تقرير معايير جودة الخدمة
لشركة الاتصالات السعودية

Report on STC
Quality of Service Indicators

stc

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)	0.1	0.1	0	0.1	7 days for 90% of requests
		fastest 90 % of orders are completed (in days)	0.8	0.8	0.6	0.7	
		fastest 95 % of orders are completed (in days)	1	1.1	0.8	1	
		fastest 99 % of orders are completed (in days)	1.4	3.6	1.2	1.7	
Fault Rate	Percentage %	percentage of fault reports per fixed access line	3.85%	3.02%	3.55%	3.47%	< 5%
	Number	average number of fixed access lines	1,520,736	1,510,047	1,495,234	1,508,672	
Fault Repair Time	Time	fastest 80 % of repairing valid faults on fixed access lines(in hours)	13.71	12.52	12.11	12.78	Within 24 hours for 90% of faults
		fastest 90 % of repairing valid faults on fixed access lines(in hours)	19.25	17.11	15.96	17.44	
		fastest 95 % of repairing valid faults on fixed access lines(in hours)	28.84	25.69	23.26	25.93	
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)	0:02:46	0:02:53	0:06:31	0:04:09	within 60 sec for 85% of voice calls
		The average time to respond to requests received through voice calls (in seconds)	0:00:08	0:00:06	0:00:21	0:00:12	
		Time to respond to the fastest 85% of requests received through voice calls (in seconds)	0.00	0.00	0.00	0.00	

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	0.215%	0.217%	0.237%	0.223%	< 1%
		unsuccessful calls for international calls	0.201%	0.241%	0.305%	0.249%	
	Number	Total number of national calls	78,326,086	66,763,637	74,643,102	73,244,275	
		Total number of International calls	3,591,037	2,823,283	3,535,522	3,316,614	
Dropped Call Rate	Percentage %	dropped calls, calculated from all the calls in the period	0.001%	0.002%	0.003%	0.002%	< 1%
Call Setup Time	Time	The mean value of call setup time for national calls (in seconds)	3,118	3,090	3,143	3,117	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)	4.40	4.32	4.35	4.36	
		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	98,975,360	93,814,348	111,305,506	101,365,071	
		The total Number of international calls	3,684,363	4,272,588	4,011,931	3,989,627	
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	4.16	4.15	4.16	> 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	0.18%	0.16%	0.17%	0.17%	< 1%
Dropped Call Ratio	Percentage %	dropped calls, calculated from all the calls in the period	0.26%	0.26%	0.25%	0.25%	< 1%
Call Setup Time	Time	The mean value of call setup time (in seconds)	4.601376194	4.72	4.71	4.68	95 % in < 7 sec; 99% in <10 sec
		The time which the fastest 95 % of calls are set-up (in seconds)	4.42	4.53	4.51	4.49	
		The time which the fastest 99 % of calls are set-up (in seconds)	4.59	4.71	4.70	4.67	
	Number	Total number of calls	123,079,050	117,726,158	125,441,100	122,082,103	

Key Performance Indicators Applied to Internet Access (Fiber)

Package	KPI name	Measurement method	KPI value		Target value for quarter
			Required Statistics and description	**Q1**	
100 MB	Data Transmission Speed	Mbps	The highest 95 % of download speed	70.61	None
			The lowest 5 % of download speed	3.12	
			The mean value of download speed	67.23	
			The median value of download speed	75.7	
			The standard deviation of download speed	36.39	
			The highest 95 % of upload speed	29.49	
			The lowest 5 % of upload speed	1.86	
			The mean value of upload speed	28.11	
			The median value of upload speed	22.44	
			The standard deviation of upload speed	17.54	
	Unsuccessful Data Transmission Ratio	Percentage %	Percentage of unsuccessful data transmission (in x^{10-3})	cannot be provided	None
	Delay (One-way transmission time)	Time	The mean values of the delay (in milliseconds)	11.52	None
			The standard deviation of the delay (jitter) (in milliseconds)	81.74	
200 MB	Data Transmission Speed	Mbps	The highest 95 % of download speed	114.09	None
			The lowest 5 % of download speed	3.58	
			The mean value of download speed	108.56	
			The median value of download speed	90.84	
			The standard deviation of download speed	78.79	
			The highest 95 % of upload speed	81.88	
			The lowest 5 % of upload speed	1.95	
			The mean value of upload speed	77.88	
			The median value of upload speed	73.89	
			The standard deviation of upload speed	59.64	
	Unsuccessful Data Transmission Ratio	Percentage %	Percentage of unsuccessful data transmission (in x^{10-3})	cannot be provided	None
	Delay (One-way transmission time)	Time	The mean values of the delay (in milliseconds)	12.45	None
			The standard deviation of the delay (jitter) (in milliseconds)	73.13	

Package	KPI name	Measurement method	KPI value		Target value for quarter
			Required Statistics and description	**Q1**	
10 MB	Data Transmission Speed	Mbps	The highest 95 % of download speed	6.69	None
			The lowest 5 % of download speed	0.72	
			The mean value of download speed	6.39	
			The median value of download speed	6.53	
			The standard deviation of download speed	3.38	
			The highest 95 % of upload speed	0.63	
			The lowest 5 % of upload speed	0.05	
			The mean value of upload speed	0.60	
			The median value of upload speed	0.36	
			The standard deviation of upload speed	4.17	
	Unsuccessful Data Transmission Ratio	Percentage %	Percentage of unsuccessful data transmission (in x^{10-3})	cannot be provided	None
	Delay (One-way transmission time)	Time	The mean values of the delay (in milliseconds)	70.37	None
			The standard deviation of the delay (jitter) (in milliseconds)	265.81	
20 MB	Data Transmission Speed	Mbps	The highest 95 % of download speed	8.95	None
			The lowest 5 % of download speed	0.86	
			The mean value of download speed	8.55	
			The median value of download speed	8.4	
			The standard deviation of download speed	4.40	
			The highest 95 % of upload speed	0.76	
			The lowest 5 % of upload speed	0.05	
			The mean value of upload speed	0.73	
			The median value of upload speed	0.54	
			The standard deviation of upload speed	3.76	
	Unsuccessful Data Transmission Ratio	Percentage %	Percentage of unsuccessful data transmission (in x^{10-3})	cannot be provided	None
	Delay (One-way transmission time)	Time	The mean values of the delay (in milliseconds)	63.27	None
			The standard deviation of the delay (jitter) (in milliseconds)	246.22	

Shukran!

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