

تقرير معايير جودة الخدمة لشركة الاتصالات السعودية

Report on STC Quality of Service Indicators



KSA
Q1, 2020

stc

| General Key Performance Indicator | | | | | | | | | |
|---|--|--|--|--|-------------|-------------|--------------------------|-------------|--------------------------------------|
| 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) | | | 0.6 | 0.4 | 0.1 | 0.3 | 7 days for 90% of requests |
| | | fastest 90 % of orders are completed (in days) | | | 1.5 | 1 | 0.8 | 1.1 | |
| | | fastest 95 % of orders are completed (in days) | | | 1.8 | 1.3 | 1 | 1.3 | |
| | | fastest 99 % of orders are completed (in days) | | | 2.6 | 1.7 | 1.5 | 1.9 | |
| Fault Rate | Percentage % | percentage of fault reports per fixed access line | | | 5.00% | 4.90% | 5.20% | 5.00% | < 5% |
| | Number | average number of fixed access lines | | | 1,647,281 | 1,652,846 | 1,665,212 | 1,665,212 | |
| Fault Repair Time | Time | fastest 80 % of repairing valid faults on fixed access lines(in hours) | | | 14.04 | 13.53 | 14.11 | 13.89 | Within 24 hours for 90% of faults |
| | | fastest 90 % of repairing valid faults on fixed access lines(in hours) | | | 20.34 | 18.6 | 20.58 | 19.84 | |
| | | fastest 95 % of repairing valid faults on fixed access lines(in hours) | | | 30.51 | 27.18 | 30.55 | 29.41 | |
| 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) | | | 0:06:36 | 0:06:29 | 0:09:23 | 0:07:50 | within 60 sec for 85% of voice calls |
| | | The average time to respond to requests received through voice calls (in seconds) | | | 0:00:09 | 0:00:06 | 0:02:06 | 0:00:47 | |
| | | Time to respond to the fastest 85% of requests received through voice calls (in seconds) | | | 0:00:01 | 0:00:00 | 0:00:38 | 0:00:13 | |
| Key Performance Indicators Applied on Fixed Networks | | | | | | | | | |
| KPI name | Measurement Unit | 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 | | | 0.043% | 0.060% | 0.090% | 0.064% | < 1% |
| | | unsuccessful calls for international calls | | | 0.037% | 0.032% | 0.042% | 0.037% | |
| | Number | Total number of national calls | | | 68,751,120 | 83,362,923 | 79,509,832 | 77,207,958 | |
| | | Total number of International calls | | | 5,835,206 | 5,040,838 | 5,076,176 | 5,317,407 | |
| Dropped Call Rate | Percentage % | dropped calls, calculated from all the calls in the period | | | 0.12% | 0.16% | 0.21% | 0.17% | < 1% |
| Call Setup Time | Time | The mean value of call setup time for national calls (in seconds) | | | 1.73 | 3.48 | 5.63 | 3.61 | 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) | | | | | | | | |
| | Number | The total number of national calls | | | 68,751,120 | 83,362,923 | 79,509,832 | 77,207,958 | |
| | | The total Number of international calls | | | 5,835,206 | 5,040,838 | 5,076,176 | 5,317,407 | |
| 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 | 4.17 | 4.18 | 4.17 | > 3,75 MOS |
| Key Performance Indicators Applied on Mobile Networks | | | | | | | | | |
| A. OSS Counters Measurements | | | | | | | | | |
| KPI name | Measurement Unit | 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 | | | 0.26% | 0.26% | 0.27% | 0.26% | < 1% |
| Dropped Call Ratio | Percentage % | dropped calls, calculated from all the calls in the period | | | 0.31% | 0.31% | 0.32% | 0.31% | < 1% |
| Call Setup Time | Time | The mean value of call setup time (in seconds) | | | 5.09 | 4.95 | 4.96 | 5.00 | 95 % in < 7 sec; 99% in <10 sec |
| | | The time which the fastest 95 % of calls are set-up (in seconds) | | | 4.68 | 4.64 | 4.66 | 4.66 | |
| | | The time which the fastest 99 % of calls are set-up (in seconds) | | | 5.00 | 4.93 | 4.94 | 4.96 | |
| | Number | Total number of calls | | | 111,866,945 | 126,093,563 | 108,103,619 | 115,354,709 | |

