



STC
الاتصالات السعودية



تقرير معايير جودة الخدمة
في شركة الاتصالات السعودية
Report on STC
Quality of Service Indicators
Q1 & Q2 - 2019

Riyadh
September 9, 2019

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)	0.39	0.38	0.36	0.37	7 days for 90% of requests
		fastest 90 % of orders are completed (in days)	1.48	1.37	1.05	1.28	
		fastest 95 % of orders are completed (in days)	1.8	1.66	1.22	1.55	
		fastest 99 % of orders are completed (in days)	2.28	2.06	1.45	1.92	
Fault Rate	Percentage %	percentage of fault reports per fixed access line	4.39%	4.04%	4.50%	4.31%	< 5%
	Number	average number of fixed access lines	1,956,479	1,950,366	1,873,352	1,926,732	
Fault Repair Time	Time	fastest 80 % of repairing valid faults on fixed access lines(in hours)	15.31	15	15.2	15.17	Within 24 hours for 90% of faults
		fastest 90 % of repairing valid faults on fixed access lines(in hours)	23.6	22.67	22.14	22.80	
		fastest 95 % of repairing valid faults on fixed access lines(in hours)	35.25	32.35	31.52	33.04	
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)	0:11:58	0:12:03	0:07:07	0:10:26	within 60 sec for 85% of voice calls
		The average time to respond to requests received through voice calls (in seconds)	0:00:15	0:00:15	0:00:11	0:00:14	
		Time to respond to the fastest 85% of requests received through voice calls (in seconds)	0.39	0.53	0.15	0.34	
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	0.018%	0.021%	0.021%	0.020%	< 1%
		unsuccessful calls for international calls					
	Number	Total number of national calls					
Dropped Call Rate	Percentage %	dropped calls, calculated from all the calls in the period	1.30%	1.28%	1.34%	1.31%	< 1%
		The mean value of call setup time for national calls (in seconds)	4.12	4.07	4.07	4.09	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)							
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)							
Call Setup Time	Number	The total number of national calls	138,028,067	145,533,397	170,632,838	151,398,101	
		The total Number of international calls					
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	4.18	4.17	4.17	> 3,75 MOS
Key Performance Indicators Applied on Mobile Networks							
A. OSS Counters Measurements							
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	0.29%	0.26%	0.27%	0.28%	< 1%
Dropped Call Ratio	Percentage %	dropped calls, calculated from all the calls in the period	0.23%	0.23%	0.22%	0.23%	< 1%
Call Setup Time	Time	The mean value of call setup time (in seconds)				5.13	95 % in < 7 sec; 99% in <10 sec
		The time which the fastest 95 % of calls are set-up (in seconds)				4.77	
		The time which the fastest 99 % of calls are set-up (in seconds)				5.04	
	Number	Total number of calls				155,769,883	

General Key Performance Indicators							
KPI name	Measurement Unit	KPI value				Target value for quarter	
		Required Statistics and description	4th month	5th month	6th month		2nd Quarter
Supply Time	Time	fastest 50 % of orders are completed (in days)	0.42	0.62	0.33	0.41	7 days for 90% of requests
		fastest 90 % of orders are completed (in days)	1.38	2.62	1.34	1.74	
		fastest 95 % of orders are completed (in days)	1.65	3.13	1.67	2.13	
		fastest 99 % of orders are completed (in days)	2.01	3.77	2.06	2.62	
Fault Rate	Percentage %	percentage of fault reports per fixed access line	4.70%	4.25%	4.28%	4.41%	< 5%
	Number	average number of fixed access lines	1,867,497	1,876,587	1,839,549	1,861,211	
Fault Repair Time	Time	fastest 80 % of repairing valid faults on fixed access lines(in hours)	16	15	15	15	Within 24 hours for 90% of faults
		fastest 90 % of repairing valid faults on fixed access lines(in hours)	24.00	22.00	23.00	23.00	
		fastest 95 % of repairing valid faults on fixed access lines(in hours)	36	32	32	33	
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)	0:06:48	0:06:34	0:06:27	0:06:36	within 60 sec for 85% of voice calls
		The average time to respond to requests received through voice calls (in seconds)	0:00:19	0:01:37	0:00:54	0:00:55	
		Time to respond to the fastest 85% of requests received through voice calls (in seconds)	1.54	38.76	8.85	15.62	
Key Performance Indicators Applied on Fixed Networks							
KPI name	Measurement method	KPI value				Target value for quarter	
		Required Statistics and description	4th month	5th month	6th month		2nd Quarter
Unsuccessful Call Ratio	Percentage %	unsuccessful calls for national calls	0.036%	0.052%	0.043%	0.044%	< 1%
	Number	unsuccessful calls for international calls	0.030%	0.020%	0.044%	0.032%	
		Total number of national calls	175,335,569	147,962,946	142,644,362	155,314,292.33	
Dropped Call Rate	Percentage %	Total number of International calls	6,846,308	7,903,260	6,055,835	6,935,134.33	
		dropped calls, calculated from all the calls in the period	0.10%	0.06%	0.12%	0.09%	< 1%
Call Setup Time	Time	The mean value of call setup time for national calls (in seconds)	2.04	1.90	1.87	1.94	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)					
	The time which the fastest 95 % of international calls are set-up (in seconds)	4.14	4.02	4.35	4.17		
	The time which the fastest 99 % of international calls are set-up (in seconds)						
Number	The total number of national calls	175,335,569	147,962,946	142,644,362	155,314,292		
	The total Number of international calls	6846308	7903260	6055835	6,935,134		
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	4.18	4.18	4.18	4.18	> 3,75 MOS
Key Performance Indicators Applied on Mobile Networks							
A. OSS Counters Measurements							
KPI name	Measurement method	KPI value				Target value for quarter	
		Required Statistics and description	4th month	5th month	6th month		2nd Quarter
Unsuccessful Call Ratio	Percentage %	Unsuccessful calls, calculated from all the call attempts in the period	0.28%	0.26%	0.38%	0.31%	< 1%
Dropped Call Ratio	Percentage %	dropped calls, calculated from all the calls in the period	0.22%	0.22%	0.25%	0.23%	< 1%
Call Setup Time	Time	The mean value of call setup time (in seconds)	5.13		5.07	5.1	95 % in < 7 sec; 99% in <10 sec
		The time which the fastest 95 % of calls are set-up (in seconds)	4.77		4.71	4.74	
		The time which the fastest 99 % of calls are set-up (in seconds)	5.04		4.97	5.005	
	Number	Total number of calls	115,166,779		117,650,457	116,408,618	

شكرا لكم

