

Quality of Service Report - Type 1

Licensee
 Reporting Period
 Reporting Period

Etisalat
 Q1
 2014

Category		OoS criteria	January	February	March
Fixed Net Based Voice Services	1a)	% of orders delivered within 7 days of application.	87.42%	85.50%	85.79%
	1b)	# of orders not yet completed with application date at least 60 working days prior to last calendar day of the month.	275	529	753
	1c)	Average number of days to deliver orders to customers	3.86	5.10	4.53
	1d)	Average elapsed clock hours to resolve reported faults on services	99.13	106.18	78.66
	1e)	Number of reported faults per 1000 subscriber lines	21.60	20.15	24.94
Broadband Internet Services	2a)	% of orders delivered within 7 days of application.	88.52%	86.13%	87.29%
	2b)	# of orders not yet completed with application date at least 60 working days prior to last calendar day of the month.	262	611	883
	2c)	Average number of days to deliver orders to customers	3.77	5.49	4.30
	2d)	Average elapsed clock hours to resolve reported faults on services	95.47	102.86	75.46
	2e)	Number of reported faults per 1000 subscriber lines	48.76	47.39	57.00
	2f)	Lowest delivered speed during peak hour as % of subscribed speed (2 Mbps) for Dubai customers ⁽¹⁾	100.15%	100.93%	102.16%
	Lowest delivered speed during peak hour as % of subscribed speed (4 Mbps) for Dubai customers ⁽¹⁾	99.21%	108.70%	100.18%	
	Lowest delivered speed during peak hour as % of subscribed speed (16 Mbps) for Dubai customers ⁽¹⁾	100.49%	122.87%	107.32%	
Call Center		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	55	41	48
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Note 1: Internet Speed test was conducted on 6th Jan 2014, 3rd Feb 2014 and 3rd March 2014 @ 10 PM

Quality of Service Report - Type 2

Licensee Etisalat
 Reporting Period Q1
 Reporting Period 2014

Category		QoS criteria	January	February	March
Fixed Net Voice Services	1a)	Network Availability	100%	100%	100%
	1b)	Network Effectiveness Ratio	97.679%	97.951%	98.105%
	1c)	Call Setup Time			
		National calls	2.54	2.54	2.53
		International calls	3.84	3.75	3.65
Mobile Net Based Voice Services	2a)	Network Availability - Core Network	100%	100%	100%
		Network Availability - Radio Part	99.971%	99.995%	99.981%
	2b)	Call Completion Success Rate (2G)	99.396%	99.413%	99.373%
		Call Completion Success Rate (3G)	99.880%	99.863%	99.861%
	2c)	Call Drop Rate (2G)	0.275%	0.270%	0.278%
		Call Drop Rate (3G)	0.072%	0.082%	0.077%
	2d)	Call Setup Success Rate (2G)	99.670%	99.682%	99.650%
		Call Setup Success Rate (3G)	99.948%	99.945%	99.937%
	2e)	Call Setup Time	2.43	2.34	2.16
Internet Dial Up Services	3a)	% of total number of dial up attempts, which are answered by the internet server	99.10%	99.46%	99.62%

* Indicators should be measured during the busy hours

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