

Quality of Service Indicators Q2 2013

Category		QoS criteria	April	May	June
Fixed Net-based Voice Services	1a)	% of orders delivered within 7 days of application	96.82%	96.36%	96.94%
	1b)	# of orders not yet completed with application date at least 60 working days prior to last calendar day of the month	8	10	10
	1c)	Average number of days to deliver orders to customers	1.65	1.79	1.86
	1d)	Average elapsed clock hours to resolve reported faults on services	12.52	13.14	12.77
	1e)	Number of reported faults per 1000 subscriber lines	25.65	23.36	22.14
Broadband Internet Services	2a)	% of orders delivered within 7 days of application	97.44%	96.91%	97.49%
	2b)	# of orders not yet completed with application date at least 60 working days prior to last calendar day of the month	13	13	12
	2c)	Average number of days to deliver orders to customers	1.49	1.66	1.79
	2d)	Average elapsed clock hours to resolve reported faults on services	12.59	14.26	14.37
	2e)	Number of reported faults per 1000 subscriber lines	55.25	53.72	50.97
	2f)	Lowest delivered speed during peak hour as % of subscribed speed (2Mbps) for Dubai customers ⁽¹⁾	99.41%	100.02%	100.24%
		Lowest delivered speed during peak hour as % of subscribed speed (4Mbps) for Dubai customers ⁽¹⁾	96.71%	99.07%	97.36%
Lowest delivered speed during peak hour as % of subscribed speed (16Mbps) for Dubai customers ⁽¹⁾		106.49%	102.57%	104.64%	
Call Centre		Average queue time (seconds) customer spends waiting once he/she made the IVR choice to speak to an agent until being connected to an agent	28	22	37
Regulatory Policy, Quality of Service, Version 1.2					

Note 1: Internet Speed test was conducted on 1st April, 6th May and 3rd June 2013 @ 10 PM

Quality of Service Indicators Q2 2013

Category		QoS criteria	April	May	June
Fixed Net Voice Services	1a)	Network Availability	100%	100%	100%
	1b)	Network Effectiveness Ratio	96.327%	96.759%	96.313%
	1c)	Call Set-up Time			
		National Calls	2.42	2.36	2.21
	International Calls	3.68	3.61	3.86	
Mobile Net-based Voice Services	2a)	Network Availability - Core Network	100%	100%	100%
		Network Availability - Radio Part	99.996%	99.993%	99.999%
	2b)	Call Completion Success Rate (2G)	99.281%	99.263%	99.289%
		Call Completion Success Rate (3G)	99.709%	99.752%	99.756%
	2c)	Call Drop Rate (2G)	0.322%	0.328%	0.290%
		Call Drop Rate (3G)	0.137%	0.122%	0.123%
	2d)	Call Set-up Success Rate (2G)	99.602%	99.589%	99.577%
		Call Set-up Success Rate (3G)	99.845%	99.874%	99.878%
2e)	Call Set-up Time	2.57	2.51	2.51	
Internet Dial-up Services	3a)	% of total number of dial-up attempts, which are answered by the Internet server	97.49%	90.70%	88.21%
Regulatory Policy, Quality of Service, Version 1.2					

* Indicators should be measured during the busy hours