Interconnection QoS	2010
Service Provider Name	Saudi Telecom Company

		Indicator	Target Value	Measurement Reasults (M = Month, Av = Average, Q = Quarter, Yr = Year)																
				M1	M2	M3	Av Q1	M4	M5	M6	Av Q2	M7	M8	M9	Av Q3	M10	M11	M12	Av Q4	Av Yr
Mobily	SS7-BASED Interconnect	Installation time (new connection)	20 Weeks (Rio)																	
		Installation time (additional link capacity available)	10 Weeks (Rio)												10				10	10
		Fault repair time (service affecting)	85% in 10 hours (Rio)	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100%
		Fault repair time (non-service-affecting)	85% in 36 hours (Rio)	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100%
		Service availability	99.7% yearly (Rio)	99.94%	100.00%	99.99%	99.99%	100.00%	99.94%	100.00%	99.93%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.98%
		Unsuccessful call attemps	< 2%	0.17%	0.16%	0.90%	0.18%	0.89%	1.34%	0.40%	0.89%	0.18%	0.20%	0.20%	0.19%	0.25%	0.16%	0.12%	0.19	0.36%
	Transmission link Service	Installation time (equipment available)	20 Weeks (Rio)																10	10
		Installation time (equipment not available)	10 Weeks (Rio)																	
		Fault repair time (service affecting)	85% in 20 hours (Rio)	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100%
		Fault repair time (non-service-affecting)	85% in 72 hours (Rio)	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100%
		Service availability	99.7% yearly (Rio)	99.95%	100.00%	99.99%	99.98%	99.93%	99.98%	99.99%	99.97%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.99%
Zain	SS7-BASED Interconnect	Installation time (new connection)	20 Weeks (Rio)																	
		Installation time (additional link capacity available)	10 Weeks (Rio)												10				10	10
		Fault repair time (service affecting)	85% in 10 hours (Rio)	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100%
		Fault repair time (non-service-affecting)	85% in 36 hours (Rio)	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100%
		Service availability	99.7% yearly (Rio)	100.00%	99.79%	100.00%	99.93%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.99%	100.00%	100.00%	100.00%	99.98%
		Unsuccessful call attemps	< 2%	0.32%	0.46%	1.15%	0.52%	1.30%	0.95%	1.16%	1.13%	0.89%	1.27%	1.09%	1.10%	0.84%	1.03%	0.75%	0.88%	0.90%
	Transmission link Service	Installation time (equipment available)	20 Weeks (Rio)				10				10				10				10	10
		Installation time (equipment not available)	10 Weeks (Rio)				20				20				20					20
		Fault repair time (service affecting)	85% in 20 hours (Rio)	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100%
		Fault repair time (non-service-affecting)	85% in 72 hours (Rio)	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100%
		Service availability	99.7% yearly (Rio)	99.98%	100.00%	99.99%	99.99%	99.91%	99.94%	99.98%	99.94%	99.94%	100.00%	99.99%	99.97%	100.00%	100.00%	100.00%	100.00%	100%
Atheeb	SS7-BASED Interconnect	Installation time (new connection)	20 Weeks (Rio)																	
		Installation time (additional link capacity available)	10 Weeks (Rio)																	
		Fault repair time (service affecting)	85% in 10 hours (Rio)	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100%
		Fault repair time (non-service-affecting)	85% in 36 hours (Rio)	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100%
		Service availability	99.7% yearly (Rio)	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100%
		Unsuccessful call attemps	< 2%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.58%	0.45%	0.46%	0.49%	0.47%	0.26%
	Transmission link Service	Installation time (equipment available)	20 Weeks (Rio)																	
		Installation time (equipment not available)	10 Weeks (Rio)																	
		Fault repair time (service affecting)	85% in 20 hours (Rio)																	
		Fault repair time (non-service-affecting)	85% in 72 hours (Rio)																	
		Service availability	99.7% yearly (Rio)																	