

تقرير مؤشرات جودة الخدمة لشركة الاتصالات السعودية

Report on stc Quality of Service Indicators



KSA
Q4, 2024

عام - Public

stc

| General Key Performance Indicators | | | | | | | |
|-------------------------------------|------------------|--|------------|------------|-----------|-------------|--------------------------|
| KPI name | Measurement Unit | KPI value | | | | | Target value for quarter |
| | | Required Statistics and description | 10th month | 11th month | 12 month | 4th Quarter | Year |
| Supply Time | Time | fastest 50 % of orders are completed (in days) | 0.2 | 0.1 | 0.1 | 0.1 | 0.15 |
| | | fastest 90 % of orders are completed (in days) | 0.7 | 0.7 | 0.6 | 0.7 | 0.70 |
| | | fastest 95 % of orders are completed (in days) | 1 | 0.9 | 0.8 | 0.9 | 0.90 |
| | | fastest 99 % of orders are completed (in days) | 1.5 | 1.3 | 1.2 | 1.3 | 1.20 |
| Fault Rate | Percentage % | percentage of fault reports per fixed access line | 3.37% | 3.07% | 2.90% | 3.11% | 3.21% |
| | Number | average number of fixed access lines | 1,868,219 | 1,870,742 | 1,880,641 | 1,873,201 | 1,866,397 |
| Fault Repair Time | Time | fastest 80 % of repairing valid faults on fixed access lines(in hours) | 15.95 | 14.59 | 13.29 | 14.61 | 14.45 |
| | | fastest 90 % of repairing valid faults on fixed access lines(in hours) | 23.89 | 21.06 | 18.8 | 21.25 | 21.10 |
| | | fastest 95 % of repairing valid faults on fixed access lines(in hours) | 33.48 | 30.26 | 26.85 | 30.20 | 29.73 |
| 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) | 0:04:20 | 0:05:12 | 0:06:08 | 0:05:15 | 0:02:45 |
| | | The average time to respond to requests received through voice calls (in seconds) | 0:00:18 | 0:00:21 | 0:00:29 | 0:00:22 | 0:00:18 |
| | | Time to respond to the fastest 85% of requests received through voice calls (in seconds) | 0.15 | 1.06 | 3.5 | 1.55 | 0.69 |

| Key Performance Indicators Applied on Fixed Networks | | | | | | | |
|--|-------------------------|--|------------|------------|------------|-------------|--------------------------|
| KPI name | Measurement method | KPI value | | | | | Target value for quarter |
| | | Required Statistics and description | 10th month | 11th month | 12 month | 4th Quarter | Year |
| Unsuccessful Call Ratio | Percentage % | unsuccessful calls for national calls | 0.14% | 0.12% | 0.15% | 0.137% | 0.132% |
| | | unsuccessful calls for international calls | 0.54% | 0.48% | 0.36% | 0.460% | 0.572% |
| | Number | Total number of national calls | 43,181,621 | 41,359,071 | 40,822,567 | 41,787,753 | 44,434,361 |
| | | Total number of International calls | 2,304,540 | 2,067,359 | 2,043,597 | 2,138,499 | 2,404,432 |
| Dropped Call Rate | Percentage % | dropped calls, calculated from all the calls in the period | 0.11% | 0.10% | 0.11% | 0.11% | 0.109% |
| Call Setup Time | Time | The mean value of call setup time for national calls (in seconds) | 1.13 | 1.1 | 1.09 | 1.107 | 1.15 |
| | | The time in which the fastest 95 % of national calls are set-up (in seconds) | 0.93 | 0.91 | 0.91 | 0.917 | 0.95 |
| | | The time which the fastest 99% of national calls are set-up (in seconds) | 1.08 | 1.05 | 1.04 | 1.057 | 1.10 |
| | | The mean value of call setup time for international calls (in seconds) | 1.11 | 1.08 | 1.06 | 1.08 | 1.10 |
| | | The time which the fastest 95 % of international calls are set-up (in seconds) | 0.81 | 0.77 | 0.72 | 0.77 | 0.82 |
| | | The time which the fastest 99 % of international calls are set-up (in seconds) | 1.06 | 1.04 | 1.01 | 1.04 | 1.05 |
| | Number | The total number of national calls | 43,181,621 | 41,359,071 | 40,822,567 | 41,787,753 | 44,434,361 |
| | | The total Number of international calls | 2,304,540 | 2,067,359 | 2,043,597 | 2,138,499 | 2,404,432 |
| 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 | 3.85 | 3.87 | 3.9 | 3.873 | 3.867 |

| 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 | 10th month | 11th month | 12 month | 4th Quarter | Year |
| Unsuccessful Call Ratio | Percentage % | Unsuccessful calls, calculated from all the call attempts in the period | 0.24% | 0.26% | 0.25% | 0.25% | 0.26% |
| Dropped Call Ratio | Percentage % | dropped calls, calculated from all the calls in the period | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% |
| Call Setup Time | Time | The mean value of call setup time (in seconds) | 4.61 | 4.51 | 4.45 | 4.52 | 4.72 |
| | | The time which the fastest 95 % of calls are set-up (in seconds) | 4.05 | 3.95 | 3.90 | 3.97 | 4.13 |
| | | The time which the fastest 99 % of calls are set-up (in seconds) | 4.40 | 4.29 | 4.23 | 4.31 | 4.50 |
| | Number | Total number of calls | 127,160,044 | 129,082,091 | 133,640,716 | 129,960,950 | 126,448,650 |

