تقرير معايير جودة الخدمة
لشركة الاتصالات السعودية

Report on STC
Quality of Service Indicators

KSA
Q1, 2019

stc

General Key Performance Indicator+A1:I39s

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)	1	1	0.8	0.9	7 days for 90% of requests
		fastest 90 % of orders are completed (in days)	2.3	2.3	1.8	2.2	
		fastest 95 % of orders are completed (in days)	2.8	2.8	2.2	2.6	
		fastest 99 % of orders are completed (in days)	3.9	3.6	2.7	3.4	
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)	0:00:39	0:00:53	0:00:15	0:00:34	

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%	0.019%	0.018%	0.018%	< 1%
		unsuccessful calls for international calls	0.036%	0.075%	0.082%	0.064%	
	Number	Total number of national calls	131,402,792	140,146,054	163,668,844	145,072,563	
		Total number of International calls	6,625,275	5,387,343	6,963,994	6,325,537	
Dropped Call Rate	Percentage %	dropped calls, calculated from all the calls in the period	0.24%	0.13%	0.08%	0.15%	< 1%
Call Setup Time	Time	The mean value of call setup time for national calls (in seconds) / 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)	2.18	2.16	2.17	2.17	95 % in < 7 sec; 99% in <10 sec
		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)	3.94	4.09	4.17	4.07	
	Number	The total number of national calls	131,402,792	140,146,054	163,668,844	145,072,563	
		The total Number of international calls	6,625,275	5,387,343	6,963,994	6,325,537	
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 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	0.29%	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)	5.36	5.28	5.23	5.29	95 % in < 7 sec; 99% in <10 sec
		The time which the fastest 95 % of calls are set-up (in seconds)	4.91	4.83	4.80	4.85	
		The time which the fastest 99 % of calls are set-up (in seconds)	5.24	5.15	5.12	5.17	
	Number	Total number of calls	113,936,927	118,244,986	116,649,250	116,277,055	

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