	Zain QoS for 2018																				
	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%	82.00%	80.00%	80.00%	80.67%													
	E1/2	2	Unsuccessful Call Rate	<2%	0.56	0.58	0.60	0.58%													
	E1/2	3	Call Drop Rate	<2%	0.37	0.37	0.37	0.37%													
	E1/2	4	Voice Quality Standards (Mean Opinion Score)	MOS>3.5	3.75	3.75	3.75	3.75													
	E1/2	5	Geographical radio Service Coverage mapping	Updateed at least yearly	97.00%	97.00%	97.00%	97.00%													