

تقرير معايير جودة الخدمة لشركة الاتصالات السعودية

Report on STC Quality of Service Indicators



KSA
Q3, 2021

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) | 0 | 0.2 | 0.2 | 0.2 | 7 days for 90% of requests |
| | | fastest 90 % of orders are completed (in days) | 0.5 | 0.8 | 0.9 | 0.8 | |
| | | fastest 95 % of orders are completed (in days) | 0.7 | 0.9 | 1.2 | 0.9 | |
| | | fastest 99 % of orders are completed (in days) | 0.9 | 1.1 | 1.5 | 1.2 | |
| Fault Rate | Percentage % | percentage of fault reports per fixed access line | 3.87% | 4.99% | 4.59% | 4.48% | < 5% |
| | Number | average number of fixed access lines | 1,851,957 | 1,850,669 | 1,859,140 | 1,853,922 | |
| Fault Repair Time | Time | fastest 80 % of repairing valid faults on fixed access lines(in hours) | 11.13 | 15.00 | 13.07 | 13.07 | Within 24 hours for 90% of faults |
| | | fastest 90 % of repairing valid faults on fixed access lines(in hours) | 16.80 | 24.16 | 19.36 | 20.11 | |
| | | fastest 95 % of repairing valid faults on fixed access lines(in hours) | 25.07 | 35.94 | 28.44 | 29.82 | |
| 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) | 0:01:55 | 0:03:15 | 0:03:35 | 0:02:54 | within 60 sec for 85% of voice calls |
| | | The average time to respond to requests received through voice calls (in seconds) | 0:00:07 | 0:00:10 | 0:00:15 | 0:00:11 | |
| | | 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 | 7th month | 8th month | 9th month | 3rd Quarter | |
| Unsuccessful Call Ratio | Percentage % | unsuccessful calls for national calls | 0.163% | 0.157% | 0.192% | 0.171% | < 1% |
| | | unsuccessful calls for international calls | 0.111% | 0.107% | 0.106% | 0.108% | |
| | Number | Total number of national calls | 93,405,694 | 96,850,690 | 82,171,930 | 90,809,438 | |
| | | Total number of International calls | 3,974,814 | 4,348,503 | 4,815,455 | 4,379,591 | |
| Dropped Call Rate | Percentage % | dropped calls, calculated from all the calls in the period | 0.026% | 0.011% | 0.039% | 0.03% | < 1% |
| Call Setup Time | Time | The mean value of call setup time for national calls (in seconds) | 2.94 | 3.14 | 3.13 | 3.07 | 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) | 4.33 | 4.35 | 4.40 | 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 | 93,405,694 | 96,850,690 | 82,171,930 | 90,809,438 | |
| The total Number of international calls | | 3,974,814 | 4,348,503 | 4,815,455 | 4,379,591 | | |
| 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 | 4.12 | 4.10 | 4.10 | 4.11 | > 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 | 7th month | 8th month | 9th month | 3rd Quarter | |
| Unsuccessful Call Ratio | Percentage % | Unsuccessful calls, calculated from all the call attempts in the period | 0.16% | 0.16% | 0.17% | 0.16% | < 1% |
| Dropped Call Ratio | Percentage % | dropped calls, calculated from all the calls in the period | 0.25% | 0.26% | 0.26% | 0.25% | < 1% |
| Call Setup Time | Time | The mean value of call setup time (in seconds) | 4.7 | 4.76 | 4.72 | 4.73 | 95 % in < 7 sec; 99% in <10 sec |
| | | The time which the fastest 95 % of calls are set-up (in seconds) | 4.5 | 4.59 | 4.53 | 4.54 | |
| | | The time which the fastest 99 % of calls are set-up (in seconds) | 4.69 | 4.75 | 4.71 | 4.72 | |
| | Number | Total number of calls | 114,528,019 | 114,213,839 | 118,663,582 | 115,801,813 | |

