تقرير معايير جودة الخدمة لشركة الاتصالات السعودية

Report on STC

Quality of Service Indicators





| | General Key Performance Indicators | | | | | | | |
|-------------------------------------|------------------------------------|--|---------------------|-------------|--------------------------|-------------|---|--|
| | Measurement | KPI value | | | | | | |
| KPI name | Unit | Required Statistics and description 1st month 2nd month 3rd month 1st Qua | | 1st Quarter | Target value for quarter | | | |
| | | · · · · · · · · · · · · · · · · · · · | 0.1 | 0.1 | 0 | 0.1 | | |
| Supply Time | Time | fastest 50 % of orders are completed (in days) fastest 90 % of orders are completed (in days) | 0.1 | 0.1 | 0.6 | 0.1 | 7 days for 90% of requests | |
| | | fastest 95 % of orders are completed (in days) | 1 | 1.1 | 0.8 | 1 | | |
| | | fastest 99 % of orders are completed (in days) | 1.4 | 3.6 | 1.2 | 1.7 | | |
| | Damantaga 9/ | percentage of fault reports per fixed access line | 3.85% | 3.02% | 3.55% | 3.47% | | |
| Fault Rate | Percentage % Number | average number of fixed access lines | 1,520,736 | 1,510,047 | 1,495,234 | 1,508,672 | < 5% | |
| Fault Repair Time | Number Time | fastest 80 % of repairing valid faults on fixed access lines(in hours) | 13.71 | 1,510,047 | 1,495,234 | 12.78 | Within 24 hours for 90% of faults | |
| | | fastest 90 % of repairing valid faults on fixed access lines(in hours) | 19.25 | 17.11 | 15.96 | 17.44 | | |
| raun Kepair Time | Time | fastest 95 % of repairing valid faults on fixed access lines(in hours) | 28.84 | 25.69 | 23.26 | 25.93 | | |
| | | The average time to respond to requests received through electronic channels, including e- | 20.04 | 23.09 | 23.20 | 23.93 | | |
| Response Time for | | mail, social media and others (in hours) | 0:02:46 | 0:02:53 | 0:06:31 | 0:04:09 | within 60 sec for 85% of voice calls | |
| Reply to Requests | Time | The average time to respond to requests received through voice calls (in seconds) | 0:00:08 | 0:00:06 | 0:00:21 | 0:00:12 | | |
| reply to requests | | Time to respond to the fastest 85% of requests received through voice calls (in seconds) | 0.00 | 0.00 | 0.00 | 0.00 | Tor or you ar voice came | |
| | | Key Performance Indicators Applied on Fix | xed Netwo | orks | | | | |
| | | 1 | | | | | | |
| KPI name | Measurement | KPI value | | | | | Target value for quarter | |
| | method | Required Statistics and description | 1st month | 2nd month | 3rd month | 1st Quarter | Tanger same ser quarter | |
| | Percentage % | unsuccessful calls for national calls | 0.215% | 0.217% | 0.237% | 0,223% | | |
| | | unsuccessful calls for international calls | 0,201% | 0.241% | 0.305% | 0.249% | | |
| Unsuccessful Call Ratio | Number | Total number of national calls | 78,326,086 | 66,763,637 | 74,643,102 | 73,244,275 | < 1% | |
| | | Total number of International calls | 3,591,037 | 2,823,283 | 3,535,522 | 3,316,614 | | |
| Dropped Call Rate | Percentage % | dropped calls, calculated from all the calls in the period | 0.001% | 0.002% | 0.003% | 0.002% | < 1% | |
| • | Time | The mean value of call setup time for national calls (in seconds) | | | | 3,117 | 3270 | |
| | | The time in which the fastest 95 % of national calls are set-up (in seconds) | 3,118 | 3,090 | 3,143 | | | |
| | | The time which the fastest 99% of national calls are set-up (in seconds) | | | | | | |
| G 71 G | | The mean value of call setup time for international calls (in seconds) | | 4.32 | 4.35 | 4.36 | 95 % in < 7 sec; | |
| Call Setup Time | | The time which the fastest 95 % of international calls are set-up (in seconds) | 4.40 | | | | 000/ 10 | |
| | | The time which the fastest 99 % of international calls are set-up (in seconds) | | | | | 99% in <10 sec | |
| | | The total number of national calls | 98,975,360 | 93,814,348 | 111,305,506 | 101,365,071 | | |
| | Number | The total Number of international calls | 3,684,363 | 4,272,588 | 4,011,931 | 3,989,627 | | |
| Speech Connection Quality | Mean Opinion Score(MOS) | This value is obtained through special tool that analyzes the sound after it is transferred between the two ends of the connection | 4.17 | 4.16 | 4.15 | 4.16 | > 3,75 MOS | |
| | | Key Performance Indicators Applied on Mo | bile Netw | orks | | | | |
| | | A. OSS Counters Measurments | | | | | | |
| | Measurement | KPI value | | | | | | |
| KPI name | method | Required Statistics and description | 1st month 2nd month | | 3rd month | 1st Quarter | Target value for quarte | |
| Unavegagful Call D-4- | | · | 0.18% | 0.16% | 0.17% | 0.17% | - 10/ | |
| Unsuccessful Call Ratio | Percentage % | Unsuccessful calls, calculated from all the call attempts in the period dropped calls, calculated from all the calls in the period | 0.18% | 0.16% | 0.17% | 0.17% | < 1% < 1% | |
| Dropped Call Ratio Call Setup Time | Percentage % | The mean value of call setup time (in seconds) | 4.601376194 | 4.72 | 4.71 | 4.68 | < 1% | |
| | Time | | 4.601376194 | 4.72 | 4.71 | 4.68 | 95 % in < 7 sec; | |
| | | The time which the fastest 95 % of calls are set-up (in seconds) The time which the fastest 99 % of calls are set-up (in seconds) | 4.42 | 4.53 | 4.51 | 4.49 | | |
| | Number | Total number of calls | 123,079,050 | 117,726,158 | | | 99% in <10 sec | |
| | Number | Total number of cans | 143,079,050 | 117,720,158 | 125,441,100 | 144,004,103 | | |

