تقرير معايير جودة الخدمة
لشركة الاتصالات السعودية

Report on STC
Quality of Service Indicators

stc

General Key Performance Indicators

KPI name	Measurement Unit	KPI value					Target value for quarter
		Required Statistics and description	1st month	2nd month	3rd month	1st Quarter	
Supply Time	Time	fastest 50 % of orders are completed (in days)	0	0.1	0.2	0.1	7 days for 90% of requests
		fastest 90 % of orders are completed (in days)	0.6	0.8	0.9	0.7	
		fastest 95 % of orders are completed (in days)	0.8	1	1	0.9	
		fastest 99 % of orders are completed (in days)	1	1.3	1.4	1.2	
Fault Rate	Percentage %	percentage of fault reports per fixed access line	4.99	3.51	4.16	4.2	< 5%
	Number	average number of fixed access lines	1,377,971	1,362,961	1,347,691	1,362,874	
Fault Repair Time	Time	fastest 80 % of repairing valid faults on fixed access lines(in hours)	14.28	14.16	14.08	14.17	Within 24 hours for 90% of faults
		fastest 90 % of repairing valid faults on fixed access lines(in hours)	17.24	16.65	15.15	16.35	
		fastest 95 % of repairing valid faults on fixed access lines(in hours)	25.81	25.15	21.78	24.25	
Response Time for Reply to Requests	Time	The average time to respond to requests received through electronic channels, including e-mail, social media and others (in hours)	0:05:45	0:02:26	0:06:05	0:04:58	within 60 sec for 85% of voice calls
		The average time to respond to requests received through voice calls (in seconds)	0:00:46	0:00:28	0:00:36	0:00:37	
		Time to respond to the fastest 85% of requests received through voice calls (in seconds)	4.36	1.12	0.93	2.17	

Key Performance Indicators Applied on Fixed Networks

KPI name	Measurement method	KPI value					Target value for quarter
		Required Statistics and description	1st month	2nd month	3rd month	1st Quarter	
Unsuccessful Call Ratio	Percentage %	unsuccessful calls for national calls	0.381%	0.617%	0.573%	0.524%	< 1%
		unsuccessful calls for international calls	0.230%	0.018%	0.015%	0.088%	
	Number	Total number of national calls	30,813,128	30,742,734	39,418,303	33,658,055	
		Total number of International calls	3,110,692	2,862,702	3,326,763	3,100,052	
Dropped Call Rate	Percentage %	dropped calls, calculated from all the calls in the period	0.002%	0.008%	0.006%	0.005%	< 1%
Call Setup Time	Time	The mean value of call setup time for national calls (in seconds)	1832.000	1744.000	1745.000	1773.667	95 % in < 7 sec; 99% in <10 sec
		The time in which the fastest 95 % of national calls are set-up (in seconds)					
		The time which the fastest 99% of national calls are set-up (in seconds)					
		The mean value of call setup time for international calls (in seconds)	4.380	4.160	4.230	4.26	
		The time which the fastest 95 % of international calls are set-up (in seconds)					
		The time which the fastest 99 % of international calls are set-up (in seconds)					
	Number	The total number of national calls	30,813,128	30,742,734	39,418,303	33,658,055	
		The total Number of international calls	3,110,692	2,862,702	3,326,763	3,100,052	
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	4.170	4.140	4.01	4.11	> 3,75 MOS

Key Performance Indicators Applied on Mobile Networks

A. OSS Counters Measurments

KPI name	Measurement method	KPI value					Target value for quarter
		Required Statistics and description	1st month	2nd month	3rd month	1st Quarter	
Unsuccessful Call Ratio	Percentage %	Unsuccessful calls, calculated from all the call attempts in the period	0.17%	0.17%	0.18%	0.17%	< 1%
Dropped Call Ratio	Percentage %	dropped calls, calculated from all the calls in the period	0.25%	0.23%	0.25%	0.24%	< 1%
Call Setup Time	Time	The mean value of call setup time (in seconds)	4.88	4.39	4.44	4.57	95 % in < 7 sec; 99% in <10 sec
		The time which the fastest 95 % of calls are set-up (in seconds)	4.41	3.95	3.97	4.11	
		The time which the fastest 99 % of calls are set-up (in seconds)	4.68	4.20	4.24	4.37	
	Number	Total number of calls	115,826,710	115,390,285	123,117,248	118,111,414	

