

Saudi Telecom Quality Report 2005

Service	#	Indicator	CITC												
			Standards	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
PSTN	1	Time of Initial Connection (No. of working Days 4)	90.00%	93.39%	95.41%	94.38%	93.20%	94.50%	92.90%	94.30%	94.04%	91.03%	91.16%	94.08%	92.78%
	2	Fault Repairs with in Objective Time (Within 24 Hours)	88.00%	92.70%	95.02%	95.69%	95.70%	90.34%	93.03%	95.07%	95.42%	94.50%	94.30%	95.70%	93.42%
	3	Response Time for (907) Operator Service (Within 25Sec)	90.00%	97.00%	97.00%	98.00%	99%	99%	99%	100%	99%	98%	98%	99%	99%
	4	Response Time for (905) Directory Assistance Service (Within 20Sec)	92.00%	99.00%	99.00%	99.00%	98%	98%	95%	96%	97%	96%	96%	97%	99%
	5	Call Set-up Time (3 Sec)	99.00%	100.00%	100.00%	100.00%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	6	Unsuccessful Call-Rate (Local/National/International) %	2.00%	1.40%	1.40%	1.50%	1.70%	2.40%	2.00%	1.70%	1.60%	1.48%	2.90%	1.10%	2.30%
	7	Bill Accuracy (valid accuracy-related complaints per 1000 Bills)	3	2.17	2.03	2.57	1.31	1.1	0.88	1.11	1.38	1.35	1.08	1.24	0.85
Mobile	1	Mobile Service Provisioning (within 6 hours)	98.00%	98.20%	98.00%	99.00%	98.10%	98.06%	99.92%	99.95%	98%	99%	99.00%	99.70%	99.00%
	2	Response Time for (902) Operator Service (Within 25Sec)	90.00%	94.00%	90.00%	95.00%	95%	95%	95%	91%	90%	95%	95%	94%	94%
	3	Call Block Rate	2.50%	1.05%	1.96%	1.90%	2.00%	1.25%	1.42%	1.38%	0.96%	0.63%	1.76%	1.17%	0.32%
	4	Call Drop Rate	2.00%	1.57%	0.92%	1.01%	1.01%	0.75%	0.98%	0.95%	0.92%	0.93%	1.09%	0.92%	0.95%
	5	Bill Accuracy (valid accuracy-related complaints per 1000 Bills)	4	1.62	4	1.8	1.28	2.78	1.2	2.3	1	1	1	1	1
Data Services Including Leased Lines	1	Connection Completed within agreed time	93.00%	87.00%	80.00%	89.00%	92%	92%	88%	86%	94%	89%	87%	90%	91%
	2	Provisioning Interval (Avg. # of Days)	Reporting	21	18.8	19.1	13	12	15.3	15.7	11.9	14.3	13.9	14.6	15.11
	3	Service Reliability	99.50%	99.60%	99.60%	99.57%	99.61%	99.54%	99.57%	99.64%	99.64%	99.64%	99.60%	99.60%	99.60%