Key Performance Indicators Applied to Internet Access (Fiber)

| Package | KPI name | Measurement method | KPI value | | Target value for quarter |
|--------------------------------------|-------------------------|--|--|--------|--------------------------|
| | | | Required Statistics and description | Q3 | |
| 100 MB | Data Transmission Speed | Mbps | The highest 95 % of download speed | 79.17 | None |
| | | | The lowest 5 % of download speed | 3.73 | |
| | | | The mean value of download speed | 75.40 | |
| | | | The median value of download speed | 80.51 | |
| | | | The standard deviation of download speed | 49.72 | |
| | | | The highest 95 % of upload speed | 37.53 | |
| | | | The lowest 5 % of upload speed | 2.39 | |
| | | | The mean value of upload speed | 35.78 | |
| | | | The median value of upload speed | 29 | |
| | | | The standard deviation of upload speed | 34.18 | |
| Unsuccessful Data Transmission Ratio | Percentage % | Percentage of unsuccessful data transmission (in $x^{10^{-3}}$) | None | None | |
| Delay (One-way transmission time) | Time | The mean values of the delay (in milliseconds) | 10.98 | None | |
| | | The standard deviation of the delay (jitter) (in milliseconds) | 76.24 | | |
| 200 MB | Data Transmission Speed | Mbps | The highest 95 % of download speed | 111.84 | None |
| | | | The lowest 5 % of download speed | 3.89 | |
| | | | The mean value of download speed | 106.44 | |
| | | | The median value of download speed | 90.22 | |
| | | | The standard deviation of download speed | 75.99 | |
| | | | The highest 95 % of upload speed | 80.09 | |
| | | | The lowest 5 % of upload speed | 2.24 | |
| | | | The mean value of upload speed | 76.20 | |
| | | | The median value of upload speed | 72.45 | |
| | | | The standard deviation of upload speed | 58.95 | |
| Unsuccessful Data Transmission Ratio | Percentage % | Percentage of unsuccessful data transmission (in $x^{10^{-3}}$) | None | None | |
| Delay (One-way transmission time) | Time | The mean values of the delay (in milliseconds) | 12.07 | None | |
| | | The standard deviation of the delay (jitter) (in milliseconds) | 102.71 | | |

Key Performance Indicators Applied to Internet Access (Copper)

| Package | KPI name | Measurement method | KPI value | | Target value for quarter |
|-----------------------------------|--|--|--|------|--------------------------|
| | | | Required Statistics and description | Q3 | |
| 10 MB | Data Transmission Speed | Mbps | The highest 95 % of download speed | 6.27 | None |
| | | | The lowest 5 % of download speed | 0.71 | |
| | | | The mean value of download speed | 5.99 | |
| | | | The median value of download speed | 6.44 | |
| | | | The standard deviation of download speed | 2.69 | |
| | | | The highest 95 % of upload speed | 0.57 | |
| | | | The lowest 5 % of upload speed | 0.05 | |
| | | | The mean value of upload speed | 0.55 | |
| | | | The median value of upload speed | 0.36 | |
| | The standard deviation of upload speed | 1.77 | | | |
| | Unsuccessful Data Transmission Ratio | Percentage % | Percentage of unsuccessful data transmission (in x ¹⁰⁻³) | None | None |
| Delay (One-way transmission time) | Time | The mean values of the delay (in milliseconds) | 64.77 | None | |
| | | The standard deviation of the delay (jitter) (in milliseconds) | 201.77 | | |
| 20 MB | Data Transmission Speed | Mbps | The highest 95 % of download speed | 8.97 | None |
| | | | The lowest 5 % of download speed | 0.90 | |
| | | | The mean value of download speed | 8.56 | |
| | | | The median value of download speed | 8.32 | |
| | | | The standard deviation of download speed | 4.46 | |
| | | | The highest 95 % of upload speed | 0.88 | |
| | | | The lowest 5 % of upload speed | 0.06 | |
| | | | The mean value of upload speed | 0.84 | |
| | | | The median value of upload speed | 0.57 | |
| | The standard deviation of upload speed | 2.62 | | | |
| | Unsuccessful Data Transmission Ratio | Percentage % | Percentage of unsuccessful data transmission (in x ¹⁰⁻³) | None | None |
| Delay (One-way transmission time) | Time | The mean values of the delay (in milliseconds) | 58.32 | None | |
| | | The standard deviation of the delay (jitter) (in milliseconds) | 200.45 | | |

Shukran!

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