Internet Access Indicators

| Fiber | Region | Q1- 2020 | | | | | |
|--------|-----------------|--------------|--------|----------|--------|----------|--------|
| | | All packages | | 25 MB | | 50 MB | |
| | | Download | Upload | Download | Upload | Download | Upload |
| | KSA | 50.61 | 20.19 | 14.97 | 2.18 | 26.97 | 9.94 |
| | Eastern | 50.67 | 20.37 | 15.55 | 3.53 | 27.89 | 17.75 |
| | Jouf | 43.65 | 18.41 | 15.26 | 0.72 | 26.14 | 7.32 |
| | Northern Border | 66.12 | 24.57 | 16.85 | 0.9 | 36.15 | 9.92 |
| | Hail | 58.37 | 24.97 | 15.66 | 0.76 | 32.47 | 11.77 |
| | Tabouk | 52.16 | 22 | 10.58 | 0.7 | 33.3 | 11.71 |
| | Madina | 47.42 | 20.57 | 16.04 | 0.76 | 29.08 | 9.08 |
| | Makkah | 57.81 | 22.13 | 18.03 | 3.35 | 31.76 | 10.79 |
| | Baha | 36.51 | 13.71 | 22.93 | 5.51 | 17.84 | 5.59 |
| | Qassem | 54.95 | 21.16 | 12.94 | 0.61 | 29.94 | 9.16 |
| | Riyadh | 52.23 | 21.25 | 19.51 | 1.29 | 28.38 | 10.79 |
| | Asir | 48.08 | 19.88 | 6.65 | 4.22 | 23 | 10.06 |
| | Jazan | 31.65 | 13.33 | 8.55 | 3.77 | 10.36 | 4.92 |
| | Najran | 58.33 | 20.11 | 21.21 | 0.82 | 15.34 | 10.27 |
| Copper | Region | Q1- 2020 | | | | | |
| | | All packages | | 10 MB | | 20 MB | |
| | | Download | Upload | Download | Upload | Download | Upload |
| | KSA | 10.21 | 4.78 | 5.4 | 1.7 | 8.82 | 5.36 |
| | Eastern | 10.8 | 6.49 | 6.17 | 1.14 | 9.02 | 6.3 |
| | Jouf | 9.99 | 4.63 | 5.57 | 1.61 | 10.31 | 6.02 |
| | Northern Border | 9.26 | 5.14 | 4.86 | 3.39 | 9.61 | 6.32 |
| | Hail | 7.95 | 2.62 | 5.29 | 0.73 | 8.05 | 2.48 |
| | Tabouk | 8.98 | 2.99 | 5.26 | 1.05 | 7.05 | 3.25 |
| | Madina | 9.39 | 3.95 | 5.59 | 1.07 | 8.2 | 5.31 |
| | Makkah | 13.56 | 4.95 | 5.81 | 2.15 | 8.75 | 4.45 |
| | Baha | 7.02 | 4.76 | 4.67 | 1.45 | 8.1 | 7.35 |
| | Qassem | 8.89 | 3.44 | 5.37 | 1.08 | 8.12 | 4.37 |
| | Riyadh | 11.72 | 6.47 | 5.4 | 0.64 | 9.83 | 7.81 |
| | Asir | 9.04 | 6.67 | 5.49 | 9.93 | 10.02 | 5.81 |
| | Jazan | 8.04 | 3.41 | 6.39 | 1.44 | 8.59 | 5.19 |
| | Najran | 12.76 | 7.94 | 4.44 | 0.82 | 10.49 | 7.96 |

Shukran!

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