	Service	#	Indicator	CITC Standards	Jan	Feb	Mar	Average Q1	Apr	May	Jun	Average Q2	Jul	Aug	Sep	Average Q3	Oct	Nov	Dec	Average Q4	Average Yearly
												Zain QoS for 2010									
MOBILE VOICE	E1/2	1	Response Time for (959) Operator Service within 60 Sec	80%	58%	54%	79%	64%	78%	81%	85%	81%	76%	62%	47%	62%	79%	83%	80%	81%	72%
	E1/2	2	Unsuccessful Call Rate	<2%	2.56	2.88	4.32	2.76	4.53	3.18	3.08	3.59	3.36	5.40	4.93	4.56	3.10	2.90	2.54	2.85	3.44
	E1/2	3	Call Drop Rate	<2%	0.59	0.58	0.62	0.63	0.67	0.58	0.55	0.6	0.53	0.61	0.56	0.56	0.57	0.63	0.48	0.55	0.6
	E1/2	4	Voice Quality Standards (Mean Opinion Score)	MOS>3.5	90% of samples above 4	90% of samples above 4	90% of samples above 4	90% of samples above 4	90% of samples above 4	90% of samples above 4	90% of samples above 4	90% of samples above 4	94% of samples above 4	94% of samples above 4	94% of samples above 4	94% of samples above 4	90% of samples above 4	90% of samples above 4	90% of samples above 4	90% of samples above 4	4.00
	E1/2	5	Geographical radio Service Coverage mapping	Updateed at least yearly	84%	84.15%	84.84%	84.84%	85%	85%	85%	85.00%	86%	87%	87%	87.00%	87.42%	87.62%	88.26%	88.26%	86.28%