Key Performance Indicators Applied to Internet Access (Fiber)

Package	KPI name	Measurement method	KPI value		Target value for quarter
			Required Statistics and description	Q1	
100 MB	Data Transmission Speed	Mbps	The highest 95 % of download speed	79.89	None
			The lowest 5 % of download speed	24.16	
			The mean value of download speed	77.09	
			The median value of download speed	88.37	
			The standard deviation of download speed	34.97	
			The highest 95 % of upload speed	35.27	
			The lowest 5 % of upload speed	18.77	
			The mean value of upload speed	34.44	
			The median value of upload speed	28.50	
			The standard deviation of upload speed	23.58	
	Unsuccessful Data Transmission Ratio	Percentage %	Percentage of unsuccessful data transmission (in x^{10-3})	cannot be provided	None
	Delay (One-way transmission time)	Time	The mean values of the delay (in milliseconds)	12.23	None
			The standard deviation of the delay (jitter) (in milliseconds)	121.64	
200 MB	Data Transmission Speed	Mbps	The highest 95 % of download speed	155.75	None
			The lowest 5 % of download speed	36.37	
			The mean value of download speed	149.75	
			The median value of download speed	150.04	
			The standard deviation of download speed	60.49	
			The highest 95 % of upload speed	81.86	
			The lowest 5 % of upload speed	8.14	
			The mean value of upload speed	78.16	
			The median value of upload speed	63.64	
			The standard deviation of upload speed	50.14	
	Unsuccessful Data Transmission Ratio	Percentage %	Percentage of unsuccessful data transmission (in x^{10-3})	cannot be provided	None
	Delay (One-way transmission time)	Time	The mean values of the delay (in milliseconds)	10.60	None
			The standard deviation of the delay (jitter) (in milliseconds)	100.07	

Key Performance Indicators Applied to Internet Access (Copper)

Package	KPI name	Measurement method	KPI value		Target value for quarter
			Required Statistics and description	Q1	
10 MB	Data Transmission Speed	Mbps	The highest 95 % of download speed	6.14	None
			The lowest 5 % of download speed	0.59	
			The mean value of download speed	5.85	
			The median value of download speed	6.31	
			The standard deviation of download speed	2.81	
			The highest 95 % of upload speed	0.5	
			The lowest 5 % of upload speed	0.04	
			The mean value of upload speed	0.48	
			The median value of upload speed	0.35	
			The standard deviation of upload speed	0.84	
	Unsuccessful Data Transmission Ratio	Percentage %	Percentage of unsuccessful data transmission (in x^{10-3})	cannot be provided	None
	Delay (One-way transmission time)	Time	The mean values of the delay (in milliseconds)	72.3	None
			The standard deviation of the delay (jitter) (in milliseconds)	303.69	
20 MB	Data Transmission Speed	Mbps	The highest 95 % of download speed	13.2	None
			The lowest 5 % of download speed	0.68	
			The mean value of download speed	12.56	
			The median value of download speed	8.21	
			The standard deviation of download speed	32.39	
			The highest 95 % of upload speed	1.97	
			The lowest 5 % of upload speed	0.05	
			The mean value of upload speed	1.87	
			The median value of upload speed	0.57	
			The standard deviation of upload speed	8.92	
	Unsuccessful Data Transmission Ratio	Percentage %	Percentage of unsuccessful data transmission (in x^{10-3})	cannot be provided	None
	Delay (One-way transmission time)	Time	The mean values of the delay (in milliseconds)	60.21	None
			The standard deviation of the delay (jitter) (in milliseconds)	264.23	

Shukran!

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