

تقرير معايير جودة الخدمة لشركة الاتصالات السعودية

Report on STC Quality of Service Indicators



KSA
Q3, 2019

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) | 2 | 2.5 | 2 | 2.1 | 7 days for 90% of requests |
| | | fastest 90 % of orders are completed (in days) | 1.9 | 2.2 | 2 | 2 | |
| | | fastest 95 % of orders are completed (in days) | 1.9 | 2.2 | 2.1 | 2 | |
| | | fastest 99 % of orders are completed (in days) | 1.9 | 2.2 | 2 | 2 | |
| Fault Rate | Percentage % | percentage of fault reports per fixed access line | 4.83% | 4.35% | 5.00% | 4.73% | < 5% |
| | Number | average number of fixed access lines | 1,805,945 | 1,794,073 | 1,793,681 | 1,797,900 | |
| Fault Repair Time | Time | fastest 80 % of repairing valid faults on fixed access lines(in hours) | 15.67 | 15 | 16.75 | 15.81 | Within 24 hours for 90% of faults |
| | | fastest 90 % of repairing valid faults on fixed access lines(in hours) | 23.48 | 21.19 | 25.93 | 23.53 | |
| | | fastest 95 % of repairing valid faults on fixed access lines(in hours) | 32.68 | 30 | 39.19 | 33.96 | |
| 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) | 0:07:49 | 0:08:11 | 0:08:44 | 0:08:15 | within 60 sec for 85% of voice calls |
| | | The average time to respond to requests received through voice calls (in seconds) | 0:00:43 | 0:00:31 | 0:00:18 | 0:00:31 | |
| | | Time to respond to the fastest 85% of requests received through voice calls (in seconds) | 0:00:05 | 0:00:05 | 0:00:02 | 0:00:04 | |
| 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 | 0.032% | 0.038% | 0.047% | 0.039% | < 1% |
| | | unsuccessful calls for international calls | 0.078% | 0.026% | 0.015% | 0.040% | |
| | Number | Total number of national calls | 149,072,112 | 102,358,317 | 114,312,041 | 121,914,157 | |
| | | Total number of International calls | 6,558,268 | 6,104,588 | 5,722,846 | 6,128,567 | |
| Dropped Call Rate | Percentage % | dropped calls, calculated from all the calls in the period | 0.10% | 0.09% | 0.13% | 0.11% | < 1% |
| Call Setup Time | Time | The mean value of call setup time for national calls (in seconds) | 1.75 | 1.67 | 1.99 | 1.80 | 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) | 4.32 | 4.09 | 3.92 | 4.11 | |
| | | 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 | 149,072,112 | 102,358,317 | 114,312,041 | 121,914,157 | | |
| | The total Number of international calls | 6,558,268 | 6,104,588 | 5,722,846 | 6,128,567 | | |
| 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 | 4.16 | 4.17 | 4.14 | 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 | 7th month | 8th month | 9th month | 3rd Quarter | |
| Unsuccessful Call Ratio | Percentage % | Unsuccessful calls, calculated from all the call attempts in the period | 0.30% | 0.28% | 0.29% | 0.29% | < 1% |
| Dropped Call Ratio | Percentage % | dropped calls, calculated from all the calls in the period | 0.24% | 0.25% | 0.28% | 0.26% | < 1% |
| Call Setup Time | Time | The mean value of call setup time (in seconds) | 5.52 | 5.44 | 5.51 | 5.49 | 95 % in < 7 sec; 99% in <10 sec |
| | | The time which the fastest 95 % of calls are set-up (in seconds) | 5.04 | 4.96 | 5.00 | 5.00 | |
| | | The time which the fastest 99 % of calls are set-up (in seconds) | 5.39 | 5.31 | 5.36 | 5.35 | |
| | Number | Total number of calls | 112,870,201 | 122,939,837 | 116,184,335 | 117,331,458 | |

Shukran!

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