

# تقرير معايير جودة الخدمة لشركة الاتصالات السعودية

## Report on STC Quality of Service Indicators



KSA  
Q3, 2020

stc

## General Key Performance Indicators

KPI name	Measurement Unit	KPI value					Target value for quarter
		Required Statistics and description	7th month	8th month	9th month	3rd Quarter	
Supply Time	Time	fastest 50 % of orders are completed (in days)	0	0	0.5	0.09	7 days for 90% of requests
		fastest 90 % of orders are completed (in days)	0.3	0.6	1.1	0.7	
		fastest 95 % of orders are completed (in days)	0.4	0.8	1.4	0.9	
		fastest 99 % of orders are completed (in days)	0.6	1.1	1.7	1.2	
Fault Rate	Percentage %	percentage of fault reports per fixed access line	4.82%	5.33%	5.48%	5.21%	< 5%
	Number	average number of fixed access lines	1,689,407	1,666,205	1,670,922	1,675,511	
Fault Repair Time	Time	fastest 80 % of repairing valid faults on fixed access lines(in hours)	13.69	12.9	14.37	13.65	Within 24 hours for 90% of faults
		fastest 90 % of repairing valid faults on fixed access lines(in hours)	19.22	18.78	20.72	19.57	
		fastest 95 % of repairing valid faults on fixed access lines(in hours)	29.35	29.5	30.72	29.86	
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)	0:05:57	0:06:12	0:06:12	0:06:07	within 60 sec for 85% of voice calls
		The average time to respond to requests received through voice calls (in seconds)	0:00:16	0:00:07	0:00:09	0:00:11	
		Time to respond to the fastest 85% of requests received through voice calls (in seconds)	0.22	0	0	0.07	

## Key Performance Indicators Applied on Fixed Networks

KPI name	Measurement method	KPI value					Target value for quarter
		Required Statistics and description	7th month	8th month	9th month	3rd Quarter	
Unsuccessful Call Ratio	Percentage %	unsuccessful calls for national calls	0.253%	0.213%	0.261%	0.242%	< 1%
		unsuccessful calls for international calls	0.147%	0.060%	0.008%	0.072%	
	Number	Total number of national calls	81,235,241	79,077,386	81,234,121	80,515,583	
		Total number of International calls	4,010,283	4,446,923	4,313,410	4,256,872	
Dropped Call Rate	Percentage %	dropped calls, calculated from all the calls in the period	0.105%	0.057%	0.002%	0.05%	< 1%
Call Setup Time	Time	The mean value of call setup time for national calls ( in seconds)	3,433	3,309	3,418	3,386	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)	4.18	4.32	4.36	4.28	
		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	81,235,241	79,077,386	81,234,121	80,515,583		
	The total Number of international calls	4,010,283	4,446,923	4,313,410	4,256,872		
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	4.19	4.19	4.19	4.19	> 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	0.22%	0.22%	0.22%	0.22%	< 1%
Dropped Call Ratio	Percentage %	dropped calls, calculated from all the calls in the period	0.30%	0.31%	0.30%	0.30%	< 1%
Call Setup Time	Time	The mean value of call setup time (in seconds)	4.96	4.73	4.63	4.77	95 % in < 7 sec; 99% in <10 sec
		The time which the fastest 95 % of calls are set-up (in seconds)	4.67	4.49	4.38	4.51	
		The time which the fastest 99 % of calls are set-up (in seconds)	4.93	4.69	4.58	4.73	
	Number	Total number of calls	112,553,572	111,385,112	94,955,985	106,298,223	

## Key Performance Indicators Applied to Internet Access (Fiber)

Package	KPI name	Measurement method	KPI value		Target value for quarter
			Required Statistics and description	Q3	
25 MB	Data Transmission Speed	Mbps	The highest 95 % of download speed	39433.21	None
			The lowest 5 % of download speed	1175.16	
			The mean value of download speed	37511.03	
			The median value of download speed	22803	
			The standard deviation of download speed	48732.08	
			The highest 95 % of upload speed	10933.07	
			The lowest 5 % of upload speed	106.43	
			The mean value of upload speed	10393.89	
			The median value of upload speed	914	
			The standard deviation of upload speed	20154.02	
	Unsuccessful Data Transmission Ratio	Percentage %	Percentage of unsuccessful data transmission (in $x^{10^{-3}}$ )		None
Delay (One-way transmission time)	Time	The mean values of the delay (in milliseconds)	18.05	None	
		The standard deviation of the delay (jitter) (in milliseconds)	82.14		
50 MB	Data Transmission Speed	Mbps	The highest 95 % of download speed	47220.47	None
			The lowest 5 % of download speed	1660.11	
			The mean value of download speed	44940.88	
			The median value of download speed	40811.5	
			The standard deviation of download speed	41067.26	
			The highest 95 % of upload speed	14547.78	
			The lowest 5 % of upload speed	250.47	
			The mean value of upload speed	13832.78	
			The median value of upload speed	9696	
			The standard deviation of upload speed	17243.12	
	Unsuccessful Data Transmission Ratio	Percentage %	Percentage of unsuccessful data transmission (in $x^{10^{-3}}$ )		None
Delay (One-way transmission time)	Time	The mean values of the delay (in milliseconds)	17.49	None	
		The standard deviation of the delay (jitter) (in milliseconds)	89.65		

## Key Performance Indicators Applied to Internet Access (Copper)

Package	KPI name	Measurement method	KPI value		Target value for quarter
			Required Statistics and description	Q3	
10 MB	Data Transmission Speed	Mbps	The highest 95 % of download speed	41522.67	None
			The lowest 5 % of download speed	906.23	
			The mean value of download speed	39491.44	
			The median value of download speed	9150	
			The standard deviation of download speed	58518.76	
			The highest 95 % of upload speed	15011.68	
			The lowest 5 % of upload speed	78.06	
			The mean value of upload speed	14271.56	
			The median value of upload speed	931	
	The standard deviation of upload speed	23840.49			
	Unsuccessful Data Transmission Ratio	Percentage %	Percentage of unsuccessful data transmission (in $x^{10^{-3}}$ )		None
Delay (One-way transmission time)	Time	The mean values of the delay (in milliseconds)		49.376	None
		The standard deviation of the delay (jitter) (in milliseconds)		177.164	
20 MB	Data Transmission Speed	Mbps	The highest 95 % of download speed	39838.02	None
			The lowest 5 % of download speed	975.83	
			The mean value of download speed	37895.01	
			The median value of download speed	11971	
			The standard deviation of download speed	55008.78	
			The highest 95 % of upload speed	14554.31	
			The lowest 5 % of upload speed	96.48	
			The mean value of upload speed	13833.55	
			The median value of upload speed	948	
	The standard deviation of upload speed	23048.13			
	Unsuccessful Data Transmission Ratio	Percentage %	Percentage of unsuccessful data transmission (in $x^{10^{-3}}$ )		None
Delay (One-way transmission time)	Time	The mean values of the delay (in milliseconds)		46.18	None
		The standard deviation of the delay (jitter) (in milliseconds)		162.20	

Shukran!

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