

# تقرير مؤشرات جودة الخدمة لشركة الاتصالات السعودية

## Report on stc Quality of Service Indicators

KSA  
Q1, 2025

عام - Public

stc

## General Key Performance Indicators

KPI name	Measurement Unit	KPI value					Target value for quarter	
		Required Statistics and description		1st month	2nd month	3rd month		
Supply Time	Time	fastest 50 % of orders are completed (in days)		0.1	0.1	0.5	0.2	7 days for 90% of requests
		fastest 90 % of orders are completed (in days)		0.5	0.6	1.1	0.7	
		fastest 95 % of orders are completed (in days)		0.7	0.7	1.4	0.9	
		fastest 99 % of orders are completed (in days)		1	1	1.8	1.3	
Fault Rate	Percentage %	percentage of fault reports per fixed access line		2.82%	3.00%	3.12%	2.98%	< 5%
	Number	average number of fixed access lines		1897240	1908750	1910542	1,905,511	
Fault Repair Time	Time	fastest 80 % of repairing valid faults on fixed access lines (in hours)		12.81	14.96	15.32	14.36	Within 24 hours for 90% of faults
		fastest 90 % of repairing valid faults on fixed access lines (in hours)		17.61	20.71	23.26	20.52	
		fastest 95 % of repairing valid faults on fixed access lines (in hours)		24.37	28.74	31.50	28.20	
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)		0:01:39	0:09:33	0:10:07	0:06:19	within 60 sec for 85% of voice calls
		The average time to respond to requests received through voice calls (in seconds)		0:00:50	0:01:07	0:01:56	0:01:14	
		Time to respond to the fastest 85% of requests received through voice calls (in seconds)		9.88	14.94	57.89	28.52	

## Key Performance Indicators Applied on Fixed Networks

KPI name	Measurement method	KPI value					Target value for quarter	
		Required Statistics and description		1st month	2nd month	3rd month		
Unsuccessful Call Ratio	Percentage %	unsuccessful calls for national calls		0.14%	0.15%	0.15%	0.147%	< 1%
		unsuccessful calls for international calls		0.34%	0.30%	0.30%	0.313%	
	Number	Total number of national calls		39,707,392	33,953,884	37,123,781	36,928,352	
		Total number of International calls		2,229,683	2,124,149	2,218,348	2,190,727	
Dropped Call Rate	Percentage %	dropped calls, calculated from all the calls in the period		0.11%	0.10%	0.10%	0.103%	< 1%
Call Setup Time	Time	The mean value of call setup time for national calls (in seconds)		1.08	1.09	0.98	1.050	95 % in < 7 sec; 99% in <10 sec
		The time in which the fastest 95 % of national calls are set-up (in seconds)		0.9	0.92	0.8	0.873	
		The time which the fastest 99 % of national calls are set-up (in seconds)		1.03	1.04	0.93	1.000	
		The mean value of call setup time for international calls (in seconds)		1.04	1.02	1.03	1.030	
		The time which the fastest 95 % of international calls are set-up (in seconds)		0.71	0.69	0.65	0.683	
	Number	The time which the fastest 99 % of international calls are set-up (in seconds)		0.98	0.97	0.98	0.977	
		The total number of national calls		39,707,392	33,953,884	37,123,781	36,928,352	
		The total Number of international calls		2,229,683	2,124,149	2,218,348	2,190,727	
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		3.9	3.9	3.88	3.89	> 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		1st month	2nd month	3rd month		
Unsuccessful Call Ratio	Percentage %	Unsuccessful calls, calculated from all the call attempts in the period		0.28%	0.26%	0.25%	0.26%	< 1%
Dropped Call Ratio	Percentage %	dropped calls, calculated from all the calls in the period		0.25%	0.21%	0.20%	0.22%	< 1%
Call Setup Time	Time	The mean value of call setup time (in seconds)		4.48	4.49	4.43	4.47	95 % in < 7 sec; 99% in <10 sec
		The time which the fastest 95 % of calls are set-up (in seconds)		3.85	3.86	3.83	3.85	
		The time which the fastest 99 % of calls are set-up (in seconds)		4.26	4.27	4.22	4.25	
	Number	Total number of calls		135,154,771	134,998,157	127,180,651	132,444,526	

