

Quality of Service Indicators Q4 2013

Category	QoS criteria	October	November	December
Fixed Net Based Voice Services	1a) % of orders delivered within 7 days of application	90.58%	92.52%	89.34%
	1b) # of orders not yet completed with application date at least 60 working days prior to last calendar day of the month	25	52	260
	1c) Average number of days to deliver orders to customers	3.09	2.71	3.35
	1d) Average elapsed clock hours to resolve reported faults on services	91.12	78.36	98.34
	1e) Number of reported faults per 1000 subscriber lines	19.22	22.33	23.28
Broadband Internet Services	2a) % of orders delivered within 7 days of application	91.23%	93.43%	85.64%
	2b) # of orders not yet completed with application date at least 60 working days prior to last calendar day of the month	22	59	251
	2c) Average number of days to deliver orders to customers	2.98	2.54	3.94
	2d) Average elapsed clock hours to resolve reported faults on services	68.05	74.62	93.74
	2e) Number of reported faults per 1000 subscriber lines	47.31	52.50	53.91
	2f) Lowest delivered speed during peak hour as % of subscribed speed (2Mbps) for Dubai customers ⁽¹⁾	99.93%	100.59%	99.34%
		Lowest delivered speed during peak hour as % of subscribed speed (4Mbps) for Dubai customers ⁽¹⁾	96.94%	99.48%
Lowest delivered speed during peak hour as % of subscribed speed (16Mbps) for Dubai customers ⁽¹⁾		114.33%	103.28%	106.25%
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	80	115	82

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Note 1: Internet speed test was conducted on 7th Oct 2013, 4th Nov 2013 and 2nd Dec 2013 @ 10 PM

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Fixed Net Voice Services	1a)	Network Availability	100%	100%	100%
	1b)	Network Effectiveness Ratio	95.088%	97.187%	97.392%
	1c)	Call Setup Time			
		National calls	2.19	2.44	2.54
	International calls	3.82	3.86	3.88	
Mobile Net Based Voice Services	2a)	Network Availability - Core Network	100%	100%	100%
		Network Availability - Radio Part	100%	100%	99.991%
	2b)	Call Completion Success Rate (2G)	99.360%	99.378%	99.336%
		Call Completion Success Rate (3G)	99.876%	99.867%	99.877%
	2c)	Call Drop Rate (2G)	0.281%	0.277%	0.274%
		Call Drop Rate (3G)	0.081%	0.083%	0.077%
	2d)	Call Setup Success Rate (2G)	99.640%	99.654%	99.609%
		Call Setup Success Rate (3G)	99.957%	99.950%	99.954%
2e)	Call Setup Time	2.42	2.37	2.37	
Internet Dial-up Services	3a)	% of total number of dial-up attempts, which are answered by the Internet server	87.64%	99.59%	99.73%
* Indicators should be measured during the busy hours					
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- Call Completion Success Rate: The measure of calls that were successfully setup and normally terminated
- Call Drop Rate: This refers to the disconnection of mobile calls by the network during a 120-second call-holding period for each call
- Call setup success rate: The percentage of call attempts that resulted in a successful call initiation
- Call setup time: The period starting when the address information required for setting up a call is received by the network and finishing when the called party busy tone or ringing tone or answer signal is received by the calling party. The time interval is in seconds