| Key Performance Indicators Applied to Internet Access (Fiber) | | | | | |
|---|--------------------------------------|--------------------|--|--------------------|--------------------------|
| Package | KPI name | Measurement method | KPI value | | Target value for quarter |
| | | | Required Statistics and description | Q4 | |
| 100 MB | Data Transmission Speed | Mbps | The highest 95 % of download speed | 90.24 | None |
| | | | The lowest 5 % of download speed | 70.64 | |
| | | | The mean value of download speed | 89.24 | |
| | | | The median value of download speed | 91.41 | |
| | | | The standard deviation of download speed | 9.43 | |
| | | | The highest 95 % of upload speed | 24.92 | |
| | | | The lowest 5 % of upload speed | 16.03 | |
| | | | The mean value of upload speed | 24.47 | |
| | | | The median value of upload speed | 21.36 | |
| | | | The standard deviation of upload speed | 9.60 | |
| | Unsuccessful Data Transmission Ratio | Percentage % | Percentage of unsuccessful data transmission (in x ¹⁰⁻³) | cannot be provided | None |
| | Delay (One-way transmission time) | Time | The mean values of the delay (in milliseconds) | 15.11 | None |
| | | | The standard deviation of the delay (jitter) (in milliseconds) | 71.23 | |
| 200 MB | Data Transmission Speed | Mbps | The highest 95 % of download speed | 175.92 | None |
| | | | The lowest 5 % of download speed | 141.49 | |
| | | | The mean value of download speed | 174.00 | |
| | | | The median value of download speed | 179.91 | |
| | | | The standard deviation of download speed | 22.71 | |
| | | | The highest 95 % of upload speed | 84.55 | |
| | | | The lowest 5 % of upload speed | 52.42 | |
| | | | The mean value of upload speed | 82.75 | |
| | | | The median value of upload speed | 84.29 | |
| | | | The standard deviation of upload speed | 14.06 | |
| | Unsuccessful Data Transmission Ratio | Percentage % | Percentage of unsuccessful data transmission (in x ¹⁰⁻³) | cannot be provided | None |
| | Delay (One-way transmission time) | Time | The mean values of the delay (in milliseconds) | 14.39 | None |
| | | | The standard deviation of the delay (jitter) (in milliseconds) | 68.1 | |

| Key Performance Indicators Applied to Internet Access (Copper) | | | | | |
|--|--------------------------------------|--------------------|--|--------------------|--------------------------|
| Package | KPI name | Measurement method | KPI value | | Target value for quarter |
| | | | Required Statistics and description | Q4 | |
| 10 MB | Data Transmission Speed | Mbps | The highest 95 % of download speed | 6.24 | None |
| | | | The lowest 5 % of download speed | 0.58 | |
| | | | The mean value of download speed | 5.96 | |
| | | | The median value of download speed | 6.37 | |
| | | | The standard deviation of download speed | 3.02 | |
| | | | The highest 95 % of upload speed | 1.55 | |
| | | | The lowest 5 % of upload speed | 0.03 | |
| | | | The mean value of upload speed | 1.48 | |
| | | | The median value of upload speed | 0.48 | |
| | | | The standard deviation of upload speed | 2.38 | |
| | Unsuccessful Data Transmission Ratio | Percentage % | Percentage of unsuccessful data transmission (in x ¹⁰⁻³) | cannot be provided | None |
| | Delay (One-way transmission time) | Time | The mean values of the delay (in milliseconds) | 69.67 | None |
| | | | The standard deviation of the delay (jitter) (in milliseconds) | 323.38 | |
| 20 MB | Data Transmission Speed | Mbps | The highest 95 % of download speed | 8.46 | None |
| | | | The lowest 5 % of download speed | 0.58 | |
| | | | The mean value of download speed | 8.07 | |
| | | | The median value of download speed | 7.66 | |
| | | | The standard deviation of download speed | 4.91 | |
| | | | The highest 95 % of upload speed | 1.82 | |
| | | | The lowest 5 % of upload speed | 0.03 | |
| | | | The mean value of upload speed | 1.73 | |
| | | | The median value of upload speed | 0.61 | |
| | | | The standard deviation of upload speed | 2.53 | |
| | Unsuccessful Data Transmission Ratio | Percentage % | Percentage of unsuccessful data transmission (in x ¹⁰⁻³) | cannot be provided | None |
| | Delay (One-way transmission time) | Time | The mean values of the delay (in milliseconds) | 60.88 | None |
| | | | The standard deviation of the delay (jitter) (in milliseconds) | 277.55 | |

Thank you!

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