

# تقرير معايير جودة الخدمة لشركة الاتصالات السعودية

## Report on STC Quality of Service Indicators



KSA  
Q2, 2020

stc

## 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)	0.2	0.4	0.2	0.3	7 days for 90% of requests
		fastest 90 % of orders are completed (in days)	1.3	1.4	0.7	1.1	
		fastest 95 % of orders are completed (in days)	1.6	1.8	0.9	1.4	
		fastest 99 % of orders are completed (in days)	2.2	2.8	1.2	2	
Fault Rate	Percentage %	percentage of fault reports per fixed access line	5.30%	4.50%	5.70%	5.16%	< 5%
	Number	average number of fixed access lines	1,681,564	1,689,280	1,675,449	1,675,449	
Fault Repair Time	Time	fastest 80 % of repairing valid faults on fixed access lines(in hours)	14.35	10.18	14.76	13.10	Within 24 hours for 90% of faults
		fastest 90 % of repairing valid faults on fixed access lines(in hours)	21.62	15.28	21.39	19.43	
		fastest 95 % of repairing valid faults on fixed access lines(in hours)	32.17	22.65	31.35	28.72	
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)	0:07:38	0:06:39	0:06:14	0:06:50	within 60 sec for 85% of voice calls
		The average time to respond to requests received through voice calls (in seconds)	0:02:03	0:03:19	0:00:06	0:01:49	
		Time to respond to the fastest 85% of requests received through voice calls (in seconds)	0:00:47	0:01:21	0:00:00	0:00:43	

## 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	0.211%	0.227%	0.229%	0.222%	< 1%
		unsuccessful calls for international calls	0.063%	0.020%	0.028%	0.037%	
	Number	Total number of national calls	71,568,563	81,383,300	90,333,434	81,095,099	
Dropped Call Rate	Percentage %	Total number of International calls	4,880,222	5,193,931	3,554,388	4,542,847	< 1%
		dropped calls, calculated from all the calls in the period	0.041%	0.055%	0.124%	0.07%	
Call Setup Time	Time	The mean value of call setup time for national calls ( in seconds)	2,638	2,806	3,336	2,927	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)	3.53	3.75	3.42	3.57	
		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	71,568,563	81,383,300	90,333,434	81,095,099		
	The total Number of international calls	4,880,222	5,193,931	3,554,388	4,542,847		
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	4.176	4.176	4.143	4.165	> 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	0.23%	0.23%	0.22%	0.23%	< 1%
Dropped Call Ratio	Percentage %	dropped calls, calculated from all the calls in the period	0.30%	0.29%	0.31%	0.30%	< 1%
Call Setup Time	Time	The mean value of call setup time (in seconds)	5.26	5.06	4.97	5.10	95 % in < 7 sec; 99% in <10 sec
		The time which the fastest 95 % of calls are set-up (in seconds)	4.96	4.77	4.7	4.81	
		The time which the fastest 99 % of calls are set-up (in seconds)	5.25	5.05	4.96	5.09	
	Number	Total number of calls	94,626,641	96,976,101	104,090,490	98,564,411	

## Internet Access Indicators

Fiber	Region	Q2- 2020					
		All packages		25 MB		50 MB	
		Download	Upload	Download	Upload	Download	Upload
	KSA	51.39	20.28	25.04	5.78	35.47	10.98
	Eastern	46.33	17.04	17.71	2.78	22.35	9.45
	Jouf	40.54	15.32	18.87	0.75	21.66	6.71
	Northern Border	68.35	26.97	15.77	3.54	32.89	14.09
	Hail	41.85	16.41	13.49	4.23	27.49	8.3
	Tabouk	64.41	22.32	13.77	4.7	28.98	10.74
	Madina	49.91	20.55	13.89	1.35	26.93	8.58
	Makkah	61.43	24.6	16.54	2.31	27.71	8.53
	Baha	48.77	20.96	13.64	0.67	18.97	6.24
	Qassem	39.82	18.06	14.85	2.11	24.6	8.21
	Riyadh	70.68	27.78	15.92	3.18	29.39	9.79
	Asir	58.62	22.34	12.5	5.95	23.36	10.08
	Jazan	32.26	14.64	11.49	1.83	13.6	6.27
	Najran	48.41	19.21	19.57	5.49	21.51	10.3

  

Copper	Region	Q2- 2020					
		All packages		10 MB		20 MB	
		Download	Upload	Download	Upload	Download	Upload
	KSA	10.92	5.16	5.63	1.94	8.99	5.26
	Eastern	12.46	6.9	5.58	3.21	9.62	8.12
	Jouf	10.66	5.45	6.69	2.16	9.96	7.54
	Northern Border	12.9	6.54	5.87	2.98	11.37	6.61
	Hail	10.37	4.46	5.42	2.8	8.84	3.37
	Tabouk	10.01	5.07	5.64	2.44	8.25	4.33
	Madina	11.48	5.74	5.67	1.54	9.28	6.29
	Makkah	13.01	5.13	5.88	1.6	8.91	4.56
	Baha	8.26	4.15	5.91	0.79	8.69	6.95
	Qassem	11.01	4.94	5.51	2.45	8.95	4.84
	Riyadh	12.59	6.68	5.84	1.03	9.37	7.1
	Asir	10.25	5.96	5.15	3.22	8.29	4.52
	Jazan	8.09	4.4	5.42	2.14	8.83	2.95
	Najran	7.45	3.56	5.7	3.46	9.27	4.66

Shukran!

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