	Mobily QoS for 2017																				
	Service	#	Indicator	CITC Standards	Jan	Feb	Mar	Average Q1	Apr	May	Jun	Average Q2	Jul	Aug	Sep	Average Q3	Oct	Nov	Dec	Averag e Q4	Average Yearly
MOBILE VOICE	E1/2	1	Response Time for (1100) Operator Service within 60 Sec	80%	77%	93%	85%	85%	86%	93%	84%	88%	70%	87%	87%	81%	81%	78%	65%	75%	82.17%
	E1/2	2	Unsuccessful Call Rate	<2%	0.700%	0.776%	0.731%	0.736%	0.724%	0.744%	0.751%	0.740%	0.742%	0.718%	0.760%	0.74%	1.025%	1.095%	0.919%	1.01%	0.81%
	E1/2	3	Call Drop Rate	<2%	0.321%	0.331%	0.332%	0.328%	0.330%	0.331%	0.345%	0.335%	0.400%	0.351%	0.347%	0.37%	0.334%	0.349%	0.340%	0.34%	0.34%
	E1/2	4	Voice Quality Standards (Mean Opinion Score)	MOS>3.5	3.91	3.91	3.91	3.91	3.76	3.76	3.76	3.76	3.76	3.76	3.76	3.76	3.46	3.46	3.46	3.46	3.72
	E1/2	5	Geographical radio Service Coverage mapping	Updateed at least yearly	99.42%	99.42%	99.42%	99.42%	99.42%	99.42%	99.42%	99.42%	99.42%	99.42%	99.42%	99.42%	99.42%	99.42%	99.42%	99.42%	99.42%