| | K | ley Performa | nce Indicators Applied to Internet Ac | ccess (Fiber) | | |
|---------|---|--------------|--|--------------------|----------------------------|--|
| Package | KPI name | Measurement | KPI value | | _ Target value for quarter | |
| | | method | Required Statistics and description | Q1 | | |
| | | Mbps | The highest 95 % of download speed | 70.61 | | |
| | | | The lowest 5 % of download speed | 3.12 | | |
| | | | The mean value of download speed | 67.23 | | |
| | | | The median value of download speed | 75.7 | | |
| | Data Transmission Speed | | The standard deviation of download speed | 36.39 | None | |
| MB | | | The highest 95 % of upload speed | 29.49 | None | |
| 2 | | | The lowest 5 % of upload speed | 1.86 | | |
| 100 | | | The mean value of upload speed | 28.11 | | |
| 10 | | | The median value of upload speed | 22.44 | | |
| | | | The standard deviation of upload speed | 17.54 | | |
| | Unsuccessful Data Transmission Ratio | Percentage % | Percentage of unsuccessful data transmission (in \mathbf{x}^{10-3}) | cannot be provided | None | |
| | Delay (One-way | Time | The mean values of the delay (in milliseconds) | 11.52 | None | |
| | transmission time) | | The standard deviation of the delay (jitter) (in milliseconds) | 81.74 | None | |
| | Data Transmission Speed | l Mbps | The highest 95 % of download speed | 114.09 | | |
| | | | The lowest 5 % of download speed | 3.58 | | |
| | | | The mean value of download speed | 108.56 | | |
| | | | The median value of download speed | 90.84 | | |
| | | | The standard deviation of download speed | 78.79 | None | |
| 200 MB | | | The highest 95 % of upload speed | 81.88 | TVOIRC | |
| | | | The lowest 5 % of upload speed | 1.95 | | |
| | | | The mean value of upload speed | 77.88 | | |
| | | | The median value of upload speed | 73.89 | | |
| | | | The standard deviation of upload speed | 59.64 | | |
| | Unsuccessful Data Transmission Ratio | Percentage % | Percentage of unsuccessful data transmission (in x ¹⁰⁻³) | cannot be provided | None | |
| | Delay (One-way | Time | The mean values of the delay (in milliseconds) | 12.45 | None | |
| | transmission time) | THIC | The standard deviation of the delay (jitter) (in milliseconds) | 73.13 | | |

| | Key Performance Indicators Applied to Internet Access (Copper) | | | | | |
|----------|--|--------------|--|--------------------|--------------------------|--|
| Package | KPI name | Measurement | | | Target value for quarter | |
| | | method | Required Statistics and description | Q1 | | |
| | | Mbps | The highest 95 % of download speed | 6.69 | | |
| | | | The lowest 5 % of download speed | 0.72 | | |
| | | | The mean value of download speed | 6.39 | | |
| | | | The median value of download speed | 6.53 | | |
| | Data Transmission Speed | | The standard deviation of download speed | 3.38 | None | |
| m | Data Transmission Speed | | The highest 95 % of upload speed | 0.63 | None | |
| MB | | | The lowest 5 % of upload speed | 0.05 | | |
| 10 | | | The mean value of upload speed | 0.60 | | |
| | | | The median value of upload speed | 0.36 | | |
| | | | The standard deviation of upload speed | 4.17 | | |
| | Unsuccessful Data Transmission Ratio | Percentage % | Percentage of unsuccessful data transmission (in \mathbf{x}^{10-3}) | cannot be provided | None | |
| | Delay (One-way | Time | The mean values of the delay (in milliseconds) | 70.37 | None | |
| | transmission time) | | The standard deviation of the delay (jitter) (in milliseconds) | 265.81 | None | |
| | Data Transmission Speed | | The highest 95 % of download speed | 8.95 | None | |
| | | | The lowest 5 % of download speed | 0.86 | | |
| | | | The mean value of download speed | 8.55 | | |
| | | | The median value of download speed | 8.4 | | |
| | | | The standard deviation of download speed | 4.40 | | |
| 20 MB | | | The highest 95 % of upload speed | 0.76 | | |
| | | | The lowest 5 % of upload speed | 0.05 | | |
| | | | The mean value of upload speed | 0.73 | | |
| | | | The median value of upload speed | 0.54 | | |
| | | | The standard deviation of upload speed | 3.76 | | |
| | Unsuccessful Data Transmission Ratio | Percentage % | Percentage of unsuccessful data transmission (in \mathbf{x}^{10-3}) | cannot be provided | None | |
| | Delay (One-way | Time | The mean values of the delay (in milliseconds) | 63.27 | None | |
| | transmission time) | | The standard deviation of the delay (jitter) (in milliseconds) | 246.22 | | |

Shukran!



