

تقرير مؤشرات جودة الخدمة
لشركة الاتصالات السعودية

Report on stc
Quality of Service Indicators

KSA
Q2, 2025

عام - Public

stc

General Key Performance Indicators

KPI name	Measurement Unit	KPI value					Target value for quarter
		Required Statistics and description		4th month	5th month	6th month	
Supply Time	Time	fastest 50 % of orders are completed (in days)		0.1	0.1	0.1	0.1
		fastest 90 % of orders are completed (in days)		0.6	0.7	0.6	0.6
		fastest 95 % of orders are completed (in days)		0.8	0.8	0.7	0.8
		fastest 99 % of orders are completed (in days)		1.3	1	1.2	1.2
Fault Rate	Percentage %	percentage of fault reports per fixed access line		3.24%	3.28%	2.80%	3.11%
	Number	average number of fixed access lines		1,903,045	1,922,782	1,920,308	1,915,378
Fault Repair Time	Time	fastest 80 % of repairing valid faults on fixed access lines(in hours)		12.6	12.35	10.54	11.83
		fastest 90 % of repairing valid faults on fixed access lines(in hours)		17.22	16.79	15	16.34
		fastest 95 % of repairing valid faults on fixed access lines(in hours)		22.94	22.76	20.74	22.15
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)			0:02:31	0:01:53	0:12:47
		The average time to respond to requests received through voice calls (in seconds)			0:00:34	0:00:22	0:00:17
		Time to respond to the fastest 85% of requests received through voice calls (in seconds)			6.71	3.32	0.13

Key Performance Indicators Applied on Fixed Networks

KPI name	Measurement method	KPI value					Target value for quarter
		Required Statistics and description		4th month	5th month	6th month	
Unsuccessful Call Ratio	Percentage %	unsuccessful calls for national calls		0.17%	0.13%	0.12%	0.140%
		unsuccessful calls for international calls		0.37%	0.36%	0.32%	0.360%
	Number	Total number of national calls		37,377,843	37,305,243	33,954,849	36,212,645
		Total number of International calls		2,109,882	2,014,594	2,169,517	2,097,998
Dropped Call Rate	Percentage %	dropped calls, calculated from all the calls in the period		0.12%	0.11%	0.11%	0.11%
Call Setup Time	Time	The mean value of call setup time for national calls (in seconds)		1.02	1.03	0.92	0.990
		The time in which the fastest 95 % of national calls are set-up (in seconds)		0.84	0.86	0.92	0.873
		The time which the fastest 99% of national calls are set-up (in seconds)		0.97	0.98	0.92	0.957
		The mean value of call setup time for international calls (in seconds)		1	1.12	1.03	1.05
		The time which the fastest 95 % of international calls are set-up (in seconds)		0.7	0.75	1.03	0.83
		The time which the fastest 99 % of international calls are set-up (in seconds)		0.94	1.06	1.03	1.01
	Number	The total number of national calls		37,377,843	37,305,243	33,954,849	36,212,645
		The total Number of international calls		2,109,882	2,014,594	2,169,517	2,097,998
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	3.92	3.91

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		4th month	5th month	6th month	
Unsuccessful Call Ratio	Percentage %	Unsuccessful calls, calculated from all the call attempts in the period		0.22%	0.20%	0.18%	0.20%
Dropped Call Ratio	Percentage %	dropped calls, calculated from all the calls in the period		0.13%	0.12%	0.12%	0.12%
Call Setup Time	Time	The mean value of call setup time (in seconds)		4.06	3.89	3.80	3.92
		The time which the fastest 95 % of calls are set-up (in seconds)		3.57	3.47	3.43	3.49
		The time which the fastest 99 % of calls are set-up (in seconds)		3.84	3.73	3.66	3.74
	Number	Total number of calls		2,403,680	2,283,966	3,417,147	2,701,598

Key Performance Indicators Applied to Internet Access (Fiber)

Package	KPI name	Measurement method	KPI value		Target value for quarter
			Required Statistics and description	Q2	
100 MB	Data Transmission Speed	Mbps	The highest 95 % of download speed	84.16	None
			The lowest 5 % of download speed	34.54	
			The mean value of download speed	81.65	
			The median value of download speed	87.41	
			The standard deviation of download speed	18.82	
			The highest 95 % of upload speed	18.03	
			The lowest 5 % of upload speed	4.20	
			The mean value of upload speed	17.33	
			The median value of upload speed	20.40	
			The standard deviation of upload speed	8.01	
200 MB	Unsuccessful Data Transmission Ratio	Percentage %	Percentage of unsuccessful data transmission (in $\times 10^{-3}$)	cannot be provided	None
	Delay (One-way transmission time)	Time	The mean values of the delay (in milliseconds)	17.20	None
			The standard deviation of the delay (jitter) (in milliseconds)	81.37	
	Data Transmission Speed	Mbps	The highest 95 % of download speed	158.91	None
			The lowest 5 % of download speed	62.01	
			The mean value of download speed	154.00	
			The median value of download speed	164.95	
			The standard deviation of download speed	42.14	
			The highest 95 % of upload speed	59.61	
			The lowest 5 % of upload speed	8.72	
			The mean value of upload speed	57.03	
			The median value of upload speed	65.03	
			The standard deviation of upload speed	29.70	
300 MB	Unsuccessful Data Transmission Ratio	Percentage %	Percentage of unsuccessful data transmission (in $\times 10^{-3}$)	cannot be provided	None
	Delay (One-way transmission time)	Time	The mean values of the delay (in milliseconds)	14.92	None
			The standard deviation of the delay (jitter) (in milliseconds)	80.47	

Key Performance Indicators Applied to Internet Access (Copper)

Package	KPI name	Measurement method	KPI value		Target value for quarter
			Required Statistics and description	Q2	
10 MB	Data Transmission Speed	Mbps	The highest 95 % of download speed	6.19	None
			The lowest 5 % of download speed	0.65	
			The mean value of download speed	5.9	
			The median value of download speed	6.37	
			The standard deviation of download speed	3.05	
			The highest 95 % of upload speed	0.97	
			The lowest 5 % of upload speed	0.07	
			The mean value of upload speed	0.92	
			The median value of upload speed	0.47	
			The standard deviation of upload speed	1.17	
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)	70.73	
			The standard deviation of the delay (jitter) (in milliseconds)	246.56	
			The highest 95 % of download speed	8.67	
			The lowest 5 % of download speed	0.73	
			The mean value of download speed	8.27	
			The median value of download speed	7.8	
			The standard deviation of download speed	5.16	
			The highest 95 % of upload speed	2.33	
			The lowest 5 % of upload speed	0.07	
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)	55.62	
			The standard deviation of the delay (jitter) (in milliseconds)	241.65	
			The highest 95 % of download speed	10.25	
			The lowest 5 % of download speed	0.75	
			The mean value of download speed	9.75	
			The median value of download speed	9.25	
			The standard deviation of download speed	5.85	
			The highest 95 % of upload speed	2.55	
			The lowest 5 % of upload speed	0.07	
40 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)	45.35	
			The standard deviation of the delay (jitter) (in milliseconds)	231.35	
			The highest 95 % of download speed	11.55	
			The lowest 5 % of download speed	0.75	
			The mean value of download speed	11.05	
			The median value of download speed	10.55	
			The standard deviation of download speed	6.35	
			The highest 95 % of upload speed	2.65	
			The lowest 5 % of upload speed	0.07	

Thank you!

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