# Key Performance Indicators Applied to Internet Access (Fiber)

Package	KPI name	Measurement method	KPI value		Target value for quarter
			Required Statistics and description	Q1	
100 MB	Data Transmission Speed	Mbps	The highest 95 % of download speed	90.38	None
			The lowest 5 % of download speed	70.82	
			The mean value of download speed	89.39	
			The median value of download speed	91.13	
			The standard deviation of download speed	8.61	
			The highest 95 % of upload speed	26.25	
			The lowest 5 % of upload speed	20.35	
			The mean value of upload speed	25.95	
			The median value of upload speed	22.02	
			The standard deviation of upload speed	11.12	
200 MB	Unsuccessful Data Transmission Ratio	Percentage %	Percentage of unsuccessful data transmission (in $\times 10^{-3}$ )	cannot be provided	None
	Data Transmission Speed	Time	The mean values of the delay (in milliseconds)	15.27	
			The standard deviation of the delay (jitter) (in milliseconds)	116.24	
			The highest 95 % of download speed	175.69	
			The lowest 5 % of download speed	137.89	
			The mean value of download speed	173.75	
			The median value of download speed	176.73	
			The standard deviation of download speed	20.09	
			The highest 95 % of upload speed	77.32	
			The lowest 5 % of upload speed	42.01	
300 MB	Unsuccessful Data Transmission Ratio	Percentage %	Percentage of unsuccessful data transmission (in $\times 10^{-3}$ )	cannot be provided	None
	Data Transmission Speed	Time	The mean values of the delay (in milliseconds)	12.79	
			The standard deviation of the delay (jitter) (in milliseconds)	76.60728031	

# Key Performance Indicators Applied to Internet Access (Copper)

Package	KPI name	Measurement method	KPI value		Target value for quarter
			Required Statistics and description	Q1	
10 MB	Data Transmission Speed	Mbps	The highest 95 % of download speed	6.56	None
			The lowest 5 % of download speed	0.55	
			The mean value of download speed	6.26	
			The median value of download speed	6.57	
			The standard deviation of download speed	3.28	
			The highest 95 % of upload speed	2.17	
			The lowest 5 % of upload speed	0.04	
			The mean value of upload speed	2.07	
			The median value of upload speed	0.59	
			The standard deviation of upload speed	3.05	
20 MB	Unsuccessful Data Transmission Ratio	Percentage %	Percentage of unsuccessful data transmission (in $\times 10^{-3}$ )	cannot be provided	None
	Data Transmission Speed	Time	The mean values of the delay (in milliseconds)	63.21	
			The standard deviation of the delay (jitter) (in milliseconds)	305.02	
			The highest 95 % of download speed	10.14	
			The lowest 5 % of download speed	0.74	
			The mean value of download speed	9.69	
			The median value of download speed	8.62	
			The standard deviation of download speed	6.16	
			The highest 95 % of upload speed	5	
			The lowest 5 % of upload speed	0.06	
30 MB	Unsuccessful Data Transmission Ratio	Percentage %	Percentage of unsuccessful data transmission (in $\times 10^{-3}$ )	cannot be provided	None
	Data Transmission Speed	Time	The mean values of the delay (in milliseconds)	49.42	
			The standard deviation of the delay (jitter) (in milliseconds)	255.6	
			The highest 95 % of download speed	12.14	
			The lowest 5 % of download speed	0.74	
			The mean value of download speed	11.69	
			The median value of download speed	10.62	
			The standard deviation of download speed	6.16	
			The highest 95 % of upload speed	5	
			The lowest 5 % of upload speed	0.06	

# Thank you!

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