%	100%	100%
	6	Unsuccessful Call-Rate Local %	1%	0.23%	0.21%	0.39%	0.37%	0.33%	0.37%
	7	Unsuccessful Call-Rate National %	1%	0.24%	0.26%	0.27%	0.28%	0.33%	0.28%
	8	Unsuccessful Call-Rate International %	2%	0.82%	0.63%	0.70%	0.90%	1.13%	0.90%
	9	Bill Accuracy (valid accuracy-related complaints per 1000 Bills)	3	1.46	2.19	1.43	1.08	0.7	0.7
Mobile	1	Mobile Service Provisioning (within 6 hours)	98.5%	98.50%	98.50%	99.00%	99%	99%	99%
	2	Response Time for (902) Operator Service (Within 20Sec)	90%	97%	98%	94%	97%	98%	98%
	3	Call Block Rate	2%	0.24%	0.24%	0.29%	0.30%	0.20%	0.30%
	4	Call Drop Rate	2%	0.65%	0.65%	0.65%	0.70%	0.63%	0.70%
	5	Bill Accuracy (valid accuracy-related complaints per 1000 Bills)	3	1	1	1	1	1	1
Data Services Including Leased Lines	1	Connection Completed within agreed time	95%	95.50%	96.80%	97.60%	99.50%	98.40%	99.20%
	2	Provisioning Interval (Avg. # of Days)	Reporting	4.19	7.95	5.95	4.38	5.39	5.79
	3	Service Reliability	99.70%	99.71%	99.71%	99.72%	99.80%	99.80%	99.80%